Request for Proposal (RFP) for RBI Website & Mobile App - Redesign and Development

Department of Communication (DoC), Reserve Bank of India (RBI), 9th Floor, Central Office Building, Shahid Bhagat Singh Marg, Fort, Mumbai – 400001, invites two-part tenders through e-tendering process from bidders shortlisted during EOI stage for RBI Website & Mobile App - Redesign and Development.

The shortlisted bidders intending to participate in the tendering process should submit their bids online as per the Tender Document, which may be downloaded from 'Tenders' section on RBI website (https://www.rbi.org.in) and MSTC website (https://www.mstcecommerce.com/eprochome/rbi/).

Note: Any further Addenda/Corrigenda/extension of dates, Clarifications/ Responses to bidders' queries in respect of the above tender shall be posted on Bank's website (www.rbi.org.in) only and no separate notification shall be issued in the press.

RESERVE BANK OF INDIA

Department of Communication

Request for Proposal

for

RBI Website & Mobile App - Redesign and Development

MSTC Event- Event No. RBI/Central Office/DOC/7/20-21/ET/337

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1 Introduction

The Reserve Bank of India (RBI) was established on April 1, 1935 in accordance with the provisions of the Reserve Bank of India Act, 1934. RBI desires to redesign and develop its public website (https://www.rbi.org.in), its sub-domains, associated microsites and Android & iOS Mobile App and further leverage it by using a Standard Content Management System or Digital Experience Platform.

RBI being a full-service central bank, its existing public website provides a vast amount of information through various sections/ web pages/ sub-domains / microsites. Visitors to the RBI website belong to a wide spectrum, from inquisitive information seekers to informed academics. The website acts as a repository of communique with regulated entities, notifications for general public as well as research papers for economists and policy professionals.

By redesigning and revamping the website & mobile app, RBI aims at:

- Strengthening the external communication framework to convey the roles and functions of RBI.
- Enhancing RBI's brand equity in other jurisdictions.
- Making the website a catalytic agent for the organization, which will bring a cultural shift in the way RBI thinks and communicates.
- Offering best in class Digital Experience Platform for the website consumers.
- Leveraging enhanced Web 3.0 features in website.

2 Objective

The objective is to create an outstanding digital experience for RBI Website and Mobile app visitors / end users, which will enhance usability in the complete user-journey, in as much as to reach the targeted group. RBI expects a rich, modular, highly interactive and turn-key solution based on latest technology /products (with a comprehensive future road-map) to revamp its Websites and Mobile App (Android & iOS) and hosting it on-premises at locations specified by RBI. The key criterion is to ensure proper and effective dissemination and management of information and this would require a well-designed, well maintained Digital Experience Platform (DXP) / Standard Content Management System (CMS) at the core of the solution. Both RBI Website and Mobile Apps plans to operate and run from proposed DXP solution hosted on-premises at RBI data centres with state-of-the-art security features.

Below are high-level objectives:

- Re-design & Develop complete experience of RBI Website, Sub-domains, Microsites, Mobile app (Android and iOS) and further leverage it by using Digital Experience Platform – DXP / Standard Content Management System – CMS
- Introduce New features, functionalities modules, and workflows.
- Improve User Interface (UI) & User Experience (UX).
- Improve Search Capability & Information Architecture (IA).
- Improve Content Strategy & User Engagement.
- Incorporate latest website and mobile app design trends & guidelines.
- Achieve synergy & uniformity across website while ensuring scalability.
- Complete Data Migration including de-duplication of links, pages, documents
- Compliance of Websites and Mobile App to GIGW, W3C and WCAG 2.0 guidelines.

The bidders desirous of taking up the project for supply of the DXP solution and other integrated solutions 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 proposals from shortlisted bidders who have the necessary experience, capability & expertise to provide the Bank a solution for the functions 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 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 Bidder selected through tendering process. The Bank reserves the right to reject or withdraw the RFP and no correspondence shall be entertained in this regard.

3 Schedule

The following is an indicative timeframe for the overall RFP 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 communicated to the affected respondents during the process

Activity	**Scheduled Dates**
Name of Project	RBI Website & Mobile App - Redesign and Development
Date of Issue of RFP	December 03, 2020
Last date and time for receipt of e-mail queries for clarification from Bidders	December 08 2020, 12:00 hours
Date and time of Pre-Bid Meeting	December 09 2020, 15:00 hours .The meeting would be over WebEx, details of which would be shared with bidders later.
Date & Time of Final Submission of Technical & Commercial Bids on the MSTC Portal	December 24, 2020; 12:00 hours. However, in case of change in terms and conditions of RFP notified by way of corrigendum, date and time for final submission will be specified along with the corrigendum.
Date and Time of Technical Bid Opening	December 29, 2020, 15:00 hours. However, in case of change in terms and conditions of RFP notified by way of corrigendum, date, and time for opening of Technical Bid will be specified along with the corrigendum. Opening of technical bids will be through WebEx meeting for which advance intimation will be shared with registered parties.

Approach Paper Presentation/Case, as applicable	Shall be informed separately via mail.
Date of Commercial Bid Opening	Shall be informed separately via mail. Opening of bids will be in physical meeting or through WebEx meeting for which advance intimation will be shared with registered parties.
Intimation to selected bidder	Shall be informed separately via mail.
Name and Address for communication	The Chief General Manager, Reserve Bank of India, Department of Communication, 09th Floor, Central Office Building, Shahid Bhagat Singh Road, Mumbai - 400 001
Venue for opening of Bids/ Meetings / Presentations	Reserve Bank of India, Department of Communication, 9th Floor, Central Office Building, Shahid Bhagat Singh Road, Mumbai 400 001 in case of physical meeting or through WebEx meeting for which advance intimation will be shared with registered parties.
All Queries to be mailed to	website@rbi.org.in
Portal for registration of Bidder on MSTC	https://www.mstcecommerce.com/

The timeframe is subject to change. Notice in writing of any changes will be provided wherever feasible.

Addendum/Corrigendum if any will be subsequently published.

1. This document can also be downloaded from the Portal of MSTC' https://www.mstcecommerce.com/
2. Queries / clarifications can be sought by email till the date mentioned as per above Schedule. Emails in this regard should be sent to website@rbi.org.in and should have the subject "Response to RFP – RBI Website & Mobile App - Redesign and Development". Queries sent to any other email ID/through post may not be considered by the Bank.

3. In addition to the submission of the documents on the MSTC portal, the hard copies of the required documents as per submission checklist Annexure U, (except Commercial Bid document) should also be submitted in a sealed cover at the following address:

   Chief General Manager, Reserve Bank of India, Department of Communication, Central Office Building, 9th Floor, Shahid Bhagat Singh Road, Mumbai-400 001
4. Both Commercial Bid documents & Technical Bid documents are to be uploaded on MSTC portal.
5. The sealed envelope/cover should be super scribed with the title “Response to RFP – RBI Website & Mobile App - Redesign and Development”. The response should be signed and submitted by a person duly authorized to bind the bidding company to the details submitted in the proposal in response to the RFP. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding.

4 Definition of Terms

Definition: - Throughout this RFP/Bid Document, the following terms shall have the meanings as given below and shall be interpreted accordingly: -

1. Bank/ Purchaser/ RBI - Reference to “RBI”, “the Bank”, “Bank” and “Purchaser” shall be determined in context of this RFP
2. Proposal/ Bid – the Bidder’s written reply or submission in response to this RFP
3. RFP – the Request for Proposal (this document) in its entirety, inclusive of any addenda that may be issued by the Bank.
4. Services/ Work – “Services” or “Work” 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 implementation, installation, commissioning, provision of technical assistance, training, support, maintenance and other obligation of the Supplier covered under the RFP.
5. System/ solution/ product (RBI)/ platform - “System” or “solution” means and includes hardware, software, etc. required for operationalising the proposed solution and to provide the Services as mentioned in the RFP.
6. The completion shall include satisfactory installation, testing, data migration, non-functional requirements, etc
7. “Service Period” means a period of 7 years (contract period including 3 years of warranty & 4 years of Comprehensive AMC Support) commencing from the date of issue of Completion Certificate (90 days after Go-Live).
8. “Bidder/Service Provider/System Integrator/Vendor” means an eligible Indian entity/firm submitting a Proposal/Bid in response to this RFP. The legal entity who signs and submit the bid and the EMD.
9. “Successful Bidder” or “Vendor” means any firm / company, etc., to whom work has been awarded and whose Bid has been accepted by Purchaser and shall include its authorized representatives, successors and permitted assignees.
10. “Acceptance of Bid” means the letter/fax, or any memorandum communicating to the Bidder the acceptance of its Bid and includes an advance acceptance of his Bid.
11. “Agreement” means the contract signed between the Bank and the Selected Bidder and all the attached documents. The “Agreement” includes the RFP,

subsequent modifications to the RFP, response of the selected vendor to the RFP and the contract document itself.

12. “Project cost” - Project cost would be initial cost/ development/ customisation cost /installation cost/commissioning cost/training cost/technical assistance cost/warranty cost.
13. Warranty – The Bidder will be required to provide three years’ warranty which should include on-site personnel deployed at Data Centre as well as at Bank’s site along with off-site support. The date of start of warranty period would be the date of issue of “Completion Certificate” by the Bank. During the Warranty period, the Bidder would be required to undertake all necessary modifications not falling under the purview of Continuous Development such as updates, bug fixes or any other support as and when required.
14. “Comprehensive Annual Maintenance Contract (AMC)” – Post implementation and warranty, support and maintenance will be required during the four years of AMC period.
15. “Authorised Signatory” means the person authorized by the company’s Board/ Managing Director/ Director for signing the bid documents on behalf of the company. The authorized signatory should give a declaration and through authenticated documentary evidence to establish that he/she is empowered to sign the bid documents and bind the bidder.
16. “Implementation” means the implementation of infrastructure/software/appliance at the customer's premises or at such other location as may be specified by the customer which will be considered complete only after successful sanity testing.
17. “Integration” means the system should be able to integrate with components/applications and support other 3rd party integration, if required.
18. “Commissioning” means, the System shall be considered to have been commissioned, when the entire job, including supply, installation, integration, configuration, testing and deployment of all hardware & software is executed to the satisfaction of the Purchaser.
19. “Operationalisation” means when all the components of the total solution are successfully commissioned and are in fully working condition for meeting any day to day operational requirements and any demands placed upon them.
20. “Site” means the place where the product / service / solution is to be delivered and commissioned or places approved by the Purchaser for the purposes of the

Contract together with any other places designated in the Contract as forming part of the Site.

21. “One-time cost” means the cost of licensing, supply, installation, integration, implementation, commissioning, testing, operationalisation of Total Solution (SW), deployment of necessary man-power resources including warranty costs for 3 years, excluding the comprehensive AMC Charges for the contract.
22. “Incident” refers to any event / abnormalities in the functioning of any of the components of the “Total Solution” that may lead to disruption in normal operations
23. “Availability” shall mean the time for which the services offered are available for conducting operations from the infrastructure / total solution hosted in RBI
24. “Downtime” means accumulated time during which any of the components/total solution is inoperable within the Scheduled Operation Time but outside the scheduled maintenance time.
25. “Response time” is defined as the time between receipt of the incident by support team from the user, its logging / generation of ticket on the system
26. “Restoration Time” shall mean the time taken (after the incident has been reported to the support team) till resolution of the incident and recovery.
27. Continuous Development Team – For development, fine tuning and other activities, development team will be based at RBI Locations.
28. Continuous Development – 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 Continuous Development. Any minor changes required in the application such as addition / deletion / alteration of a row / column / field, additional report, menu items etc. will not be considered as part of Continuous Development and should be supported by the resident Support Engineer with support of Development team of the bidder.
29. Free Text Searching - Ability to search for content based on an arbitrary set of keywords. Proximity rules may also be added to the search criteria.
30. Full-Text-Search - The ability to search a data file for specific words, numbers and/or combinations or patterns thereof
31. Man-day – 8 hours of work of a qualified person.
32. Week – 6 Calendar days.
33. T – Technical Score of the Bidder

34. T High – The Bidder with the highest technical score shall be ranked as T1 and be considered as T High for the techno-commercial score
35. C – The final price quoted by the bidder.
36. C Low – The lowest Commercial Bid.
37. TC1 – The successful Bidder after the 'techno-commercial' Bidding process

Note: - The specification for components of the proposed solution are defined in generic terms on best effort basis. Reference of any term proprietary to a System Integrator/ Original Equipment Manufacturer (SI/OEM) in the RFP is incidental and has no other meaning other than specifying the nature and classification of the component of the proposed solution. In case of a difference of opinion on the part of the Bidder in comprehending or interpreting any clause / provision of the Bid Document after submission of the Bid, the interpretation by Purchaser and decision of Purchaser in this behalf shall be final, conclusive and binding on the Bidder.

5 List of Abbreviations

Sr. No	Short Form	Description
1	AD	Active Directory
2	AMC	Annual Maintenance Contract
3	API	Application Programming Interface
4	BCP	Business Continuity Planning
5	BAM	Business Activity Monitoring
6	BG	Bank Guarantee
7	CB	Capacity Building
8	CDAC	Centre for Development and Advanced Computing
9	CMS	Content Management System
10	CGM	Chief General Manager
11	CO	Central Office
12	CSS	Cascading Style Sheets
13	CSV	Comma-separated values
14	CTA	Call to Actions
15	DAM	Database Activity Monitoring
16	DAST	Dynamic Application Security Testing
17	DBA	Database Administrator
18	DBIE	Database on Indian Economy
19	DC	Data Centre
20	DOC	Department of Communication
21	DR	Disaster Recovery
22	DXP	Digital Experience Platform
23	EOI	Expression of Interest
24	EMD	Earnest Money Deposit
25	FMCG	Fast Moving Consumer Goods
26	FRS	Functional Requirement Specifications
27	GIGW	Guidelines for Indian Government Websites
28	HA	High availability
29	HLD	High Level Design
30	HTML	Hypertext Mark-up Language
31	IA	Information Architecture
32	IS	Information Security
33	JSON	JavaScript Object Notation
34	LDAP	Lightweight Directory Access Protocol
35	LLD	Low Level Design
36	MVT	Multivariate Testing
37	NDA	Non-Disclosure Agreement
38	OEM	Original Equipment Manufacturer
39	OOTB	Out of the Box
40	OS	Operating System
41	OWASP	Open Web Application Security Project
42	PSE	Public Sector Enterprise

43	PO	Purchase Order
44	PII	Personal Identifiable Information
45	PSU	Public Sector Undertakings
46	PWA	Progressive Web Application
47	QA	Quality Assurance
48	RDBMS	Relational Database Management System
49	RBI	Reserve Bank of India
50	RFP	Request for Proposal
51	RPO	Recovery point objective
52	RSS	Really Simple Syndication
53	RTL	Route to Live
54	RTO	Recovery time objective
55	SAST	Static Application Security Testing
56	SEO	Search Engine optimization
57	SPA	Single Page Application
58	SI	System Integrator
59	SIEM	Security Information and Event Management
60	SIT	System Integration testing
61	SLA	Service Level Agreements
62	SRS	Software Requirement Specifications
63	SSDLC	Secure System Development Lifecycle
64	STQC	Standardization Testing and Quality Certification
65	TAG	Technical Advisory Group
66	TCO	Total Cost of the Ownership
67	TTR	Time to Recovery
68	TTS	Text to Speech
69	UAT	User Acceptance Testing
70	UCD	User Centred Design
71	UI	User Interface
72	URL	Uniform Resource Locator
73	UX	User Experience
74	VAPT	Vulnerability Assessment & Penetration Testing
75	WAF	Web Application Firewall
76	W3C	World Wide Web Consortium
77	WCAG	Web Content and Accessibility Guidelines
78	WYSIWYG	What You See Is What You Get
79	XHTML	Extensible Hypertext Mark-up Language
80	XML	Extensible Mark-up Language

6 Requirements of the proposed solution

The major requirements are as listed below but not limited to:

6.1 Functional/Feature Requirements

6.1.1 Website & Mobile App requirements

Sr. No.	***Requirements***	***Business Critical/Desirable***
1.	Improve the overall Information Architecture (IA) or organisation of information based on the priority and frequency of access - Build and create architecture of information mapping relevant hierarchy to facilitate intuitive access to content. - Design a framework for information presentation to facilitate understanding and map them to the user journeys. - Design a navigation framework of interface elements to enable users to access all hierarchies within information architecture	Business Critical
2.	Improve Content Strategy and User engagement	Business Critical
3.	Achieve synergy & uniformity across all platforms i.e. web and mobile app	Business Critical
4.	Colour scheme - The colour combination of the website should enhance the branding of the authority and attract users to navigate and spend time across platforms. Thus, bidder shall use good colour scheme.	Business Critical
5.	Use Images, videos icons, info graphs, graphical data where necessary to improve user's engagement and reduce user's effort to read heavy textual information wherever possible	Business Critical
6.	Navigation - The website should allow the visitors to find what they are looking for without confusion or unnecessary clicks. However, the web site should have following feature for better navigation and hold the visitors to go through much information - The navigation to be clutter-free - Good Internal Linking and reverse navigation - Informative header and footer	Business Critical

7.	Error Handling: - The website should display specific error message to the visitors or to the users for better understanding of the functions of the website. - Auto-redirection of 301 errors when pages are removed or renamed - Ability to handle 404 errors The bidder will develop new, refined Information Architecture which will prioritize content, simplify discoverability and provide the optimal UX to our users.	Business Critical
8.	Logical & Hierarchical Sitemap: The website shall help both users and search engines navigate the site easily by mapping hierarchical list of pages (with links) organized by topic	Business Critical
9.	Provision for users to share sharable content on social media platforms like Facebook, Twitter etc. Bidders to call out 3rd party plugin integration if applicable	Business Critical
10.	User may Subscribe to receive Email & Push notification on the updates of selected topics of their choice	Business Critical
11.	Compliant to World Wide Web Consortium (W3C) and Web Content Accessibility Guidelines WCAG 2.0 - Level AA as per standards set out in the W3C Web Content Accessibility Guidelines 2.0	Business Critical
12.	Compliant to Government of India Guidelines (GIGW) for website	Business Critical
13.	Website solution shall be designed to get Certified Quality Website Certification issued by STQC	Desirable
14.	Website solution should take into consideration W3C Guidelines on Internationalization	Business Critical
15.	The Website content and its design should be W3C XHTML and CSS compliant.	Business Critical
16.	Website and mobile app design should be compliant to Nielsen and Molich's 10 User Interface Design Guidelines	Business Critical
17.	Virtual assistant/Interactive guide can be added for selected pages which can guide users through the website and help the visitors especially the less tech-savvy and / or new visitors	Desirable
18.	Provide Text to Speech (TTS) or Text to Audio - widget - which will be a form of speech synthesis that converts text into spoken voice output. This would be an accessibility feature where offering a computer-generated spoken voice that would "read" text to the user. This will include English,	Business Critical

	Hindi and 12 other regional languages. Bidders to clearly call out if 3rd party services are being proposed	
19.	Blog - full featured blogging platform for RBI users/departments built for easy content authoring and sharing. Provision for the blogs/articles to be tagged with categories and have provision to get it archived. End users / visitors will be able to view blogs/articles but not interact or comment / reply to it.	Business Critical
20.	Import feeds posted by RBI on various RBI's Twitter handles and display it in a section on the RBI website	Desirable

6.1.2 Search Capability

Sr. No	***Requirements***	***Business Critical/Desirable***
21.	Search for any keyword, documents, video, audio, images, and other media types based off file names, tags, metadata, and the file's text content regardless of content location and format	Business Critical
22.	Ability to define and perform advanced searches by setting up the search parameters in advance (e.g. Categories, documents only, PDF only, Excel only etc.)	Business Critical
23.	Provision to apply Filter/Sort the search results within the UI	Business Critical
24.	Support search functionality for present, historic, and archived content	Business Critical
25.	Ability to provide "Suggestions" when searching to display frequently searched items, its tagged category keyword and correct spelling errors	Business Critical
26.	View Frequently Searched / Most Searched Items in the Search page	Business Critical
27.	Ability to search content contained within documents like PDF, Word, Excel, PowerPoint files etc.	Business Critical
28.	Ability to search metadata stored with related digital assets	Business Critical
29.	Multi Language Search — Provision to Search content in all languages (English, Hindi and 12 other regional languages) for multi-language sites and portal instances wherever applicable	Business Critical
30.	View previously searched keywords / search history	Business Critical
31.	Provide faceted search or personalized search to instantly refine search results by drilling down with specific constraints that match the user's search criteria	Business Critical
32.	Support versioning, indexing, and full-text search of data	Business Critical

33.	Event-driven indexing, meaning instant updating of the index and search results.	Business Critical
34.	Ability to weight search results and weighting should be able to be controlled and changed from Content Management System (CMS)	Business Critical
35.	Ability to set-up synonyms / equivalent terms	Business Critical
36.	Provision to customize search results rankings to highlight important topics	Business Critical
37.	Provision to manage and control search engine indexing	Business Critical
38.	Ability to set-up spell checking and present near matches in the result set	Business Critical
39.	Provide search security i.e. the ability to exclude from results and areas where the searcher does not have access	Business Critical
40.	Extending search feature to also include the search keywords from DBIE (Database on Indian Economy) web-portal and further from search result, redirect to DBIE web-portals' homepage	Desirable
41.	Ability to integrate with a 3rd-party search engine	Desirable

6.1.3 Content Management System

Sr. No.	***Requirements***	***Business Critical/Desirable***
42.	CMS should have simple and intuitive user interface to allow extensive use by users of varying levels of technical knowledge.	Business Critical
43.	Create and manage users, user groups, departments, organization, geographies, office location.	Business Critical
44.	Define user specific Roles & Permissions i.e. assign users page-wise, microsite-wise, section-wise, component-wise, module-wise access permissions i.e. to Create, Update, Delete, View, Review, Publish etc.	Business Critical
45.	An authorization matrix shall be put in place for providing privileges to the users by mapping them to specific roles. Access controls and management, including user creation with proper grouping and rights and all necessary services for user management must be undertaken	Business Critical
46.	The ability for site administrators to easily edit or extend the structured authoring web pages & templates, without requiring coding or technical knowledge and provide a	Business Critical

	point-and click interface for creating and managing structured authoring templates.	
47.	Provide ability to enforce the use of pre-defined themes, templates, and style guidelines to ensure a consistent look and feel when entering and viewing content	Business Critical
48.	Provide predesigned, reusable components, modules, and widgets to quickly build new static and dynamic pages.	Business Critical
49.	Support drag and drop content organization and editing interface through a What You See Is What You Get (WYSIWYG) interface and in-context feature set for content authors	Business Critical
50.	Single-page app editing - Edit and manage Single-Page Applications (SPAs) with the same drag-and-drop editor used for websites.	Business Critical
51.	Support personalized experiences across digital touchpoints including web, mobile and connected devices	Desirable
52.	Ability to handle omnichannel requirements where a content is to be published to a website, mobile app, social media etc.	Business Critical
53.	Support Full Responsive and Adaptive design	Business Critical
54.	Support integration for Progressive Web Applications (PWA) and Hybrid/Native mobile apps (Android & iOS)	Business Critical
55.	Provide Multilevel Undo/Redo to Revert to Old Versions of the Content	Business Critical
56.	Editing and Preview option for any device or platform (e.g. mobile, tablet, desktop)	Business Critical
57.	Support management of multiple sites in a global hierarchy	Business Critical
58.	Support multiple versions of the same site through the same web solution instance	Business Critical
59.	Provide tools to support the management of multiple sites in multiple languages (English, Hindi and 12 other Regional Languages). Regional languages must be easily read on web and mobile app where there should not be any junk keywords displayed	Business Critical
60.	Support for Machine Translation as well as Manual translation of content.	Business Critical

61.	Accommodate external language translation services - e.g. Google translate, Bing and Local translation like CDAC, Web dunia etc. Note: Manual translation for all the content (e.g. Press Releases etc.) in Hindi and 12 other regional languages will be provided by RBI, while machine translation will be by proposed DXP solution.	Business Critical
62.	Should be Unicode compliant	Business Critical
63.	Support content reusability between sites, pages, and channels	Business Critical
64.	Standardize style and design across components or pages without back-end development. From a list of predefined styles, simply choose between different variations, instantly adapting fonts, colours, and formats	Business Critical
65.	Use of pre-defined templates and styles to ensure a consistent look and feel when entering and viewing content	Business Critical
66.	Ability to schedule content publishing & expiration date/time i.e. single piece of content component should be scheduled to appear for different lengths of time in different places	Business Critical
67.	Provide Version comparison & Version history	Business Critical
68.	Ability to recover or retrieve deleted or expired content	Business Critical
69.	Ability to archive content/sections/pages and further be able to filter by specific date/month/year	Business Critical
70.	The solution should accommodate various content types (such as .txt, HTML, PDF, MS-Word, XML, graphics, audio, rich media, etc.) in terms of storage and management.	Business Critical
71.	Solution must be compliant to latest DITA (Darwin Information Typing Architecture) versions and specifications.	Business Critical
72.	Provision to create multiple choice polls that keep track of votes and display results on the page. This could be at a closed group level or open group level	Business Critical
73.	Provision to create engaging Forms & Surveys and collect visitor's non-confidential data with auto-generated and real-time reports and analytics capability. This could be at a closed group level or open group level	Business Critical
74.	Ability to create Email templates and send Email Notifications and Newsletters for subscribed users email ID	Business Critical

75.	Provision to send custom as well as automated Push Notifications across all platforms or target users/subscribed users i.e. website & mobile app which could be generic, or subscription based. Bidder to explicitly call out if any third-party push notification services will be used.	Business Critical
76.	Alerts and Announcements — Broadcast updates across sites or target announcements to specific user groups.	Desirable
77.	SEO (search engine optimization) metadata & keywords authoring	Business Critical
78.	Provide an HTML editor in editing environment	Business Critical
79.	Allow for associating metadata with content assets	Business Critical
80.	Support content indexing and cross-referencing through metadata, content keyword attributes or explicit identifiers.	Business Critical
81.	Provides features for users' role-based content delivery, audience targeting and segmentation	Desirable
82.	Deliver the right content to the right audience with insights about web pages, content, and users	Desirable
83.	Ability to target website visitors based on cookies, device, URL, geolocation, and locale.	Desirable
84.	Ability to personalize anything on a page for different audience segments through the page editor.	Desirable
85.	Ability to automate personalization of content based on user's past behaviour and further behaviour-based segmentations and interest-based content recommendations	Desirable
86.	Personalization based on user behaviour i.e. Triggering the action on some user event for example download pdf doc or viewed any specific video	Desirable
87.	Personalized recommendations – Recommend similar articles/blogs/content according to the user history	Desirable
88.	Responsive and adaptive rendering that dynamically adjusts images to best fit the screen size and network speed / bandwidth of each device, addressing experience and performance issues.	Business Critical
89.	Support bulk import and export of content	Business Critical
90.	Provide and manage a site hierarchy	Business Critical
91.	Ability to automatically generate and maintain a site map	Business Critical
92.	Ability to provide site breadcrumb navigation	Business Critical

93.	Content Sharing capability on various social media platforms - Facebook, Twitter and YouTube from via proposed DXP solution	Desirable
94.	Support Social media integration and capable multiple channel information delivery – RSS feeds, etc.	Business Critical
95.	Social channel content distribution, plus possibility of viewing how the content is shown when shared on social media, sent as an email, or even when printed out	Desirable
96.	Provide personalized experiences and improve the findability of assets by automatically adding tags to images and documents upon upload	Business Critical
97.	Support metadata categorization and addition of metadata to a group of assets	Business Critical
98.	Allow associating metadata with content assets	Business Critical
99.	Ability to apply metadata in bulk across selected content items	Business Critical
100.	Provision for site rollback capabilities	Business Critical
101.	Provision to track changes to content in the author/editor process	Business Critical
102.	Support creation of private pages which can be accessible to authorised private users (login based) and not general public	Desirable
103.	Auto-size images and generate thumbnails/images in required sizes based on device and the network speed on the user device	Business Critical
104.	Provide solution to convert PDF to HTML and HTML to PDF with least possible turnaround time. Further, when the PDF is converted to HTML, all type of content should be editable with HTML editor	Business Critical
105.	Optimize updates to site map information and other metadata so that new pages are searchable by external search engines.	Business Critical
106.	Content Reuse: Ability to reuse components across multiple pages	Business Critical
107.	Rule engine support and ease of use for end user to create rules on components level	Business Critical
108.	Advanced Caching mechanism to view content offline	Business Critical
109.	Provide content to third parties in a standard format like XML, JSON, etc	Business Critical
110.	Support multi-tenancy and should allow department to create any number of micro-sites from a single installation without any impact on User Licenses or site licenses etc.	Business Critical

111.	RSS feeds - Allow users to get dynamically updated digests of critical news, topics, blogs, and other publications. Users can configure the order of topics displayed and how many articles are shown per provider.	Business Critical
112.	Provide auto-save capabilities for better authoring experience	Desirable
113.	Support for latest third-party UI frameworks like Bootstrap, jQuery, ReactJS, AngularJS etc.	Business Critical
114.	Allows users to leave comments on any user page.	Business Critical
115.	Allows users to leave ratings on any user page. (Rate the content of this page). This will be further accessed by respective page admin	Business Critical
116.	Allows users to report inappropriate content on a page. Admin from the backend should be notified to further take necessary action	Business Critical
117.	Reduced content Go-To-Market time	Business Critical
118.	All content published via proposed solution should go through a grammar check as well as spelling check. There should be an admin level configuration to select if the spelling is to be picked from British English or American English dictionaries.	Business Critical
119.	All content published via proposed DXP solution should flag inappropriate or objectionable keywords, slangs etc. before getting published on Live site	Business Critical
120.	DXP solution should be responsive in nature i.e. it should be accessible from mobile, tablet and desktop devices	Desirable
121.	Selected web & mobile pages to be mapped with Language(s) in which its page related content needs to be translated either from English to Hindi or English to 12 other regional languages. When updating content for such pages, owner/author of the page should be notified and prompted if page content for related mapped languages is pending for updation. Admin should be able to view list of pages and its mapped languages for which content in mapped language is updated or pending in a tabular / matrix format. Pending items to be flagged.	Business Critical
122.	Data Visualization: Provision for Content Authors to upload excel file from via proposed solution for specific pages/sections of the Website/PWA and Mobile app, further visitors/end-user should be able to view this	Business Critical

	excel related data in various available dynamic graphical formats (e.g. bar graph, line graphs, pie charts etc.) and also be able to apply specific filters/sort (like category, date, weekly, monthly, quarterly, annually / most recent, oldest etc). Visitors / end-user should be able to download these excel files and graphical formats.	

