



**Date : August 27, 2020**

**Request for Proposal (RFP) for Engagement of Consultant for conducting 360 Degree Feedback Exercise for officers of the Bank**

Reserve Bank of India, Human Resource Management Department, Central Office, Mumbai invites proposals from eligible entities for engagement of consultants to assist RBI in conducting 360 degree feedback for its officers valued at Rs.29,00,000/- approximately. The said RFP shall be available on MSTC Portal ([www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi)). Please visit Tenders Section on [www.rbi.org.in](http://www.rbi.org.in) for details.

Chief General Manager-In-Charge  
Human Resource Management Department  
Reserve Bank of India



**Request for Proposal for carrying out 360 Degree Feedback for Officers of the Reserve Bank of India**

**NOTICE INVITING TENDER  
(Only through e-tendering)  
SCHEDULE OF TENDER**

Two Part Tenders are invited by the Reserve Bank of India (hereinafter referred to as “RBI”) from consultancy firms, companies and academic & research institutes operating in India for carrying out the 360 Degree Feedback Survey for the officers of RBI.

The “Request for Proposal” (RFP) for the project is available on the website of RBI ([www.rbi.org.in](http://www.rbi.org.in)) under the link ‘Tenders’. Interested bidders are requested to refer to the said RFP. Bids made strictly as per the provisions of the RFP document should be submitted online.

e-Tender No.	RBI/Central Office/Office/HRMD/ 20/2021/ET/101
Mode of Tender	e-tendering system on MSTC e commerce site ( <a href="http://www.mstcecommerce.com">http://www.mstcecommerce.com</a> ) (online Part I-Technical Bid and Part II-Commercial Bid)
Estimated Value of the Work	29.00 Lakh
Date of e-tender available to parties to download	11:00 AM of August 27, 2020 onwards
Bid Close Date – Date of Closing of online e- tender	September 17, 2020 at 11:00 AM

for submission of Techno- Commercial Bid and Price-Bid.	
Tender open Date:- Date & Time of opening of Part-I (i.e Techno- Commercial Bid). b. Part-II Price Bid:- Date of opening of part II	September 18, 2020 at 11:00 AM September 18, 2020 at 03:30 PM
Pre Bid meeting	No

**REQUEST FOR PROPOSAL**

**For**

**Engagement of Consultancy firms/Companies/Academic & Research Institutes  
for carrying out the 360 Degree Feedback Survey for the Officers of  
Reserve Bank of India**

**E-tender**



**RESERVE BANK OF INDIA**

**Human Resource Management Department**

**Central Office**

**Shahid Bhagat Singh Marg, Fort**

**MUMBAI – 400001.**

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### **Disclaimer**

**This Request for Proposal (RFP) is not an offer by the Bank, but an invitation to receive response from eligible interested bidders i.e Consultancy firms, Companies and Academic & Research Institutes operating in India. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by RBI with the successful bidders. This document should be read in its entirety.**

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## **SECTION I: INTRODUCTION & INSTRUCTIONS FOR e-TENDER**

This is an e-procurement event of Human Resource Management Department (HRMD), Central Office (CO), Reserve Bank of India. The e-procurement service provider is MSTC Limited.

You are requested to read and understand the Notice Inviting Tender (NIT) and subsequent Corrigendum, if any, before submitting the online bid. Tenderers who do not comply with the conditions pertaining to documentary proof (wherever required) will not qualify in the Tender for opening of commercial bid.

### **INTRODUCTION**

1. RBI is the central bank of India with its Central Office at Mumbai. It has offices across the country in 31 cities and employs around 13,500 individuals.
2. RBI invites online tender for carrying out the 360 Degree Feedback survey for the officers of the Bank by online administration of the feedback questionnaires, provided by HRMD, Central Office, RBI, and preparation of feedback reports and individual development plans.
3. Only well established and reputed consultancy firms, companies, academic and research institutes operating in India with a proven track record of carrying out 360 Degree Feedback assignments are eligible for engagement under the contract.
4. The contract with the bidder selected through this RFP process will be for a period of 3 years from the effective date.
5. All entries in the tender should be entered in online technical and commercial formats without any ambiguity.
6. (A) Technical bids will be opened online on the date and time specified in the NIT.  
(B) Commercial bids of only those bidders will be opened online who score 60% marks in the technical evaluation.

## 7. Instructions on Online Bid Submission

Bidders are requested to read the terms & conditions of this tender carefully before submitting online tender.

Sl. No.	Process
1	<p>Process of E-tender :</p> <p>A) Registration: The process involves vendor’s registration with MSTC e-procurement portal, which is free of cost. Only after registration, the vendor(s) can submit /their bids electronically. Electronic Bidding for submission of Technical/Financial Bid will be done over the Internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangements for bidding from a computer connected with Internet. RBI/MSTC is not responsible for making such arrangements. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL/FINANCIAL BID HAS TO BE SUBMITTED ON-LINE AT <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a></p> <p>1). Vendors are required to register themselves online with <a href="http://www.mstcecommerce.com">www.mstcecommerce.com</a> → e-Procurement →PSU/Government Departments → Select RBI Logo-Register as Vendor -- Filling up details and creating own user id and password→Submit.</p> <p>2). Vendors will receive a system generated mail confirming their registration through email which has/have been provided during filling the registration form. In case of any clarification, please contact RBI/MSTC (before the scheduled time of the e- tender).</p>



**Contact person (RBI):**

1. Mrs. Saba Shaikh, Deputy General Manager: [sabashaikh@rbi.org.in](mailto:sabashaikh@rbi.org.in).

**Contact person (MSTC Ltd):**

1. Ms Archana, Asst. Manager- [archana@mstcindia.co.in](mailto:archana@mstcindia.co.in) - Mobile- 09990673698

2. Ms. Rupali Pandey, Asst. Manager- [rpandey@mstcindia.co.in](mailto:rpandey@mstcindia.co.in) – Mobile  
9458704037

3. Mr. Abhishek Kr. Kanaujia, Executive – Mobile - 9953089772

4. Helpdesk – Landline -- 022 22870471/22886266

**Google hangout ID-** (for text chat)- [mstceproc@gmail.com](mailto:mstceproc@gmail.com)

**B) System Requirement:**

i) Windows 7 or above Operating System

ii) IE-7 and above Internet browser.

iii) Signing type digital signature

iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and  
installed in the system.

