

Request for Proposal: Online Reporting System: National Housing Bank

RFP Reference no:-NHB/ITD/RFP-Online Reporting System /5248/2015

**Request For Proposal (RFP)
For
Implementation of Online Reporting Solution and Support Services**

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GLOSSARY

Abbreviation	Description
NHB	National Housing Bank
DC	Data Center Site, Delhi
DR	Disaster Recovery Site, Mumbai
HO	Head Office, Delhi
RRO	Regional Representative Office
ITD	Information and Technology Department
PSU	Public Sector Unit
PSB	Public Sector Bank
VC	Video Conference
MPLS	Multiprotocol Label Switching
TCO	Total Cost of Ownership
EMD	Earnest Money Deposit
RFP	Request For Proposal
PBG	Performance Bank Guarantee
AMC	Annual Maintenance Cost
OEM	Original Equipment Manufacturer
ERV	USD-INR exchange rate variation
ORS	Online Reporting Solution
BOM	Bill of Material
LC	Large Corporate (LC) : An organization having an average annual turnover of Rs. 1000 Crore or above during last three years with a minimum of 1000 employees on its payroll and having atleast 25 offices(at metro cities/state capitals/UTs) across India, will be considered as Large Corporate(LC) for this RFP.

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For all abbreviations/terminology/definitions, please refer to GLOSSARY at Page No 2.

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A. IMPORTANT BID DETAILS

1.	Date of commencement of sale of Bidding Documents	19/05/2015
2.	Pre-Bid meeting with Bidders (Date and Time)	29/05/2015 15:00 hrs
3.	Last date and time for sale of Bidding Documents	11/06/2015 18:00 hrs
4.	Last date and time for receipt of Bidding Documents	11/06/2015 18:00 hrs
5.	Date and Time of Technical Bid Opening	12/06/2015 12:00 hrs
6.	Cost of RFP	Rs. 5000/- (non refundable) (Please refer to clause no. F.12 for payment details)
7.	Earnest Money Deposit Amount	Rs.500,000/- (Rs. Five Lac Only) (Please refer to clause no. F.12 for payment details)
8.	Place of opening of Bids	National Housing Bank, Information Technology Department Head Office Core 5-A, 3 rd Floor, India Habitat Centre, Lodhi Road, New Delhi - 110003

Note: -

- **Technical bids will be opened in the presence of bidders who choose to attend as above. The above schedule is subject to change. Notice of any changes will be provided through e-mail from designated contact personnel only or publishing on Bank's website. Further, please note that Commercial Bid opening Date, Time & Venue will be intimated to the technically qualified Bidders at a later date.**
- **All data/information, submitted vide documentary proofs/company records along this RFP, must be reported & will be treated as on date of publication of this RFP.**

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B. National Housing Bank

National Housing Bank (NHB), a statutory institution is a wholly owned subsidiary of the Reserve Bank of India, established under an Act of the Parliament.

- a. NHB has been established to achieve, inter alia, the following objectives -
 - To promote a sound, healthy, viable and cost effective housing finance system to cater to all segments of the population and to integrate the housing finance system with the overall financial system.
 - To promote a network of dedicated housing finance institutions to adequately serve various regions and different income groups.
 - To augment resources for the sector and channelize them for housing.
 - To make housing credit more affordable.
 - To regulate the activities of housing finance companies based on regulatory and supervisory authority derived under the Act.
 - To encourage augmentation of supply of buildable land and also building materials for housing and to upgrade the housing stock in the country.
 - To encourage public agencies to emerge as facilitators and suppliers of serviced land, for housing.
- b. The head office of NHB is located in New Delhi and a regional office located at Mumbai. It has representative offices located at Hyderabad, Chennai, Bengaluru, Kolkata, Lucknow, Ahmedabad, Patna, Bhopal, Bhubaneswar, Nagpur & Jaipur.

C. Purpose

- National Housing Bank (NHB) (hereinafter referred to as the Bank) with Head Office at New Delhi proposes to invite Request for Proposal (RFP) tenders from the eligible vendors to implement Online Reporting Solution (ORS) for NHB as described under scope of work. The invitation for RFP document is now being issued to enable vendors to submit their responses to the Bank.
- The purpose of this RFP is to select a vendor to supply, installation and commissioning of required infrastructure, system & services, provide training and support for five years etc.
- The Request for Proposal document contains statements derived from information that is believed to be relevant at the date but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with NHB. Neither NHB nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement

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given or made in this document. Neither NHB nor any of its employees, agents, contractors, or advisers has carried out or will carry out an independent audit or verification exercise in relation to the contents of any part of the document.

- Subject to any law to the contrary, and to the maximum extent permitted by law, NHB and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of 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 negligence, omission, default, lack of care or misrepresentation on the part of NHB or any of its officers, employees, contractors, agents, or advisers.

D. Present Setup

NHB has centralized setup with **Data Center [DC] at New Delhi** and **Disaster Recovery [DR] Site at Mumbai**. All the other offices are on the WAN through MPLS network. All applications, are hosted at Data Centre, New Delhi and are accessed by all offices/locations over MPLS VPN. All locations including DC and DR sites are interconnected with MPLS network. Presently the bandwidth between these DC & DR centers is 16 Mbps (DC)/8 Mbps (DR) and all RROs are connected over 1Mbps link.

Existing Infrastructure:

- Bank has setup Data Centre for providing various IT services to Bank officers. The services include VC, SAP, Email, File servers etc.
- All services are information based services wherein data is transferred from one end to another. Bank has Disaster Recovery (DR) site at MRO to ensure continuous delivery of key operations.