6.1.4 Workflow Management

Sr. No.	***Requirements***	***Business Critical/Desirable***
123.	Ability to define any number of simple to complex business processes/workflows, tasks leveraging users, groups, and roles	Business Critical
124.	Ability to define tasks and assign it to users	Business Critical
125.	Define due dates and timelines for a workflow process and specific tasks.	Business Critical
126.	Ability to replicate/copy/clone and modify existing workflows	Business Critical
127.	Support parallel, nested, conditional, rule-based, and ad-hoc workflow processes	Business Critical
128.	Support workflows integration with Outlook for email notifications	Business Critical
129.	Support content approval/rejection process with commenting and feedback where required	Business Critical
130.	Support workflows to track users and their tasks and assignments	Business Critical
131.	Workflow Analytics for all instances of open and in progress processes in real time allowing for easy identification of operational bottlenecks and insight to optimize efficiency.	Business Critical
132.	Should alert users when tasks are overdue, and alerts can be sent at regular and defined intervals.	Business Critical
133.	Define workflow status e.g. review, approved, not approved, pending approval, not submitted for approval etc. can be easily searched.	Business Critical
134.	Users participating in review or approval workflows are provided with a personalized task list for all tasks assigned to them. Users can see at a glance their tasks, a description about task, who assigned the task and timelines for completion of task.	Business Critical
135.	Maintain logs and audit trails for every activity	Business Critical

136.	Support workflow tasks to be linked to a calendar	Business Critical

6.1.5 Digital Asset Management / Content Repository Hub

Sr. No.	***Requirements***	***Business Critical/Desirable***
137.	Provide unified repository that comprises of documents, video, audio, images, and other media types from one place. It can be leveraged across an enterprise, within a specific group, or for a single individual as a web repository.	Business Critical
138.	Support digital assets participate in workflow process	Business Critical
139.	Should provide the ability to create, share and comment on assets with registered users to increase collaboration for instances where multiple users need to work on a single asset.	Business Critical
140.	Should have the ability to provide advance search options, search filters, keyword management, hierarchical keyword support	Business Critical
141.	Search for documents, video, audio, images, and other media types based on keywords, file names, content description, tags, metadata, asset usage rights/policies and the file's text content.	Business Critical
142.	Support graphics (RBI brand logo, etc.) stored and manipulated for multiple device and location presentation	Business Critical
143.	Support images and multimedia (Images, Audio, Video, Flash etc.) with bare minimum load time considering on-premises server setup	Business Critical
144.	Allow Visual resizing, rotating, and cropping of images	Business Critical
145.	Support assets be reviewed, approved, rejected, and annotated	Business Critical
146.	Provide the ability to apply custom metadata to digital assets, individually and in bulk	Business Critical
147.	Provision to configure custom metadata fields, such as asset ratings, favourites, descriptions, etc.	Business Critical
148.	Automatically format images and other rich media based on predefined standards for resolution, size etc. (e.g. Banner images)	Business Critical
149.	Provide ability to upgrade versions of assets simultaneously across multiple platforms	Business Critical

150.	Support the defined User Interface guidelines, Brand and Design guidelines and further related policies	Business Critical
151.	Provide dynamic templates for customizing assets while ensuring brand consistency	Business Critical
152.	Support automatic version control and alerts to ensure latest versions are always used	Business Critical
153.	Provision to make commonly used assets available across application developed through proposed solution	Business Critical
154.	Ability to make project-based assets made available to projects teams/stakeholders and limit availability of sensitive or confidential assets	Business Critical
155.	Support Expiry and/or archival over-used or outdated digital assets	Business Critical
156.	Ability to apply a watermark, copyright, etc. to an asset	Business Critical
157.	Support image composites and graphical scaling	Business Critical
158.	Capability of applying compression algorithms such that there is no restriction on the size of the digital asset. However, A certain viable maximum asset size is recommended to ensure optimal use of asset management resources like CPU and storage, and to ensure efficient lossless compression.	Business Critical
159.	The system should have separate Digital Media server for better management of contents/documents and store only metadata information in the database for better performance. The contents/documents must be stored in an encrypted format.	Business Critical
160.	Detection of duplicate images via a deep comparison, not just comparison of titles	Desirable

6.1.6 On-premises Analytics and Reporting –

Bidders are requested to propose only On-Premises solution for Web & Mobile Analytics and Reporting modules.

Sr. No.	***Requirements***	***Business Critical/Desirable***
161.	Track count of visitors across Website / PWA, Mobile (android/iOS), Tablet and various browsers to provide basic insight on trends of usage, seasonal variations, popularity of content.	Business Critical
162.	View Top pages visited by visitors and further provide quick and easy reference to sort pages as per visit counts.	Business Critical
163.	View individual Page-wise visit counts	Business Critical
164.	View individual Page sessions duration – measuring the average amount of time the visitor stayed on the page	Business Critical
165.	View Percentage of new sessions - Of the total number of visits, how many were returning visitors and how many were new	Business Critical
166.	Detects anonymous visitor's device details, demographics, and city/state level location, further view the visitor statistics on a World map by country, region, or city.	Business Critical
167.	View Conversions / Success rate - Click events / Call to Actions (CTAs) to identify success rate	Business Critical
168.	Exit page – Page wise exit rate giving indication on how many times visitors left the site from a specific page.	Business Critical
169.	View Channels / Source for website traffic - Direct, Organic search, Referral, Email, Paid search, Other advertising, Social and Display.	Business Critical
170.	Display traffic types, filter and visualize paths for easy source identification. Display assets and filter interactions on each asset by touchpoint	Desirable

171.	Instantly creating breakdowns and segments, create cohorts for analysis, create alerts, create segments, do flow and fallout analysis, and curate reports.	Desirable
172.	Page Speed: Show average and maximum page speed against time in analytics dashboard.	Business Critical
173.	View Bounce rate of single page website visits	Business Critical
174.	Asset analytics - Track and visualize engagement levels for digital assets and web content.	Desirable
175.	View Asset-specific reports, detail use case-specific insight about usage, views, and engagement.	Desirable
176.	Support analysis for different segments, comparison of segments, generate reports for different time periods, metric comparison for two time periods etc.	Desirable
177.	Ability to view Users Path Flow: Show the path users take in the site which would help to assess if there is any challenge in navigation or if any part is confusing to the visitors. Further, determine via cohort analysis the stickiness of readers with respect to publications. E.g. – Basis a view of a Mint Street Memo, determine whether the readers came back to read the next publish mint street memo or associated Research paper	Desirable
178.	Cohort Analysis: Create and compare groups of visitors/end-users with shared characteristics/behaviour over time to help recognise and analyse significant trends. Further, provide relevant content suggestions and improve customer experiences	Desirable
179.	Ability to pull customer data from multiple sources to create in-depth analytics and a single view to create known users. Visualize customer data, build dynamic segments, and analyse segments and individuals	Desirable
180.	Solution should support A/B testing and MVT - Multivariate testing, Auto-Target, Auto-Allocate and run Automated Personalization depending on the visit number, visitor type, etc.	Desirable
181.	Classify visitors/customers into segments based on interaction and system data	Desirable

182.	Ability to build dynamic segments and sharing the same segment on the fly with the Personalisation Engine to target the segmented users.	Desirable
183.	Create and manage different content relevant to each segment you want to serve	Desirable
184.	Provision to view dashboards and generate reports to identify patterns and trends in experience data. Further download reports (preferable in Excel/CSV/XML/JSON) and share with stakeholders	Business Critical
185.	Discover the user journeys on website and app, what are the paths being followed, what are the search keywords being used, what articles are driving downloads, average time spent, trend analysis etc.	Desirable
186.	Ability to capture and show the various keywords searched across all platforms which gives popular search key words which can be an important input to improve SEO tagging and further understand each search key word, percentage distribution of traffic to individual page is an useful KPI to measure.	Business Critical
187.	Bank runs various awareness campaigns through Twitter, Facebook, YouTube, Newsletters, website, mobile app thus effectiveness of such campaigns should be tracked through the analytics platform such that it gives clarity on conversions from various platforms.	Desirable
188.	Ability to track Custom Events: Custom events can be triggered against a button or image click, widget load, section scroll etc. Such event tracking may often be required to track efficiency of specific CTA (call to action).	Business Critical
189.	Ability to track Downloads: All types of file download (e.g. pdf, excel, ppt, audio etc) should be automatically tracked	Business Critical
190.	Ability to track Media: Track Audio/Video Play. Show video/audio number of plays, average time spent playing, completions. Would be good to see the audio/video list ordered by popularity or number of plays.	Desirable

191.	Ability to track Out-links: Track all the links click to external sites.	Business Critical
192.	Ability to track 404 pages	Desirable
193.	Anonymous Visitor Profile: Ability to view collated data of a visitors' information that could bring in lot of insight on why visitors are coming to our site and what are their area of interest, their sequence of page visits, location, average time spent etc.	Business Critical
194.	Audit Log: The system must capture detailed audit log to empower admin or system auditors to track and audit any change performance in the systems or its configurations.	Business Critical
195.	Unlimited Users: There should not be any limitation on number of user's login for proposed on-premises analytics solution	Business Critical
196.	Analytics platform must comply with a strong password for all accounts. It must comply with the password policy of the organization as applicable.	Business Critical
197.	End-users / Visitors Privacy compliance: - Provide users options to opt-out web analysis tracking - Anonymize PI data such as IP, user ids etc. - On receiving request from user, administrator should have provision to search, delete PI (Personally Identifiable) category attributes for visitor profile and send collected data to the user. - Privacy policy should be carefully drafted considering any PI (Personally Identifiable) data collected including cookie	Business Critical
198.	Access Security: The application URL must have SSL Redirection enabled and must support hosting behind proxies with load balancer architecture.	Business Critical
199.	Heatmap Analytics: Heatmaps, scroll maps and Clicks of your users displayed in beautiful overlay Heatmap reports.	Business Critical
200.	Ability to Import historic / existing Analytics data directly into proposed analytics Solution	Desirable

201.	Supports pages encoded in Unicode (for example, UTF-8) but also supports all other charsets	Desirable
202.	On-premises analytics solution should give Bank complete control of data with 100% data ownership. Solution provider should not be able to gain access to any of the banks data.	Business Critical
203.	User Management: Admin user of the Analytics solution should be able to create multiple users, assign them roles and permission to manage webpages, sub-domains etc.	Business Critical

6.1.7 Mobile Application Requirements

Below is the list of features that should be added to the Mobile app in addition to the existing ones:

Sr. No.	***Requirements***	***Business Critical/Desirable***
204.	Link to redirect to CMS - Complaint Management System platform and MANI app should be provided	Business Critical
205.	Common Person / Man – Useful information and related pages for common man and related internal pages to be included with English, Hindi and other 12 regional languages applicable	Business Critical
206.	RBI Museum related pages to be included	Business Critical
207.	Speeches section to be included	Business Critical
208.	Publications section sorted by frequency of updates should be added	Business Critical
209.	Direct link to Database on Indian Economy (DBIE) to be provided with redirection	Business Critical
210.	Redirection links to RBI Social media pages (Facebook, Twitter, YouTube) to be included	Business Critical
211.	Opportunities@rbi section should be added as it is one of the most sought-after section on website. It would encourage people to download the App.	Business Critical
212.	Easy search functionality through function wise search or direct search should be provided same as for website	Business Critical
213.	Page loading must be managed such that the image/video size does not make the loading of the page slower	Business Critical

Note: Additional pages/functionalities may be further refined/added during the requirement gathering phase or maybe added as part of continuous development phase later. Any other Sections which are getting most hits on website, should be added in mobile App.

6.1.8 Progressive Web Application Requirements

Below is the list of indicative general features that are expected to be as part of PWA development:

Sr. No.	***Requirements***	***Business Critical/Desirable***
214.	Capability to work offline - Selected pages / sections should be able to continue to work even when the user is offline or has an unreliable or slow internet connection.	Business Critical
215.	Discoverability - PWA to works like any website such that it can be indexed in search engine	Business Critical
216.	Push notifications - PWA must be able to send push notifications even when the browser is closed, and the app is not active.	Business Critical
217.	Support background data/content synchronisation using service workers	Business Critical
218.	Responsive to any screen size - Users must be able to use PWA on any screen size (like mobile, tablet, desktop etc) and all of the content should be available at any viewport size	Business Critical
219.	Security: PWA must be served via HTTPS to prevent snooping and ensure content has not been tampered with.	Business Critical
220.	Faster after initial loading - After the initial loading has finished, the same content and page elements do not have to be re-downloaded each time	Business Critical
221.	Installable — To launch PWA, user should be able to visit the website and add to home screen like any other app icon	Business Critical
222.	Linkable — Can easily be shared via a URL and does not require complex installation.	Business Critical
223.	Automatic update - PWA must allow publishers to implement patches immediately, for example. It enables them to keep full control of the content. Customers should be able to always use the most current version of the application.	Business Critical
224.	Mobile app like interface - PWA should mimic navigation and interactions of native apps	Business Critical

225.	PWA must be fully accessible i.e. all user interactions must pass WCAG 2.0 accessibility requirements.	Business Critical

6.2 Non – Functional Requirements

6.2.1 Security Requirements

6.2.1.1 Secure Design

Sr. No.	*Requirements*	*Business Critical/Desirable*
226.	Develop, implement, maintain, and use best in class industry proven security controls that prevents the misuse of information systems and appropriately protect the confidentiality, integrity, and availability of information systems. Follow industry standards such as OWASP, SANS frameworks during design and development phase.	Business Critical
227.	The platform should support strong authentication controls like Multifactor Authentication etc.	Business Critical
228.	The platform to have strong authorization controls. Solution to have controls for prevention against unauthorized data access and distribution. User and Admin access control management to be provided as part of solution. Access control to be based on least access privilege principle. Bank or team assigned by bank will be reviewing all access controls mechanism defined.	Business Critical
229.	While developing the interfaces, the Bidder must ensure and incorporate all necessary security and control features within the application as per OWASP, SANS standards to maintain confidentiality, integrity, and availability of the data.	Business Critical
230.	Wherever applicable, the solution to have strong file level validation controls for size, type, and content. Files to be scanned for any malicious content through an antivirus.	Business Critical
231.	The file store locations need to be secured. Strong cryptographic controls to be supported. All Encryption keys to be stored in secured location with limited access.	Business Critical
232.	The Strong encryption to be applied for data while in transit or rest.	Business Critical
233.	In case the application consumes or exposes API's, all applicable API security controls should be in place as per the industry best practices such as OWASP.	Business Critical

234.	For any user PII (Personally Identifiable Information) being captured by the application, the application should be compliant to applicable law or act in context to data privacy. An explicit user consent should be taken before capturing any PII data. No user data should be shared with anyone or other application (external or internal) without the consent of the user. All PII data and the user consent should be stored in secured encrypted manner.	Business Critical

6.2.1.2 Secure Development

Sr. No.	***Requirements***	***Business Critical/Desirable***
235.	The solution should adhere to the SSDLC (Secure System Development Lifecycle) process and practices.	Business Critical
236.	Bidder to adhere to the security plan as per the SSDLC activities and should incorporate it into the Project Plan before getting it approved from RBI.	Business Critical
237.	Developers should be skilled in secure coding and OWASP Top ten vulnerabilities.	Business Critical
238.	Code should be developed as per secure coding practices and reviewed to ensure the same.	Business Critical

6.2.1.3 Secure Deployment

Sr. No.	***Requirements***	***Business Critical/Desirable***
239.	Bidder should enforce process and policies such that only authorized users should have access to the source code.	Business Critical
240.	Test data shall be selected carefully and protected and controlled.	Business Critical
241.	The source code should be maintained in version-controlled environment that provides for logging and audit of all activities performed on source code.	Business Critical
242.	Development, Test, Staging and Production environment must be physically and logically separated from one another as far as possible.	Business Critical

243.	The solution should ensure there should be no data leakages by implementation of distributed programming frameworks. The solution should secure data storage and logs. Auditing should be enabled to track each activity.	Business Critical
244.	All the underlying infrastructure components such as OS, servers (Web, Application, DB) or any product should be hardened on the each of the environments before being made functional.	Business Critical
245.	Logging should be defined properly so that in the eventuality of the application being targeted or even compromised it is important for the organization to be able to carry out forensics of the attack as part of its incidence response framework.	Business Critical
246.	Bidder should provide the support for integration of the application with Web Application Firewall (WAF), Intrusion Prevention System (IPS) and provide the requisite details to WAF, IPS Teams for implementation of the same.	Business Critical
247.	The bidder should provide support for integration of Application with security systems such as SIEM (Security Information and Event Management) and DAM (Database Activity Monitoring). Further, provision to add Web & Mobile app logs to be integrated with SIEM	Business Critical

6.2.1.4 Security Assessment

Sr. No.	***Requirements***	***Business Critical/Desirable***
248.	Wherever applicable, the bidder to conduct SAST (Static Application Security Testing) & DAST (Dynamic Application Security Testing) and provide detailed reports of the same. The bidder to close all the vulnerabilities which should be revalidated by conducting SAST & DAST again.	Business Critical
249.	The bidder to provide full support for Security Review, VAPT, Risk Assessment or other related security assessments of complete platform when conducted by RBI.	Business Critical
250.	Standards Benchmark - To ensure that all parties have a common understanding of any security issues uncovered, the independent organization that specializes in Information security shall provide a rating	Business Critical

	based on industry standards as defined by First's Common Vulnerability Scoring System (CVSS) and Mitre's Common Weakness Enumeration (CWE).	

6.2.1.5 BCP- DR

Sr. No.	*Requirements*	*Business Critical/Desirable*
251.	The selected bidder should develop a disaster recovery plan for restoration of the system in the event of a disaster or major incident. The Disaster Recovery Plan should be tested prior to the go-live to verify DR readiness. Ensure the promotion of the build to production environment is done in a secure manner and the production environment is ready for the system go-live.	Business Critical

6.2.1.6 Secure Use of Open Source

Sr. No.	*Requirements*	*Business Critical/Desirable*
252.	The bidder to provide full support in implementation and maintenance for the open source technologies in terms of upgradation, patching etc.	Business Critical
253.	The bidder to provide the list of all open source libraries being used in the platform. None of these should consist of any malicious code/script. All such libraries/code to undergo SAST scan by the bidder.	Business Critical

6.2.1.7 Security Compliance to Policies and Process

Sr. No.	*Requirements*	*Business Critical/Desirable*
254.	The Bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity, and availability of the information systems. Bidder will not copy any data obtained while performing services under this RFP to any media, including hard drives, flash drives, or other electronic device, other than as expressly approved by RBI. The bank will have the right to audit the Bidder's people, processes, technology etc. as part of Vendor security risk assessment process.	Business Critical

255.	Solution should also be compliant to Indian Information Technology Act, 2000 (along with amendments as per Information Technology (Amendment) Act, 2008) and any applicable data privacy & protection Act.	Business Critical
256.	The system to be fully compliant with ISO27001 controls.	Business Critical
257.	All personnel who will be part of this engagement will need to signup NDA with RBI.	Business Critical

6.2.1.8 Security for Support and Maintenance

Sr. No.	***Requirements***	***Business Critical/Desirable***
258.	Bidder should follow all the process defined by RBI like Incident, Change, Release and Patch Management	Business Critical
259.	Static application security testing and dynamic application security testing should be conducted by the Bidder for any change request involving a design or code change. All gaps identified will be fixed by Bidder prior to go-live.	Business Critical
260.	RBI reserves the right to conduct further security testing of the source code and the system by either RBI personnel or another party. Any gaps identified during this testing will be fixed by Bidder at no extra cost to RBI. 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.	Business Critical
261.	Configuration items such as computers and other devices, software & hardware contracts, and licenses, third party tools and business services which are related to the application should be disclosed.	Business Critical
262.	Bidder will resolve security incidents as per the agreed SLAs.	Business Critical
263.	All user and technical access will be granted as per the Role Matrix approved by RBI. All access will be reviewed as per defined frequency and during control points e.g. when a team-members leave team or organization.	Business Critical
264.	Security controls will be enforced when moving production data into non-prod environments E.g. masking sensitive data during the cloning process etc.	Business Critical

	Audits will be conducted by RBI to ensure security. Any gaps identified will be remediated by the bidder.	

6.2.1.9 Security for Mobile Applications

Sr. No.	***Requirements***	***Business Critical/Desirable***
265.	Bidder shall disclose all the permissions that the application needs on the device with supporting reasons thereof.	Business Critical
266.	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.	Business Critical
267.	Ensure the application is sufficiently obfuscated prior to release by conducting tests which attempt to reverse engineer the obfuscated application.	Business Critical
268.	The authentication mechanism provided by the mobile devices should not be opted as a mode of authentication for RBI Mobile Applications. The application should have its own authentication mechanism.	Business Critical
269.	Application should restrict storing of sensitive information on the devices by the Mobile Applications.	Business Critical
270.	Bidder shall ensure that the most appropriate APIs from libraries of the respective mobile operating systems (Android, iOS etc.) are used to minimize privacy risk.	Business Critical
271.	Validate the security/authenticity of any third-party code/libraries used during the mobile application development. Necessary approvals to be taken prior to use of such third-party code or library.	Business Critical
272.	Track all third-party frameworks/APIs used in the mobile application for security patches and perform upgrades as they are released.	Business Critical
273.	All mobile application security controls as per the industry best practices such as OWASP should be implemented during the development.	Business Critical
274.	Wherever applicable, all other points mentioned as part of other sections of security requirements above should be considered during the development.	Business Critical

6.2.2 Other Technical Requirements

Sr. No.	*Requirements*	*Business Critical/Desirable*
275.	Support separate authoring & publishing system with each architectural layer capable of scaling separately.	Business Critical
276.	Provide multiple deployment models and on-premises hosting capability	Business Critical
277.	CMS should use a Centralized Server Architecture (3-tier architecture with web & touch enabled user interface)	Business Critical
278.	Support for Headless CMS or Decoupled CMS which is a back end only content management system (CMS) built from the ground up as a content repository that makes content accessible via a RESTful API for display on any device.	Business Critical
279.	An audit trail of changes to data in the system should be maintained to identify the users responsible for the modification. There should be a facility to create reports on audit logs	Business Critical
280.	CMS must have capability where application code can be hot swapped at runtime with no need to restart the application	Business Critical
281.	Ability to easily extract a full replica/copy of the site at any point in time (for backup or recovery purposes)	Business Critical
282.	Should come with an integrated Caching layer that multiple caching modes & controls (such as caching full page, pieces of content, sections of a page etc.)	Business Critical
283.	Ability to deliver content/pages in multiple formats (such as XML, JSON).	Business Critical
284.	System should provide Content-as-a-service capabilities with the ability to generate new services quickly	Business Critical
285.	Capability to help developers quickly and easily create multiple, highly customized industry standard applications from one code base to be able to render on desktop/smart phone/tablets browsers, all without requiring additional code changes, redeployment of files, or publishing of HTML.	Business Critical
286.	The tools must allow developer to apply different variants to generate multiple applications with varying presentation, business logic, data. It is expected to make the application modular in nature with reusable components	Business Critical

287.	Bidder will be responsible for maintaining the licenses and maintenance/ upgrading of any third-party components used.	Business Critical
288.	Bidder will disclose all third-party components used in the solution and all such components should be supported by valid subscriptions for patch updates and upgrades.	Business Critical
289.	The architecture should support both horizontal & vertical scaling with each layer in the architecture able to scale independently	Business Critical
290.	The platform should be based on Micro-services architecture and each services/application build on the platform will be a micro-service.	Business Critical
291.	The Proposed System/DXP should be browser based and operating system independent. It should be able to run on any environment like windows & Mac, it should work on any browser (Chrome/ IE/ Firefox/ Opera etc.) The Bidder should specify clearly if the System would not run on any specific OS/ Browser and their versions	Business Critical
292.	There shall be provision for Audit Trails, Access Controls, Password controls and Report Extraction Control etc. in line with IT policy of the Bank. Provision to get a snapshot / report on the number of active / deactivated users, no of Administrators / Super Administrators etc. should be provided	Business Critical
293.	System should have capability to capture audit logs for modifications done at application level as well as database level	Business Critical
294.	There should be automated mechanism for Backup and Archival of system database as well as application as defined by Backup and Archival Policy of bank. There should be enough level of parameterization defined to configure the automation as desired. Backup / Restore activity should not hamper Availability of System	Business Critical
295.	The envisaged platforms Disaster Recovery architecture should meet RBI standards for Recover Time Objective (RTO) of 90 minutes and Recovery Point Objective (RPO) is Zero. The uptime availability of the site should be 99.9%. Bidder is expected to have ‘Local Redundancy’ factored at database as well as at application level	Business Critical

296.	The UI and UX will be lightweight to enable loading of webpages and enabling the content on slow internet connections.	Business Critical
297.	The response time while navigating through different webpages, sections or tabs across entire website and mobile app will be less than 3 seconds during peak utilization period.	Business Critical
298.	The proposed solution should support single upload file size up-to 50 MB	Business Critical
299.	Proposed architecture should adhere to the RBI standards. The architecture should confirm to the standard '3+Tier architecture' (both physical and logical division) implemented at the Bank's data centre (Web>Staging>App->DB)	Business Critical
300.	Solution should have a centralized architecture and should not have any components on the end-user PCs except for the thin client (Plugins)/ browser required to access the software.	Business Critical
301.	The website and mobile data and proposed solution must be hosted in-house (on premises). The solution will be hosted on private cloud of RBI (Blade server and VMware). It should also support Containerization / Docker for deployment.	Business Critical
302.	Bidders to ensure that all proposed modules are hosted on-premises at RBI Data Centres	Business Critical
303.	The application will be hosted in the Primary Data Centre (PDC) and two (2) Disaster Recovery Data Centre in Active – Active – Passive DR setup for handling transactions with a load balancer between them. In the event of failure of one, the other would be able to handle the traffic automatically without manual intervention. This will be in addition to the internal high availability that will be built independent of DR	Business Critical
304.	A separate test environment and development would be provided at the Data Centre. The Bidder is expected to replicate the DC environment in the DR and in the test environment in all respects	Business Critical
305.	The envisaged website, mobile app and proposed solution will have replication at a remote Disaster Recovery (DR) site. In case of disaster, same should be accessible from the DR site.	Business Critical
306.	To ensure the availability of the Website, Mobile app and proposed DXP solution 24x7x365 for use of RBI.	Business Critical

307.	Automated Alert mechanism to send pro-active alert by means of Email & SMS to the designated RBI personnel when the Website/PWA or Mobile app portal is down or not accessible	Business Critical
308.	DXP, Analytics and other integrated solutions should be accessed only from corporate RBI networks or VPN. But in BCP mode or during disasters/catastrophe it should be temporarily be provisioned to be accessible from anywhere i.e. from a public network by selected RBI users / roles to perform emergency / critical – content authoring/publishing tasks with selected permissions via secure access communication channel.	Business Critical
309.	Performance Monitoring Tool – Bank will be providing 'VMware - vRealize Operations Manager tool' for monitoring, troubleshooting, and managing the health and capacity of the infrastructure. Bidders to ensure that the proposed solution can be integrated with the mentioned tool.	Business Critical

6.2.3 Other General Security Requirements

Sr. No.	***Requirements***	***Business Critical/Desirable***
310.	DXP and other integrated solution should give department the ability to organize users by business-defined categories such as geographies or offices, as well as by cross-departmental teams and workgroups. Each department and site can inherit or define its own permissions and administer user, group, and role management for the various applications it chooses to include.	Business Critical
311.	The solution should have strong built in security features as well as enough audit logs to maintain historical footprint of all activities performed by various authorised users.	Business Critical
312.	Develop, implement, maintain, and use best in class industry proven safeguards that prevents the misuse of information systems and appropriately protect the confidentiality, integrity, and availability of information systems.	Business Critical

313.	Maintain a security plan that complies with industry accepted security requirements. Security Plan should be embedded within the Project Plan and approved by RBI.	Business Critical
314.	The Bank will perform a security risk assessment of the proposed solution. Risks identified should be remediated by the bidder at their own cost.	Business Critical
315.	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.	Business Critical
316.	Source code access should be authenticated and logged for authorized users only, which will ensure integrity and confidentiality of code.	Business Critical
317.	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.	Business Critical
318.	Bidder should disclose the origin of all software & hardware components used in the product including any open source or 3rd party licensed components. RBI reserves the right to conduct further security testing of the system by either RBI personnel or another party. Any gaps identified during this testing should be fixed by bidder at their own cost. The solution will not be considered accepted until the independent review by RBI is complete and all security issues have been closed or assigned to a mutually agreed upon remediation roadmap.	Business Critical
319.	The selected bidder should develop a disaster recovery plan for restoration of the system in the event of a disaster or major incident. The Disaster Recovery Plan should be tested prior to the go-live to verify Active – Active – Passive DR setup readiness. Ensure the promotion of the build to production environment is done in a secure manner and the production environment is ready for the system go-live. The solution should have proper encryption and secure transmission of data and information throughout the application. Two-factor authentication feature to login into application are required to be provided.	Business Critical
320.	While developing the interfaces the Bidder must ensure and incorporate all necessary security and control features within the application, OS, database, network etc., to maintain integrity and confidentiality of the data	Business Critical

321.	All types of encryption, hashing, masking to be supported.	Business Critical
322.	Proposed solutions should use industry standard, government-grade encryption technologies, including advanced algorithms such as AES, 3-DES, and RSA.	Business Critical

6.2.4 Hardware and Infrastructure Requirements

Sr. No.	***Requirements***	***Business Critical/Desirable***
323.	Bank will arrange supply of hardware and software which ensures a standardised IT environment at the Datacentre(s) as per the IT policy of the Bank.	Business Critical
324.	A separate test environment will be provided at the test data centre. The bidder is expected to replicate the Primary Data Centre environment in the Disaster Recovery Data Centre and in the test environment in all aspects (1:1).	Business Critical
325.	Successful bidder maybe required to visit data centres to baseline on the hardware needs after preparing their High-Level Design and Low-Level Design Document. It may be required that, the bidder needs to travel to data centres in defining the deployment strategy with RBI team for the proposed solution. Any expenditure in this regard will have to be borne by the bidder.	Business Critical
326.	Bidder is expected to provide the following with respect to the proposed solution: - -Minimum internet bandwidth requirements for the website and mobile app to load successfully within 3 seconds without any interruption. -Minimum internet bandwidth requirements for the audios/videos/animations to load and play successfully. -Restrictions, if any, in terms of Devices, OS versions and Form Factors supported.	Business Critical
327.	Details of Hardware requirements for the proposed on-premises solution for following user base for: - DXP Solution: Approximately 200+ users with 100 concurrent users with an annual increase of 10% in concurrent users - Web & Mobile Analytics Solution: Approximately 50+ users with 20 concurrent users with an annual increase of 10% in concurrent users	Business Critical

	- RBI – Website & Mobile App: Approximately 20,000 concurrent users per minute with an annual increase of 10% in concurrent users	

7 Scope of Work

Scope of the project comprises of Re-designing and Development of complete User Experience of RBI Website, Sub-domains, Microsites, Mobile app (Android and iOS) and further leverage it by using Digital Experience Platform – DXP or Standard Content Management System – CMS and other integrated solutions. This will include Migration of Data from the existing infrastructure to the proposed solution. Bidder is expected to develop a PWA – Progressive Web Application to provide mobile app like experience and improve customer engagement.