To disable “Protected Mode” for DSC to appear in the signer box following settings  
may be applied.

Tools => Internet Options =>Security => Disable protected Mode If enabled- i.e,  
Remove the tick from the tick box mentioning “Enable Protected Mode”.

Other Settings:

Tools => Internet Options => General => Click On Settings under “browsing  
history/ Delete Browsing History” => Temporary Internet Files => Activate “Every

	<p>time I Visit the Webpage”.</p> <p>To enable ALL active X controls and disable ‘use pop up blocker’ under Tools → Internet Options → custom level (Please run IE settings from the page <a href="http://www.mstcecommerce.com">www.mstcecommerce.com</a> once)</p>
2	<p>The Technical/Financial Bid shall have to be submitted online at <a href="http://www.mstcecommerce.com/eprochome/rbj">www.mstcecommerce.com/eprochome/rbj</a>. Tenders will be opened electronically on specified date and time as given in the Tender.</p>
3	<p>All entries in the tender should be entered in online Technical &amp; Price Bid Formats without any ambiguity.</p>
4	<p>Special Note towards Transaction Fee:</p> <p>The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail</p> <p><b>Transaction fee is non-refundable.</b></p> <p>A vendor/bidder will not have the access to online e-tender without making the payment towards transaction fee.</p> <p><b>NOTE</b></p> <p>Bidders are advised to remit the transaction fee well in advance before the closing</p>

	time of the event so as to give themselves sufficient time to submit the bid.
5	<p>Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email id provided is valid and updated at the time of registration of vendor with MSTC.</p> <p>Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).</p>
6	E-tender cannot be accessed after the due date and time mentioned in the notice for this tender.
7	<p>Bidding in e-tender :</p> <p>a) Vendor(s) need to submit Transaction fees to be eligible to bid online in the e-tender.</p> <p>b) The process involves Electronic Bidding for submission of Technical /Financial Bid.</p> <p>c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website.</p> <p><a href="http://www.mstcecommerce.com">www.mstcecommerce.com</a> → e-procurement →PSU/Government Departments → Login under RBI→My menu→ Auction Floor Manager→ live event →Selection of the live event.</p> <p>d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. <b>If this application is not run then the vendor will not be able to save/submit the Technical bid.</b></p> <p>e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Financial Bid link becomes active and</p>

	<p>the same has to filled up and then vendor should click on “save” to record their Financial bid. Then once both the Technical bid &amp; Financial bid have been saved, the vendor can click on the “Final submission” button to register their bid.</p> <p>f) Vendors are instructed to use “<i>Attach Doc button</i>” to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another.</p> <p>i) The e-tender floor shall remain open from the pre-announced date &amp; time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the RBI will form a binding contract between RBI and the Vendor for execution of the job.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) RBI reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation from the terms and conditions of the tender document is acceptable.</p> <p>n) Submission of bid in the e-tender floor by any vendor confirms the acceptance of terms &amp; conditions for the tender by him/her.</p>
8	<p>Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.</p>

9	Vendors are requested to read the vendor guide and see the video available on the MSTC website.
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8. Bidders are instructed to use **Upload Documents** link in **My Menu** on MSTC website to upload documents in document library. Multiple documents can be uploaded. Maximum size of each document must not be more than 5 MB. Once the documents are uploaded in the library, bidders can attach them through **Attach Document** link against the tender. Please note that documents not attached to a tender, cannot be downloaded by HRMD, RBI. It will, thus, be deemed that the bidder has not submitted the documents. For further assistance follow the instructions under the bidder guide.
9. All notices and correspondence to the bidder(s) shall be sent by email only until the tender is finalized by Performance Management Division (PMD), HRMD, CO, RBI as well as by MSTC Ltd. Hence, the bidders are required to ensure that email addresses specified by them are valid and updated with MSTC Ltd. (i.e. service provider). Bidders are also requested to ensure validity of their Digital Signature Certificate (DSC). A bidder should register for only one valid DSC.
10. (a) RBI reserves the right to modify the RFP at any time prior to the deadline for submission of online tender. Please note that there is no provision to take out list of parties downloading the RFP/ tender document from the MSTC Ltd. web site mentioned in the NIT. Therefore, the bidders are requested to regularly visit the RBI website before the due date of opening of the tender to ensure that they have not missed any corrigendum uploaded against the said RFP, even after they have downloaded the RFP document. **The responsibility of downloading the related corrigenda, if any, will strictly be of the bidder.**
- (b) No separate intimation in respect of corrigendum (if any) to this NIT will be sent to tenderer(s) who have downloaded the documents from the web site. Please see website [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi) of MSTC Ltd. RBI reserves the

right to accept or reject any or all the proposals in whole or part without assigning any reasons.

11. E-tender cannot be accessed after the due date and time mentioned in NIT.
12. **Bidding in e-tender**
  - a) Bidders should log into the MSTC portal in advance so as to ensure a timely bid submission. Responsibility for any delays shall lie with bidders.
  - b) Bidder(s) are required to pay the necessary non refundable transaction fees to MSTC Ltd. for participation in e-tendering process,
  - c) The process involves electronic bidding for submission of Technical as well as Commercial bids.
  - d) Only those bidder(s) who have paid the transaction fees can submit their technical and commercial bids through internet at MSTC Ltd. website [www.mstcecommerce.com](http://www.mstcecommerce.com) –e-procurement→ PSU/ Govt. Depts→RBI Login→ My menu→Auction Floor Manager→live event→Selection of live event→ Technical bid.
  - e) Bidders should invariably use their own email ids and passwords along with digital signatures at the time of submission of their bids.
  - f) During the entire e-tender process, the bidders shall ensure strict anonymity.
  - g) The e-tender floor shall remain open for such duration as prescribed in this RFP.
  - h) All electronic bids submitted using valid DSC during the e-tender process shall be legally binding on the bidders. A bid made by a bidder and accepted by PMD, HRMD, CO, RBI shall form a binding contract between RBI and the bidder. The successful bidder shall be referred to as Consultant.
  - i) Bids submitted without DSC shall be rejected.
  - j) Bank reserves the right to cancel, reject, accept, withdraw or extend tender in full or part as the case may be without assigning any reason therefor and without incurring any liability to the affected Respondent(s) or any obligation to inform the affected Respondent(s) of the grounds for such decision.
  - k) No deviation from the terms and conditions of the tender document is acceptable. Submission of a bid is an implied acceptance of terms and

conditions of the tender.

- l) Unit of Measure (UOM) is indicated in the e-tender floor. Rate to be quoted should be in Indian Rupees as per UOM indicated in the e-tender floor/ tender document.
13. Selected bidder shall be governed in accordance with the terms and conditions of this tender document.
14. No deviation from the technical and commercial terms and conditions is allowed.
15. Online tender should be submitted strictly as per terms and conditions and procedures laid down on the website [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi) of MSTC Ltd.
16. Bidders must upload all documents required as per terms of NIT. Any other document so uploaded and not required under the NIT will not be considered.
17. Bids will be evaluated based on the filled-in technical and commercial formats.
18. Documents uploaded by the bidder(s) will be scrutinized. In case any information furnished by the bidder is found to be false during scrutiny, punitive action may be taken against such defaulting bidders.
19. RBI intends to select only one Consultancy firm/Company/Academic & Research Institute, for the purpose of execution of the work specified under this NIT.
20. During pre-qualification and evaluation of the e-tender, RBI may, at its discretion, ask bidders for clarifications on their proposals. Bidders must respond to these clarifications within the time frame prescribed by RBI.
21. The proposal may be uploaded along with a covering letter, accompanied by information/documents indicated in the Annex and Declaration signed by the Authorized Signatory with a seal of the bidder. All pages are required to be signed with date.
22. The tenure of the selected Consultancy firm, Company and Academic & Research Institute would initially be for a period of three years from the effective date, and thereafter may be renewed for a maximum of another two terms of one year each, subject to review and satisfactory performance.

**Contact Persons:**

Ms Saba Shaikh

Deputy General Manager

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Email: [sabashaikh@rbi.org.in](mailto:sabashaikh@rbi.org.in)



## SECTION II: ELIGIBILITY CRITERIA

A bidder must satisfy the following pre-qualification criteria to apply for engagement. Only those entities, satisfying the following criteria are eligible to submit Online Proposal for RFP:

### General Eligibility

- a. This invitation to respond to the RFP is open only to reputed and well-established registered companies/ firms and Academic & Research Institutes who have their registered offices in India.
- b. The eligible entities must be incorporated or registered under the Companies Act, 1956/ Companies Act, 2013 /the Partnership Act, 1932. In case of Academic & Research Institutes, any other document certifying the legal status may be submitted.
- c. Government-owned and semi-government enterprises may participate, only if they are legally and financially autonomous and operate under laws of the Country.
- d. The parent company of any subsidiary company, which is seeking qualification on the financial strength of its parent, would have to give a written undertaking that it would bear all financial and contractual liabilities of the subsidiary with regards to any work assigned under this RFP.
- e. The parent company of any subsidiary company, which is seeking qualification on the technical strength of its parent, would have to give a written undertaking that its technical capabilities/ resources would be available to the subsidiary company as and when required for the fulfillment of contractual obligations assigned under this RFP.
- f. Respondents are eligible to respond based on the other eligibility criteria stated below:
  1. **Consultancy firms/Companies:**

The firm/company should:

    - (a) have been in existence in India for a period of at least 5 years as on 31-03-2020.

- (b) have a total turnover of Rs. 3 crore from HR Consultancy services during the last 3 financial years (2016-17, 2017-18, 2018-2019) as per the audited accounts.
- (c) have an employee base of more than 30 professionals (in HR Consulting) in India.
- (d) have an experience in handling at least 1 (one) HR Consultancy Project involving 360 degree feedback/assessment of around 30 Senior/ Middle level Managers in a Public Sector Undertaking / Scheduled Commercial Bank in India during the last 3 years.

**2. Academic & Research Institutes:**

The Academic & Research Institutes should:

- (a) have been in existence for a period of at least 10 years as on 31-03-2020.
- (b) have an employee base of more than 30 professionals in HR.
- (c) have experience and expertise in handling at least 1 (one) HR Consultancy Project involving 360 degree feedback / assessment of around 30 Senior / Middle level Managers in a Public Sector Undertaking /Scheduled Commercial Bank in India during the last 3 years.

**Disqualifications -**

RBI may at its sole discretion and at any time during the consideration of proposal, disqualify any bidder, if the bidder has:

- (i) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- (ii) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding 3 years;
- (iii) Failed to provide related clarifications, when sought ;
- (iv) Submitted more than one proposal ;
- (v) Been declared ineligible by the Government of India/State/UT Government/ regulatory or statutory authorities for corrupt and fraudulent practices or blacklisted anytime in the past.

### **SECTION III: SCOPE OF WORK**

As a part of continuous development of HR capabilities and streamlining the HR processes, Reserve Bank of India (the Client) undertakes a 360 Degree survey for its officers, in addition to the regular Performance Appraisal System.