Bidders must ensure that entire end-to-end solution must be on-premises and hosted at location desired by RBI and none of the integrated solution nor modules to have dependency on public or external cloud.

Below are the public facing platforms that are to be considered under RFP scope for re-designing, development, and integration with proposed DXP platform and other applicable integrated solutions:

1. Website & PWA (Progressive Web Application)
2. Android Mobile Application
3. iOS Mobile Application

Below are a few sets of Business-Critical expectation that successful bidders should ensure completion, must adhere to, and are considered as a part of overall scope of the project:

- Improve overall User Interface (UI) & User Experience (UX) across all platforms
- Incorporate latest website design trends & guidelines
- Overall branding should be consistent across all platforms
- Overall UI elements should be consistent across all platforms
- Overall theme of the website should be consistent and appealing
- Certify and complete continuity planning according to RBI security requirements before moving information systems into a production status.
- Information Security will be enforced when moving production data into non-production environments e.g. masking sensitive data during the cloning process etc.
- Audits will be conducted by RBI to ensure security, any gaps identified will be remediated by the vendors

- All the software modules of the proposed solution should be latest version as well as stable one and must have a general release date prior to the date of the submission of the proposal. None of the proposed software shall be in alpha or beta version or unreleased as of the date of release of the bid proposal.
- End to end solution will be hosted on-premises i.e. in Primary and Two (2) Disaster Recovery Data Centre.
- Adhere to RBI user's data privacy policy

Below is the list of Webpages, Sub-domains, Microsites and Mobile apps that are included in scope:

7.1 List of Web and Mobile applications in Scope

Sr. No	Web/Mobile app	Type
1	rbi.org.in	Main site
2	saarcfinance.org	Main site
3	saarcpaymentsintiative.org	Main site
4	annualreport.rbi.org.in	Sub-Domain
5	bankingombudsman.rbi.org.in	Sub-Domain
6	bankreport.rbi.org.in	Sub-Domain
7	bulletin.rbi.org.in	Sub-Domain
8	cpolicy.rbi.org.in	Sub-Domain
9	downloadpolicy.rbi.org.in	Sub-Domain
10	downloadpolicy2.rbi.org.in	Sub-Domain
11	ecm.rbi.org.in	Sub-Domain
12	ecs.rbi.org.in	Sub-Domain
13	faqs.rbi.org.in	Sub-Domain
14	fema.rbi.org.in	Sub-Domain
15	fiilist.rbi.org.in	Sub-Domain
16	goisb.rbi.org.in	Sub-Domain
17	inflationindexedbonds.rbi.org.in	Sub-Domain
18	mastercirculars.rbi.org.in	Sub-Domain
19	mcir.rbi.org.in	Sub-Domain
20	museum.rbi.org.in	Sub-Domain
21	nbfc.rbi.org.in	Sub-Domain

22	nbfcombudsman.rbi.org.in	Sub-Domain
23	notifics.rbi.org.in	Sub-Domain
24	nri.rbi.org.in	Sub-Domain
25	nsdp.rbi.org.in	Sub-Domain
26	opportunities.rbi.org.in	Sub-Domain
27	orfs.rbi.org.in	Sub-Domain
28	pr.rbi.org.in	Sub-Domain
29	rbicautions.rbi.org.in	Sub-Domain
30	rbidocs.rbi.org.in	Sub-Domain
31	reports.rbi.org.in	Sub-Domain
32	sovereigngoldbonds.rbi.org.in	Sub-Domain
33	speeches.rbi.org.in	Sub-Domain
34	statistics.rbi.org.in	Sub-Domain
35	wss.rbi.org.in	Sub-Domain
36	rbi.org.in/bankingombudsman	Sub-Domain
37	rbi.org.in/BSBDA	Sub-Domain
38	rbi.org.in/coin	Sub-Domain
39	rbi.org.in/cw	Sub-Domain
40	rbi.org.in/digitalbanking	Sub-Domain
41	rbi.org.in/KYCFAQ	Sub-Domain
42	rbi.org.in/limitedliability	Sub-Domain
43	rbi.org.in/RBIOECDFLC2013	Sub-Domain
44	rbi.org.in/rvr	Sub-Domain
45	rbi.org.in/seniorcitizens	Sub-Domain
46	cab.rbi.org.in	Micro-site
47	digitalpayment.rbi.org.in	Micro-site
48	m.rbi.org.in	Micro-site
49	old.rbi.org.in	Micro-site
50	shabdavali.rbi.org.in/	Micro-site
51	rbiacademy.rbi.org.in	Micro-site
52	therbimuseum.rbi.org.in	Micro-site
53	sachet.rbi.org.in	Micro-site
54	slcc.rbi.org.in/members	Micro-site

55	rbi.org.in/commonperson	Micro-site
56	https://play.google.com/store/apps/details?id=com.reservebankofindia.app&hl=en_IN	Android Mobile App
57	https://apps.apple.com/in/app/reserve-bank-of-india/id1154394549	iOS Mobile app

Below is the list of pages that needs to be in configured in the archived form:

Sr. No	Web/Mobile app	Type
1	rbiadb.rbi.org.in	Sub-Domain
2	sirc.rbi.org.in	Sub-Domain
3	rbi.org.in/CBRMC2016	Sub-Domain
4	rbi.org.in/DIT_2013_isosem	Sub-Domain
5	rbi.org.in/rbioecd	Sub-Domain
6	rbi.org.in/rbioecdflc2017	Sub-Domain
7	itp.rbi.org.in	Micro-site

Note: Bidder is expected to go through all the above URLs and understand the interlinking between them (if any). The count of the URLs mentioned above is large considering that there is huge scope of improvements in terms of overall website architecture and site mapping. E.g. Few of the Sub-domains could have been landing pages instead of sub-domains.

7.2 Process and Milestones

The Bidder is expected to study the RFP in detail to gain an understanding of the requirements for the proposed DXP solution for RBI Website / PWA and mobile app. The Bidder is expected to identify business process areas (content authoring and publishing) 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 Functional Requirement Specification (FRS) and System Requirement Specification (SRS) document with the understanding. The FRS & SRS preparation team of the successful Bidder should be experienced, with full functional knowledge of the software solution. It is preferable to have OEM Consultant as part of the solution provider. 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 Bank on acceptance of the same shall sign off the FRS & SRS Document.

Bank intends to take up this project in a phased manner and expected to cover the following broad steps indicated below: -

1. Start –Off
2. Requirement Gathering (As-Is & To-Be Analysis)
3. UI/UX Research & Design – Guidelines and Scope
4. Documentation – FRS & SRS
5. Development - Customization / Configuration / 3rd party Integration
6. Deployment
7. Testing
8. Data Migration
9. Implementation
10. Training
11. Go – Live
12. Post Implementation Support
13. Warranty
14. AMC Support

7.2.1 Start –off

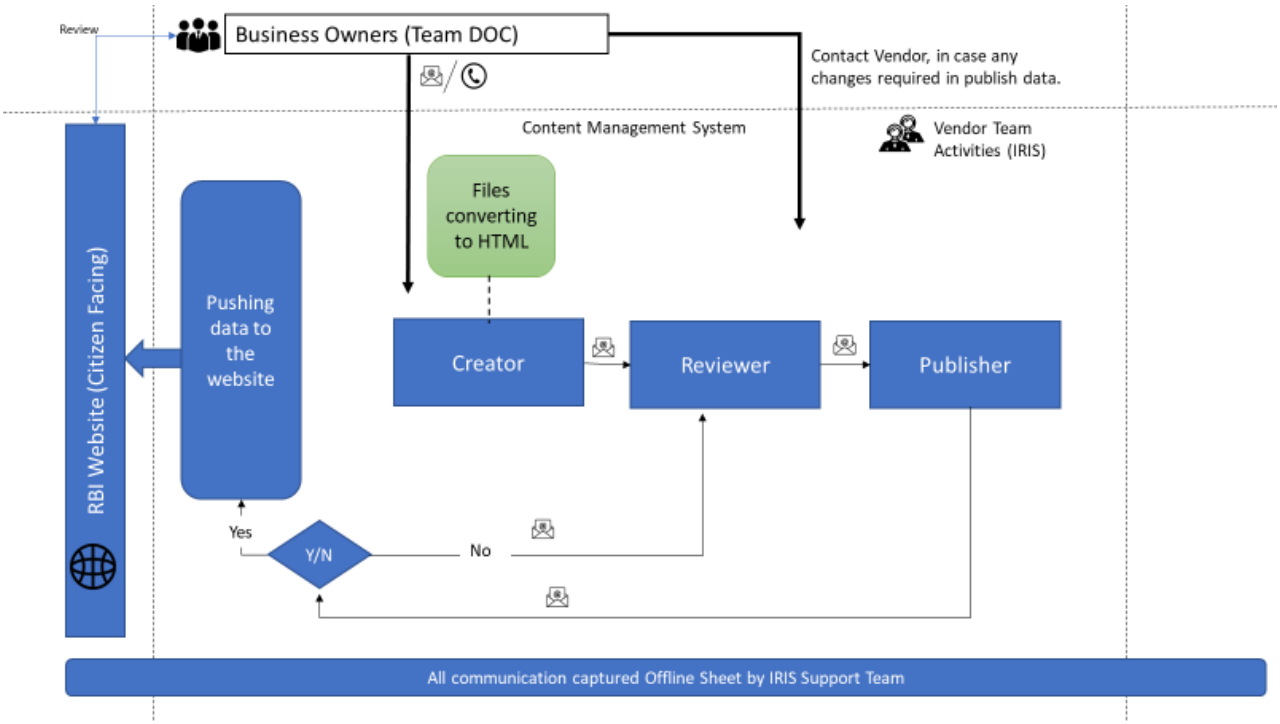
Start-off should be the first activity after award of the project to the successful bidder, focusing on the project objective, milestones and resource roles and responsibility.

7.2.2 Requirement Gathering (As-IS & To-Be Analysis)

As-Is Analysis:

- Bidder is expected to get detailed understanding of the existing legacy- backend content management system, its processes, workflows etc.
- Bidder needs to understand the scope of front-end RBI website, micro-sites, sub-domains, and Mobile applications as mentioned in the above table under section 7.1.
- Bidder is also expected to get detailed understanding of all the static and dynamic pages, existing sitemap, information architecture, existing user analytics data, features & functionalities, Software Architecture, Infrastructure etc.
- Please refer the diagram below which describes the high-level existing workflow of authoring and publishing of content between the legacy backend system and the public facing website and mobile app.
- Key facts about existing RBI Website and Mobile App:
    - 5500+ aspx pages and 4500 + HTML pages -English & Hindi - Webpages (including desktop & mobile)
    - 120+GB of Data in the form of file repository, images, code files etc. since 1990.
    - Legacy Content Management System built on Asp .net with c#, .net framework.
    - Mobile application is built using Ionic and AngularJS framework.
    - RBI English Desktop page count - 889 pages
    - RBI English Mobile page count - 681 pages
    - RBI Hindi Desktop page count - 438 pages

- For the existing legacy application RPO is 5 minutes and RTO is 2 hours with uptime availability of 99.99%



To-Be Analysis:

- Post thorough understanding of the existing front-end and legacy back-end CMS systems, bidder is expected to do a Competitive analysis of other Central banking and similar kind Regulatory and Financial Institutions, Behavioural Analytics, understand Feedback/Voice of End user, SEO Analysis, Traffic Analysis etc.
- Further, Bidder is expected to propose intuitive User interfaces design templates, User experiences, Information Architecture, Content Strategy, User Engagement, Functionalities, Navigations, Sitemap, Software Architecture, and Advanced Searching mechanism for the Main-site, Sub-domains, microsites and mobile app mentioned in the above table.
- Bidder is expected to capture and suggest the list Pages/sections from RBI stakeholders that can be cached and made available offline for PWA – Progressive Web Application
- Bidder is expected to propose suggestions/improvements/enhancements in the existing websites and mobile apps functionality such that it enhances user experience
- Bidder is also expected to propose improvements / enhancements in the workflows, processes in the new DXP solution as per best practices and guidelines.
- Bidder shall prepare & submit an Integrated Project Plan for the entire project that covers detailed tasks, which are intended to be performed as part of the project along with the scope and duration of each of the activity

7.2.3 UI/UX Research & Design – Guidelines and Scope

The objective is to create an outstanding user interfaces and user experience which will enhance usability of the RBI Website / PWA and Mobile app as well as the proposed DXP solution and other integrated solutions. The principles of User Experience designing would be applied such that they are user-friendly and they perform their intended functions and create a delightful experience for the user in the complete user-journey, in as much as to reach the targeted group.

Indicative UI/UX Design Scope - Methods & Deliverables:

1. User Persona Creation & User Group Research:

    a. Create user personas and group basis user behaviour patterns
    b. Define user group sample set to conduct research to understand concerns, needs and new requirements.

2. Interviews & Surveys:

    a. Create Scripts for interviewing key stakeholders in this project, to gather insights about the goals.
    b. Interview end-users to understand their motivations, tasks, and challenges
    c. Craft an online survey, primarily to solicit feedback from current (or potential) users.

3. User Journey Creation:

    a. Create user journey to define the user's life cycle across the identified proposition and channels
    b. Build a framework to evaluate user interactions across touch points through the journey.

4. Competitive Analysis:

    a. Get a comprehensive analysis of other countries Central Banking websites, Financial Regulatory and similar kind websites and mobile apps that maps out their existing features in a comparable way.
    b. To understand industry standards and identify opportunities to innovate our given area.
    c. Analyse existing web or mobile app usage data and make subsequent recommendations.

5. Mood boards:

    a. Create a collaborative collection of images and references that will eventually evolve into a product's visual style guide.

6. Use Cases:

   a. Create a list of steps that define the interactions between a user and a system. Use cases, especially when used as requirements for software development, are often constructed in UML, with defined actors and roles.
   b. Create a workflow diagram (or activity diagram) which will give a graphical representation of activities and actions conducted by users of a system.

7. Information Architecture Design:

   a. Build and create architecture of information mapping relevant hierarchy to facilitate intuitive access to content.
   b. Design a framework for information presentation to facilitate understanding and map them to the user journeys.
   c. Design a navigation framework of interface elements to enable users to access all hierarchies within information architecture.
   d. Card sorting technique can be used where users are asked to generate a folksonomy, or information hierarchy, which can then form the basis of an information architecture or website navigation menu.
   e. Create a sitemap which has a complete list of all pages available on a website and mobile app.
   f. A detailed set of customer wants, and needs organised into a hierarchy and prioritised in relative terms of importance & satisfaction with current alternatives. The information is sourced directly from interviews and enquiries conducted with customers

8. Wireframes, Mock-ups & Prototypes

   a. Formulate an experience design strategy mapped to the business requirements, persona requirements, information design and formative test findings.
   b. Create the entire set of wireframes for key user proposition modules across portal followed by mock-up & interactive prototypes.

9. User Interface Design

   a. Collaborate with the RBI stakeholders to understand RBI brand guidelines and design principles that govern RBI's brand. Bank will be providing existing brand guidelines; bidders may provide suggestions for improvement.
   b. Create UI Design Style Guideline Document which broadly includes and not restricted to following items: Typography scheme, Colour palette, Buttons, Iconography, Tool-tips, Pop-ups, Modals, Form elements, Data tables, Navigation menus, Charts and Data Visualizations, Tabs, Accordions, Dialogues, Content grid list, Vertical list, Toolbars, Date and time pickers, Loading indicators, Checkboxes, Radio-buttons, Alerts, Dropdown menus, Sliders, Pagination etc.
   c. Create User interface prototypes and design sets for the entire user propositions and user journeys across website and mobile app
   d. Improve data visualisation by using strong visual & information hierarchy, imagery, videos, infographics, vectors, iconography, typography, minimalism, user interactions and consistency.

e. Bidders will be responsible for creating artifacts like Infographics, vectors, banners, imageries, icons, interactions etc for the website and mobile app.
f. Bank will be responsible for providing all the content for the website and mobile app. It will be bidder's responsibility to improve or even redesign the information architecture and further make the content - presentable, engaging and visually appealing to the end users.
g. Videography, Photography, and content related for Public Awareness campaigns is NOT included under this RFP scope of work and will be provided to bidders by the Bank.

10. Heuristic Review:

a. Perform heuristic evaluation (a usability inspection method) that helps to identify usability problems in the user interface (UI) design. It specifically involves evaluators examining the interface and judging its compliance with recognized 10 usability principles (the "heuristics") mentioned in below section.

11. Usability Testing (Formative & Summative)

a. Formative Usability Testing:

i. Formative usability testing answers the why and how questions of the design's usability. It answers why something is not working and involves iteratively evaluating during design and development.
ii. The goal is to detect any issues and eliminate usability problems before a product is fully developed. Formative usability testing takes the role of a support tool for decision making during the beginning stages of the design process, which helps to discover insights and shape the product's direction.
iii. Formative usability testing tends to be more qualitative in nature. We can see how users experience the design and see where and why they get stuck and hear what they say using the think-out-loud method.
iv. It is crucial to observe and understand the users' thought processes and their actions resulting from them. The data collected during formative usability testing is observational in nature, hence the name qualitative usability testing.
v. Common metrics include, Error free navigation, UI issues, Ease of use, User expectations, Learnability, and efficiency

b. Summative Usability Testing:

i. Summative usability testing is usually performed later in the development process when a product is fully developed.
ii. It is often conducted when a design is reasonably complete and involves evaluating the design against quantitative goals or competitor's website/app.
iii. It is an evaluation of a website/app with representative users and tasks designed to measure usability (defined as effectiveness, efficiency, and satisfaction) of the complete product.
iv. The main purpose of summative testing is to evaluate a product through defined measures. It uses UX metrics of users' success to assess whether the product meets defined usability success metrics.

v. So, summative usability tests are quantitative in nature, and they act as a final validation where usability issues have been identified and addressed.
vi. Common metrics include: Behavioural Metrics (Web Analytic, Performance, Success rate), Physiological measures (Cognitive load, memory, attention, affective state, and engagement), Subjective measures (Satisfaction, expectations, recommendation, opinion, emotions, and overall user experience)

12. Usability Report:

In general, usability report should include a background summary, Goals defined, Methodology used, test results, negative & positive findings, and recommendations. There are several report templates that you may adapt to assist you in reporting your findings.

13. Metrics Analysis:

a. Interpreting patterns and meaningful insights within data to understand behaviour, activities, and performance, in order to inform future experiments.
b. Typical metrics that can be captured include these task-level behavioural measurements:
   i. Abandonment Rate
   ii. Pageviews
   iii. Problems and Frustrations
   iv. Task Success
   v. Task Time
c. To measure this, you might want to capture these attitudinal metrics:
   i. Loyalty (using scores such as SUS (System Usability Scale), CSAT: Customer Satisfaction Score etc.)
   ii. Usability (or ease of use)
   iii. Credibility (taking things like trust, value, and consideration into account)
   iv. Appearance (look and feel)

14. Analytics Report:

When a designed website & mobile app has been released and has been running for a while, bidder is expected to make use of analytics data available for insights into how to improve usability and overall experience, particularly if this data contains users' transitions and behaviours.

Note: Procurement of all the tools / software required for designing, wireframing, mock-ups, prototyping will be bidder's responsibility.

Indicative UI/UX Design guidelines to be followed:

- Guidelines for Indian Government Website (GIGW) (https://web.guidelines.gov.in/)
- Nielsen and Molich's 10 Usability Heuristics for User Interface Design:

1. Visibility of system status: Users should always be informed of system operations with easy to understand and highly visible status displayed on the screen within a reasonable amount of time.

2. Match between system and the real world: Designers should endeavour to mirror the language and concepts users would find in the real world based on who their target users are. Presenting information in logical order and piggybacking on user's expectations derived from their real-world experiences will reduce cognitive strain and make systems easier to use.

3. User control and freedom: Offer users a digital space where backward steps are possible, including undoing and redoing previous actions.

4. Consistency and standards: Interface designers should ensure that both the graphic elements and terminology are maintained across similar platforms. For example, an icon that represents one category or concept should not represent a different concept when used on a different screen.

5. Error Prevention: Eliminating or flagging actions that may result in errors are two possible means of achieving error prevention.

6. Recognition rather than recall: Recognizing something is always easier than recall because recognition involves perceiving cues that help us reach into our vast memory and allowing relevant information to surface.

7. Flexibility and efficiency of use: With increased use comes the demand for less interactions that allow faster navigation.

8. Aesthetic and minimalist design: Keep clutter to a minimum. All unnecessary information competes for the user's limited attentional resources, which could inhibit user's memory retrieval of relevant information.

9. Help users recognize, diagnose, and recover from errors: Designers should assume users are unable to understand technical terminology, therefore, error messages should almost always be expressed in plain language to ensure nothing gets lost in translation.

10. Help and documentation: Ideally, we want users to navigate the system without having to resort to documentation. However, depending on the type of solution, documentation may be necessary. When users require help, ensure it is easily located, specific to the task at hand and worded in a way that will guide them through the necessary steps towards a solution to the issue they are facing.

7.2.4 Documentation

1. The bidder will conduct a detailed requirement gathering session which will comprise of business requirements which will be further be converted to functional, non-functional and system requirements. The bidder team may be required to visit RBI locations for requirement gathering.
2. Bidder is expected to create a detailed documentation for Functional Requirement Specification (FRS) as well as System Requirement Specifications (SRS). Both documents need to be submitted after kick-off of the project. This document should be approved and accepted by RBI.
3. Bidder shall be entirely responsible for the architecture of the system implemented to satisfy all features, functions, performance and especially the security of the Website/PWA & Mobile Apps and shall ensure that the Systems design documents should adhere to the industry wide best practices.
4. The Bidder is also expected to provide suitable Business Continuity Planning (BCP) applicable to the proposed solution in case the said solution is unavailable at any time or any site. RBI will identify the content stewards for each Department/RO's/Training Establishment and other offices, who would be responsible for the review, comments, and sign–off of the FRS & SRS Document.
5. Bidder (SI) should ensure that product vendor (OEM) of the proposed DXP Platform has reviewed and certified all the requirement specifications documents for proposed solution at the end of the solution design phase.
6. Detailed implementation schedule (module-wise) for entire solution must be prepared and submitted.
7. Bidder is required to submit weekly status reports showing progress against plan.
8. Bidder is required to submit complete user manual and system documentation (soft and hard copies) of the proposed solution after the go-live.
9. Bidder is required to maintain Software version management and software documentation management reflecting features and functionality of the solution.
10. Any changes introduced in the solution by way of redesigning formats / workflow / code level changes, etc. needs to be documented and submitted.
11. Bidder should also provide other documents such as:
    a. Business process analysis and documentation
    b. Application Development (Interfaces & customization)

c. Documentation for the processes implemented
d. Providing operational manual for processes implemented

7.2.5 Development – Customisation / Configuration / 3rd Party Integration

1. Post finalisation and sign-off of the FRS & SRS document by Bank, Bidder is expected to start with the design and development of the application which will include incorporation of the proposed Out of the Box (OOTB) solutions, Customisations, Configurations of pages, 3rd party integrations and Content Authoring and Publishing for Website/PWA and Mobile apps.
2. If any of the proposed 3rd party tools / APIs / Services / Plug-ins become obsolete, then it will be bidder's responsibility to replace it with equivalent kind without any additional cost.
3. Bidder is expected to submit High-Level Design (HLD), Low Level Design (LLD) for Bank's approval before proceeding for the build of the application.
4. Development of the application will be carried out at bidder's development centre or bidders' premises.
5. Bidder must ensure that granularity is built in the Websites/PWA & Mobile App modules, sub modules and individual functionalities so that these functionalities can be enabled or disabled through administrator as per requirement.
6. Bidder is expected to ensure complete confidentiality and security of Bank's Data as per agreement entered with the Bank.
7. 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.
8. Bidder is expected to follow Secure Coding standards as part of the application development.
9. Bidder should complete unit testing and required security tests before deploying in bank's test environment.
10. 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.

11. Bidder (SI) should ensure that product vendor (OEM) of the proposed DXP Platform has reviewed and certified that all the Customizations / Configurations / 3rd party integration before deployment as per the RBI and OEM guidelines and mandates.
12. Bidders must ensure that proposed DXP solution, its related components, modules, third party services, complete technology stack are of recent / latest version.
13. Bidder must ensure that any changes made to database are captured centrally and securely stored, such that the audit trails cannot be manipulated by anyone including super users and DBAs. There should also be facility to send alerts for the suspicious activities or attempts to policy violations.

7.2.6 Deployment

1. The test environment for deployment as per Route to Live (RTL) will be provided by the Bank to the Bidder.
2. The Bidder's resources will be required onsite during the deployment phase.
3. Setting of up test environment at RBI test environment will Bidders responsibility.
4. Bidder is expected to provide user and technical documentation including Installation, Commissioning, Implementation, Security Check Manuals.

7.2.7 Testing

1. The SI may provide details of tests being carried out during the implementation (e.g. including unit tests, system integration tests, functional and automation tests, web and mobile tests, regression tests and final user acceptance test) as part of the bid response. Details of the testing strategy and approach should be provided in the response. The SI would be responsible for identification of testing requirements and the associated impact as part of the bid response.
2. The SI may work in a manner to satisfy all the testing requirements and adhere to the testing strategy outlined. The SI must ensure deployment of necessary resources and tools during the testing phases. The SI may be responsible to take remedial action based on outcome of the tests.
3. The SI to create the test strategy document that defines the requirements and configurations of DXP Platform determine the tools and methods used to check that the application responds correctly, determine how and when the test will be

performed. The test strategy document may guide the project team through the implementation to ensure that planning and conducting testing activities in the various phases of DXP solution implementation are proper.

4. The various testing phases are as follows:
   a. Development and Functional testing
      i. Post development and customization of the DXP solution, the SI may conduct tests to demonstrate the readiness of the system which meets all the requirement specifications (functional and non-functional) as brought out in this RFP.
      ii. Based on these tests, a report would be submitted by the System Integrator for review and approval by RBI. The test results and response times should be demonstrated by the SI during all the testing phases (System preparation, integration, Load, Stress and Performance testing) at each RBI location in an environment/infrastructure as mutually agreed upon.
      iii. The functional testing shall cover testing of:
         - Unit testing
         - Enhancements (customized components and other code enhancements)
         - Reports if any
         - API testing with other services
      iv. The SI to ensure that the test results reflect the business requirements defined in the Functional Requirement Design Document report.

   b. Integration, System and Automation testing
      - The purpose of the integration test is to execute the integrated components, including simulation of live operations, and analyse the results that are important for the functional verification of the production system.
      - Integration testing shall be accomplished through the execution of predefined business flows, or scenarios, that emulate how the system will run the processes of RBI. The integration tests shall build the necessary level of confidence that the solution is complete and will perform the business processes of RBI.
      - Integration testing may focus on cross-functional integration points, as well as end-to-end business processes. The final integration test plan may start with the testing of the cross-functional integration points (touch points) and

end with the end-to-end testing of critical business processes identified within the Business blueprint document.

- The SI is required to identify Automation tool, design, and implement framework, design, and execute scripts, analyse, and report the automation test results.
- SI shall submit a report capturing the results of successful testing.

c. Load, Stress, Performance and Regression testing

- Once the system integration testing of the configured and customized solution has been conducted successfully, Load, Performance, Scalability, and Regression testing would be conducted prior to commissioning & Go-Live. The SI should use suitable simulation tools in accordance with the agreed test procedures keeping in view RBI's projected future load of users as proposed by the SI and agreed by RBI.
- The SI is required to perform Load and Stress Testing to demonstrate the ability of the application and underlying infrastructure to perform without degradation when under maximum traffic load carrying conditions.
- The SI is required to perform Performance Testing to demonstrate the performance levels of the application and underlying infrastructure and to monitor performance during a period of at least two Monetary Policy after go-live. Any changes in application and upgrade in infrastructure to be consumed by SI.
- Bidder should perform Stress Testing on users of content authoring application of the proposed DXP solution and other integrated solution as well as external end-users / visitors of the RBI website & Mobile app to ensure the performance under extreme loads.
- After successfully completing above stated testing and its clearance with RBI, the solution would then be considered as ready for Go-Live.
- SI is required to submit a report demonstrating successful completion of testing.

d. User acceptance testing (UAT)

- The SI will develop procedure and acceptance criteria for UAT for RBI

approval prior to start of the UAT phase. The purpose of this acceptance is to ensure conformance to the required operations, response times, and integrity of the software after installation, and to eliminate any operational bugs.

- A critical criterion for UAT would be the validation and conformance of DXP solution in terms of details captured in the business blueprint and Technical design document.
- UAT shall be carried out before Go-Live at site as per approved procedure and the test reports shall be signed off.
- At the satisfactory conclusion of these acceptance tests, the implementation of the software shall be considered complete for Go-live. The UAT must carry out at each RBI location in an environment/infrastructure as mutually agreed upon.
- The SI is required to submit a report demonstrating successful completion of testing.

5. The test environment will be provided by the Bank to the Bidder in the Data centre, the bidder's resources will be required onsite during the testing phase. UAT testing will also be carried out by the Bank's team from various locations in India (within RBI offices and other locations).
6. Bidder is expected to carry SIT (System Integration Testing) and share the results before start of UAT (User Acceptance Testing). Bidder's resources will be required onsite during the testing phase.
7. Functional tests to demonstrate that each component as well as entire completed system performs the functions as is designed to function.
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. 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.
11. The Bidder is expected to make all necessary modifications to the solution, customizations, interfaces, etc., if there are performance issues or errors identified during testing, it will have to be rectified and subsequent patches/ versions will also

have to be tested.