1.2 As per the present system there are six grades in the officer cadre of the Client. While officers in Grade A (Assistant Manager) are at the bottom of the structure, officers in Grade F (Chief General Manager / Principal Chief General Manager) constitute the top tier. The Top Executives [Executive Directors (ED), Deputy Governors and Governor] are positioned above the officer cadre. The proposed 360 Degree exercise will be undertaken primarily for the officers in Grade E being considered for promotion to Grade F (approximately 80 candidates per annum) and Grade F Officers being considered for promotion to ED (approximately 50 candidates per annum) and is based on the leadership competency model provided by the Client. The Client may also, whenever required, undertake the 360 Degree exercise for Grade D Officers (approximately 50 candidates) and Executive Directors (approximately 11 candidates).

1.3 The Bidder must envisage all necessary services to be provided to achieve the objective for which RFP is sought and ensure the same are delivered to the Client. Omission of details in the RFP of the services required to be provided by the bidder or mis-description of details generally acknowledged to be customary and/ or necessary to carry out such services or which the bidder knows or reasonably should have known will not relieve the bidder from rendering such omitted services. These must be rendered as if fully and correctly set forth and described in this RFP. The Client reserves the right to increase or decrease the scope of work without any change in price or other terms and conditions.

1.4 Keeping in view the above, the following would be the scope of work for the successful bidder:

- 1.4.1 Finalization of raters. Selection of raters on a random basis from a pool of raters may also be done, if required by the Client.
  - 1.4.2 Online administration of feedback questionnaires
  - 1.4.3 Collation of data
  - 1.4.4 Preparation of feedback reports
  - 1.4.5 Preparation of Group reports
  - 1.4.6 Preparation of individual developmental plans
  - 1.4.7 Post-survey counseling sessions with the participant/s (One on one / Group, if provided in the contract entered with the successful bidder)
- 1.5. Schedule for completion of the tasks
- 1.5.1 Technical setup - 1 week
  - 1.5.2 Administration of the feedback exercise and collation of data - 3 weeks
  - 1.5.3 Development of individual reports, group reports, trends, analysis etc. – 1 week
  - 1.5.4 Administration of post-survey Counseling sessions – 2-3 weeks
- 1.6. Data, services, and facilities to be provided by the Client
- 1.6.1 Leadership Competency Model and the corresponding feedback exercise questionnaire
  - 1.6.2 List of Participants along with broad current roles
  - 1.6.3 PC / Internet access to raters once they are identified
- 1.7. Final outputs (i.e. Reports, drawings, etc.) that will be required of the Consultant
- 1.7.1 Comprehensive group feedback analysis
  - 1.7.2 Individual reports, Group reports, analysis and trends
  - 1.7.3 Recommendations to improve related systems, if any
  - 1.7.4 Analysis of dipstick audit results

## SECTION IV – EVALUATION/ASSESSMENT CRITERIA

### (A) Proposal requirements

1. To engage Bidders, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts, i.e., the Technical Bid and the Commercial/Financial Bid. The Bidder shall submit the ‘Technical Bid’ and the ‘Commercial/Financial Bid’ online within the stipulated date and time. The ‘Technical Bid’ will contain the exhaustive and comprehensive technical details indicated in Part I, and ‘Commercial/Financial Bid’ will contain the **pricing information** as indicated in Part II. **The Technical Bid shall NOT contain any pricing or commercial information. A Technical Bid containing price related information, shall be disqualified and not processed further.**
2. **The bidders are required to upload the following documents while submitting e-tender:**

Section 1	Executive Summary / Introduction
Section 2	Proposal Compliance Letter- A letter signed by an authorized officer of your organization certifying your proposal is in complete compliance with the RFP specifications except as specifically noted in the appropriate sections.
Section 3	Technical Bid (as per Part I to this RFP)
Section 4	Commercial/Financial Bid (as per Part II to this RFP) Charges for processing and custodial services
Section 5	Items included with Proposal (Annex)

3. Technical bids will be opened online on due date. Bidder must qualify with a minimum of 60 marks in evaluation of the technical bid. The evaluation shall be as per the scoring method for technical parameters at ‘C’ of this section.
4. Commercial/Financial Bids of the Bidder qualifying in the Technical Bid will be opened online and submitted to the internal committee formed for the purpose. A final decision on the successful bidder will be taken based on techno-commercial

evaluation in which the technical parameters and commercial/financial bids would be given weightage of 60% & 40%, respectively.

**(B) Important Terms:**

- ❖ **Applicable Law** means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.
- ❖ **Competent Authority** means the Chief General Manager-in-Charge, Reserve Bank of India, Human Resource Management Department, Central Office, Mumbai - 400 001.
- ❖ **Committee** means committee constituted by CGM-in-Charge, RBI, HRMD, Mumbai for evaluation of Technical Proposals.
- ❖ **Consultancy Firm** means any private or public entity, selected by the Client in pursuance of this RFP, which will provide the services to the Bank under the contract.
- ❖ **Contract** means the Contract signed between the parties for empanelment along with the entire documentation and annexures specified in the RFP.
- ❖ **Day** means Calendar day.
- ❖ **Effective date** means the date on which the contract comes into force and effect.
- ❖ **Proposals** means technical and financial proposals submitted by bidders in response to this RFP
- ❖ **Personnel** means professional and support staff provided by the Consultant and assigned to perform services or to execute an assignment and any part thereof.
- ❖ **Quotes** means the rates quoted must be final and in Indian Rupees only. In case of a discrepancy between words and figures, the former shall prevail.
- ❖ **Services** means the work to be performed by the Consultant pursuant to the contract
- ❖ **Terms** include scope of work and various terms & conditions under the RFP.