12. The Bidder shall set up and maintain a test server, install the base/customized application, or developed software and parameterize it as per the Bank's requirement and upload test data into the test server. The bidder shall also provide the test scenarios and the test cases for review to the Bank.
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 customized solution and end-run simulation.
14. Bidders to perform Load tests to demonstrate the ability of the system to perform without performance degradation under maximum traffic load-carrying conditions as defined in the OEM's specifications. For RBI Website, we are expecting peak load to be at 20000 concurrent users per minute at any given point in time with response times.
15. The Bidder is expected to use industry standard tools for performance, load, and stress testing on both application level as well infrastructure level and further share the results with RBI. In case, if such tool needs to be procured, the procurement will be bidder's responsibility. The Bank may also undertake any other appropriate testing including static & dynamic application security for DXP solution
16. Performance tests to demonstrate satisfactory performance during the testing phase before Go-Live.
17. The vendor shall conduct the tests, rectify any problems, and provide an operational & efficient system.
18. The vendor to provide automated regression test suite and all testing documentation for future testing purposes on product enhancement.
19. The bidder to run automated testing suites (where applicable) as determined by the test scripts and Document all test results, as well as any deviations that have been discovered in a format acceptable to RBI
20. UAT will be firstly done by the identified content stewards from department/offices of RBI and later by a third party if RBI so desires.
21. Standard Benchmark to ensure that all parties have a common understanding of any security issues uncovered, the Bank will conduct VAPT which will provide vulnerability ratings (preferably) based on industry standards as defined by First's Common Vulnerability Scoring System (CVSS) and Mitre's Common Weakness

Enumeration (CWE). Third party testing, third party audit (application, data, and process) and vulnerability assessment and penetration testing (VAPT) will be carried out by Bank before going Live. The vendor should make necessary arrangements to facilitate all these activities without separate charges to the Bank. Also, the vendor must ensure that all the solution should be in conformity and compliance with the Information Security (IS) policy of the Bank. All the aspects of IS policy should adhere to by the bidder.

22. Vendor should provide an official signed document accepting the system ("Final Systems Acceptance") from the RBI authorized personnel.
23. VAPT will be carried out after data migration as per OWASP, 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.
24. 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.
25. Bidder (SI) should ensure that product vendor (OEM) of the proposed DXP Platform has reviewed and certified that all the phases of testing before deployment as per the RBI and OEM guidelines and mandates
26. Bidder is expected to provide details of the testing strategy, testing approach, teams responsible for the entire activity (implementation/testing phases).

7.2.8 Data Migration

1. Bidder will be completely responsible for end to end Data Migration from Legacy System to proposed DXP system.
2. Bidder will be responsible for execution of design, development, and testing of all data extract, transform and load (ETL) activities.
3. Bidder to ensure that all data transformation, de-duplication, extraction, and load functions once ready for production deployment are documented in detailed data lineage models.
4. Ensure use of best practices, processes, and standards for effectively carrying out data migration activities.
5. Prepare data migration plans including migration risk, milestones, quality, and business sign-off details.

6. All necessary tools / queries / scripts required for extraction, transformation and migration must be provided by the Bidder.
7. It is the Bidder's responsibility to work with respective data owners / stakeholders to verify and obtain approvals for all the data transformed and further ensure it retains its quality, accuracy, integrity, and completeness
8. Data Migration is broadly divided into following three major sub-components:
   I. Understanding of the data in the existing legacy applications and development of suitable tools for data migration.
   II. Extraction and migration of Data
   III. Data migration testing, audit, and certification on the accuracy of data porting from the existing legacy system to DXP solution, Website, and Mobile app
9. Bidder is expected to import historic web & mobile analytics data from existing Web-Analytics solution into the proposed on-premises Analytics Solution
10. The Bidder is expected to migrate data before go-live of the project.
11. To facilitate understanding of the data in the Legacy application, Bank shall make available necessary support (manpower and knowledge of formats) of the existing vendor, or representative of the Bank. The data dictionary of existing applications may be shared with the Bidder as available with RBI for this purpose.
12. Based on the study of the existing data, the Bidder must develop necessary data extraction tool and provide necessary services for migrating the data.
13. The extraction of data from the existing system in the required format shall be carried out by the Bidder and migrated to the proposed DXP solution.
14. Existing documents on the website contains existing Links/URLs redirection. Once the migration is completed, this URL redirection to new URL should be mapped accurately.
15. The Bidder is expected to provide an archival solution within the proposed application for the historical / archived data. The necessary configuration and implementation of the archival solution shall be the responsibility of the Bidder.
16. The Bidder shall formulate the detailed Data Migration Strategy, methodology, test plans and submit the same to Bank, for its approval before commencement of Data Migration task. The Bidder must draw a suitable strategy/ plan to verify and test the accuracy of the data before and after migration.
17. The Bidder shall provide the required upload formats as per the data structure/ format of the DXP Solution.

18. The Bidder must inform all the mandatory fields required for migration and provide the facility to upload the data with default value for mandatory fields if the same are not readily available. There must also be a facility to modify these mandatory fields subsequently by RBI.
19. In case default value mapping for any field is to be done, such default values which shall be used are to be approved by RBI.
20. The Bidder shall be responsible for complete data cleansing and data validation exercise of the data migrated from the legacy systems. RBI will assist wherever needed.
21. RBI reserves the right to data migration by respective stakeholders of proposed solution and any gaps/ discrepancies found during the functions of application are to be rectified by the Bidder.
22. The Bidder must conduct mock data migration to confirm the accuracy of the data migration tool developed.
23. The Bidder should provide facility for capturing the data through data entry module/ screen, which arises out of the gaps between proposed solution and present system. The data entered through such screens is to be validated (maker and checker) and it is to be uploaded by the Bidders.
24. The Bidder should ensure that all required fields available in the existing system and required for the solution are properly migrated.
25. The Bidder is required to certify completeness and accuracy of migrated data, transaction history, and balances at each data migration instance.
26. It is clarified that the ownership of data shall always remain with RBI and the Bidder shall be responsible to maintain complete confidentiality of the same. Bidder shall be responsible for all loss, inaccuracies, and discrepancies in data arising out of data migration.
27. The Bidder should ensure that while applying software updates / upgrades / patches and in the version migration, the developed as well as the customized solutions is also properly migrated to such higher versions or extended versions. It is the Bidder's responsibility to ensure that any customization is compatible with upgraded applications / modules
28. Written Sign off on completion of Data Migration from RBI will be mandatory

7.2.9 Implementation

1. On successful completion of UAT and SIT, the Bidder should deploy the code in the Production site.
2. The Bidder for this purpose shall set up the production server at the Primary Datacentre. The Bidder shall set all the parameters in the applications as accepted in the test environment and shall also be responsible to ensure that DXP and other integrated solution is accessible to respective RBI teams.
3. The Bidder will ensure a mirror copy of the Production site is replicated in the Two (2) Disaster Recovery (DR) sites (i.e. Active – Active – Passive DR Setup) as per Bank's existing solution. The bidder will perform relevant testing to ensure consistency in performance. The bidder shall perform DR testing and conduct periodic DR drills throughout the duration of the contract.
4. The implementation phase shall be deemed as completed in all respects only after:
   - All applications and services are implemented as per the intent of this RFP scope.
   - Entire DXP Solution, Website and Mobile App meets all the necessary security test as part of the Bank's Secure Software Development Lifecycle (SSDLC) methodology.
   - All requirements and scope mentioned in this RFP have been completed with signoffs
   - All the content (existing / new) for Website, Sub-domains, Microsites and Mobile app pages have been authored / configured / customised as per the requirement of RBI stakeholders.
   - All the Web & Mobile pages have been accurately translated from English to Hindi and other 12 Regional languages for selected pages in scope. Manual translation of the content will be provided by RBI, while machine – translational via DXP / Integrated solution will be responsibility of the Bidder.
   - Archival of selected Pages / Content as per RBI requirements.
   - All Data Migration activities are completed with signoffs from RBI on its testing, audit and certification on the accuracy and quality of data porting from the existing legacy system to DXP Solution, Website, and Mobile app.
   - All the related trainings are completed, and post training assessment carried out by the Bank.

- Bidder should prepare and submit a complete BCP and Blueprint document before the application goes live. The Bank will provide necessary information with respect to Systems / Network / Database in the preparation of the documents.
- Bidder shall set up the 2 DR sites (i.e. Active – Active – Passive DR Setup) of the application to ensure Business Continuity
- Before Go Live, application will be subjected to Risk Assessment & VAPT and post implementation audit by the Bank. Compliance to the audit observation need to be ensured by the vendor before Go live of the application
- Bidder (SI) should ensure that product vendor (OEM) of the proposed DXP Platform has reviewed and certified the final implementation at Pre-Go-Live stage of the project

7.2.10 Training

1. Bidder should provide training to RBI's officials for using and managing the proposed DXP solution, which will include end user, technical, and system Administration training as well as DBA level training.
2. Training phase includes preparation of user manuals, handbooks, video tutorials etc. besides hands on classroom training sessions for RBI application users.
3. Purpose of these trainings is to enable the RBI officials to handle day-to-day operations. The Bidder shall be responsible for providing the users with the requisite training material in both hard and soft copies.
4. The bidder will need to follow the "Train the Trainer" approach for all Functional and Technical training
5. User Level Training (on-site): A set of user level training depending on the roles and responsibilities (separately for senior / other staff) of the users should be provided on-site to all users at different locations for RBI in India by the bidder on the following indicative topics: -

   i. Enable users to extract maximum efficiency from the DXP solution and 100% use of all functionality offered, Conduct Train the Trainer sessions etc.

   ii. Detailed walkthrough of all functionalities / features / modules available in the DXP application within the RFP scope

iii. User Management, Task Management and Workflow Process Management
iv. Enable users to make changes to the DXP application configuration and parameterization changes, workflow changes, Analytics / Report generation, creation of additional dashboards for end users etc.
v. Use of the end-to-end application
vi. Easy adoption by the user
vii. Troubleshooting at the user level

6. Administrator Level Training (Technical - on-site): A comprehensive technical training to users should be provided by bidder at one or more RBI locations in India on the following indicative topics:

   i. User Management - Enables them to define access rights to end users for specific screens/fields or steps in workflow
   ii. Conduct application administration and make Configuration/ Parameterization changes where applicable etc.
   iii. Report writing / Business Activity Monitoring (BAM),
   iv. Maintain the application within the overall IT infrastructure and at OS, DXP application, Middleware, Interfaces, Information Security level, application, interfaces maintenance activities at OS, Middleware, Application level etc.
   v. Maintain the RDBMS and related schema and tables, conduct user management and DBA activities
   vi. Enable the auditor users to view the reports and access the application for inspection
   vii. Troubleshooting at Administrator Level
7. On-site training must synchronize with the phased manner implementation plan and in any case be completed before the start of live operations.
8. An on-line / off-line self-learning mechanism with appropriate screen shots and markings should be prepared and made available for all users in softcopy & hardcopy to learn and use the product themselves. Tutorial videos should also be prepared to explain the various features and modules of the application.
9. In order to enable the Bank to conduct the training programs after implementation, the Bidder, within the scope of the project, should provide & install all required software covering all modules.

10. The Bidder needs to ensure that adequate knowledge transfer is conducted between the Bidder and RBI covering all areas of the DXP solution with its reflection on the website and mobile application
11. The on-site support resource will assist the Bank's personnel during training sessions provided by RBI team as and when required.
12. Online training module to be included in the suite for self-learning.
13. Bidder is expected to provide Developer Documentation covering all source code modules, key functions, and configuration files, IDE, Development Environment Set up, Build Process, Testing Tools and Test cases and result.
14. The Bank will provide the venue for the training (all RBI data centre locations and one regional office). All arrangements and expenditure in this regard are to be undertaken by the bidder with no claim on the Bank

7.2.11 Go-Live:

Go-Live is the phase in which the RBI Website / PWA & Mobile app is made available to the end-users while DXP solution is made available to respective RBI official/stakeholders.

1. Before the final Go-Live the Bidder has to complete the incorporation of proposed Out of the Box modules, development, customization, configurations and third-party integrations of the application as per the Functional, Non-Functional requirements, Security and Technical Requirement Specifications agreed with the Bank.
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. The completion shall include satisfactory completion of all the functional, non-functional, technical, security requirements, installation, data migration, testing, deployment etc.
4. Bidder should provide 90 days of hand holding support post Go-Live and during that duration one resource (full-time) should be deployed at bank nodal site and Data Centre to work with business to carry out solution demonstration to end user, user management, requirement gathering for any future enhancements or change requests and gather inputs for any issues in application faced by the users and communicating the same to bidder's offsite team.

5. On satisfactory performance of application post 90 days from Go-Live, Bank will issue Completion Certificate.
6. In case of the Go-Live delays by the Bidder the financial Penalty as per the Banks discretion will be imposed on the Bidder 5% of the total contract value per month of delay, to the maximum of 10% of the total contract value as per the agreement between the Bank and the successful Bidder.
7. Bidder (SI) should ensure that product vendor (OEM) of the proposed DXP Platform has reviewed and certified the final implementation at Go-Live stage of the project as per OEM's guidelines / mandates

7.2.12 Post Implementation

1. The post implementation period will start after 90 days of successful "Go-Live" of the project. Post implementation will be from the date of issue of Completion Certificate by the Bank.
2. Bidder would be required to specify the cost of 3 years of Warranty period and 4 years of Annual Maintenance Contract (AMC) after the expiry of the Warranty.
3. Incident Management / Ticketing tools will be procured by Bidder for handling issues, requests, concerns raised by Bank's Internal Users during the warranty and AMC period.
4. The selected bidder will provide required assistance towards regular monitoring, management, and support of the application. The broad level activities to be covered are as follows:
   a. Day-to-day content authoring, updating, and publishing of content of all existing pages and designing new pages as per the requirement
   b. Checking and removal dead and broken links from the website.
   c. Archival of selected information as per RBI requirements
   d. Regular updating of data elements on existing pages.
   e. Creation and Designing and/or updating and publishing of new or revised pages
   f. Installation and Re-installation of the server and other hardware in the event of system crash / failures.
   g. Regular analysis of events and logs generated
   h. Regular monitoring of the application hosted.
   i. Regular monitoring of the Infrastructure
   j. Troubleshoot problems with web services, desktop/server relationship issues and overall aspects of a server environment.

k. Management of operating system and database.
l. 365x24x7 monitoring and management of the servers
m. Performance optimization and reporting
n. Daily / Weekly / Monthly backup of databases
o. Database recovery when required.
p. Continuous improvement, optimisation, and enhancement of the overall UI and UX of the RBI website / PWA and Mobile apps

7.2.13 Warranty

1. It would be mandatory on the Bidder to provide a Warranty for three (3) years for the solution. The Warranty period would commence from the date of issue of Completion Certificate by the Bank.
2. During the Warranty period the Bidder would be required to implement all necessary modifications such as solution version updates, upgrades, technology refreshes, patches, bug fixes, changes in the application or any other support as and when required at no extra cost for the entire proposed solution i.e. DXP solution, Analytics solution and other third party integrated solutions and components used. Implementation cost for the same to be borne by the bidders and must be included in the Commercial Bid / TCO under Annexure P. Bidders to note that above-mentioned activities will not be falling under the purview of 'Continuous development' under Section 7.6
3. 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
4. Extensive on-site support team is required during after "Go-Live". The resources required are as under:
    a. L0: Resources who can handhold end users & are computer literate with extensive knowledge on the proposed DXP solution at RBI locations / Data Centre Locations.
    b. L1: Resources for Application Maintenance and support at RBI locations / Data Centre Locations.
5. Bidder shall also do adequate back up planning for the staff deployed at on-site locations.
6. Key responsibilities of the resources deployed (L1, L0):

On-site resource at Data Centre (L1):

a. Application Management, which covers but is not limited to the below activities:
   i. Day-to-day content authoring, updating, and publishing of content of all existing pages and designing/configuring/customising new pages as per the requirement for both RBI Website / PWA and Mobile Apps.
   ii. It would also include the upload of all type of content - documents, images, circulars, press releases, policies, rates, notifications, speeches, research papers, publications etc. and all types of work as instructed by the RBI from time to time.
   iii. Archival of information as per RBI requirements
   iv. Regular updating of data elements on existing pages.
   v. Creation and Designing and/or updating and publishing of new or revised pages
   vi. Various types of content should be delivered through the Website. The Indicative content types may be HTML, documents, Excel, Word Documents, PDF documents, Images, Photographs, Info-graphs, Vectors, Multimedia files, Audio/Video files etc.
   vii. Perform Configuration Deployment across various phases of the project i.e. Maintenance & Support as well as Continuous Development
   viii. Monitoring application and underlying infrastructure.
   ix. Integrating application with available monitoring infrastructure at the Bank.
   x. Regular application patching, updates, upgrade, with sanity testing, and other maintenance activities as needed to maintain desired level of application performance.
   xi. Plan and execute preventive maintenance.
   xii. Coordination with relevant stakeholders at Data Centres for OS/Infra/Software level patching, updates, upgrade, and other maintenance activities.
   xiii. Support for BCP DR planning and execution
   xiv. Submit detailed RCA (Root Cause Analysis) for all Down times within 24 hours

xv. System Reporting – Daily, Weekly and Monthly

b. Application Support, which covers but is not limited to the below activities:
   i. Incident Management and event management as per the agreed SLA.
   ii. Coordination with OEM nodal support team and/or off-site team for ticketing and issue resolution support.
   iii. Coordination with L0 resources for issue resolution
   iv. Resource will be based at RBI Locations / RBI Data centres from 9am to 9pm, from Monday to Saturday

On-site resource at RBI sites(L0):

i. Assist RBI employees in case any support needed for using the application.
ii. Closely work with RBI stakeholders to carry out user management and other administrative activities.
iii. Work with RBI stakeholders to gather inputs for any issues in application faced by the users and communicating the same to bidder's offshore team.
iv. Carry out solution demonstration as and when required
v. Requirement gathering or any future enhancements/changes or Continuous Development.
vi. Resource will be based at RBI Locations / RBI Data centres from 9am to 9pm from Monday to Saturday post deployment activity

7. Any other work related to the RBI Website / PWA & Mobile app, if required during the Warranty or AMC period, if scope of work is diversified requiring a different skilled resource / man power other than the one deployed, then the selected bidder shall have to improvise to deliver the requisite resource person to RBI at no additional cost
8. If any defect in the Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until:

   (a) the defect has been corrected; and
   (b) the Solution functions in accordance with the Contract

9. Where the Bidder is not the Manufacturer of certain components of the Solution, then the Bidder shall disclose the Manufacturer's warranty for such components to the Bank and, in the event such warranty exceeds the Bidder's warranty under this Contract in any respect, shall ensure that the Bank will receive the benefit of the Manufacturer's warranty.
10. The bidder is expected to provide requisite support to Bank's operations team for Application-specific database back-up and Disaster Recovery activities during the entire warranty & support period of 7 years.

7.2.14 AMC Support

1. The Bank will enter an AMC agreement with the vendor for 4 years after the expiry of 3 years of Warranty period. The support extended during the Warranty Period as mentioned in Section 7.2.13: Warranty would also be applicable during the AMC period.
2. Charges for any additional resources would be paid as per the rate mentioned by the bidder while submitting the commercial bid.
3. During the 4 years of AMC, the Bidder will be required to provide on-site personnel deployed at Data Centres as well as at user site along with off-site support as mentioned in Minimum Qualifications and Experience for Key Resources Roles and responsibilities of the on-site staff will the same as mentioned in Minimum Qualifications and Experience for Key Resources
4. Bidder shall also do adequate back up planning for the staff deployed at on-site locations.
5. AMC may be renewed after 4 years as per mutual agreement between Bank and Vendor.
6. SI will be front-facing and acting as SPOC (Single Point of Contact) for all OEM – DXP Solutions and other integrated solution related defects / issues / bugs etc.
7. OEM should offer highest level support to SI for RBI DXP solution offered and appropriate ticketing tool for tracking product related defects / issues. Typically, OEM support should have 24*7 online support with immediate ticketing.

8. Application support during AMC period includes updates and changes/modifications complying with the specified SLAs, performance requirements and uptime requirements.
9. Updating of web/application/database servers including installation and configuration of patches and removing security vulnerabilities etc. will be covered under AMC.
10. The Support and Maintenance services would include but not limit to following activities:
    I. Regular monitoring of the Infrastructure at Application level
    II. Software maintenance
    III. Updates, Upgrades, Technology Refresh, New releases, New versions, Patch Management, Bug fixes for DXP solution and other integrated solutions / modules. (Implementation cost for the same to be borne by the bidders and must be included in the Commercial Bid / TCO under Annexure P. Bidders to note that above-mentioned activities will not be falling under the purview of 'Continuous development' under Section 7.6
    IV. Database - requires periodic bug fixing, troubleshooting and the periodic update of searchable data.
    V. Maintain site search engine by ensuring that any content updates and new pages are searchable.
    VI. Solution Backup, Data archival and Recovery in case of failure
    VII. Database Administration activities
    VIII. Day-to-day content authoring, updating, and publishing of content of all existing pages and designing new pages as per the requirement
    IX. Creation and Designing and/or updating and publishing of new or revised pages
    X. Regular monitoring of the application hosted.
    XI. Troubleshoot problems with web services, desktop/server relationship issues and overall aspects of a server environment.
    XII. 365x24x7 monitoring and management of the servers
    XIII. Performance optimization and reporting
    XIV. Daily / Weekly / Monthly backup of databases
    XV. Database recovery when required.

XVI. Continuous improvement, optimisation, and enhancement of the overall UI and UX of the RBI website / PWA and Mobile Apps

XVII. Provide a report on analytics, site traffic statistics and search engine analysis reports monthly.

XVIII. Security certificates updation on expiry e.g. SSL certificates for running site on https

XIX. Support for BCP DR planning and execution

XX. Give monthly updated reports to RBI stakeholders about the number of visitors, geographical distribution of visitors, average time spent on the website, most visited sections/pages etc.

XXI. Give Quarterly report on the Performance Criteria.

XXII. Bidder shall be responsible for recovery of lost data, restoration and repair of damaged data and the correction of data.

XXIII. Bidder shall be responsible for restoring the system to an operable state whenever system goes for downtime.

XXIV. Bidder shall be responsible for a well-defined document for backup and restore policy on the available database. In case of upgradation of system software and database, the Bidder shall provide a revised version of backup and restore policy document

XXV. Bidder shall provide a well-defined document for extensive security features at the system and database levels to ensure security and integrity of the Data and the Application Modules

XXVI. Bidder shall provide a well-defined document for auditing the system. It shall include an audit trail across all modules by associating user id, data, and time stamp with add, changes, and deletes during any change carried out in file structure, database, and applications.

XXVII. Bidder shall be responsible for providing all the support for third party auditing of the Website/PWA and Mobile app carried out by the Bank. This shall include support preparation of data, documentation, training, debugging and revisions of application software.

7.3 Minimum Qualifications and Experience for Key Resources

The following are indicative minimum qualifications and experience for key resources required to implement end to end DXP solution and other integrated solutions for RBI Website/PWA & Mobile App – Redesign and Development project. Members which are considered for Technical bid evaluation shall be construed as 'Key Personnel' including but not limited to members involved in the following - Planning, Analysis, Requirement Gathering, Design, Solution consulting, Database Architecture, Configuration, Customisation, Integration, Installation, Setup & Go-live of the DXP solution. Some of the key resources like the Technical team (includes Tech-lead, Developers, Support Engineers etc.) are expected to be based at RBI offices – Central Office & Data Centres while others may have to travel as and when required by Bank.

Sr. No.	Role & Qualification	Experience & Job Description
1.	**Business Analyst** Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc/MBA (Comp Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed DXP solution will be preferable	5+ years of hands on experience working on the proposed DXP solutions preferably for Government Sector / PSU / PSE / Banking / Financial Institutions/Insurance related project – websites and mobile applications. Must have extensive experience in planning, analysis, requirement gathering and creating artifacts like BRD, FRD, SRS, Use cases, UML diagrams, Wireframes, Prototypes etc. Resource will be expected to travel to RBI locations as and when required
2.	**UI/UX Architect** Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc/ (Comp Science/IT) or any other related Technical or Design related qualifications/certifications from reputed institutes in the field would be desirable	5+ years of experience in analysing and implementing UX Frameworks to devise the most suitable experience strategy for the public facing website and mobile application. Must have solid grasp of UI/UX methodologies / processes / guidelines, User Centred Design (UCD) concepts, planning and conducting user research, user journeys, revamping / enhancing existing information architecture, user testing, A/B testing, wireframing, prototyping, heuristic evaluation, usability testing (Formative & Summative), UX writing, proposed Analytics, Design and prototyping tools, and accessibility concerns for the various

Sr. No.	Role & Qualification	Experience & Job Description
		facets of the project. Resource will be expected to travel to RBI locations as and when required
3.	**UI/UX Designer** <u>Desired Qualifications:</u> Bachelor's or master's degree in Design, Arts, Computer Science, IT, or relevant field. Design related qualifications /certifications from reputed institutes in the field would be desirable	3+ years of experience in designing UI & UX for full responsive / adaptive websites and mobile application. Create concepts, wireframes, mock-ups, interaction design and prototype that lead to intuitive user experiences. Create UI/UX Design templates, themes & unique pages and maintain digital assets, such as design files, UI Design Style Guidelines, iconography, infographics, vectors, banners etc. Should be passionate about all UI and UX and other areas of design and innovation. Research and incorporate the industry's latest design trends and technologies. Hands-on experience in using latest design and prototyping tools. Liaison with the RBI stakeholder's for review and sign off on the theme, design templates and unique pages. Creating optimized images for the purpose of development. Extending Front end support to developers by providing style guide. Resource may be expected to travel to RBI locations as and when required
4.	**Software Engineer – Web & PWA (Full Stack Developer)** <u>Desired Qualifications:</u> B.E/B.Tech/BSc/MCA/MSc (Comp Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed DXP solution will be preferable	5+ Years of Experience as a Senior Software Engineer with extensive hands on experience of proposed DXP along with its Integration, Configuration and Customization. Design and implementation of the overall web architecture. Create "Pixel-perfect" implementation of approved user interface designs. Database design and management, including being up on the latest practices and associated versions. Experience with a relevant and globally supported framework—both front-end and back-end, if necessary. Ensuring the entire stack is designed and built for speed and scalability. Integrating front-end UI with the constructed API. Design and implementation of continuous integration and deployment. Resource may be

Sr. No.	Role & Qualification	Experience & Job Description
		expected to travel to RBI locations as and when required
5.	**Mobile Application Developer (Android & iOS)** <u>Desired Qualifications:</u> B.E/B.Tech/BSc/MCA/MSc (Comp Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed DXP solution will be preferable	5+ Years of experience as a Senior Mobile Application developer, this includes the whole process, from the first line of code to publishing in the store(s). Must have extensive knowledge about the application architecture and latest mobile languages and technologies. Responsible for developing new features and user interfaces from wireframe and design templates. Should be well-versed with Cross-Platform App Development and Backend Computing. Coordinating with back-end developers, designers, and the rest of the team to deliver well-architected and high-quality solutions. Design and implementation of continuous integration, continuous development, and deployment. Resource may be expected to travel to RBI locations as and when required
6.	**Tech Lead / Project Lead – Software Engineering** <u>Desired Qualifications:</u> B.E/B.Tech/BSc/MCA/MSc (Comp Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed DXP solution will be preferable	8+ years of hands on experience in implementation/integration of the proposed DXP solution for similar nature and level of public facing website and mobile applications. Extensive experience on Design and Development, review the Code developed by Developers and further help in optimisation and enhancement. Provide adherence and compliance to the implementation/integration/security guidelines mandated by OEM for the proposed DXP solution. Resource will be based at RBI Locations / Data centre from 9am to 9pm
7.	**OEM: DXP – Solution Consultant / Architect / Expert** <u>Desired Qualifications:</u> B.E/B.Tech/BSc/MCA/MSc (Comp Science/IT) or any other related technical qualifications / certifications from reputed institutes in the field would be	10+ Years of Experience on the proposed DXP solution preferably for Government Sector / PSU / PSE / Banking / Financial Institutions / Insurance related project – websites and mobile applications. Responsible for advising/consulting RBI, as well as the SI for optimum utilisation of the proposed DXP platform and services. Ensure that SI has adhered and complied

Sr. No.	Role & Qualification	Experience & Job Description
	desirable. Certification of the proposed DXP solution will be preferable	to all the guidelines mandated by RBI as well as OEM for implementation of proposed DXP solution. Review design documentation, technical architecture, validations, software development best practises including sample code reviews, non-production environment deployment reviews, Production Environment audits, Performance review etc. Minimum of two audits are mandatory i.e. Architecture & Design Phase audit and before Go-Live audit. Resource will be expected to travel to RBI locations / Data centre as and when required
8.	**Project Manager** <u>Desired Qualifications:</u> B.E/B.Tech/BSc/MCA/MSc/MBA (Comp Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed DXP solution will be preferable	10+ years of experience in Project Management preferably for Government Sector / PSU / PSE / Banking / Financial Institutions / Insurance related project – websites and mobile applications. Must have a PMP or equivalent certification with experience of taking care of the functional as well as the technical side of the project. Responsible for planning, directing, and coordinating the overall program effort. Should be competent in Project Monitoring and Control, Software development methodologies and Technology Knowhow. Continuously be in touch with RBI project teams and update RBI stakeholders weekly on the status of the project. Resource will be expected to travel to RBI locations / Data Centre as and when required
9.	**Test Engineer / QA** <u>Desired Qualifications:</u> B.E/B.Tech/BSc/MCA/MSc (Comp Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed DXP solution will be preferable	3+ years of hands on experience on both manual & automation testing of the Website, Mobile app and the proposed DXP solution. Creation of functional, non-functional test cases and designing & executing automation test scripts for website and mobile app. Perform Load Testing & Stress Testing at Application as well as Infrastructure level Reporting. Documenting technical issue and check compliance of the UI. Resource may be expected to travel to RBI locations as and when required

Sr. No.	Role & Qualification	Experience & Job Description
10.	**SEO Specialist** Desired Qualifications: Bachelor's degree in Computer Science/IT or any other related technical qualifications/certifications from reputed institutes in the field would be desirable	3+ Years of experience as a SEO expert with extensive experience in keywords research, traffic & metrics analysis, optimizing website's ranking in accordance with search engines requirements and coordinating with content writers and designers. Extensive experience working on the proposed on-premises Analytics tool and website optimisation techniques.
11.	**Data Migration Specialist** Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc (Comp Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed DXP solution will be preferable	5+ Years of hands on experience in successful migration of data from legacy system to proposed DXP system. Responsible for complete end to end execution of design, development, and testing of all data extract, transform and load (ETL) activities. Ensure that all data transformation, de-duplication, extraction, and load functions once ready for production deployment are documented in detailed data lineage models. Use best practice, processes, and standards for effectively carrying out data migration activities. Prepare data migration plans including migration risk, milestones, quality, and business sign-off details. Work with data owners to verify and obtain approval that any transformed data retains its quality/accuracy. Resource will be based at RBI Locations / Data centre until complete data migration activity is completed with signoffs and should be able to travel as and when required
12.	**IT Infrastructure Specialist** Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc (Comp Science/IT). Systems Administration/System Engineer certification would be preferable	5+ years of hands on experience in server/desktop administration. Analysing system logs and identifying potential issues with systems. Performing routine audits and backups of systems and software. Applying operating system updates, patches, and configuration changes. Installing and configuring new hardware and software (e.g. database systems). Adding, removing, or updating user account information, resetting passwords, etc. Ensure compliance to RBI security guidelines. Responsibility for documenting the configuration of the

Sr. No.	Role & Qualification	Experience & Job Description
		system. Troubleshooting any reported problems. System performance tuning and ensuring that the network infrastructure is up and running. Must ensure the infrastructure architecture (LLD & HLD) are prepared and reviewed. Co-ordinate and work with RBI – Data Centre teams to ensure all the network and security components configuration to be defined for optimum performance of the application Resource will be based at RBI – Data centre. Resource(s) must be available at RBI Locations / Data Centres from 9am to 7pm from Monday to Saturday for day to day operations and monitoring.
13.	**Support Engineer (L1)** <u>Desired Qualifications:</u> Bachelor's degree in Computer Science/IT or any other related technical qualifications/certifications from reputed institutes in the field would be preferable	3+ Years of hands on experience in DXP solution, its troubleshooting, diagnosing malfunctions in the operation of software. Strong knowledge in OS. Providing high-quality technical support, effectively analysing issues, providing issue resolution, and customer notification. Actively participates in self-improvement, process, and technology training programs. Continually strives to expand comprehension of troubleshooting methodologies. Manage Customer Accounts as requested. Participate in documentation and product review. Provide technical leadership and training for new and existing products within the technical area. Application Management, which covers but is not limited to the below activities: i. Day-to-day content authoring, updating, and publishing of content of all existing pages and designing/configuring/customising new pages as per the requirement for both RBI Website / PWA and Mobile Apps. ii. It would also include the upload of all type of content - documents, images, circulars, press releases, policies, rates, notifications, speeches, research papers, publications etc.