**(C) Process to be adopted for Evaluation of the Bids**

1. As mentioned above, evaluation of the bids received will be made based on a techno-commercial evaluation, which will be done with 60% weightage for the technical component and 40% weightage for the commercial/financial component.
2. The technical evaluation would be done in two stages. In the first stage, only the 'Technical Bids' will be opened online and Technical Bids in respect of only those bidders who fulfill the eligibility criteria indicated in Section II of this RFP will be considered for evaluation. Eligible Technical Bids will be evaluated on the basis of technical details and the points will be awarded as per following table:-

**Evaluation criteria for Technical Bids:**

<b>Sr. No.</b>	<b>Criterion</b>	<b>Points</b>	<b>Total</b>
<b>1</b>	<b>Number of years operating in India as on March 31, 2020</b>		<b>10</b>
	Between 3 to 5 years	4	
	Above 6 up to 8 years	6	
	Above 8 up to 12 years	8	
	Above 12 years	10	
<b>2</b>	<b>Total Turnover (in Rs. Crore) as per latest Audited Balance Sheet</b>		<b>20</b>
	Between 3 crore to 5 crore	5	
	Above 5 crore to 7 crore	10	
	Above 7 crore to 10 crore	15	
	Above 10 crore	20	
<b>3</b>	<b>Number of employees in the office</b>		<b>20</b>
	Between 30 to 100	5	
	More than 100 up to 200	10	
	More than 200 up to 500	15	
	More than 500	20	

<b>4</b>	<b>Manpower dedicated for HR Management Consulting</b>		<b>10</b>
	Between 5-10	4	
	More than 10 up to 20	6	
	More than 20 up to 50	8	
	More than 50	10	
<b>5</b>	<b>Number of PSU/Statutory bodies for whom 360 Degree Feedback Survey were executed</b>		<b>30</b>
	One PSUs/Statutory bodies	10	
	Two to four PSUs/Statutory bodies	15	
	Four to Six PSUs/Statutory bodies	25	
	More than Six PSUs/Statutory bodies	30	
<b>6</b>	<b>Relevant work experience in category: Carrying out 360 Degree Feedback Projects</b>		<b>10</b>
	One to two Year Experience	4	
	Two to three Years Experience	6	
	Three to five Years Experience	8	
	More than five Years Experience	10	

3. Bidders scoring less than 60 marks shall be declared ineligible.
4. Commercial evaluation shall entail opening electronically the Commercial/Financial Bids of those bidders, who have qualified on the evaluation of technical bids. The financial /commercial component shall carry a 40% weightage and financial/commercial bidder quoting the lowest rate of fees would be treated as C<sub>LOW</sub>. The financial/commercial bid score would be arrived at by applying the formula  $(C_{LOW}/C)*40$  (where C is the rate quoted by the bidders). The rate for this purpose will be the amount quoted for Point no. 1 and 2 of Part II.
5. A final decision will be taken based on marks scored in the techno-commercial evaluation in which the technical parameters and financial/commercial bids would be given weightage of 60% & 40%, respectively.



**(D) RBI reserves the right to:**

- Reject any or all responses received to the RFP without assigning any reason whatsoever.
- Cancel the RFP/Tender at any stage, without assigning any reason whatsoever.
- Waive or change any formalities, irregularities, or inconsistencies in this proposal (format and delivery). Such a change/ waiver would be duly and publicly notified by issuing corrigendum against the tender on MSTC Ltd website.
- Extend the time for submission of all proposals and such an extension would be duly notified on MSTC website.
- Select the next most responsive bidder if the first most responsive bidder evaluated for selection fails to execute an agreement within a specified time frame.
- Select the bidder where a single bid is received as response.
- Share the information / clarifications provided in response to queries regarding the RFP by any bidder, with all other bidder(s) / others, in the same form as clarified to the bidder raising the query. Further, all the submissions including any accompanying document shall become the property of Reserve Bank.

**(E) Bid Submission**

Response Format:

- Section 1 – **Technical Bid** to be submitted online at [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi) in the attached Format (Refer: Part I)
- Section 2 – **Financial / Commercial Bid** to be submitted online at [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi) in the attached Format (Refer: Part II)

1. The bid should be signed by the bidder or any person duly authorized to bind the bidder to the contract. The signatory shall give a declaration and through authenticated documentary evidence establish that he/she is authorized to sign

the tender documents and thus bind the bidder. All pages of the tender documents except brochures, if any, must be serially numbered and signed by the authorized signatory. Scanned copies of the duly signed tender bid documents should be uploaded.

2. The uploaded documents must not contain interlineations, erasures or over-writings except as necessary to correct errors made by the bidder. If at all they do, the person/s signing the bid shall initial all such corrections. Filling in of the information using terms such as “OK”, “accepted”, “noted” may not be acceptable. The Bank may treat offers not adhering to these guidelines as unacceptable.
3. A bidder is expected to examine all instructions, forms, terms, conditions and technical specifications prescribed in the bidding documents. Failure to furnish any information required under the bidding documents or submission of a bid not substantially responsive to the bidding documents in any respect will be at the bidder’s risk and may result in rejection of the bid.
4. No columns of the tender should be left blank. Bids with insufficient information or in non-compliance with the stipulations prescribed above are liable to be rejected.
5. No bid can be modified by the bidder, subsequent to the closing date and time for submission of bids

#### **(F) RFP Terms and Conditions**

Following additional terms and conditions shall apply to the evaluation process:

- (a) **Bidder warranties** - By submitting a response, a bidder represents and warrants to RBI that, at the date of submission:
  - i. The bidder has fully disclosed to RBI in its response all information which could reasonably be regarded as affecting in any way RBI’s evaluation of the response;
  - ii. All details contained in the bidder’s response are true, accurate, complete and not misleading in any way;
  - iii. No litigation, arbitration or administrative proceeding is active, pending or to the knowledge of the bidder threatened against or otherwise involving the bidder which could have an adverse effect on its business, assets or financial condition or upon RBI’s reputation if the response is successful;

- iv. The bidder will immediately notify RBI of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the bidder's business, assets or financial condition, or RBI's reputation or render the bidder unable to perform its obligations under the contract, if any, or have a material adverse effect on the evaluation of the responses by RBI; and
- v. The Bidder has not and will not seek to influence any decisions of RBI during the evaluation process or engage in any uncompetitive behavior or other practice, which may deny legitimate business opportunities to other bidders.