Sr. No.	Role & Qualification	Experience & Job Description
		and all types of work as instructed by the RBI from time to time. iii. Archival of information as per RBI requirements iv. Regular updating of data elements on existing pages. v. Creation and Designing and/or updating and publishing of new or revised pages vi. Perform Configuration Deployment across various phases of the project i.e. Maintenance & Support as well as Continuous Development vii. Monitoring application and underlying infrastructure. viii. Integrating application with available monitoring infrastructure at the Bank. ix. Regular application patching, updates, upgrade, with sanity testing, and other maintenance activities as needed to maintain desired level of application performance. x. Plan and execute preventive maintenance. xi. Coordination with relevant stakeholders at Data Centres for OS/Infra/Software level patching, updates, upgrade, and other maintenance activities. xii. Support for BCP DR planning and execution xiii. System Reporting – Daily, Weekly and Monthly Application Support: i. Incident Management and event management as per the agreed SLA. ii. Coordination with OEM nodal support team and/or off-site team for ticketing and issue resolution support. iii. Coordination with L0 resources for issue resolution Resource will be based at RBI Locations / Data centre from 9am to 9pm, from Monday to Saturday

Sr. No.	Role & Qualification	Experience & Job Description
14.	**Support Engineer (L0)**	1+ Years of hands on experience in hand holding DXP solution, its troubleshooting, diagnosing malfunctions in the operation of software. Providing high-quality technical support, effectively analysing issues, providing issue resolution i. Assist RBI employees in case any support needed for using the application. ii. Closely work with RBI stakeholders to carry out user management and other administrative activities. iii. Work with RBI stakeholders to gather inputs for any issues in application faced by the users and communicating the same to bidder's offshore team. iv. Carry out solution demonstration as and when required v. Requirement gathering or any future enhancements/changes or Continuous Development. Resource will be based at RBI - Data centre and/or RBI Locations / Data Centres from 9am to 9pm, from Monday to Saturday

Note:

- Above list of team structure, their experience and job-description are indicative in nature. Bidders is expected to propose entire team structure or team composition for end-to-end project implementation, data-migration, go-live and post go-live support, warranty for 3yrs, continuous development for 18 months post go-live and AMC for 4yrs under Annexure D2 and Annexure D3. The cost involved in this is to be borne by the bidder and should be included in their Commercial Bid.
- DXP and other integrated solution implementation at RBI needs to be audited / reviewed on continuous basis during critical milestones by the OEM for ensuring proper, smooth, and timely implementation as per the requirement of RBI and as per the proposed OEM product standards.
- All team members should have prior understanding and experience of the proposed DXP solution and integrated solution being deployed and should be part of the project throughout the project phase wherever required.

- Business & Technology resources will interact with the RBI's Data centre team and carry out the actual implementation of the Project. They should be a part of the project starting from the beginning. Detailed CVs of these resources will need to be submitted during bidding including mention of certifications/ qualifications such as training in secure software coding standards, OWASP, etc.
- Business Analyst, UI/UX, Developers & Project Management team personnel(s) involved in preparation of Design, FRS & SRS should be available during the planning, analysis, UI/UX research & design, implementation, integration, development, configuration, customization, migration, go-live and post-go-live continuous development phase.
- The successful SI & OEM needs to have their respective Team Members with appropriate skills and experience on their payrolls as full time regular employees (excluding those employees on their notice period) during the entire implementation cycle as well as during the entire support period of 7 years (3 years of warranty and 4 years of AMC support).
- During the initial phase of the project (prior to development, till FRS & SRS sign off) the bidder's personnel will need to be present on-site at RBI locations as per requirement. Post SRS signoff, the Project Manager and technical team members would need to be present on-site for coordination, execution, and communication with the Bank's project team.
- Bidder shall depute right sized and skilled application support team at the Bank's premises during the deployment and testing / migration of the application
- Resources based at the RBI – Data centre locations will be provided with basic infrastructure and configuration in the premises with network, telephones, as required for providing solution and day to day project activities
- If Bidder plans to change/replace any key personnel in the project due to whatsoever reasons, bidder will require a prior approval and sign-off from RBI

7.4 Incident Management and Response Management

The Bidder should define various categories of incidents and response times for resolution of the same. These should be commensurate with the service levels requirement specified in the RFP. The Bidder should also define an escalation matrix for escalation of incidents if they are not resolved within the defined time frame. The Bidder should also provide periodic reports to RBI detailing the various incidents reported divided category wise along with steps taken to resolve the same and response time for the same. The Bidder must procure and provide access to the incident management system/ticketing software which needs to be authorised by RBI.

7.5 Disaster Recovery & Disaster Recovery Drill

1. The solution deployed by Bidder should conform to Recovery Time Objective (RTO) and Recovery Point objective (RPO) defined by Bank.
2. The envisaged platforms Disaster Recovery architecture should meet RBI standards for Recover Time Objective (RTO) of 90 minutes and Recovery Point Objective (RPO) is Zero. The uptime availability of the site should be 99.9%
3. Bidder is expected to have 'Local Redundancy' factored at database as well as at application level
4. Bidders should keep readiness of setting up Two (2) - DR (Disaster Recovery) environments (i.e. Active – Active – Passive DR Setup) as per the requirement of RBI
5. Bidder should make sure that DR and DR drill is performed in alignment with Bank's existing processes.
6. The Bidder must participate in DR drills as and when conducted by the Bank.
7. During DR drills, the vendor must provide support at DR site for the activities related to the proposed solution.
8. The Bidder is responsible for keeping the proposed solution and Database in sync in DC and DR
9. In case of any DR situation, the Bidder must shift application to DR site after Intimation to Bank
10. The bidder must prepare a Business Continuity Plan and have it approved by the Bank.

7.6 Continuous Development

1. Bank intends to continually improve the technology, processes, content, search, user interfaces, user experiences and other features and functionalities of the of the Website / PWA and Mobile app. The solution needs to be continually updated and upgraded to meet the industry standards in respect of DXP, application performance, advanced search capabilities, information management, analytics, Infrastructure etc.
2. It is proposed to have continuous development for this project post Go-Live, thus Bank would like to have implementation team members to continue as continuous development team for period of 18 months with possible extensions/renewals with prior intimations to bidder.
3. Post-Implementation, any request by the Bank that results in Changes or Enhancement in the existing structure or a new module or feature is to be added, even if it requires considerable effort for customisation for Website/PWA, Mobile apps, DXP and other Integrated Solutions, would be considered as part of Continuous Development phase.
4. Continuous development activity will be carried out at bidder's development centre or bidders' premises.
5. The vendor should maintain records of all such changes or enhancements made in the application with a proper audit trail and timestamp. There should be an appropriate roll back mechanism which is identified and tested if changes are not successful.
6. 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.
7. The procedure that would be adopted for evaluating Continuous Development work will be based on the work breakdown method / Function Point Analysis method or the method mutually agreed upon with the vendor.
8. The Bidder is required to develop a continuous development 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.

9. The bidder should ensure that OEM of the proposed DXP Platform has reviewed and certified all the changes/enhancements during continuous development phase before deployment as per the RBI and OEM guidelines and mandates
10. All continuous developments should be documented with traceability matrix and should have a numerically assigned number in sequential order. A database of all continuous developments should be maintained, and the Bidder should deploy an automated continuous deployment plan. All continuous developments should be classified, and approval and escalation mechanisms should be defined as per classification.
11. The Continuous Development 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). The hours of roll back will not be considered for continuous development pay outs.
12. 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.
13. All changes should be reviewed, and the databases of changes should be reviewed for any actions taken post implementation. Emergency continuous development should follow a defined and controlled process.
14. A release schedule should be maintained for all changes to provide minimum disruption to business services. The Bidder will be required to perform analysis of continuous developments to review frequently occurring issues, trend analysis, and an analysis report to be provided to the Bank along with a summary report.
15. **Indicative Team Structure for Continuous Development Phase**:

    The following are indicative minimum qualifications and experience for key resources required for Continuous Development phase who will be catering to all ad-hoc as well as planned - Enhancement Requests, Change Requests, Addition of New Feature or Module requirement across all platforms – Website, Mobile apps, DXP and other integrated solutions:

    I. Business Analyst
    II. UI/UX Designer
    III. Software Engineer – Web & PWA (Full Stack Developer)

IV. Mobile Application Developer (Android & iOS)
V. Tech Lead / Project Lead – Software Engineering
VI. Project Manager
VII. OEM: DXP – Solution Consultant / Architect / Expert
VIII. Test Engineer / QA

Bidders to note that Experience, Qualification, Skillsets, and responsibilities for the above-mentioned roles will be of similar to above Minimum Qualifications and Experience for Key Resources

16. Bidder is expected to call out the costing for Continuous Development along with team members proposed for a period of 18 months in the commercials under Annexure P.
17. Any standard functionality available in the proposed DXP solution or Integrated Solution would NOT form part of the Continuous Development efforts submitted by the Bidder.
18. Bidder should provide and implement any application specific upgrades/ updates / patches / bug-fixes in the application as needed to make it compatible with any Software/ OS / Middleware / Infra / Security patch updates as and when release by the Vendor / OEM or as per requirements of the Bank as a part of Warranty and AMC Support i.e. post Go-Live and the same shall NOT be included as a part of Continuous Development

7.7 Performance Monitoring & Tuning solution

The bidders shall guarantee that with the proposed configuration/specifications, the required system / application response times as indicated below shall be complied with keeping in view that up to 20,000 concurrent users per minute would be connected to the system. The required response time and performance standards shall be maintained throughout the contract period. Bidder is expected to carry performance testing and share the result with the Bank throughout the contract period. In case, the implemented solutions do not meet the required response time or in the event of performance degradation that shall require upgrades/augmentation in the software/hardware, the corresponding cost shall be borne by the solution provider.

Criteria	***Value***
First time screen load:	< 5 sec
Start Render: Time elapsed when the first visible element appears on the blank page:	< 2.5 sec
Visually Complete: Time elapsed when all visual elements of the page are in place:	< 3 sec
Document Load: Defined as when all the text, images, and other HTML elements have loaded, but may not include content triggered by JavaScript such as certain animations or clickable forms:	< 3 sec
Full Page Load Time: Time it takes to download and display the entire content of a web page in the browser window (measured in seconds):	< 3 sec
Time to Interactive: Time to Interactive is defined as the point at which layout has stabilized, key web fonts are visible, and the main thread is available enough to handle user input.:	< 3 sec
Navigation between screens at peak usage:	< 1 sec
Search and retrieval at peak usage:	< 10 sec
A page size includes all the files that are used to create the web page. These files include the HTML document, any included images, style sheets, scripts, and other media:	<500KB
CPU Utilization	< 60%

(Note: Overall, post stabilization, both Website/PWA and Mobile App shall ensure full availability of not less than 99.9% of the monthly time and not more than 60 minutes of maintenance time in one stretch)

The bidder will submit the performance testing results to the Bank in UAT and production environment and if the results are not satisfactory as per the Bank's standards mentioned above then the cost of additional hardware and software purchase will be deducted from vendor payouts.

A maintenance window will be agreed between bank and SI considering the availability load/usage of the service is at a minimum. All planned activities shall be carried out during the maintenance window and in compliance with the change management procedure. In case of unplanned outages, a verbal approval from the Bidder shall be deemed suitable for carrying out the necessary correctional activities

Note: Bank will be providing Performance Monitoring Tool i.e. 'VMware - vRealize Operations Manager tool' for monitoring, troubleshooting, and managing the health and capacity of the infrastructure. Bidders to ensure that the proposed solution can be integrated with the mentioned tool.

7.8 Infrastructure

1. All the activities / processes of the offered solution will be carried out at RBI premises. RBI would provide the basic infrastructure and configuration in the premises with network, telephones, as required for providing solution for the processes.
2. Prospective Bidders may note that the Bank will arrange supply of hardware which ensures a standardised IT environment at the Datacentre(s) as per IT policy of the Bank.
3. All modules or customization in the existing module should necessarily be tested in the development & test environment deployment in the production or live environment. Hence, bidder is required to take into the consideration the hardware software etc. requirement pertaining to test & development.

4. Bidders should keep readiness of setting up Production and Two (2) - DR (Disaster Recovery) – environments (i.e. Active – Active – Passive DR Setup) as per the requirement of RBI

7.9 Hardware

1. Prospective Bidders may note that the Bank will arrange supply of hardware which ensures a standardized IT environment at the Datacenter(s) as per IT policy of the Bank.
2. The bidders, however, are expected to provide details of hardware requirements in the Commercial Bid as a part of TCO.
3. The timelines, system load, processing volume, system response time and the other performance parameters mentioned in the RFP should be considered by the bidders while arriving at the final specifications of the hardware.
4. The solution having High Availability (HA) feature should be designed with no single point of failure and it should be hosted in RBI location.
5. Database layer for Websites and Mobile app shall be on High Availability (HA) mode with appropriate logical segregation of the database and files pertaining to the applications and with appropriate security configurations.
6. The Bank will provide following indicative hosting environment for the solution:

Server Type	OS /Application Server Software	
Web Server	OS	RHEL 7.7 and above, Windows 2012/ Windows 2016 and above
	Oracle version	OHS 12.2.1.3 and above
Application Server	OS	RHEL 7.7 and above, Windows 2012/ Windows 2016 and above
	Oracle version	Oracle Web Logic 12.2.1.3 /12c and above
Database Server	OS	RHEL 7.7 and above, Windows 2012/ Windows 2016 and above
	Oracle version	Oracle 12.2.0.1/ 12c and above

Note: Bidders are expected to propose Oracle Database for the project implementation.

7. The Bank will provide following infrastructure and support:

a. The Pre-requisites document pertaining to various bank policies for hosting the proposed application(s).
b. Required Hardware i.e. servers and storage to host the application.
c. Operating System (Windows / Linux) and necessary support.
d. Oracle Web, Application, and Database infrastructure and necessary support.
e. Helpdesk support for Infrastructure Services
f. Backup and Restoration solution of database.
g. Management of IT infrastructure i.e. network, security, systems etc.
h. Any other infrastructure level support.

8. Bidder is expected to explicitly call out all hardware related components and details for On-premises Analytics tool in the Commercial Bids under Annexure P.

7.10 Licensing

1. Bidder would be required to provide Enterprise-wide all-inclusive based licenses considering all functionalities, features, and modules as per the requirements of the RBI for a period of 7 years with possible extensions or renewals post completion of contract. Bidder must ensure that entire solution must be hosted on-premises at RBI's Data centers.
2. The total number of proposed On-premises DXP solution users is expected to be around 200+ users with 100 concurrent users and annual growth of 10% in concurrent users. However, the number of users is subject to change thus it is expected that OEM's – DXP Solution must offer unlimited user licenses. The right to use the software will be across RBI Locations/Offices/Departments
3. The total number of proposed On-premises Web & Mobile - Analytics solutions is expected to be around 50+ users with 20 concurrent users and annual growth of 10% in concurrent users. However, the number of users is subject to change thus it is expected that OEM's – DXP Solution must offer unlimited user licenses. The right to use the software will be across RBI Locations/Offices/Departments
4. The product license should be all-inclusive license with no future additional cost for any modules. The Bank shall not pay for any licenses/software in this regard. For evaluation purposes, costs of the licenses proposed by the Bidder would be included in the Total Cost of Ownership under Commercial bid.

5. DXP and other integrated solutions should be accessed only from corporate RBI networks or VPN. But in BCP mode or during disasters/catastrophe, it should temporarily be provisioned to be accessible from anywhere i.e. from a public network by selected RBI users / roles to perform emergency / critical – content authoring/publishing tasks with selected permissions and for a limited period of time via secure access communication channel.
6. No extra license fees /implementation charges should be charged by the selected bidder for implementing the software in the test environment and at multiple Disaster Recovery sites of RBI or at any other site that may be specified by the Bank.
7. All forms of solution version upgrade, updates, patches, technology refreshes should be part of the licensing cost for a period of 7 years for the entire proposed solution.
8. Implementation cost for new version upgrade, updates, patches, technology refreshes will be borne the bidder for a term of 7 years. Bidders to include total cost for the same in the commercial bid under Annexure P
9. The Bidder should ensure that while applying software patches and in the version migration, the developed/ customized software is also properly migrated to such higher versions or extended versions. It is the Bidder's responsibility to ensure that any customization is compatible with upgraded applications / modules
10. 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
11. Bidder shall ensure that newer versions 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.
12. The Bidder will be responsible for maintaining the licenses (all licenses will be in the name of Reserve Bank of India) procured by the Bidder and its maintenance/ upgrades of all third party components supplied for the entire duration (i.e. 7years) of the Contract. Maintenance of third-party product licenses (proposed by the Bidder) needs to be maintained by the Bidder only.
13. If at all OEM product / solution becomes obsolete or non-operational and further discontinues its solution for whatsoever reason during the entire project tenure, SI & OEM will have to honor the contract to continue to provide all agreed services and support for the OEM product.

7.11 Customization & Integration

1. The bidder is required to customize feature requirements /modules provided to suit and fulfill all RBI requirements specified in the RFP.
2. The cost of all customization and integration related efforts must be included in the Price Bid and RBI will not pay any additional cost for such effort until 'Go Live' stage.
3. The Bidder shall provide a detailed documentation of all the customization and integration related development. The document should contain both the technical and the functional details along with the timeline of the customization required and its level of complexity.
4. The solution offered should be capable of being integrated with existing or upcoming software/applications/portals at RBI as per business needs.
5. The Bidder should ensure that while applying software patches and in the version migration, the developed/ customized solution is also properly migrated to such higher versions or extended versions. It is the Bidder's responsibility to ensure that any customization is compatible with upgraded applications / modules
6. The Bank will not entertain any change requests / enhancement requests from the Bidder for functionality which as per Bidder's response to this RFP – requirements scope which is already present in the DXP solution at the time of signing the contract.
7. Vendor is responsible to import application in UAT, production environment & DC – DR synchronization etc.
8. The solution is required to be compatible to integrate with API applications like REST, SOAP or any other based API applications.

7.12 System & Security Audit

1. Before live implementation of the software solution in production system, RBI appointed Software Audit firm/in house team may audit the product. The selected vendor without any extra charge should comply with all audit points raised by the Software Auditor. During warranty and AMC period vendor need to comply with security and system audit observation and remove the audit observation.

2. It should have high level of reliability with particular emphasis on data integrity and security.
3. The system should generate industry standard logs and audit trails for managing and controlling the system.

7.13 Scalability & Capacity Planning

1. Infrastructure Level Scalability: Provision for addition of new computing resources in existing setup to cope up with the increased demands in future.
2. Application Level scalability: Provision for distributed computing. This can be achieved by assigning dedicated server roles and planning for 3+ Tier architecture.
3. Considering parameters like type of requests, size of request and response, content database size, disk space for file system, etc., capacity planning needs to be done futuristically.

   Processing throughput of batch jobs should increase after adding CPU's. Multi-threaded architecture within application components is needed to utilize added CPU's.

7.14 Project Milestones

The below mentioned project milestones are tentative as per Bank milestones.

The total timeframe for the project will be for **Nine (9) months** from the date of issue of Purchase Order.

Milestones	Indicative Key Deliverables / Activities	Timeline
Issue of Purchase Order		
Signing of Agreement	Within 60 days of receiving the letter of offer from RBI	
Requirement Gathering (As-IS & To-Be Analysis)	• Understand the existing legacy-backend content management system, its processes, workflows, scope of front-end RBI website, micro-sites, sub-domains, and Mobile applications, its static and dynamic pages, existing sitemap, information architecture, existing user analytics data, features & functionalities, Software Architecture, Infrastructure etc. • Perform competitive analysis of other Central banks and similar kind Regulatory and Financial Institutions, Behavioural Analytics, understand Feedback/Voice of End user, SEO Analysis, Traffic Analysis etc. • Propose intuitive User interfaces design templates, User experiences, Information Architecture, Content Strategy, User Engagement, Functionalities, Navigations, Sitemap, Software Architecture, Pages/sections that can be cached and made available offline, Advanced Searching mechanism etc. for website and mobile app • Propose improvements / enhancements in the workflows, processes in the new DXP solution	The total timeframe for the project will be of **Nine (9) months** from the date issue of Purchase Order.

UI/UX Research and Design	• User Persona Creation & User Group Research • Interviews & Surveys • User Journey Creation • Competitive Analysis • Use Cases • Information Architecture Design / Sitemaps • Wireframes, Mock-ups & Prototypes • User Interface Design / Templates • UI Design Guidelines Documentation • Heuristic Review • Usability Testing (Formative & Summative) & Usability Report • Web and Mobile Analytics & Reports	
Documentation	• Functional Requirement Specification (FRS) • System Requirement Specifications (SRS) • Technical Architecture Design document	
Development – Customisation/Configuration/ 3rd Party Integration	• High-Level Design (HLD) • Low Level Design (LLD) • Source Code / APIs	
Data Migration	• Data Migration strategy • Execution of design, development, and testing of all data extract, transform and load (ETL) activities • Test Plan and sample test data for data migration. • Completion of data migration activities.	

Deployment	• Setting up of test environment at RBI test environment. • User and Technical documentation including Installation, Commissioning, Implementation, and security check Manuals	
Testing (SIT & UAT)	• Certificate for completion of Testing – SIT and UAT • Test plans / Test Scripts and Sample test data	
Implementation	• Completion of VAPT • Deployment in Primary Data Centre (DC) & 2 Disaster Recovery (DR) - (i.e. Active – Active – Passive DR Setup) • Completion of Third-party audit • Fixing observations • Completion of Security risk assessments	
Training	• User and Technical Documentation • Client Training Feedback from Users • Client Handbook • E-Learning	
Go Live	• Certificate of Completion (90 days after Go Live) • Feedback from RBI Employees	
Support & Maintenance	• Post Go-LIVE, 3 years of Warranty period and 4 years of Annual Maintenance Contract (AMC) after the expiry of the Warranty • DXP Solution and other integrated solutions version Update and Upgrades • Post Go-Live, Continuous Development to commence for a period of 18 months with possible extensions/renewals. This will cover all change requests/enhancement requests, new features, modules etc.	

7.15 Others

Apart from supply, deployment, and implementation of DXP for Website and Mobile app revamp project, following activities are integral part of the project without which project would not be deemed complete: -

1. In case any functionality/feature which is being provided by third party, it must be compatible with all the modules/hardware. In addition, the responsibility of integration and implementation of the same lies with the bidder.
2. Go-Live and Post-Implementation Hand holding Support
3. Vendor is required to give all sorts of support required in case RBI decides to move the implemented DXP solution and Website & Mobile apps on cloud services or IaaS in future. This support will include everything starting from shunting of the running temporarily to alternate arrangement till all the H/w S/w etc. are installed & made running in the new IaaS or Cloud environment. (Logistics, Technical, Integration support etc.)
4. The vendor must also include a detailed resource plan that describes the Project Management and identify Implementation Teams' composition. It shall define the years of relevant experience, skill sets, roles and responsibilities of each member and the number of man-days that will be required of each member.
5. Business Process Reengineering – The vendor shall include the impact of the new system to the operations of Client. If applicable, the proponent shall recommend changes to the existing processes that would benefit Client.

7.16 Exit Management

1. The bidder shall submit systematic Exit Plan, six (6) months prior to the end of the contract and will ensure the transfer of all the documents and knowledge to the successor so that the service will not be affected.
2. In case of termination, the Exit plan will be executed within the minimum period to transfer the knowledge till the next successor has been selected to operate and maintain the project without affecting its services.
3. After the Exit of Bidder, Bank shall take up the Website, Mobile app and the DXP solutions and other Integrated Solutions. Therefore, before exit (exit either by termination of contract or Completion of 3 years of Warranty and 4 years of AMC) of Bidder, RBI or RBI approved entity must be strengthened, and the capacity must be developed for them to manage the solution effectively and efficiently.
4. The Bidder must plan the capacity building and knowledge transfer initiative to enable RBI to manage the solution and will collaborate with them to implement the Plan. The Bidder shall create the detailed plan for Capacity Building (CB) and knowledge transfer required to bank to manage the solution and transition plan to affect the handover to the bank.
5. Following shall be the scope under the exit management:
    a. Capacity Building
        i. Carry out an analysis of the skill set requirement at RBI or RBI (approved entity) to manage system and carry out the training & knowledge transfer required at RBI to manage the solution.
    b. Transition of Project artefacts and assets
        i. Complete updating of all project documents and other artefacts and handover the same to RBI before transition.
        ii. The latest updated source code or all the versions of source code, whenever it deems fit, shall be handed over to RBI before transition.
        iii. To design the standard operating procedure to manage the system, document the same and train the resources of RBI on the same.
6. The entire DXP and integrated solution should be handed over with the latest version/sub-version of the underlying DXP platform implemented.

7.17 Out of Scope Items

Below is the list of items that are not considered as a part of the RFP scope. Bidders are requested to NOT to factor its costing under the commercials:

1. Chatbot - The website shall NOT have Chat Bot functionality at this stage but in near future we anticipate having Chat Bot where the user can ask generic information related to RBI topics on website.
2. Videography, Photography, and content related for Public Awareness campaigns is NOT included under this RFP scope of work and will be provided to bidders by the Bank.
3. SMS Gateway procurement is not expected from Bidder
4. Hardware and Database licenses will be procured by RBI. However, bidder is expected to share its costing under TCO.

8 Payment Terms

Bidder will provide with the detailed cost sheet in INR (Indian Rupees) as per the Annexure P: Commercial Bid Format. The component wise payment will be as mentioned below:

8.1 Software Cost

Payment Milestones

Sr.no	Milestones	Payment
1	Requirement Gathering (As-IS & To-Be Analysis)	10% of the Implementation Cost specified in Annexure P: Commercial Bid Format
	UI/UX Research and Design	
2	Documentation - FRS, SRS etc.	10% of the Implementation Cost specified in Annexure P: Commercial Bid Format
	Development – Customisation/Configuration/ 3rd Party Integration	
	Deployment in UAT / Staging servers	
3	Data Migration	15% of the Implementation Cost specified in Annexure : P Commercial Bid Format
	User Acceptance Testing (UAT)	
	User / Training Manuals	
	Train the Trainer / End user of the DXP platform	
4	Complete Implementation and “Production - Go-live” of the project	25% of the Implementation Cost specified in Annexure P: Commercial Bid Format
5	Receipt of Completion Certificate from the Bank (post 90 days of achieving production Go-Live)	30% of the Implementation Cost specified in Annexure P: Commercial Bid Format
6	Amount payable during the warranty period - On completion of warranty period of three years. The Financial Bank guarantee shall be valid for "7" years	10% of the Implementation Cost specified in Annexure P: Commercial Bid Format

7	Fixed Licensing Cost for entire solution (Enterprise wide all-inclusive on-premises - DXP solution, Web & Mobile Analytics Solution, other integrated solutions, and third-party modules/components applicable) for a period of 7 years where pay-out to start post successful solution acceptance on deployment in UAT environment Beta testing phase	Fixed Licensing Cost to be paid annually for a period of 7 years specified in Annexure P: Commercial Bid Format

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

Indexation Formula

In case the contracts for support/team requirement are renewed/extended, the payment for would be made as per the indexation method as mentioned below:

A = B {15 + 45 x (WPIc / WPIp) + 40 (CPIc / CPIp)} * 1/100

Where

- A = The contract amount for the current year,
- B = The contract amount for the previous year,
- WPIc = Whole Sale Price Index for the months generally based on index 6 months prior to the Commencement date of contact for the current year,
- WPIp = Whole Sale Price Index for the months generally based on index 6 months prior to the Commencement date of contact for the previous year,
- CPIc = Consumer Price Index (Urban – All groups, All India) for the months generally based on index 6 months prior to the Commencement date of contact for the current year and
- CPIp = Consumer Price Index (Urban – All groups, All India) for the months generally based on index 6 months prior to the Commencement date of contact for the previous year.

8.2 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 requirements for the proposed solution" on MSTC website.

8.3 Warranty pay-outs

Amount payable during the warranty period, following successful implementation of application, will be paid on completion of warranty period of three (3) years. The Financial Bank guarantee shall be valid for seven (7) years. Performance Bank Guarantee will be released on submission of Financial Bank Guarantee.

8.4 AMC pay-outs

The annual amount payable towards AMC would be paid at the end of every year following successful implementation of the application and delivery of satisfactory services.

8.5 Continuous Development Team pay-outs

The annual amount payable towards Continuous Development Team would be paid at the end of every year following successful implementation of the application and delivery of satisfactory services.

8.6 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.
4. 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.

5. 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.
6. 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.
7. Terms of payment indicated in the Contract that will be signed between the Bank and 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.
8. The Bidders should note that the contract entered with the successful Bidder will be for implementation and post go-live period of seven (7) years (i.e. three (3) years’ warranty & four (4) years AMC), extendable at the Bank’s discretion. The Bank will have the right, in its sole discretion to renegotiate the prices/ terms and conditions.

9 Service Level Agreement

Bank expects that the Bidder shall be bound by the Service Levels described in this document for Software Performance, Data Centre, and Disaster Recovery Centre.

9.1 Definitions

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

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

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

2. The "Scheduled Business Operation Hours" for a given time frame are calculated after deducting the planned downtime which can be taken on the system only with prior notice to RBI and with mutual consent of RBI and the Bidder.
3. "Business Downtime" is the actual duration for which the system was not able to service, due to System or Infrastructure failure as defined by Bank and agreed by the Bidder. The "Business Downtime" would be calculated on daily basis and for all performance appraisals, the daily downtime would form part of core measurement for assessment/ escalation/ penalty, etc.
4. The "Working Hours" in would be from 9.00 AM to 9:00 PM from Monday to Friday and working Saturdays for the Bank. Bank has flexible working hours policy, and the bidder is expected to provide support during those hours if required. Further, Bank expects the Bidder to recognize the fact that the Bank might work in extended hours and on holidays also.
5. "Business Operation Hours" shall be "One Hour" prior to the start of "Working Hours" and would end "One Hour" after "Working Hours". "Business Operation Hours" for Data Centre and Disaster Recovery Centre would be same.

9.2 Purpose and Objective of SLA

Bank intends to enter into a Service Levels Agreement (SLA) with the successful Bidder to provide complete utility of the service that could be provided to Bank once the solution 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”.

Any issue could be classified under the following three categories:

- Level 1: The identified issue has a material business impact (Show Stopper) and needs to be resolved immediately.
- Level 2: The identified issue has a significant business impact and needs to be taken up on top priority. This level would typically correspond to issues that result into disruption of one or more critical services
- Level 3: The identified issue has normal impact on the Business and needs to be addressed at the earliest.
- Level 4: The identified issue has almost no impact in terms of Business. However, issue needs the attention of the Bidder and shall be fixed on lesser priority.

It is expected that the Bidder provides an immediate solution/ work around for “Show Stopper” issues so that Bank can continue to function normally and then register the issue on priority by conducting a “Root Cause Analysis”.

9.3 Scope of Work

The scope would cover the RBI Website / PWA and Mobile App – Redesign and Development and further integration with proposed DXP and other integrated solutions. The directions for Service Level Agreement will include and cover the entire scope of work covered in the RFP and requirements covered during the implementation. The Bidder would be in total charge of the following:

1. Complete Systems Software and Environments required for the project implementation
2. End to End Implementation and Development Services for RBI Website/PWA and Mobile Application.
3. Warranty & AMC

The Bidder is expected to take care of the systems by covering them under the Warranty, AMC.

Criticality	Time to Recovery (TTR)
Level 1 / Priority 1	Work around within 30 minutes/ Full Functionality shall be restored within 2 hours
Level 2 / Priority 2	Work around within 2 hours/ Full Functionality shall be restored within 4 hours
Level 3 / Priority 3	Work around within 8 hours/ Full Functionality shall be restored within 16 hours
Level 4 / Priority	Work around within 16 hours/ Full Functionality shall be restored within 24 hours

Failure in the Primary DC might trigger a need to DR switch based on Business Continuity guidelines. The time taken to switch over to DR sites due to complete failure of the DC shall not be considered for Time to Recovery (TTR) computation.

The Time to Recovery (TTR) values given in the above table, therefore, define the maximum acceptable downtime in the specified time and conditions.

9.4 Performance Tracking and Reporting

The Bank requires the Bidder to provide reports on “Business Downtime” and a log of all issues that have been raised and Closed/Pending Closure by the Bidder. The frequency of the report would be Monthly, Quarterly and Yearly. If no issues, a nil statement may be provided.

The solution related minimum service expectation as a percentage of “Business Utility” is of 99.99% to be calculated on monthly basis.

9.5 Problem Management and Escalation Procedures

For product related incidents, the OEM is expected to provide highest level support

typically with immediate ticketing and 24*7 online/helpdesk support and provide incident management tool for logging in such incidents directly with the OEM. It should have an audit trail and updating functionalities and preferably have a role-based access for the users. Bank should be able to retrieve the details of any issue logged and get the complete history of the issue including entry made by date of entry, date and details of the solution, re-opened date with remarks, etc.

Note: SI will be front-facing and acting as SPOC (Single Point of Contact) for all OEM's i.e. DXP solution, Analytics solution and other integrated solutions support

9.6 Penalties

The successful Bidder is expected to complete the responsibilities that have been assigned as per the specified time frame. In case of the Rollout delays by the Bidder the financial Penalty as per the Banks discretion will be imposed on the Bidder at 5% of the total contract value per month of delay, to the maximum of 10% of the total contract value as per the agreement between the Bank and the successful Bidder.

Business Utility and Business Downtime would be the key considerations for determining the “Penalties” that would be levied on the Bidder for “Non-Adherence” to the SLA for the Services offered. The inability of the Bidder to provide the requirements as per the scope or to meet the deadlines as specified would be treated as breach of contract and invoke the Penalty Clause. The maximum limit on the penalties during the period of contract shall be 10% of the total contract value. The applicable “Penalties” would be the same irrespective of the root causes.

Criticality → **Elapsed Time of unavailability for end users**	**Level 1 (INR)**	**Level 2 (INR)**
Up to 2 hours	None	None
More than 2 hours	1.25 times man hour/day rate charged for continuous development by the Bidder.	None

More than 4 hours	1.5 times man hour/day rate charged for continuous development by the Bidder.	1.25 times man hour/ day rate charged for continuous development by the Bidder.
More than 8 hours	2 times man hour/day rate charged for continuous development by the Bidder.	1.5 times man hour/day rate charged for continuous development by the Bidder.

The Penalty shall be deducted from the next pay out (Warranty / AMC / BG).

The successful Bidder is expected to complete the responsibilities that have been assigned as per the specified time frame. In case of the Rollout delays or more than 2 rollbacks by the Bidder, the financial Penalty as per the Banks discretion will be imposed on the Bidder at 5% of the total cost for the continuous development.

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

10 Evaluation Process

10.1 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 RBI Website & Mobile app – Redesign and Development project implementation, a two-stage evaluation process will be followed.

The Bidder has to submit 'Technical Bid' keeping in view the information / criteria mentioned in this document by the date and time stipulated.

'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, the Bank may decide to disqualify the bidder and the bid may not be processed for further Technical Evaluation.

The 'Technical Bids' will be opened on the date mentioned in Schedule 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 70 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.

In the next stage of evaluation, the commercial bid submitted by the Bidders who have qualified in the Technical evaluation process will be opened and Commercial Bid Evaluation process will start. After the Commercial Bid Evaluation process is complete, TCO will be calculated and Commercial bid of all Bidders would be ranked as L1 (lowest bid), L2 and so on.

Based on the Technical Scores and the Commercial Bids of the bidders, the final score will be calculated as per the formula indicated in below

$$\text{Total Score} = (\text{L1 price} / C) * 0.3 + (T / \text{T1 score}) * 0.7$$

Where:

C: Commercial bid of the respective bidder

T: Technical score of the respective bidder

L1: Lowest price of all qualified bidders

T1: Highest Technical score of all qualified bidders

Post selection of the Bidder, the Bank shall return the Earnest Money Deposit to the unsuccessful Bidders within 30 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 must submit the clarifications / additional particulars in writing within 1 working day. The Bidder's offer may be disqualified, if the clarifications / additional particulars sought are not submitted within the specified date and time.

Bidder must share a copy of commercial bid with no commercial details or masked details whichever convenient, with the bank. The document should be submitted as a part of technical bid with detailed line items called out under each subsection of TCO. The document is expected in similar format of the commercial bid specified in Annexure P: Commercial Bid Format of the RFP document. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, the Bank may decide to disqualify the bidder and the bid may not be processed for further Technical Evaluation.

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.

10.2 Minimum Eligibility Criteria

The SI is permitted to bid for this RFP as a single Bidder representing SI and OEM. 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.

The Minimum eligibility criteria has been validated during EOI stage and only selected bidders (in the same OEM & SI combination) will be eligible for RFP. The eligible bidders will be notified by Email separately and only the bidders notified can apply for RFP, since it is a closed/limited RFP.

10.3 Technical Evaluation Matrix

All Technical Bids to the RFP would be evaluated on the technical criteria set below by assigning the relevant scoring for each of the technical parameters. Technical bids shall be opened and evaluated for acceptability of the techno-functional requirements and other technical suitability. The Bidders shall respond to the requirements as per the table mentioned below and the data requested in this document:

Sr. No.	Broad category	Parameters & Criteria	Weigh tage (%)	Total (70)	Min cut-off
1.	**SI & OEM - Similar Project Implementation with each other**	SI and OEM as partners must have implementation experience with each other for similar type of project which includes UI/UX Design & Development for Website / PWA and Mobile app projects with proposed DXP solution integration and preferably having minimum (3) three years of continuous development support. Primary bidder to share the count and reference of projects implemented together with OEM partner based on below parameters: - More than 10 Projects – **10.5 marks** - 5 - 10 Projects – **7.5 marks** - 0 - 4 Projects – **5 marks** Refer Section Annexure D1: SI & OEM – Similar Project Implementation with each other	15%	10.5	7.35
2.	**Team Structure**	Proposed Indicative Team [Evaluation of Key Experts] 1) Business Analyst B.E/B.Tech/BSc/MCA/MSc/MBA (Comp Science / IT) or any other related technical qualifications/certifications from reputed institutes with overall 5+ years of hands on experience working on the proposed DXP solutions preferably for Government Sector / PSU / PSE / BFSI related project. OEM certification is desirable. - Experience: 5-7 years: Mandatory - Experience: >7 years: Desirable 2) UI/UX Architect B.E/B.Tech/BSc/MCA/MSc/ (Comp Science/IT) or any other related Technical or Design related qualifications/certifications from reputed institutes with overall 5+ years of experience in analysing and implementing UI/UX Frameworks to devise the most suitable experience strategy for the public facing website and mobile application - Experience: 5-7 years: Mandatory	25%	17.5	12.25

		- Experience: >7 years: Desirable			
		3) Tech Lead / Project Lead – Software Engineering B.E/B.Tech/BSc/MCA/MSc (Comp Science/IT) or any other related technical qualifications/certifications from reputed institutes with 8+ years of hands on experience in implementation/integration of the proposed DXP solution for similar nature and level of public facing website and mobile applications. Extensive experience on Design and Development, review the Code developed by Developers and further help in optimisation and enhancement. OEM certification is must - Experience: 8-10 years: Mandatory - Experience: >10 years: Desirable			
		4) OEM – DXP – Solution Consultant / Expert B.E/B.Tech/BSc/MCA/MSc (Comp Science/IT) or any other related technical qualifications / certifications from reputed institutes with 10+ Years of Experience on the proposed DXP solution preferably for Government Sector / PSU / PSE / BFSI related project – websites and mobile applications. Responsible for advising/consulting RBI, as well as the SI for optimum utilisation of the proposed DXP platform and services with adherence/compliance to all guidelines/mandates by OEM as well as RBI. OEM certification is must. - Experience: 10-12 years: Mandatory - Experience: >12 years: Desirable			
		5) Project Manager B.E/B.Tech/BSc/MCA/MSc/MBA - (Comp Science/IT) or any other related technical qualifications/certifications from reputed institutes with 10+ years of experience in Project Management preferably for Government Sector / PSU / PSE / BFSI related project – websites and mobile applications. Must have OEM certification along with PMP or equivalent certification with experience of taking care of the functional as well as the technical side of the project.			

		- Experience: 10-12 years: Mandatory - Experience: >12 years: Desirable 6) Data Migration Specialist B.E/B.Tech/BSc/MCA/MSc (Comp Science/IT) or any other related technical qualifications/certifications from reputed institutes with 5+ Years of hands on experience in successful migration of data from legacy system to proposed DXP system. Responsible for end to end execution of design, development and testing of all data extract, transform and load (ETL) activities. - Experience: 5-7 years: Mandatory - Experience: >7 years: Desirable 7) IT Infrastructure Specialist B.E/B.Tech/BSc/MCA/MSc (Comp Science/IT). Systems Administration/System Engineer certification would be preferable with 5+ years of hands on experience in server/desktop administration. Analysing system logs and identifying potential issues with systems. Performing routine audits and backups of systems and software. Applying operating system updates, patches, and configuration changes. Installing and configuring new hardware and software (e.g. database systems) etc. - Experience: 5-7 years: Mandatory - Experience: >7 years: Desirable Refer Section Minimum Qualifications and Experience for Key Resources , Annexure D2: Proposed Team Structure and Annexure D3: Format for Illustrated CVs Of Key Professional Staff			
3.	**Coverage of Requirements**	Compliance to all Features, Functional and Non-Functional Requirements mentioned under Requirements of the proposed solution with bifurcation i.e. Business Critical and Desirable. Bidder is expected to respond to the requirements as per the format mentioned under Annexure D4: Coverage of Requirement – (Functional & Non-Functional Requirements)	10%	7	4.9

4.	**Case Study**	Bidder is expected to refer to the list of key requirements / features mentioned in the table under Scoring Methodology for Case Study and further demonstrate the proposed solutions' feature capabilities with relevant examples / use-cases considering RBI's project requirement in their Demo / Presentation in front of Technical Advisory Group (TAG).	25%	17.5	12.25
5.	**Approach Paper & Presentation**	Technical Approach Paper & Presentation will comprise of following: 1. Identify & Propose Key User Personas for the RBI Website & Mobile App 2. Propose improved Information Architecture (IA) for existing RBI – Website & Mobile app – Home page only 3. Technical Solution Proposed for Application 4. Project Plan & Proposed Implementation Strategy & Timeline 5. Project Deliverables 6. Data Migration Plan 7. Training 8. Risk Management and Mitigation Plan 9. Resource planning & distribution of roles & responsibilities 10. Quality Assurance, Maintenance, & Support Refer Section Scoring Methodology for Approach Paper and Presentation and Annexure D5: Approach Paper and Presentation	25%	17.5	12.25
		Total: (Sectional cut-off =70% and Overall cut-off = 75%)	**100%**	**70**	**52.5** (Overall Cut-off)

- The eligible bidder would be invited to RBI to make an exclusive presentation & demonstrate features capabilities (under Annexure D5: Approach Paper and Presentation) detailing the proposed solution, implementation approach and

methodology, rollout strategy, training and comprehensive AMC for the solution which would be evaluated based on the details shared in this RFP.

- Date of Presentation/Case Study Demo will be advised by RBI at later stage. However, the Bidder should be available at one-day notice by mail for the presentation/Case study. The travel and lodging arrangements and expenses in this regard will have to be borne by the bidder themselves. The bidder is also expected to address any additional questions by RBI TAG committee

- Bidder is expected to provide, as a part of the technical bid, a detailed document that explains the approach and methodology proposed by the Bidder for the implementation of the proposed solution including Comprehensive AMC services of the solution.

- Bidder should provide explanation on the implementation and Maintenance that is proposed for the Bank including details of how the same was applied in a similar project implemented elsewhere by the bidder.

- Minimum cut off marks for each individual section is 70% of total marks allotted for that section. However, overall cut off marks is 75% of total marks allotted for technical evaluation. Bidder must score more than the cut off marks for each individual section as well as in total in order to pass the technical evaluation process.

- The Bank may disqualify any Bidder who does not achieve the cut-off on any of above-mentioned Five (5) bidding parameters or overall cut-off from the bidding process. 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

- Bidder with the highest Technical score shall be declared as T1.

- The marks will be calculated up to two Decimal places

10.4 Technical Bid Evaluation Criteria

The technical evaluation will comprise of the below pointers.

1. SI & OEM - Similar Project Implementation with each other
2. Team Structure
3. Coverage of Requirements
4. Case Study
5. Approach Paper and Presentation

10.4.1 Scoring Methodology for SI & OEM - Similar Project Implementation with each other.

SI and OEM as partners must have implementation experience with each other for similar type of project which includes UI/UX Design & Development for Website / PWA and Mobile app projects with proposed DXP solution integration and preferably having minimum (3) three years of continuous development support. Primary bidder to share the count and reference of projects implemented together with OEM partner based on below parameters:

- More than 10 Projects – **10.5 marks**
- 5 - 10 Projects – **7.5 marks**
- 0 - 4 Projects – **5 marks**

Criteria for Similar Project reference consideration:

- Project must be implemented within last (5) five years.
- Project must be live as on date when this RFP is published
- Merely static web & mobile pages will not be considered.
- Bidder to clearly mention the list of modules from proposed DXP solution that was implemented in the reference project in their response where count of modules implemented for the reference project should be on the higher side.
- Bidder must share the Public Website / PWA URL(s) / Mobile App links for reference checks.

Documents Required:

For each project reference submitted:

A) Bidder to submit satisfaction/ credential letter from the client clearly stating the scope of work and user base of the solution.

OR

B) Completion letter from the client indicating the scope of work and user base of the solution executed by the bidder.

OR

C) Copy of purchase order and completion certificate between the Bidder and its client and documentary evidence

Note:

The Bidder must submit details on the company's letterhead with authorised signatory and company stamps in the format mentioned in Annexure D1: SI & OEM – Similar Project Implementation with each other

During the presentation, the Bidder may be asked to present the cases where the Bidder has implemented the solution.

10.4.2 Scoring Methodology for Team Structure

As a part of evaluation bank has shared an indicative list of the key personnel expected to execute the project. Each of the Key Personnel are given overall marks based on the years of experience showcasing level of expertise in the job expected to perform and execute. A list is provided below with details for reference:

Business Analyst	•Experience 5-7 years - Mandatory •Experience >7 years - Desirable
UI/UX Archietect	•Experience 5-7 years - Mandatory •Experience >7 years - Desirable
Tech Lead / Project Lead – Software Engineering	•Experience 8-10 years - Mandatory •Experience >10 years - Desirable
OEM – DXP – Solution Consultant / Expert	•Experience 10-12 years - Mandatory •Experience >12 years - Desirable
Project Manager	•Experience 10-12 years - Mandatory •Experience >12 years - Desirable
Data Migration Specialist	•Experience 5-7 years - Mandatory •Experience >7 years - Desirable
IT Infrastructure Specialist	•Experience 5-7 years - Mandatory •Experience >7 years - Desirable

Note: Bidder is expected to consider key resources with bare minimum relevant experience marked as “Mandatory” and required skill sets in the above figure.

<u>Documents Required:</u>

Bidder is expected to share three (3) Profile options and their CV’s for all the above-mentioned resources for Bank to choose from. Bidder must ensure that the same resource will be on-boarded for this project implementation.

All details are to be shared by the HR or Authorised Signatory of the Primary Bidder for reference along with an undertaking on the company letter head with authorised signatory & stamps stating that all the CVs of the resources shared are verified and are with relevant

experience, skillsets and based in India offices on its payroll as on date of submission of RFP bid. For UI/UX roles, design portfolio will be expected.

Please Refer Annexure D2: Proposed Team Structure for proposed Team structure

Please Refer Annexure D3: Format for Illustrated CVs Of Key Professional Staff for the format in which the profiles and CV's of Professional Staff is expected.

10.4.3 Scoring Methodology for Coverage of Requirements

1. The Bidder must provide a response to each of the requirements mentioned under Section 6, which could be any one from the following categories:

- **Out of the Box / Available**- If a requirement is a direct fit and readily available in the product or solution provided by the successful bidder. Updated version in the future may requires no rework.
- **Configurable**- If a requirement needs one-time configurational changes and can be done from the user end and does not require new coding. Updated version in future may requires no rework.
- **Customisable** - If the customization involves modification at Scripting/ XML/ CSS level without touching the codebase of the solution. If the customization involves module selection, table configuration utilizing the APIs of the application. If the customization involves code level changes including creation of new module.
- **3rd Party Integration** – If solution uses a third-party's API to power an integration with another app or web service enabling independently designed applications to work together
- **Not Available** – If any of the requirement is non-configurable, non-customisable nor 3rd party integration is available, then it will be classified as not available

2. A Logical response should be given by marking under the category, which shall apply to the requirement. Where a response requires explanation, the Bidder must provide the explanation in the "Remarks" column or on a separate page, if necessary, with reference to the requirement number. Multiple responses to single requirement will not be considered
3. Any requirement where the Bidder has not marked a response or has provided multiple responses, will NOT be scored.

4. The responses of the Bidders to the requirements shall be scored as given below in the table below:

Functional Requirements - Evaluation criteria

Functional / Feature Requirement under Section 6.1 – Response to all mentioned requirements will be categorised as either: Out-of-the-Box (Available) / Configurable / Customizable / 3rd party integration / Not Available

Requirement / Bidder Response	Business Critical (BC) Score	Desirable (D) Score
Out of the Box/Available	10	7
Configurable	7	5
Customization	5	3.5
3rd Party Integration	3	2
Not Available	0	0

Non-functional requirements - Evaluation criteria

Non-Functional Requirement under Section 6.2 – Response to all mentioned requirements will be categorised as either: Available / Configurable / Customizable / Not Available.

Requirement / Bidder Response	Score
Available / Configurable	10
Customization	5

Requirement / Bidder Response	Score
Not Available	0

(*Note: All non-functional requirements are considered as* ***Business Critical)***

Refer Annexure D4 for sample format in which responses are expected.

The Bank reserves the right to reject the bid if the Bidder does not respond / leaves the response field blank for any of the requirements.

The Bank may also award score as per its discretion in case response to any of the requirements is left blank by the Bidder. The responses provided by the Bidder will be scored with appropriate weightage for calculation of the bidder's score.

Note: These requirements may be tested during the Case Study – Presentation stage and if in the opinion of the Bank, the response of the Bidder is incorrect, the Bank will accordingly award scores for that requirement.

10.4.4 Scoring Methodology for Case Study

Primary Bidder (SI) is expected to refer to the list of key requirements / features mentioned in the below table and further independently demonstrate the proposed solutions' feature capabilities with relevant examples / use-cases considering RBI's project requirement in their Demo / Presentation in front of Technical Advisory Group (TAG).

Scoring of this section will be purely based on the depth of the coverage of the feature capability and relevance of the use-cases / scenarios used for demonstration of the features in consideration to RBI's overall project objectives and bidders understanding of the same.

Sr. No.	Category	Feature Description
1	**Search capability**	Provision to customize search results rankings in order to highlight important topics. E.g. If new Monetary Policy is out, then such topics / keywords should be highlighted to seek user's attention

		Ability to search content contained within documents like PDF, Word, Excel, PowerPoint files etc.
		View Frequently Searched / Most Searched Items in the Search page
		Multi Language Search — Provision to Search content in all languages (English, Hindi, and regional languages) for multi-language sites and portal instances wherever applicable
		Ability to set-up spell checking and present near matches in the result set
		Provide faceted search or personalized search to instantly refine search results by drilling down with specific constraints that match the user's search criteria
2	**Content Management System**	All content published via proposed solution should go through a grammar check as well as spelling check. There should be an admin level configuration to select if the spelling is to be picked from British English or American English dictionaries for consistencies across platforms
		All content published via DXP solution should flag inappropriate keywords, slangs etc. before getting published on Live site
		Responsive and adaptive rendering that dynamically adjusts images to best fit the screen size and network speed/bandwidth of each device, addressing experience and performance issues.
		Provision to create engaging Forms & Surveys for closed group of users and collect visitor's non-confidential data with reports and analytics capability.
		Provision to send custom Push Notifications across all platforms i.e. web & mobile app which could be generic, or subscription based. Bidder to explicitly call out if any third-party push notification services will be used.
		Support multi-tenancy and should allow department to create any number of micro-sites from a single installation without any impact on User Licenses or site licenses etc.
		Ability to automate personalization of content based on user's past behaviour and further behaviour-based segmentations and interest-based content recommendations
		Personalized recommendations – Recommend similar articles/blogs/content according to the user history
		Language translational - Minimum 5 regional language translational to be covered for demo (i.e. English to Hindi, Marathi, Gujarati, Tamil, and Urdu)
		All files uploaded on DXP solution or published on RBI website / PWA & mobile app must be scanned for malicious content through an antivirus

		Support creation of private pages which can be accessible to authorised private users (login based) and not general public
3	**Workflow Management**	Support parallel, nested, conditional, rule-based, and ad-hoc workflow processes
		Users participating in review or approval workflows are provided with a personalized task list for all tasks assigned to them. Users can see at a glance their tasks, a description about task, who assigned the task and timelines for completion of task, alerts when task is overdue at regular intervals
		Support digital assets participate in workflow process
		Workflow Analytics for all instances of open and in progress processes in real time allowing for easy identification of operational bottlenecks and insight to optimize efficiency.
4	**On-Premises Analytics**	Track count of visitors across Website / PWA, Mobile (android/iOS), Tablet and various browsers to provide basic insight on trends of usage, seasonal variations, popularity of content.
		Detects anonymous visitor's page sessions, device details, demographics, and city/state level location, further view the visitor statistics on a World map by country, region, or city.
		Discover the user journeys on website and app, what are the paths being followed, what are the search keywords being used, what articles are driving downloads, average time spent, trend analysis etc.
		Ability to view Users Path Flow: Show the path users take in the site which would help to assess if there is any challenge in navigation or if any part is confusing to the visitors. Further, determine via cohort analysis the stickiness of readers with respect to publications. E.g. – Basis a view of a Mint Street Memo, determine whether the readers came back to read the next publish mint street memo or associated Research paper
		Asset analytics - Track and visualize engagement levels for digital assets and web & mobile content. View Asset-specific reports, detail use case-specific insight about usage, views, and engagement.
		Solution should support A/B testing and MVT - Multivariate testing, Auto-Target, Auto-Allocate and run Automated Personalization depending on the visit number, visitor type, etc.
		Cohort Analysis: Create and compare groups of visitors/end-users with shared characteristics/behaviour over time to help recognise and analyse significant trends. Further, provide relevant content suggestions and improve customer experiences

		Ability to track Custom Events: Custom events can be triggered against a button or image click, widget load, section scroll etc. Such event tracking may often be required to track efficiency of specific CTA (call to action).
		Bank runs various awareness campaigns through Twitter, Facebook, YouTube, Newsletters, website, mobile app thus effectiveness of such campaigns should be tracked through the analytics platform such that it gives clarity on conversions from various platforms
		Page Speed: Show average and maximum page speed against time in analytics dashboard.
		Heatmap Analytics: Heatmaps, scroll maps and Clicks of your users displayed in beautiful overlay Heatmap reports.
		Provision to view dashboards and generate reports to identify patterns and trends in experience data. Further download reports and share with stakeholders in Excel / CSV format

10.4.5 Scoring Methodology for Approach Paper and Presentation

Overview

The Bidder is expected to provide, as a part presentation to the Bank's evaluation Committee explain the approach and methodology proposed by the Bidder for the implementation of the proposed solution. It is expected to elaborate the bidders understanding of the entire project.

The Bidder is required to provide details for below pointers in response to RFP in their approach paper and walkthrough for the same during presentation to TAG.

1. Identify User personas for the RBI Website & Mobile app
2. Propose improved Information Architecture (IA) for existing RBI – Website and Mobile app – Home page only
3. Technical Solution Proposed for Application – Detailed technical architecture diagram (Hardware, Software, Technology stack – (Frontend, middleware, backend, database etc.) Security benchmarking, Optimal Sizing, Bandwidth, Uptime etc.)
4. Project Plan and Proposed Implementation Strategy & Timeline
5. Project Deliverables
6. Data Migration Plan
7. Training

8. Risk Management and Mitigation Plan
9. Resource planning & distribution of roles & responsibilities
10. Quality Assurance, Maintenance, & Support

Below is the detail description for the above pointers:

1. Identify User Personas for the RBI Website & Mobile app

Bidder is expected to go through the entire RBI Website and Mobile app scope and further identify and propose all possible User Personas of ideal visitors of the RBI Website and Mobile app.

Below is the indicative list that may be considered for creating User Personas:

- Bio
- Demographics: Age, occupation, status, location, Archetype etc.
- Personality traits
- Motivations
- Goals
- Frustrations, Concern/barrier to achieving their goal

Bidder is expected to mention the process / methodologies that was used to identify User Personas and cover maximum number of Users Personas that are applicable.

2. Propose improved Information Architecture (IA) for existing RBI – Website and Mobile app – Home page only

Bidder is expected to go through the RBI Website and Mobile app – Home page and further classify the content in a clear and understandable way and arrange it according to relations between the content pieces, allowing users to find what information they need with less effort.

Bidder is expected to create detailed Wireframe(s) for RBI Website and Mobile app – Home page only and mention the process / methodologies that was used by SI to redesign the Information Architecture

3. Technical Solution Proposed for Application

It is expected that bidder to elaborate on the below components of the proposed solution.

- Complete Technology Stack (Frontend, middleware, backend, database etc.)
- Data Model & Data flow diagram
- Proposed solution compatibility with Oracle database – Enterprise Edition (Refer Section 7.9)
- Deployment diagram – which may include below items but may not limit to: Hardware topology of the system, Hardware components used to deploy software components, All nodes (such as hardware / software execution environments, the middleware that is interconnecting them), Storage, Other proposed components applicable etc.)
- Replication across all 3 sites – Active - Active - Passive DR Setup
- Hardware sizing details from the perspective of: -
    - Transactional performance Scalability (Vertical or Horizontal) – sized for at least 5 years growth
    - Backup and DR recovery process.
    - Ease of Maintenance
    - Deployment strategy and planning
    - Documentation should be exhaustive with details stating parameters of sizing, application-wise, system-wise, providing for the entire range of hardware required, substantiated with the product literature, security benchmark reports and duly relating with the information provided for hardware sizing including bandwidth and OS details.
- Security referential architecture
- Secure File Upload - All files uploaded on DXP solution or published on RBI website / PWA & mobile app must be scanned for malicious content through an antivirus.
- Infrastructure Architecture: Proposed Hardware and Infrastructure components required for proposed DXP and other integrated solution including storage and load-balancing. Mention of how solution can enable BCP and DR mechanism in case of any disaster/back up required along with network topology. Further provide switchover time between DC to DR details.
- Recovery Point Objective / Recovery Time Objective: Bidder to provide information on recovery point objective (RPO) as well as recovery time objective (RTO) along

with Uptime Availability and have Local redundancy factored at Database and at Application Level

- On-premises Analytics Tool – Bidder to factor hardware, sizing, storage, and other technical components
- Modularity and Ability to customize
- Performance related consideration details
- Compliance to Information Security (IS) and Application security guidelines
- Encryption methodology (Data at Rest or Motion)
- Virus protection/ Patch update
- Version Upgrade process, Update cycles and Ease of Upgrade
- SLA Details for both SI & OEM
- Licensing details of proposed on-premises DXP and other integrated solution including sub-component, any third-party utility or opensource library used.
- Maintenance & Support
- Market share of proposed technology stack
- Availability of skilled resource in open market for future maintenance & support.
- Flexibility of the proposed solution is, in term of inbound and outbound integration with external application/system.
- Year on year product enhancement roadmap for next 5 years
- Highlight Usage of non-proprietary/ Open source components

Note:

1. The Bidder may be invited to RBI to make a presentation pertaining to the proposed Total Solution Sizing which would be evaluated by the Bank's evaluation committee.
2. The Bank at its discretion may reject the proposal of the Bidder without giving 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. Bidders must ensure that proposed DXP and other integrated solutions, its related components, modules, third party services, complete technology stack are of recent / latest version.