(b) **Confidentiality** - Bidder must keep confidential any information received from or about RBI because of or in connection with the submission of the response. Any Information pertaining to the Client contained in the response, or in subsequent communications shall be deemed confidential and may be used only in connection with the preparation of bidder's Response. Unless expressly agreed in writing prior to submissions, responses are not confidential and may be used by the Client in whole or part. RBI however, will not disclose the information provided by bidder in a Response other than to its affiliates or to its professional advisors, unless required otherwise by any provisions of law. Further, at any point in the evaluation and selection process, RBI may require the Bidder to execute a Non-Disclosure Agreement (NDA).

(c) **Disclaimer** - Reasonable care has been taken in compiling this RFP and the figures, documents and details are presented in good faith. However, no warranty or guarantee (express or implied) is given by RBI as to the completeness or accuracy of the RFP or any information provided in or in connection with it. To the maximum extent permitted by law -

RBI, its officers, employees and agents will not be liable in any way whatsoever for any loss, damage, cost or expense (including without limitation of any liability arising from any fault or negligence on their part) arising from the evaluation process, any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of RBI or any of its officers, employees, Consultants, agents or advisors.

- (d) This RFP is not an offer to contract, nor should it be construed as such; it prescribes specific requirements of the Bank and is an invitation to recipients to submit a responsive proposal addressing such requirements. RBI reserves the right to make no selection and enter into no agreement under this RFP. Only the execution of a written agreement between RBI and the selected bidder will obligate RBI in accordance with the terms and conditions of the said agreement.
- (e) It should be understood that the response of the bidder to this RFP constitutes an offer to do business on the terms stated in the response. Should a contract be awarded to the successful bidder, RBI may, at its option, incorporate all or any part of the response to this RFP in the contract. RBI reserves the right to accept the offer without further discussions and without giving any additional opportunity, to amend, supplement or revise the submitted offer.
- (f) The Bidders, by accepting this document, agree that any information contained herein may be superseded by any subsequent written information on the same subject made available to the recipient or any of their representatives or published on the Bank's website. It is also understood and agreed by the bidders that decision of the Bank regarding selection of the Bidder will be final and binding on all concerned. No correspondence in this regard, verbal or written, will be entertained.
- (g) **RBI's right to verify** - RBI reserves the right to conduct a site survey or obtain other evidence of facilities, resources, integrity, financial, managerial and performance abilities prior to announcing the successful bidder or awarding the contract under this evaluation process.
- (h) **Financial documents** - RBI may request additional financial/business information from the bidder at its discretion.
- (i) **Selection criteria** - The selection criteria, inquiries, questions or information put forth in the response are meant to be provided on the aforesaid and established through the details submitted by the bidder in the Technical Bid. Commercial/Financial Bids of those bidders, which do not meet the evaluation standard of 60% marks as per the criteria laid out in Technical Bid, will not be opened and processed further.
- (j) **Termination/or suspension of evaluation process** - RBI reserves the right to

suspend or terminate the bidder evaluation process (in whole or in part) at any time in its absolute discretion. Bidders will be notified if any suspension or termination occurs. However, RBI is not obliged to provide any reasons therefor.

(k) **Other Rights** - Without limiting its rights under any other clause of this evaluation process or at law, and without liability to the bidder or any third party, RBI may at any stage of the evaluation process:

- i. Require additional information from a bidder;
- ii. Change the structure and timing of the evaluation process;
- iii. Terminate further participation in the evaluation process by a bidder;
- iv. Negotiate with more than one bidder;
- v. Terminate negotiations being conducted with a bidder;
- vi. Vary or extend the timetable and evaluation process
- vii. Waive any requirement of the RFP per its sole discretion where the best interest of the Bank would be served by such a waiver; or
- viii. Vary the terms and conditions of the evaluation process or specifications or requirements at any time.
- ix. Right to re-negotiate the prices in the event of changes in the market conditions and/or technology etc.

(l) **Responsibility for Costs**- Bidder shall be responsible for all costs, expenses or liabilities incurred by them or on their behalf in relation to the entire process (including in relation to providing RBI with the response, the revised response or any additional information) contemplated under and related to this RFP. If selected, the Bidder shall at its own expense register the contract by paying the applicable stamp duty. The first page of the contract shall be on the stamp paper of the appropriate value.

(m) **Non-Reliance by Bidder**- A bidder, by submitting a response, acknowledges that—

- i. It does not rely on any information, representation or warranty, whether oral or in writing, other than those specified in this RFP or otherwise provided by RBI in writing;
- ii. It has made its own inquiries regarding risks, contingencies and other circumstances that may influence the bidder's response;
- iii. Information provided in its response based on historical trends does not

constitute a representation that such trends will continue into future or recur. Nothing contained in its response can be relied on as a commitment, guarantee or representation regarding future events or performance;