4. Project Plan and Proposed Implementation Strategy & Timeline

1. It is expected from the bidder to elaborate on the Comprehensive Project plan

2. Bidders should propose the main activities of the project, duration, phasing and interrelations, milestones (including interim approvals by the RBI, and delivery dates of the reports). The proposed work plan should be consistent with the technical approach and methodology, ability to translate them into a feasible working plan
3. The Bidder should provide explanation on the Project Management process that is proposed for the Bank including details of how the same was applied in a similar project
4. Source code handover strategy (specifically for components / modules / features that are customized / developed for the Bank).
5. Bidder should recommend plan for phase-wise release of application and modularisation of implementation.
6. The Bidder needs to prepare an implementation strategy and a plan on how efficiently and optimally the RBI Website / PWA & Mobile app Revamp can be rolled out.
7. It is expected from the bidders to share the Proposed Implementation Timeline for the entire project.
8. Bidder to share their Employee strength in India (for both SI & OEM)
9. Bidder is expected to provide details of the testing strategy, testing approach, teams responsible for the entire activity (implementation/testing phases).

5. Project Deliverables

Bidder is expected to list down various list of deliverables that will be delivered by the Bidder during each phase of project. Also, Bidder should provide major deliverables from Project Management standpoint.

6. Data Migration Methodology

End to End Data migration is in scope of the project. Prospective bidder should have the capability to do complete data migration. The Bidder is expected to list down various deliverables that will be delivered by the Bidder during migration.

1. Bank solicits answers from the Bidder to questions on the Data Migration techniques and tools used. Bank shall rate each of the answers provided by the Bidder and arrive at a total score for the entire module.
2. The questions pertain to the Data Migration training techniques, details of various steps to be carried out for successful Data Migration by the Bidder and experience of the implementers.
3. Bidder must share their past data migration experiences which should include the volume and type of data migrated, challenges faced, methodology used and timelines for the activity carried out.

7. Training

1. The Bidder is expected to define the approach that will be taken to train the resources on the functional and technical aspects of the solution as per the details mentioned.
2. The quality of the Bidders approach to training shall form an integral part of the final evaluation and selection of the Bidder.
3. Bidder from its past experience should highlight the various types of trainings provided depending on number and types of users.

8. Risk Management and Mitigation Plan

1. The Bidder should provide detailed list of major risks that they foresee along with the mitigation strategies.
2. Highlight Risks or Limitation with proposed DXP solution and other proposed integrated solutions including sub-component, any third-party utility or opensource library used

9. Resource planning & distribution of roles & responsibilities

In this section, Bidders should propose the Team structure and composition of the proposed team size during all phases of the project:

- Requirement gathering, Design, Development, Integration, and Implementation phase and Go-Live.

- Post Implementation, Warranty and AMC period including Support services and Continuous Development Phase.

Key emphasis will be on the Team Structure, Resource planning & Distribution of Roles & responsibilities, relevant similar project experience and proposed solutions experience, and skill sets of the Project team.

10. Quality Assurance, Maintenance, & Support

Bidders are required to showcase their Quality Assurance framework and testing plans in detail meeting the requirements of this RFP. This section should also present Bidders detailed maintenance and support plan including support services and manpower resources to be deployed during Warranty, AMC, and Continuous development period.

In addition to the above-mentioned pointers it is expected from the bidder to consider the below pointers.

1. During the presentation, the Bank may seek explanations on various technical and other aspects.
2. The Bidder is expected to share its past-experience of implementing high value projects and clients it has worked for.
3. The cost for set up for the presentation & demo will be borne by the Bidder. The Bank will not bear the expenses incidental to conducting the presentation by the Bidder and his team.
4. Additionally, the Bank team will verify the overall functionalities and technical architecture of the proposed solution and record the observations.
5. The responses provided by the Bidder in response to functional and technical requirements of RFP will also be verified and marked during the structured walkthrough process.
6. The Bank will not release any structured questionnaires for this process.
7. 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.

8. Bidders are encouraged to make the Approach Paper descriptive, detailed, and self-explanatory. Use of screenshots is encouraged to corroborate the text, where necessary. Approach paper should preferably be of maximum 25 – 30 Pages

10.5 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 in Technical Evaluation, 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.
4. The Bank at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in the Bank's opinion, the Solution offered by the Bidder was not made appropriately to meet the performance criteria or security requirements as stipulated by the Bank.
5. The Bank at its discretion may reject the proposal of the Bidder in case the responses received from the reference sites are negative.
6. The Bidder who do not qualify in the Eligibility criteria and who do not adhere to the integrity pact will be disqualified.
7. The Bank reserves the right to disqualify any Bidder, who is involved in any form of lobbying/ influencing/ canvassing etc., in the evaluation / selection process.
8. The Bank reserves the right to disqualify the Bidder under any other disqualification criteria mentioned in this RFP.

10.6 Commercial Bid Evaluation

1. Commercial bids of only those eligible Bidders who qualify in the technical evaluation shall be opened. Commercial bids of the other disqualified Bidders shall not be

opened. The date of opening of commercial bid will be communicated to the Bidders through mail.

2. Bidders will have to submit the Commercial bid in the Annexure P: Commercial Bid Format. The Bidder is expected to submit the Commercial bid based on an all-inclusive price and also indicate the amount of GST/Tax. All the applicable taxes should be calculated on the base price and indicated separately. If taxes are not indicated separately it will be presumed that base price is inclusive of all extant applicable taxes and no other applicable taxes as on date can be added post submission of commercial bid. All fiscal and commercial liability will be of the Bidder.
3. All Licensing cost (i.e. for a period of 7 years) required for DXP implementation; irrespective of whether Bank possesses those or not; needs to be mentioned in the commercial bid. However, if it is found that any of those licenses are already with Bank, the amount specified against such licenses won't be part of final payment of the project but would be utilized for commercial bid evaluation only.
4. Prices quoted by bidder in commercial bid shall be reasonable and as per industry standards. If any extreme abnormalities/discrepancies observed in prices, RBI at its discretion will disqualify the Commercial Bid.
5. Zero pricing at any stage is not acceptable and will lead to disqualification.
6. Bank may call for any clarifications/additional particulars required, if any, on the technical/ commercial bids submitted. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The Bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time.
7. The TCO for the purpose of commercial evaluation of the qualified Bidders shall be arrived by calculating as detailed below. Bidder may note that the actual amount payable by the Bank may differ from the TCO calculated below

   Where

   A – Project Cost

   Includes all cost related to Supply, Delivery, Installation, configuration, Integration, Test, implementation, Go-Live, for on-premises solution, Development/Customization cost, Warranty, and any other cost.

   B- AMC Services Cost

   Cost for 4th Year till 7th year

   C- 18 Months Continuous Development Cost

Cost of resources assigned for 18 months

D- Hardware, Database and Software Cost

E- Grand Total (A+ B+ C+ D) (without taxes)

F- Summation of all taxes

TCO = E + F

NPV calculation will be done considering 5% escalation rate and 8% discounted rate, only for TCO purpose.

8. Any required component not included in commercial bid cannot be included a later stage. The bid will be deemed to have included all components for the purpose of commercial payments.
9. RBI has a right to choose all or some of those parts of the bill of quantities (line items) submitted in the commercial bid format. For the components available in RBI, Bank has the right to place order only for the rest of the items mentioned in the TCO
10. For Hardware – Oracle DB licensing, RBI may consider globally available published per core price list which will be applied uniformly across all bidders.
11. The payments shall be done as per the costs quoted by the Bidder when the corresponding services are provided, and such payments become due.
12. The Technically Qualified bidder with the lowest Commercial Bid (TCO) after scrutiny would be declared as L1 price.

10.7 Techno- Commercial Score

1. Technical Evaluation will carry **70%** weight while Commercial Offer will carry **30%** weight while arriving at T+L ranking.
2. The techno-commercial score shall be calculated as follows:

Total Score = (L1 price / C) *0.3 + (T / T1 score) *0.7

Where:

C: Commercial bid of the respective bidder

T: Technical score of the respective bidder

L1: Lowest price of all qualified bidders

T1: Highest Technical score of all qualified bidders

3. Bidder with the highest Techno-commercial Score would be awarded the contract. In case of a tie of Techno-commercial Score between two or more Bidders, the Bid with higher technical score would be chosen as the successful bidder.
4. RBI will notify the name of the successful Bidder only.

11 Bidding Process

11.1 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, the Bank may decide to disqualify the bidder and the bid may not be processed for further Technical Evaluation.
2. Bidder must share a copy of commercial bid with NO commercial details or masked details whichever convenient, with the bank. The document should be submitted as a part of technical bid with detailed line items called out under each subsection of TCO. The document is expected in similar format of the commercial bid specified in "Annexure P: Commercial Bid Format" of the RFP document without any commercial or pricing information.
3. 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/
4. All respective technical and commercial bids need to be submitted through this portal only. Relevant documents need to be uploaded at appropriate places on the MSTC portal.
5. The hard copies of the required documents as per submission checklist Annexure U: Submission Checklist (except the Commercial Bid checklist which is only to be uploaded on MSTC and not to be submitted in hard copy) should be submitted in a sealed cover at the following address:

   Chief General Manager, Reserve Bank of India, Department of Communication Central Office Building, 09th Floor, Shahid Bhagat Singh Road, Mumbai-400 001
6. The sealed envelope/cover should be super scribed with the title "Response to Request for Proposal for RBI Website & Mobile App - Redesign and Development". The response should be signed and submitted by a person duly authorized to bind the bidding company to the details submitted in the proposal in response to the RFP. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding.

7. In case of any discrepancy in the details mentioned on the MSTC portal and the hard copies submitted, the details mentioned on the MSTC portal will be considered as final.
8. The opening of bids (technical & commercial) for this RFP will be through the MSTC Ltd. ecommerce web portal.
9. 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
10. The authorised signatory for the bid (technical & commercial) needs to have a digital certificate with signing and encryption rights.
11. The Bidders must ensure that the Non-disclosure agreement (NDA) and Integrity Pact 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. The signed integrity pact needs to be uploaded on the portal. Proposals without a signed NDA and Integrity Pact will be rejected.
12. The Bidder must submit the Commercial bid inclusive of all applicable taxes for each line item in the relevant format in the concerned Annexure.
13. 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.
14. Receipt of the bids shall be closed as mentioned in the RFP Schedule.
15. The technical bids will be opened as mentioned in RFP Schedule.
16. 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
17. The bidders are requested to note that it is mandatory to register with MSTC and have a valid digital certificate/signing certificate issued by any certifying authority approved by Govt. of India to participate in the online bidding. The Bidders are requested to ensure that they have the same, well in advance and if any assistance is required for the purpose, Bidder can contact MSTC e-Procurement team directly (Ms. Archana, Assistant Manager, MSTC, +91-9990673698/022-22872011) or MSTC Centralized five working Helpdesk numbers: 033 40645207, 033 40609118, 033 40645316, 033 22901004 and 033 22895064. These

numbers are also available in the contact us page of M/s MSTC website in the given link: https://www.mstcindia.co.in/content/contact.aspx. The bidders can also submit their issues vide e-mail at mailto:helpdesk@mstcindia.co.in

18. Primary bidders / SI's who have been shortlisted for closed RFP stage, needs to partner with the same OEM partner (as in the EOI stage) and shall not be allowed to change the OEM partner at RFP stage or at any point of time in future.
19. It is the responsibility of the bidder to ensure completeness in the proposal submitted, in case of any inadequacy at any given point of time, it is the responsibility of the bidder to complete the inadequacy.

11.2 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.

11.3 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 whenever 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 (website@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.

11.4 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 website@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.

3. The format to be used for seeking clarification is mentioned in relevant Annexure Q: Bidders Queries Pro-forma. Queries posted over the MSTC portal will NOT be entertained. The queries need to be submitted only in excel document. Queries in an
4. Any other format will not be entertained.
5. 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.
6. Request for clarifications after pre-bid meeting will not be entertained.
7. 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.
8. All points discussed during the pre-bid meeting, if need be, may be posted on the RBI website along with their responses.
9. For the pre-bid meeting, Bidders are required to inform the Bank at least a day in advance via website@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.
10. Bidders should provide their email address in their queries without fail since replies from the Bank will be by emails only.

11.5 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.

11.6 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 under Annexure U.
3. The Integrity Pact and 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 under Annexure O: Compliance Certificate Commercial Bid Form
   b. Commercial Bid Format under Annexure P: Commercial Bid Format

   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 Bidder should also submit in their response, the details of application/ solution architecture covering the following points:

   - Re-design & Develop complete experience of RBI Website / PWA, Sub-domains, Microsites, Mobile app (Android and iOS) and further leverage it by using Digital Experience Platform – DXP and other integrated solutions.
   - Introduce New features, modules and workflows.
   - Improve User Interface (UI) & User Experience (UX).
   - Improve Search Capability & Information Architecture (IA).

- Improve Content Strategy & User Engagement.
- Incorporate latest website design trends & guidelines.
- Achieve synergy & uniformity across website while ensuring scalability.
- Data Migration
- Back up, Storage, Recovery Time Objective (RTO), Recovery Point Objective (RPO)

7. 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.
8. Only single submission of response to RFP by each Bidder will be permitted.
9. 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 "Confirmation to Deliver". Unsigned responses would be treated as incomplete and are liable to be rejected.
10. 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 under Annexure U.

11.7 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.

11.8 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.

11.9 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. If there is a discrepancy in the details mentioned on the MSTC portal and the hard copies submitted, the details mentioned on the MSTC portal shall prevail.
7. 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 .

11.10 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.

11.11 Duration and Condition of Engagement

1. Reserve Bank of India shall engage and appoint the successful Bidder to provide services as mentioned in this document and in consideration of remuneration

payable by Reserve Bank of India to the Bidder. Post go-live there shall be an acceptance period of 90 days to ensure all bugs are fixed. Subsequently the Bank shall issue a Completion Certificate to the Bidder. This shall mark completion of the implementation phase of the RBI Website & Mobile App - Redesign and Development. Post the Implementation phase, the Bidder is expected to provide 3 year's warranty and 4 years of AMC.

2. 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.
3. 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.
4. At no point should Bidder use the name of the Bank without prior written permission as a reference or to advertise itself in anyway.

11.12 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
Department of Communication
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

12 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 U.

12.1 General Terms and Conditions

1. The term of this Bidder assignment is for a period of 7 years (3 years warranty & 4 years AMC support) from the date of issue of completions / acceptance certificate by the Bank or such extended period as may be decided by the Bank.
2. 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.

3. 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.
4. 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
5. 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 Bank may decide to take appropriate action including cancellation of bid invocation of performance bank guarantee. The company or firm or the person may also be debarred for further participation in the procurement process of the Bank in the future.

   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).

12.2 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.

12.3 Escrow

Any document, other than the Contract itself, shall remain the property of RBI and all copies thereof shall be returned to RBI on termination of the Contract. The Bidder shall not, without RBI's prior written consent, make use of any document or information above except for the purposes of performing the Contract Intellectual Property Rights for all major modules/ products developed specifically for RBI will rest solely with RBI. An undertaking must be submitted along with RFP documents.

In the case of the Application being a customized product and difficult to concede the IP rights of by the bidder, an escrow arrangement should be made to deposit the source code of the proposed solution. If successful bidder performs any customization of core product in order to meet Bank's requirements / change requests, source code of such customization would be shared with Bank. In future Bank may use the same source code for any customization or development done.

RBI chooses the right to request for the escrow of the components or part of stack with respect to quoted solution in the event bidder turns out to be the successful bidder

In such case the successful bidder shall, within agreed period of time and event or project milestone with the Bank, deposit the Application in human readable form and such other material, instructions and documentation (including updates and upgrades thereto and new versions thereof) as are necessary to compile or otherwise generate the then current version of the Application supplied to the Bank in escrow, with a suitable escrow agent jointly appointed by the Bidder and the Bank. All costs incurred in connection with the escrow shall be borne by the Bank, other than the travelling and other expense of Bidders Personnel.

12.4 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.

12.5 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 be surviving 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.

12.6 Earnest Money Deposit

Bidder will submit a Bank Guarantee from a scheduled commercial bank drawn in favour of Reserve Bank of India payable at Mumbai towards **Earnest Money Deposit (EMD) for INR Twenty-Four Lakhs (₹24,00,000/-).** The EMD of unsuccessful Bidders shall be returned within 30 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 are liable to 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 within the timeline 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.

12.7 Performance Bank Guarantee

The successful Bidder shall at his own expense deposit with The Chief General Manager ,Department of Communication 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 denominated in INR and shall be in the form of bank guarantee unless another form is specified by RBI. After Go Live Performance Bank Guarantee will be

returned to bidder on submission of Financial Bank Guarantee which shall be submitted by the Bidder within 90 days of Go-Live. Non-submission of Performance Guarantee shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.

12.8 Financial Bank Guarantee

The successful Bidder shall at his own expense deposit with The Chief General Manager, Department of Communication, Reserve Bank of India , Mumbai, within Ninety (90) days of Go-Live of application, before the issuance of Certificate of Completion, a Bank Guarantee from a scheduled commercial bank, payable on demand in terms of , for an amount equivalent to ten percent (10%) of the contract price as mentioned in of Commercial Bid submitted by the bidder for the due performance and fulfilment of the contract by the Bidder during the warranty and AMC period of 7 years. After Go Live Performance Bank Guarantee will be returned to bidder on submission of Financial Bank Guarantee. 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 Financial Bank Guarantee shall be valid till the end of AMC, denominated in INR and shall be in the form of bank guarantee unless another form is specified by RBI. Non-submission of Financial Guarantee shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.

12.9 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 bidder 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.

12.10 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.

12.11 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: Confidentiality and Non-Disclosure Agreement Undertaking.

12.12 Integrity Pact

Once the bid is accepted and the vendor is selected for the project, the vendor will be required to sign an Integrity pact with RBI. The Bidder shall submit the confidentiality undertaking as in Annexure G: Integrity Pact.

12.13 Right to alter the Requirements

The Bank reserves the right to alter the requirements specified in the RFP Document. The Bank will inform all Bidders about changes, if any.
The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract.

12.14 Contract Amendments

Any change made in any clause of the contract which shall modify the purview of the contract within the validity and currency of the contract shall be deemed as an Amendment. Such an amendment can and will be made and be deemed legal only when the parties to the contract provide their written consent about the amendment, subsequent to which the amendment is duly signed by the parties and shall be construed as a part of the contract. The details of the procedure for amendment shall be as specified in the contract.

12.15 Resolution of Disputes

The bids and any contract resulting therefrom shall be governed by and construed according to the Indian Laws.

All dispute or differences whatsoever arising between the selected Bidder and the Bank out of or in relation to the construction, meaning and operation or effect of the Contract, with the selected Bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, after issuance of 30 days' notice in writing to the other, clearly mentioning the nature of the dispute / differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the dispute/s and difference/ strictly under the terms and conditions of the purchase contract, executed between THE BANK and the Bidder. In case, the decision of the sole arbitrator is not acceptable to either party, the disputes / differences shall be referred to joint arbitrators, one arbitrator to be nominated by each party and the arbitrators shall also appoint a presiding arbitrator before the commencement of the arbitration proceedings. The arbitration shall be governed by the provisions of the Rules of Arbitration

of the Indian Council of Arbitration under the exclusive jurisdiction of the courts at Mumbai, India.

The award shall be final and binding on both the parties and shall apply to the purchase contract.

Work under the Contract shall be continued by the selected Bidder during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by the Bank, to the Bidder shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter or one of the subject matters thereof.

The venue of the arbitration shall be at Mumbai, India under the exclusive jurisdiction of the courts at Mumbai, India.

12.16 Delays in the Bidder's Performance

The Bidder should strictly adhere to the implementation schedule, as specified in the purchase contract, executed between the Parties for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the Bidder will enable the Bank to resort to any or both of the following:

- Claiming Liquidated Damages
- Termination of the purchase agreement fully or partly and claim liquidated damages

12.17 Liquidated Damages

The liquidated damages is an estimate of the loss or damage that the Bank may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the purchase contract relating to supply, delivery, installation, operationalization, implementation, training, support/services, acceptance, etc.), of the solution by the Bidder and the Bidder shall be liable to pay the Bank a fixed amount for each day of delay / non-performance of the obligations by way of liquidated damages,

details of which will be specified in the purchase contract. Without any prejudice to Bank's other rights under the law, the Bank shall recover the liquidated damages, if any, accruing to the Bank, as above, from any amount payable to the Bidder either as per the purchase contract, executed between the parties or under any other purchase agreement/ contract, the Bank may have executed / shall be executing with the Bidder.

Liquidated Damages is not applicable for reasons attributable to the Bank and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to the Bank and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and bank's official that the delay is attributed to the Bank and Force Majeure along with the bills requesting payment.

12.18 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.

12.19 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.

12.20 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-
Department of Communication
Reserve Bank of India
9th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001
and email in this regard may be sent to website@rbi.org.in

12.21 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.

12.22 Signing of Contract

The Bidder shall be required to enter into a contract with Reserve Bank of India in bilingual format (Hindi & English language), within 60 days of the award of the bid or within such extended period mutually agreed by both parties.

12.23 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.

12.24 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.

12.25 Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Bidder, and any such

attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.

12.26 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.

12.27 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.

12.28 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.

Note: Bidders who had explicitly called out about their Consortium partnership providing only boutique or niche services for specific project requirements in the EOI response will be considered. However, new consortium partnership CANNOT be introduced at RFP stage or in future.

12.29 Ownership

The ownership of all the Data, Designs, Documentation, Architecture, related application suites interface designs, feature/module customisation, Source code / software developed / APIs / Services written for the RBI Website / PWA and Mobile App specific to the Bank and related Intellectual Property Right (IPR) will lie with the Bank only. All Bidders will need to adhere to this.

On cessation of the project, source code of any development /customization of core product in order to meet Bank's requirements / change /enhancement requests should be given to the Bank forthwith without charging any extra amount.

The ownership of entire data hosted in the RBI DC, DR, Website/PWA & Mobile apps, in all forms including text, data, graphics, animations, audio/video content, etc., rests only with the Bank

The ownership of the data configured or generated upon usage of the proposed system, at any point of time during the contract or expiry or termination of the contract, shall rest absolutely with the Bank.

12.30 Other Terms and Conditions

1. 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.
2. 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.

3. 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.
4. 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
5. Reserve Bank of India reserves the right to:
   i. Reject any and all responses received in response to the RFP without assigning any reason whatsoever
   ii. Cancel the RFP/Bid at any stage, without assigning any reason whatsoever
   iii. 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.
   iv. Extend the time for submission of all proposals and such an extension would be duly and publicly notified on RBI's website.
   v. Select the next eligible Bidder (L2) if the first successful Bidder (L1) evaluated for selection fails to result in an agreement within a specified time frame.
   vi. 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.
   vii. Conduct an audit/ongoing audit of the services provided by the successful Bidder.
   viii. Ascertain information from any of the Institutions which the Bidders have rendered their services to for execution of similar projects.
   ix. Disqualify any Bidder, who is involved in any form of lobbying/ influencing/ canvassing etc., in the evaluation / selection process.

6. 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.
7. Adherence to Standards: The Bidder should adhere to laws of land and 'rules, regulations and guidelines' prescribed by various regulatory, statutory and Government authorities.
8. 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.

12.31 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.

12.32 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.

12.33 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.

13 Annexures

13.1 Annexure A: Earnest Money Deposit

To,

The Chief General Manager
Department of Communication,
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

Request for Proposal (RFP) for RBI Website & Mobile App - Redesign and Development – Software Installation, Customisation, Configuration, Development, Migration, Implementation, Integration, Commissioning, Test, Operationalization and Comprehensive Maintenance at Reserve Bank of India

WHEREAS The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Marg, Mumbai has invited tenders for the Request for Proposal (RFP) for RFP – RBI Website & Mobile App - Redesign and Development – Software Installation, Customisation, Configuration, Development, Migration, Implementation, Integration, Commissioning, Test, Operationalization and Comprehensive Maintenance at Reserve Bank of India (hereinafter referred to as 'Total Solution') on the terms and conditions mentioned in the tender documents.

1. It is one of the terms of invitation of tenders that the bidder shall furnish a Bank Guarantee for a sum of INR. 2400000/- (INR Twenty-Four Lakhs only) as Earnest Money Deposit.

2. M/s_____, (hereinafter called as Bidder), who are our constituents intend to submit their tender for the said work and have requested us to furnish guarantee to the Employer in respect of the said INR. 2400000/- (INR Twenty-Four Lakhs only)

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Bank) do hereby agree with and undertake to the Reserve Bank of India, their Successors, Assigns that in the event of the Reserve Bank of India coming to the conclusion that the Bidder have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder, we shall on demand by the Reserve Bank of India, pay without demur to the Reserve Bank of India, a sum of rupees mentioned as EMD i.e., INR. 2400000/- (INR Twenty-Four Lakhs only) or any lower amount that may be demanded by the Reserve Bank of India. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Bidder under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of EMD INR. 2400000/- (INR Twenty-Four Lakhs only).

2. We also agree to undertake and confirm that the sum not exceeding the EMD amount i.e., INR. 2400000/- (INR Twenty-Four Lakhs only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the Reserve Bank of India on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the Reserve Bank of India shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the Reserve Bank of India within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the Reserve Bank of India under this guarantee shall be independent of the agreement or agreements or other understandings between the Reserve Bank of India and the Bidder.

4. This guarantee shall not be revoked by us without prior consent in writing of the Reserve Bank of India.

5. We hereby further agree that -

   a) Any forbearance or commission on the part of the Reserve Bank of India in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the Reserve Bank of India to the Bidder or any other matters in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Bidders of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding INR. 2400000/- (INR Twenty-Four Lakhs only)

   b) Our liability under these presents shall not exceed the sum of INR. 2400000/- (INR Twenty-Four Lakhs only)

c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force up to 1year from the last date of submission of bid i.e., ----------, 2020 provided that if so desired by the Reserve Bank of India, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under this presents will terminate unless these presents are renewed as provided hereinabove on the day when our said constituents comply with their obligations, as to which a certificate in writing by the Reserve Bank of India alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of the Reserve Bank of India against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours faithfully,

For and on behalf of

_____

Bank.

Authorized official.

(NB: This guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).

13.2 Annexure B: Proposal Submission Covering Letter

To

The Chief General Manager
Department of Communication,
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

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 Signatory [In full and initials]:

Name and Title of Signatory:

Name of Company:

Contact Details:

[Please mark this letter with your company seal]

13.3 Annexure C: Performance Bank Guarantee

Strictly Private and Confidential

The Chief General Manager
Department of Communication,
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

PERFORMANCE BANK GUARANTEE – Services for the Implementation and Maintenance of RBI Website & Mobile App - Redesign and Development 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 and Maintenance of RBI Website & Mobile App - Redesign and Development 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 Go Live for the RBI Website & Mobile App - Redesign and Development Project i.e. (date), subject to the terms and conditions in the said Agreement. After Go Live Performance Bank Guarantee will be returned to bidder on submission of Financial Bank Guarantee.

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 ……. 2020.
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.

13.4 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 *[insert Bidder's legal name]*
2. Bidder's Country of Registration: *[insert Country of registration]*
3. Bidder's Year of Registration*: [insert Bidder's year of registration]*
4. Bidder's Legal Address in Country of Registration: *[insert Bidder's legal address in country of registration]*
5. Bidder's Authorised Representative Information Name: *[insert Authorised Representative's name]* Address: *[insert Authorised Representative's Address]* Telephone/Fax numbers: *[insert Authorised Representative's telephone/fax numbers]* Email Address: *[insert Authorised Representative's email address]*
6. Attached are certified copies of original documents of firm/ company named in 1 • Document evidencing the person(s) duly authorised to commit the Bidder or a Power of Attorney

Detailed proposals on various aspects of Technical Bid

13.5 Annexure D1: SI & OEM – Similar Project Implementation with each other

(On letterhead of the Client)

SI and OEM to share project implementation experience with each other for similar type of project which includes UI/UX Design & Development for Website / PWA and Mobile app projects with proposed DXP solution integration.

Criteria for Similar Project reference consideration together implemented by SI & OEM:

- Project must be implemented within last (5) five years.
- Project must be live as on date when this RFP is published
- Merely static web & mobile pages will not be considered.
- Bidder to clearly mention the list of modules from proposed DXP solution that was implemented in the reference project in their response where count of modules implemented for the reference project should be on the higher side.
- Bidder must share the Public Website / PWA URL(s) / Mobile App links for reference checks.

Primary bidder to share the project reference details in below format:

Sr No	Project Implementation	Project Details
1	Name of the Client	
2	Project Name & Project Location	
3	Project Domain & Sector	
4	Brief scope/description of the project	
5	List of the modules / features implemented from proposed DXP/CMS solution	
6	Data migration details: Include the volume and type of data migrated, challenges faced, methodology & tools used and timelines for the activity carried out	
7	Period of Implementation (Start date – End Date)	

8	Period of Warranty / AMC and whether the Customer is continuing under Warranty/AMC	
9	Total users and Concurrent Users of implemented application	
10	Approximate worth or value of order (INR.)	
11	Name of On-premises Analytics module implemented (if applicable)	
12	Name, address, and contact details of the client.	

Below is the list of Documents Required for each project reference submitted above:

A) Satisfaction/ credential letter from the client clearly stating the scope of work and user base of the solution.

OR

B) Completion letter from the client indicating the scope of work and user base of the solution executed by the bidder.

OR

C) Copy of purchase order and completion certificate between the Bidder and its client and documentary evidence

Authorized Signatory:

Name and Title of Signatory:

Company Seal / Stamp

13.6 Annexure D2: Proposed Team Structure

(On letterhead of the Client)

Primary Bidder to provide information about the resources that will be deployed for proposed DXP Solution as per the template below:

Sr. No.	Name of Proposed Staff	Proposed Role	Professional qualifications & years of Relevant Experience	Certifications	Area of Expertise in terms of months	Number of similar Projects executed	Tasks Assigned

Note: Illustrative CVs of the mentioned staff above to be provided as per Annexure D3

Authorized Signatory:

Name and Title of Signatory:

Company Seal / Stamp

13.7 Annexure D3: Format for Illustrated CVs Of Key Professional Staff

(On letterhead of the Client)

Primary Bidder to share CVs of Key Professional Staff as proposed under Team structure in Annexure D2.

Below is the sample format in which CVs are expected to be shared:

Sr. No	Items	Details
1	Name of the Staff	
2	Proposed Position / Role	
3	Total years of Relevant Experience	
4	Total years of experience with SI/OEM	
5	Education Qualification Details	
6	Key Training and Certifications	
7	Proposed OEM – DXP solution Certification	
8	Employment Record	Employer 1 – Name
		Period of employment (From –To)
		Position held & high-level role and responsibilities
		Employer 2 – Name
		Period of employment (From –To)
		Position held & high-level role and responsibilities
		*Add rows as applicable for adding employment record
9		Name of project 1:
		Year:

	Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned	Client:
		Main project features:
		Positions held:
		Activities performed:
		Name of project no. 2:
		Year:
		Client:
		Main project features:
		Positions held:
		Activities performed:
		* Add entries for additional projects as per above format
10	Date of Birth	
11	Location	

Note:

Primary Bidder is expected to share three (3) Profile options along with their CV's for all of the above-mentioned resources for Bank to choose from. Bidder must ensure that the same resource will be on-boarded for this project implementation.

Bidder to clearly state and ensure that all the Profiles and CVs of the professional staff shared are verified with relevant experience, skillsets and based in India offices on its payroll as on date of submission of RFP bid.

If Bidder plans to change/replace any key personnel in the project due to whatsoever reasons, bidder will require a prior approval and sign-off from RBI

For UI/UX Designer & UI/UX Architect role – Resources' design portfolio will be expected.

Authorized Signatory:

Name and Title of Signatory:

Company Seal / Stamp

13.8 Annexure D4: Coverage of Requirement – (Functional & Non-Functional Requirements)

(On letterhead of the Client)

The Bidder must provide a logical response to all the Requirements bifurcated as Functional / Feature Requirements & Non-functional requirements mentioned under Section 6.

Functional / Feature Requirement under Section 6.1 – Response to all mentioned requirements will be categorised as either: Out-of-the-Box (Available) / Configurable / Customizable / 3rd party integration / Not Available.

Below is the sample format in which responses are expected:

Sr. No.	Requirements	Business Critical / Desirable	**Response** (Out-of-the-Box (Available) / Configurable / Customizable / 3rd party integration / Not Available)
1		Business Critical	Out-of-the-Box (Available)
#		Desirable	Configurable
#		Business Critical	Customizable
#		Desirable	3rd Party Integration
#		Business Critical	Not Available

Non-Functional Requirement under Section 6.2 – Response to all mentioned requirements will be categorised as either: Available / Configurable / Customizable / Not Available.

Below is the sample format in which responses are expected:

Sr. No.	**Requirements**	**Business Critical**	**Response** Available / Configurable / Customizable / Not Available)
#		Business Critical	Available
#		Business Critical	Configurable
#		Business Critical	Customizable
#		Business Critical	Not Available

Note:

Where a response requires additional explanation, the Bidder should provide the same in a separate “Remarks” column or on a separate page, if necessary, with reference to the requirement number.

Multiple responses to a single requirement will not be considered. Any requirement where the Bidder has not marked a response or has provided multiple responses, will NOT be scored.

Authorized Signatory:

Name and Title of Signatory:

Company Seal / Stamp

13.9 Annexure D5: Approach Paper and Presentation

(On letterhead of the Client)

Primary Bidder is required to provide details for below pointers in their approach paper and walkthrough for the same during presentation to TAG.

1. Identify User personas for the RBI Website & Mobile app
2. Propose improved Information Architecture (IA) for existing RBI – Website and Mobile app – Home page only
3. Technical Solution Proposed for Application – Detailed technical architecture diagram (Hardware, Software, Security benchmarking, Optimal Sizing, Bandwidth, Uptime etc.)
4. Project Plan & Proposed Implementation Strategy & Timeline
5. Project Deliverables
6. Data Migration Plan
7. Training
8. Risk Management and Mitigation Plan
9. Resource planning & distribution of roles & responsibilities
10. Quality Assurance, Maintenance, & Support

Note: Detailed description for above pointers can be found under Section 10.4.5

Authorized Signatory:

Name and Title of Signatory:

Company Seal / Stamp

13.10 Annexure E: Confirmation to Deliver

(On letterhead of the Bidder)

To,

The Chief General Manager
Department of Communication,
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

Re: Bid dated MMMM, DD, YYYY TECHNICAL BID for the Implementation of RBI Website & Mobile App - Redesign and Development 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 …….2020

……. …….

(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:

……

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

To

The Chief General Manager
Department of Communication,
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

Sub: **Request for Proposal for Implementation of RBI Website & Mobile App - Redesign and Development for Reserve Bank of India.**

Further to our proposal dated _____, in response to the Request for Proposal for Implementation of DXP for RBI Website Redesign and Development (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

13.12 Annexure G: Integrity Pact

INTEGRITY PACT

(On letterhead of the Bidder)

General

This Agreement (hereinafter called the **Integrity Pact**) is made on this …… Day of …….Month, 20…., between, Reserve Bank of India, established on April 1, 1935 in accordance with the provisions of the Reserve Bank of India Act, 1934 having its Head Office at Mumbai 400001 (hereinafter called the **"BUYER**", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and ……represented by Mr. / Ms.. ……, Chief Executive Officer / Authorised Representative (hereinafter called the "**BIDDER / Seller"** which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to purchase services and goods for implementation and maintenance of RBI Website & Mobile App - Redesign and Development and the BIDDER is willing to offer / has offered the said services. The BUYER needs to adhere with all relevant laws of land, rules, regulations, economic use of resources and of fairness in its relations with the Bidder. In order to achieve these goals, the Buyer may appoint an Independent External Monitor (IEM), who will monitor the bidding process and the execution of the contract for compliance with the principles mentioned above. Shri Jayant Kumar Banthia, IAS (Retd.) has been appointed as an Independent External Monitor (IEM) for this RFP.

WHEREAS the BIDDER is a Company / Partnership / LLP / LLC, constituted under the…… (the relevant law) in the matter and the BUYER is the Central Bank of the country.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent, and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to: -

a) Enabling the BUYER to obtain the desired services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption and.

b) Enabling BIDDERs to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the BUYER

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any other person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract

1.2 The BUYER will treat all BIDDERs alike, and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS

1.3 All the officials of the BUYER will report to the appropriate authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach

1.4 In case any misconduct on the part of official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER

the proceedings under the contract would not be stalled.

2. Commitments of the Independent External Monitor (IEM)

2.1 The Buyer may appoint a competent and credible Independent External Monitor for this Pact. Shri Jayant Kumar Banthia, IAS (Retd.) has been appointed as an Independent External Monitor (IEM) in RBI. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

- The Bidders accept that the Monitor has the right to access without restriction all project documentation of the Buyer including that provided by the Bidder. The Bidder will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Sub-Bidders (if any). The Monitor is under contractual obligation to treat the information and documents of the Bidders / Sub-Bidders with confidentiality.
- The Buyer will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have impact on the contractual relations between the Buyer and the Bidder. The parties offer to the monitor the option to participate in such meetings.
- As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Buyer and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.
- The Monitor will submit a written report to the CGM (Department of Communication) within 8 to 10 weeks from the date of reference or intimation to him by the Buyer and, should the occasion arise, submit proposals for correcting problematic situations.
- If the Monitor has reported to the CGM (Department of Communication), a substantiated suspicion of an offence under relevant IPC/PC Act, and the CGM (Department of Communication) has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the

Central Vigilance Commissioner.

3. Commitments of BIDDERs

3.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -

- The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract.
- BIDDER shall disclose the name and address of Agents and Representatives and Indian BIDDERs shall disclose their foreign Principals or Associates.
- BIDDER shall disclose the payments to be made by them to Agents / Brokers or any other intermediary, in connection with this bid / contract.
- The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer / service provider / system integrator and has not engaged any individual or firm or company whether Indian or Foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- The BIDDER, either while presenting the bid or during negotiations or before signing the contract, shall disclose any payments he has made, is committed

to or intends to make to officials of the BUYER or their family members, Agents, Brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

- The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness, and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means, and illegal activities.
- The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- The BIDDER commits to refrain from complaining directly or through any other manner without supporting it with full and verifiable facts.
- The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be is closed by the BIDDER at the time of filing of bid. The term 'relative' for this purpose would be as defined under the Companies Act, 2013
- The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the bid process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the bid process or the contract, if already awarded, can be terminated for such reason.

5. Earnest Money

5.1 While submitting Technical Proposal and Commercial Bid, the BIDDER shall deposit an amount equal to INR. 2400000/- (INR Twenty-Four Lakhs only) in accordance with the RFP.

5.2 In case of the successful BIDDER, a clause would also be incorporated in the Article pertaining to Performance Bank Guarantee in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bank Guarantee in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.3 No interest shall be payable by the BUYER to the BIDDER on Earnest Money for the period of its currency.

6. Sanctions for Violations

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required: -

- To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- Performance Bank Guarantee (after the contract is signed) shall stand forfeited or invoked, as the case may be, either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefor.
- To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- To recover all sums already paid by the BUYER with interest thereon at 1% higher than the prevailing Base Rate of a Scheduled Commercial Bank, while

in case of a BIDDER from a country other than India with interest thereon at 1% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other services, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

- To encash the Performance Bank Guarantee / Warranty Bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- To cancel all or any other contracts with the BIDDER. The BIDDER shall· be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation / rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- To debar the BIDDER from participating in future bidding processes of the Bank for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- To recover with interest all sums paid in violation of this Pact by BIDDER(s) to any middleman or Agent or Broker with a view to securing the contract.
- In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

6.2 The BUYER will be entitled to take all or any of the actions mentioned in Section 6.1 of sanction of Violation of this Pact on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final, conclusive, and binding on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. Fall Clause

The BIDDER undertakes that it has not supplied / is not supplying similar product / services or sub-services during last one year from the date of issuance of this RFP, at a price lower than that offered in the present bid to any other entity. If it is found at any stage that similar product / services or sub-services was supplied by the BIDDER to any other entity at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

9. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is Mumbai.

10. Other Legal Actions

The actions stipulated in this **INTEGRITY PACT** are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

11. Validity

The validity of this **INTEGRITY PACT** shall be from date of its signing and extend up to 5 years or 10 calendar months post last payment to the successful Bidder as part of the overall contract whichever is later.

Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

12. The parties hereby sign this Integrity Pact at on

Reserve Bank of India

Name of the Officer:

Department:

Witness:

BIDDER

Authorised Representative Designation:

Witness:

13.13 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

_____

13.14 Annexure I: Bidder Undertaking

(On letterhead of the Bidder)

To

The Chief General Manager
Department of Communication,
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

Sub: **Request for Proposal for Implementation of RBI Website & Mobile App - Redesign and Development for Reserve Bank of India**

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 RBI Website & Mobile App - Redesign and Development 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 and Financial 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 RBI Website & Mobile App - Redesign and Development project during the warranty and AMC period (if contracted).

Dated this ……. Day of …….2020

……. …….

(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:

……

13.15 Annexure J: Confidentiality and Non-Disclosure Agreement Undertaking

(Letterhead of the Bidder)

Strictly Private and Confidential

The Chief General Manager
Department of Communication,
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

[Date]

[Salutation]

Confidentiality Undertaking

We acknowledge that during the course of bidding for Request for Proposal (RFP) floated for Implementation of RBI Website & Mobile App - Redesign and Development 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 RBI Website & Mobile App - Redesign and Development .

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 RBI Website & Mobile App - Redesign and Development 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.

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

Yours sincerely,

Signature and Stamp of Company

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

Name:

Position:

Date:

13.16 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

Yours faithfully,

Authorised Signatory

Designation

Bidder’s corporate name

13.17 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
Department of Communication,
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

[Date]

[Salutation]

Sub: Request for Proposal for Implementation of RBI Website & Mobile App - Redesign and Development at Reserve Bank of India.

Further to our proposal dated……., in response to the Request for Proposal for Implementation of RBI Website & Mobile App - Redesign and Development (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 workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against any of our employee within the premises of the 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 workplace 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

13.18 Annexure M: Undertaking Accepting Escrow Arrangement

Undertaking Accepting Escrow Agreement

Date: _____

To,

The Chief General Manager
Department of Communication,
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

Subject: Escrow Agreement for Implementation of RBI Website & Mobile App - Redesign and Development to be implemented for Reserve Bank of India

Having examined the Tender Document, we, the undersigned, accept the following:

(a) Within 30 Business Days from the Acceptance Date, _____ (hereinafter referred to as _____) shall deposit the Software in human readable form and such other material, instructions and documentation (including updates and upgrades thereto and new versions thereof) as are necessary to compile or otherwise generate the then current version of the Software as supplied to the Bank (hereinafter referred to as "**Escrow Material**") in escrow with a suitable escrow agent jointly appointed by the Parties (hereinafter referred to as "**Escrow Agent**") under the terms of a tripartite escrow agreement to be executed between the Bank, _____ and Escrow Agent. The Parties hereby agree that all costs incurred in connection with the escrow shall be borne by the Bank, other than the travelling and other expense of _____.

Escrow Material shall further consist of all information in human readable form necessary to enable a reasonably skilled programmer or analyst to maintain and /or enhance the program(s) and that, without prejudice to the generality of the foregoing, the source shall contain all listing of code, programmer's comments, logic manual and flowcharts.

(b) The Escrow Material shall be released to the Bank for its own use or that of its Affiliates and become the property of the Bank in the event of:

i. Termination of this Agreement for material breach of the terms of this Agreement by _____ or in the event of the occurrence of an Insolvency Event of _____; or

ii. _____ ceasing or giving notice of intention to cease to provide maintenance or technical support service for the Software as required under this Agreement or corresponding agreements for AMC.

The parties agree that they shall cause the Escrow Agent to release the Escrow Material within 10 Business Days of receipt of written demand from the Bank.

(c) _____ shall cause the Escrow Material to be kept current with the most recent release of the Software for as long as the Bank contracts with _____ for Software maintenance, within 10 Business Days of the installation of the said release. The Escrow Material shall at all times include the last three versions of the Software utilized in the Project.

(d) The Bank may require, with 30 Business Days written notice, that _____ demonstrates the correctness of the Escrow Material by actually compiling the contents thereof on a suitably configured system to be provided by the Bank, and _____ shall remedy any deficiencies noted through such an exercise within 10 Business Days.

(e) Excepting where Escrow Material or part thereof, is released to the Bank in furtherance of Sub-Clause 10 (c) above, upon the expiry of this Agreement, the Escrow Material shall be released in favour of _____ and the Bank shall have no further claim thereto.

Dated this ……. Day of …….2020

……. …….

(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:

……

13.19 Annexure N: Financial Bank Guarantee

Strictly Private and Confidential

The Chief General Manager
Department of Communication,
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

FINANCIAL BANK GUARANTEE – Services for the Implementation and Maintenance of RBI Website & Mobile App - Redesign and Development 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 support for RBI Website & Mobile App - Redesign and Development during warranty 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 contract price, in 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 Financial 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 Financial Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

iii. This Financial Bank Guarantee shall continue and hold good till the completion of the contract period (AMC period) for the RBI Website & Mobile App - Redesign and Development 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 Financial Bank Guarantee.

vii. We confirm that this Financial 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 Financial 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 Financial 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 Financial 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 Financial Bank Guarantee shall not exceed Rs. …. (in words and figure).
- This Financial Bank Guarantee shall be valid only up to ……. (date, i.e., till the end of the warranty); and

- We are liable to pay the guaranteed amount or part thereof under this Financial Bank Guarantee only and only if we receive a written claim or demand on or before …. (Date i.e. till the end of the warranty).
- This Financial Bank Guarantee must be returned to the bank upon its expiry. If the Financial 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 ……. 2020.

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.

13.20 Annexure O: Compliance Certificate Commercial Bid Form

Date: _____

To,

The Chief General Manager
Department of Communication,
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

Subject: Tender dated _____ COMMERCIAL BID for the Implementation of RBI Website & Mobile App - Redesign and Development for 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 _____ 2020

……. …….

(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:

……

13.21 Annexure P: Commercial Bid Format

(On letterhead of the Bidder)

The Financial Proposal must provide a cost breakdown. Provide separate figures for each functional grouping or category. The format shown below is suggested for use as a guide in preparing the Financial Proposal. Bank reserves the right to seek further details or breakup of cost submitted at any point of time for commercial evaluation.

Bidder must also share a copy of commercial bid with NO commercial details or masked details whichever convenient, with the bank. The document should be submitted as a part of technical bid with detailed line items called out under each subsection of TCO. The document is expected in similar format as below. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, the Bank may decide to disqualify the bidder and the bid may not be processed for further Technical Evaluation.

Sr No		Project Cost	Amount in INR	Applicable Taxes %	Tax Amount	Total
1	***Redesign and Development of RBI website/PWA and Mobile Application and integration with proposed DXP Solution and Other Integrated Solutions (A)***	**Project Cost (A)**	Bidder to Fill for TCO calculation			
		1. Solution License Cost (On-premises - DXP solution, Web & Mobile Analytics Solution, other integrated solutions and third party components applicable): Supply and Delivery of On-Premises Enterprise-wide all-inclusive licenses (Period of 7 years with possible extensions or renewals post completion of the contract.) for the Bank with all requirements to comply the scope as	XXX	X XX		

		mentioned in this RFP.				
		2. UI/UX Research & Design, Development, Customisation, Configuration (Continuous Authoring & Publishing), Integration of all the requirements as mentioned in this RFP scope.	XXX	XXX		
		3. End-to-End Solution Implementation, Installation, Data Migration, Testing, Acceptance, Deployment, Training and Go-Live.	XXX	XXX		
		4. Three (3) Year Warranty Cost (including Cost of resources)	XXX	XXX		
		5. Any other Cost	XXX	XXX		
		Sub Total - Project Cost (A)	**₹ -**	**₹ -**		

		AMC Services (B)	**Amount in INR**	**Applicable Taxes %**	**Tax Amount (INR)**	**Total (INR)**	**NPV Consideration**
2	***AMC Service (B)***	**DXP & Other Integrated Solution Maintenance Cost (B) ***	Bidder to Fill for TCO calculation				
		Cost of 4th year AMC	XXXX			XXXX	
		Cost of 5th year AMC	NA	NA	NA	NA	

		Cost of 6th year AMC	NA	NA	NA	NA	
		Cost of 7th year AMC	NA	NA	NA	NA	
		Sub Total (B)	**XXXX**	**₹ -**	**₹ -**	**XXXX**	**₹ -**

Note - * Rates are mentioned for first year. Actual payment for subsequent years, as applicable, will be done on applying the indexation formulae.

**If AMC cost mentioned is less than 8 % of total one-time cost, then AMC cost will be considered as 15% of the total one-time cost and total one-time cost will be reduced by the same amount.

		Continuous Development Cost ©	**Bidder to Fill for TCO calculation**					
		Eighteen (18) months of Continuous Development Cost to meet any changes or enhancement in the existing solution or a new module or feature is to be added as per requirement of the Bank	**Man Rate per year**	**Number of resources**	**Sub Total**	**Applicable Taxes %**	**Tax Amount**	**Total**
3	***18 months Continuous Development Cost- C***		Bidder to Fill for TCO Calculation	To be filled by Bidder. Below numbers are indicative and Bank may alter it based on its needs				
		Cost of Resource (Suggested roles from indicative Team Structure from Continuous Development subsection of RFP						

		*(rate * number of resources)*						
		- Cost for 12months	XXXX		XXX			
		- Cost for 6months	XXXX		XXX			
		Cost of Resource						
		- Cost for 12months	XXXX		XXX			
		- Cost for 6months	XXXX		XXX			
		The Bidder may add further list of resources in the above format.						
		Sub Total (C)	**₹ -**		**₹ -**			

4		**Hardware Cost (D)**	**Amount in INR**	**Applicable Taxes %**	**Tax Amount (INR)**	**Total (INR)**
	Hardware Cost (D)	**Total Hardware, Oracle Database, Software Cost**				
		Sub Total (D)				

Hardware Requirements

Bidder has to propose Hardware for all the environment (Production, Two (2) DR's i.e. Active – Active – Passive DR Setup, UAT, Development) in the below format as per the application requirement and in order to meet performance requirements.

The proposed hardware will be used for evaluation based on the standard pricing that the Bank has for the configuration mentioned by each bidder.

For Oracle Database licensing, RBI may consider globally available published per core price list which will be applied uniformly across all bidders.

S No.	Platform	Web/Staging / App/ DB	No. of Cores	No. of Servers	RAM size	Storage Size (in TB)	Software and/ or Database License	Price (To be filled by Bank)
(C)	<Production>	<Web>					<Software 1> - <License 1>	0
							<Software 2><License 2>	
	<UAT>	<App>					<Software 1> - <License 1>	0
							<Software 2> - <License 2>	
(4)	**TOTAL HARDWARE COST**							**₹ 0.00**

Note: Please fill values based on Excel uploaded on MSTC portal.

Grand Total in Figures & Words (inclusive of Taxes)

_____

_____

Note: RBI has a right to choose all or some of those parts of the bill of quantities submitted in the commercial bid format. For the components available in RBI, Bank has the right to place order only for the rest of the items mentioned in the TCO

Total Cost of Ownership (TCO)

The TCO for the purpose of commercial evaluation of the qualified Bidders shall be arrived by calculating as detailed below. Bidder may note that the actual amount payable by the Bank may differ from the TCO calculated below

Where

A – Project Cost

Includes all cost related to Supply, Delivery, Installation, configuration, Integration, Test, implementation, Go-Live, for on-premises solution, Development/Customization cost, Warranty, and any other cost.

B- AMC Services Cost

Cost for 4th Year till 7th year

C- 18 Months Continuous Development Cost

Cost of resources assigned for 18 months

D- Hardware, Database and Software Cost

E- Grand Total (A+ B+ C+ D) (without taxes)

F- Summation of all taxes

TCO = E + F

NPV calculation will be done considering 5% escalation rate and 8% discounted rate, only for TCO purpose.

Indexation Formula

In case the support period for on premise support/development team/AMC is extended further, the cost for the same shall be as per Indexation Formula mentioned below:

A = B {15 + 45 x (WPIc / WPIp) + 40 (CPIc / CPIp)} * 1/100

Where

- A = The contract amount for the current year,
- B = The contract amount for the previous year,
- WPIc= Wholesale Price Index for the months generally based on index 6 months prior to the Commencement date of contact for the current year,

- WPIp= Wholesale Price Index for the months generally based on index 6 months prior to the Commencement date of contact for the previous year,
- CPIc= Consumer Price Index (Urban – All groups, All India) for the months generally based on index 6 months prior to the Commencement date of contact for the current year and
- CPIp= Consumer Price Index (Urban – All groups, All India) for the months generally based on index 6 months prior to the Commencement date of contact for the previous year.

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 Signatory

13.22 Annexure Q: 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	**:**	

S. No	RFP Section Number	RFP Page Number	RFP Point Number	Query Description

13.23 Annexure R: Manufacturer's/Developer's Authorization Form (MAF/DAF)

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

To

The Chief General Manager
Department of Communication,
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

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

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

(Please mention the names of the Software, Servers, System Software, and/or any other suites, as applicable).

Yours faithfully,

(Name)

for and on behalf of

M/s_____ (Name of Manufacturer/Developer)

Note: This letter of authority should be on the letterhead of the manufacturer(s) / developer(s) and should be signed by a competent person representing the manufacturer / developer.

13.24 Annexure S: Format for letter of Self Declaration

(On the letter head of the Bidder)

Date:

To

The Chief General Manager
Department of Communication,
Reserve Bank of India
09th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Sub: Self declaration for responding to RBI Website & Mobile App - Redesign and Development

Sir,

Being duly authorized to represent and act on behalf of …… ……. (Hereinafter referred to as "the Respondent"), and having reviewed and fully understood all the eligibility criteria / qualification requirements and information provided, I hereby declare the following statements:

1. I hereby declare that my organisation has not been debarred / blacklisted by any Government / Semi-Government organizations in India. I further certify that I am competent officer in my organization to make this declaration.

2. The bidder does not rely only on the information provided in the RFP document for submitting the bids in response to the RFP. Further, the bidder has approached authenticated sources in RBI regarding all its queries and has received desired information.

3. Commercials have not been quoted by the bidder at any place in the submissions except for the commercial bid format.

4. The respondent has submitted the response to the RFP as per the desired format of RBI with all supporting documents which are true and accurate. Each page of the RFP response is signed by authorised representative of the respondent.

5. The respondent will provide demonstration of products, arrange POC if required by RBI during technical evaluation of the product to cross check functionalities. The respondent will ensure the availability of necessary environment in all aspects for RBI's verification process.

6. The respondent understands that RBI retains the right to ask to demonstrate certain scenarios, details of which will not be provided in advance, the right to reject the offer at any stage of the process without assigning any reasons and RBI will not be liable to pay any costs incurred by the respondent during technical verification process.

7. The respondent understands that the Intellectual Property Rights for all modules/products developed specifically for RBI and integrated with the RBI's proposed RBI Website & Mobile App - Redesign and Development project will rest solely with RBI and no claims will be made in this regard by the respondent.

8. The respondent has not been involved in any legal case that may affect the solvency/existence of the applicant or in any other way affect the respondent's capability to provide/continue services to RBI, if RBI selects the respondent for DXP & other integrated Solutions.

9. The bidder accepts to follow all the clauses, terms, and conditions as set in the RFP document.

10. The bidder undertakes that all the information and/or documents submitted in response to the RFP are true and accurate to the best of my knowledge. It is also understood that in case any of the information and/or documents submitted in response to the RFP are found to be false/inaccurate, the response is liable to be summarily rejected and the responsibility for the same shall lie with the bidder.

Yours faithfully,

(Signature of Authorized Signatory)

<NAME, TITLE AND ADDRESS>

13.25 Annexure T: Additional Information

Bidders are expected to share below details:

1. Total Years of partnership of SI & OEM

   Documents Required: An Undertaking letter by the Authorized Signatory on the company letter head with stamp stating the total no. of years of partnership of the SI with partner OEM.

2. Types of OEM certifications and total count of OEM's - DXP certified professionals

   Documents Required: A self-declaration from the Company HR or Authorized Signatory on the company letter head with stamp, stating the types of OEM's – DXP certifications available for specific roles and total count of OEM's - DXP certified professionals based out of India on its payroll as on date of submission of RFP bid

3. Total no. of projects where proposed On-premises analytics solution was implemented in last five (5) years. Below are the details to be shared by the Authorized Signatory on the company letter head with stamp:

Name of Client	
Project Name & Location	
Project Domain & Sector	
List of features / Modules implemented from proposed on-premises analytics solution	
Key Challenges and Risks associated	
Project reference URLs	

   Documents Required: For each of the above project references as a documentary evidence, bidder is expected to share a copy of Purchase order / Completion certificate / Satisfaction or Credential letter.

4. Restriction on Procurement –

   Bidder (SI & OEM) from a country which shares a land border with India shall be dealt with as if they are "*non-compliant*" with the tender conditions and tender shall be processed accordingly.

Bidder (SI & OEM) from a country which shares a land border with India for the purpose of above clause means:

- An entity incorporated, established, or registered in such a country; or
- A subsidiary of an entity incorporated, established, or registered in such a country; or
- An entity substantially controlled through entities incorporated, established, or registered in such a country; or
- An Entity whose beneficial owner is situated in such a country; or
- An Indian (or other) agent of such an entity; or
- A natural person who is a citizen of such a country

Document Required: Both SI & OEM is expected to individually share a self-declaration Letter or Undertaking Letter with Authorised Signatory on Company's letterhead with stamp regarding their compliance with the above-mentioned clause. If submitted document by the SI & OEM whose bid is accepted and found to be false, then this would be a ground for immediate termination and further legal action in accordance with prevailing law.

13.26 Annexure U: Submission Checklist

Submission Checklist for Technical Bid

The Bidder must ensure that the following have been submitted as a part of the RFP submission process. These documents must be uploaded on the MSTC portal as well as in hard copy. 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 format:

Items	Submitted (Bidder)	Verified (RBI)
Annexure A: Earnest Money Deposit	☐	☐
Annexure B: Proposal Submission Covering Letter	☐	☐
Annexure C: Performance Bank Guarantee	☐	☐
Annexure D: Technical Bid Form	☐	☐
Annexure D1: SI & OEM – Similar Project Implementation with each other	☐	☐
Annexure D2: Proposed Team Structure	☐	☐
Annexure D3: Format for Illustrated CVs Of Key Professional Staff	☐	☐
Annexure D4: Coverage of Requirement – (Functional & Non-Functional Requirements)	☐	☐
Annexure D5: Approach Paper and Presentation	☐	☐
Annexure E: Confirmation to Deliver	☐	☐
Annexure F: Confirmation of Terms and Conditions	☐	☐
Annexure G: Integrity Pact	☐	☐
Annexure H: Statement of Deviation from RFP	☐	☐
Annexure I: Bidder Undertaking	☐	☐
Annexure J: Confidentiality and Non-Disclosure Agreement Undertaking	☐	☐
Annexure K: Self Declaration Relatives in RBI	☐	☐
Annexure L: Self Declaration Sexual Harassment of Women at Workplace	☐	☐

Annexure M: Undertaking Accepting Escrow Arrangement	☐	☐
Annexure N: Financial Bank Guarantee	☐	☐
Annexure O: Compliance Certificate Commercial Bid Form	☐	☐
Annexure P: Commercial Bid Format	☐	☐
Annexure Q: Bidders Queries Pro-forma	☐	☐
Annexure R: Manufacturer's/Developer's Authorization Form (MAF/DAF)	☐	☐
Annexure S: Format for letter of Self Declaration	☐	☐
Annexure T: Additional Information		

Note: No commercials to be mentioned in submission of Technical Bid.

Submission Checklist for Commercial Bid

The following documents need to be provided by the Bidder for the Commercial Bid separately. These documents are to be uploaded on the MSTC portal and are NOT be submitted in hard copy.

Commercial Bid Documents	Submitted (Bidder)	Verified (Bank)
Commercial Bid with Hardware details	☐	☐
Compliance Certificate Commercial Bid	☐	☐