- (n) **RBI's right to vary** - RBI reserves the right to vary any aspect of this evaluation process or RFP without any liability to bidders. RBI, of course, shall notify bidders of any such variance.
- (o) **Validity of bids** - All bids shall remain valid for a period of 90 (ninety) days after the date of opening of bid as prescribed under the RFP. A bid valid for a shorter period may be rejected as non-responsive. The Bank may solicit the respondents' consent to an extension of proposal validity. Refusal to grant such consent would result in rejection of bid. However any extension of validity of bids will not entitle the bidder to revise/ modify the bid document or price.
- (p) **Incorporation of Responses into agreement** - The successful Bidder shall execute an agreement with RBI. RBI may, at its sole discretion, incorporate any portion of the bid/response of a successful bidder into the final contract. RBI may require the successful Bidder to submit, prior to the execution of the agreement, the details of any issues likely to affect their ability to discharge contractual obligations. Once the contract is finalized, bidder would be bound by the terms and conditions of the agreement.
- (q) **Precedence of Documents** - If there is any inconsistency between the terms of this RFP and any of its appendices, schedules or attachments then, unless the contrary is explicitly stated in this RFP, the terms of the RFP will prevail to the extent of any inconsistency.
- Further, in event of an inconsistency between the terms of this RFP and those of the resultant contract executed with the successful bidder, the terms of the contract shall prevail.
- (r) **Governing Laws & Dispute Resolution** - The RFP and selection process shall be governed by and construed in accordance with the laws of India. Any dispute arising out of the RFP process shall be referred to arbitration under the Arbitration & Conciliation Act, 1996. The arbitral tribunal shall consist of three arbitrators - one each to be appointed by RBI and Bidder and the two appointed arbitrators then appointing an umpire. The venue of arbitration shall only and exclusively be Mumbai.

### Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated at Mumbai only.

- (s) The evaluation process as communicated earlier shall continue without any changes.
- (t) In the event that a bidder elects not to respond to this RFP, then the restrictions shall continue to apply to the use or disclosure of the information.
- (u) **Fraud and Corruption** -The Bank requires that the Consultants engaged through this RFP must observe the highest standards of ethics during the performance and execution of such contract.

In pursuance of this policy, the Bank:

- (a) Defines, for the purposes of this provision, the terms set forth as follows:
  - (i) "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of the Bank or any personnel of Consultant(s) in contract execution.
  - (ii) "Fraudulent practice" means mis-presentation of facts, in order to influence a procurement process or execution of the contract, to the Bank, and includes collusive practice among Respondents (prior to or after proposal submission) designed to establish proposal prices at artificially high or non-competitive levels and to deprive the Bank of the benefits of free and open competition;
  - (iii) "Unfair trade practices" means supply of services different from what is ordered on, or change in the scope of work, prescribed by the Bank.
  - (iv) "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- (b) Will reject a proposal for award, if it determines that the Respondent recommended for award, has been determined by the Bank to having been engaged in corrupt, fraudulent, or unfair trade practices.
- (c) Will declare a consultant ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time it is established that the Consultant has

engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

- (v) **Taxes and Duties-** The bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed within and outside India.

The bidder is expected to submit the Commercial bid **exclusive of** all the applicable taxes. Each tax component, along with its rate, will have to be mentioned as separate line item in the commercial/financial bid. Any mistake on the part of the bidder in applicability /calculation/representation of any taxes/duties, etc. in the bid, in lieu of any change in existing tax laws or otherwise, shall be the sole responsibility of the bidder and any amount or penalty levied in consequence of such mistake shall be payable by the bidder.

The total amount payable by the Client to Bidder shall be inclusive of consultant's fee and taxes as applicable. The Client shall pay the amount due under this RFP after deducting any tax deductible at source (TDS), as required. The Client shall pay each undisputed invoice raised in accordance with this RFP and the subsequent contract, within (90) ninety 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.

- (w) **Supplementary information for the Consultants-** The Consultant should note that the Contract for works under this RFP will be with the Chief General Manager-in-Charge, Human Resource Management Department, Reserve Bank of India, Mumbai. Payments to the Consultant shall be made in accordance with the agreed payment schedule incorporated in the Contract. The Client proposes the following payment schedule for consideration of the Consultant.

(i) 10% of Contract price: After signing of the contract and submission of Inception Report. \*\*

(ii) 50% of Contract Price: On submission of Intermediate Reports as stipulated\*\* and their approval by the Client

(iii) 40% of Contract Price: On submission of Final Report. \*\*

\*\* Reports / milestones to be firmed up in consultation with the selected consultant.



- (x) **Performance Assessment**-This RFP is for engagement of the Consultants for carrying out the 360 Degree feedback exercises, as assigned from time to time. If during execution of the assignments, following problems are found, a penalty of 1% of the contract value per week (subject to maximum of 20%) may be imposed by the Client:
- i. Quality of deliverable is not up to the mark, (till the quality is improved to the required extent)
  - ii. Delays in deliverables
  - iii. Not assigning adequate resources in time
  - iv. Not engaging resources on a dedicated basis, even when required
  - v. Assigning resources that do not meet the Client's requirements
  - vi. Inadequate interaction with the Client's concerned department.
  - vii. The work is either not complete or not completed satisfactorily as per the approved time schedule or the quality of deliverable. If the delay is beyond 10 weeks then the Bank may rescind the Contract and shall be at liberty to get it completed from other empaneled Consultants at the risk and costs of the appointed defaulting Consultant. The Bank may further debar the Consultant from applying for future empanelment.

### **Pre Proposal Queries**

The prospective Respondent, requiring any clarification on RFP may notify the same in the form of a written query (by email) to the Bank latest by \_\_, 2020. The Bank's response as well as the clarifications sought (including an explanation of the query but without identifying the source of inquiry) will be uploaded on the RBI website for all the prospective respondents interested in submitting the Proposal by \_\_, 2020.

**SECTION V- ANNEX**

**PART I**

The following forms must be duly filled in, stamped and uploaded on MSTC website and the same will be considered for technical bid.

**Particulars of the Consultancy Firm /Company/Academic & Research Institute**

Sr. No.	Particulars	Answers	Documents required to be uploaded in support of the requirement
1	Name of the Consultancy firm, Company, Academic & Research Institute		Copy of Certificate of incorporation under Companies Act, 1956/ Companies Act, 2013, the Partnership Act, 1932. In case of Academic & Research Institutes, any other document certifying the legal status.
2	Registered office address Fax no Contact No Website Email Mobile No Location (Indian/Overseas)		
3	Type of License / applicable permit or approval		Copy of original license issued by the concerned regulatory/ appropriate authority while granting the license/approval and

			confirmation that the entity can do business
4	Legal Status		
5	Details of the Authorized Person		
6	Direct Employee Strength (excluding contract and sub-contract employees) (As on March 31, 2020)		Auditor's Certified Copy
7	No of Professionals in the organization: HR Consulting Management Others		Auditor's Certified Copy
8	Number of years in operation in India i.e. License/ applicable permit or approval issuance/ Renewal Date		License Copy
9	Total Turnover (in Rs. cr.) (As per latest Audited Balance Sheet )– 2018-19 2017-18 2016-17		Auditor's Certified Copy
10	No. of offices (As on March 31, 2020)		Auditor's Certified Copy
11	No. of Corporate Clients (As on March 31, 2020)		Auditor's Certified Copy

12	<p>No of Projects related to 360 Degree Feedback carried out in past 5 years:</p> <p>Project name and scope</p> <p>Duration of Assignment-Start date /End date</p> <p>Order value of the project</p>		<p>Certified copy from the Clients</p>
13	<p>Number of Public Sector Companies/ Statutory bodies being served as your client for 360 Degree Project</p> <p>Name</p> <p>Address</p> <p>Year during project undertaken</p>		<p>Certified copy from the Clients</p>

**PART II**

**The following form must be duly filled in and stamped and uploaded on MSTC website and the same will be considered as price bid.**

Commercial/Financial Bid for engagement of Consultancy Firm/Company/Academic & Research Institute for carrying out the 360 Degree Feedback Survey

No.	Particulars	Charges (Rupees Only)
1.	For undertaking the 360 Degree exercise by mapping of roles with the model (total charges in lumpsum rupees)** exclusive of applicable taxes\$	
2.	All inclusive charges per individual** assessed for carrying out the 360-Degree feedback exercise for the following particulars: <ul style="list-style-type: none"> <li>▪ Administration of the feedback exercise;</li> <li>▪ Collation of data and Preparation of feedback reports.</li> </ul>	
3.	Post-survey activities: <ul style="list-style-type: none"> <li>▪ Preparation of Individual Developmental Plans</li> <li>▪ Counselling sessions with the participant/s: <ol style="list-style-type: none"> <li>1. Individual</li> <li>2. Group#</li> </ol> </li> </ul>	

\*\* The quoted price should include all expenses for travel, local transportation, per diem, communications, report preparation costs and other costs as may be necessary for the satisfactory implementation of the assignment however taxes any taxes, levies and duties should be mentioned separately.

\$ The amount may be quoted per survey in case the mapping is required to be done separately for each survey.

# The number of participants in a group may be indicated.

**ANNEX I**

**DECLARATION CERTIFICATE**

I / We have not been suspended / delisted / blacklisted by any Government Ministry / Department / Public Sector Undertaking / Regulatory or Statutory bodies / Autonomous Body / Financial Institution / Court / Private entities.

We hereby undertake and confirm that we have understood the scope of work properly and shall carry out the work as mentioned in this RFP.

**Signature of the Authorised Signatory with Seal/ Rubber Stamp and date.**

## ANNEX II

### A. PROPOSAL FORM

The Respondents are required to submit the covering letter. This Form should be on the letterhead of the Respondents, who are submitting the proposal.

#### FORM I      Covering Letter (on Respondent's letterhead)

Date:

To

Chief General Manager - in - Charge,  
Reserve Bank of India, Central Office,  
Human Resource Management Department,  
20th Floor, Central Office Building,  
SBS Marg, Fort,  
Mumbai - 400 001

Dear Sir,

Sub: Proposal for Empanelment of Respondents

1. Having examined the RFP, we, the undersigned, offer to propose for empanelment as Consultants with the Reserve Bank of India, in full conformity with the said RFP.
2. We have read all the provisions of the RFP and confirm that these are acceptable to us. We further agree that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
3. We agree to abide by the Proposal, consisting of this letter, the pre-qualification and technical proposal, the duly notarized power of attorney, and all attachments, for a period of 90 days from the date fixed for submission of proposals as stipulated in the RFP, and any modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiry of that period.

4. Until the formal final Contract is executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding contract between us.
5. We hereby declare that all the statements made and information disclosed in this proposal are true. We accept that any misinterpretation contained therein may lead to our disqualification.
6. We understand that you are not bound to accept any proposal you receive.

**Signature.....**

**In the capacity of.....**

**Duly authorised to sign Proposal for**

**And on behalf of.....**

**Date.....**

**Place.....**



**ANNEX III**

**B. FORM OF SUBMISSION OF FINANCIAL PROPOSAL**

The Respondents are required to submit the same while submitting Commercial/Financial Quote.

Date.....

To  
Chief General Manager-In-Charge  
Human Resource Management Department,  
Reserve Bank of India  
21<sup>st</sup> Floor, Central Office Building,  
Shahid Bhagat Singh Marg,  
Mumbai – 400 001,  
Maharashtra, India

Dear Sir,

**Subject: Request For Proposal dated MM, DD, YYYY COMMERCIAL BID for  
\_\_\_\_\_ in Reserve Bank of India**

Having examined the tender documents, we, the undersigned, offer to provide all the services mentioned in the 'Request for Proposal' and the other Tender Documents for a total bid price of Rs. \_\_\_\_\_ (**Indian Rupees in figures and words**)\*.

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

We agree to abide by this Tender Response for a period of 90 days from the last day of bid submission and it shall remain binding upon us, until within this period a formal contract is executed. This tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us.

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/services 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 while competing and discharging the contractual obligations (if the award is made to us) we shall strictly observe all the laws against fraud and corruption in force in India.

Dated this ..... Day of.....2020

.....

(Signature) (In the capacity of)

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

.....

.....

.....

(Name and address of Bidding Company)

Seal/Stamp of Tenderor

Witness name:

.....

Witness address:

.....

.....

Witness signature:

.....