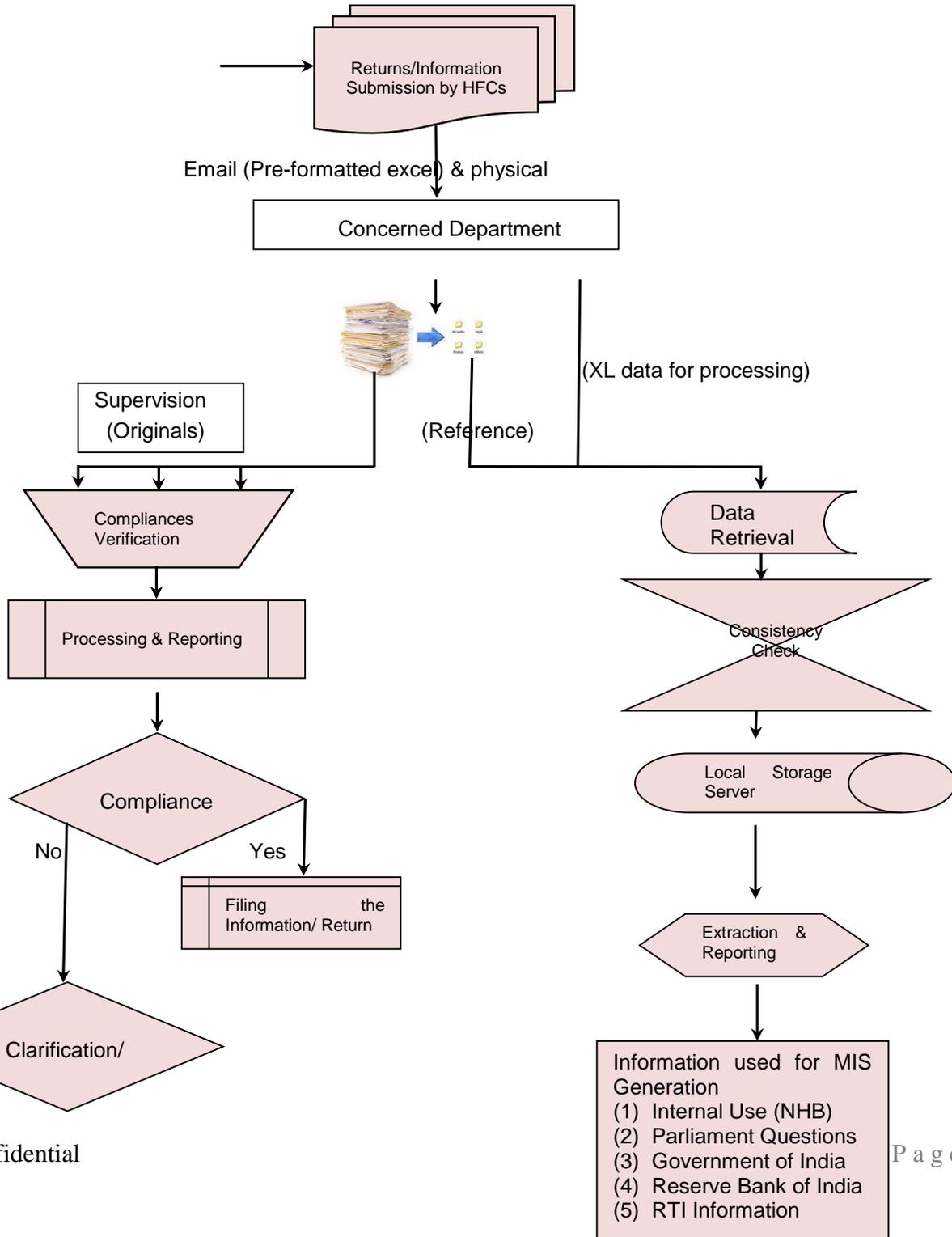
Existing Reporting System & Work Flow

- Bank has presently an offline arrangement where HFCs submit the requisite data in the prescribed formats. The information submitted is then consolidated by respective departments to generate various MIS reports.
- As described under, the reports submitted by email/physical mode are checked for its compliance and validation. Based on that, respective HFC is reported and necessary action is taken.

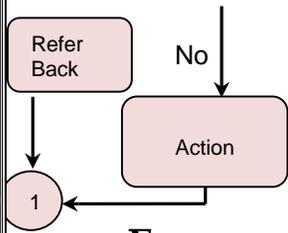
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- Once the reports are accepted, the same are checked for its consistency and requisite MIS is generated.

Existing Reporting Workflow:



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E. Objective

NHB intends to engage reputed vendor for development of Online Reporting Solution (ORS) which includes:

- a. Supply, Installation and maintenance requisite infrastructure to implement ORS.
 - b. To facilitate HFCs in submitting prescribed returns online.
 - c. To facilitate NHB in generation of various MIS & analytic reports.
2. This includes supply, installation, commissioning of IT Hardware/Software, its configuration, hardening, maintenance support, integration with existing systems at DC, monitoring and reporting, training, documentation etc. with SLA binding the Bidder and service quality commitments.
 3. The period of contract will be for 5 years with annual review.
 4. The bidder has to provide onsite support for the system and associated deliverables for 5 years, starting from the date of project implementation i.e. date of sign off.
 5. The selected Bidder to extend the service to NHB shall be scalable to add new reports as and when required by NHB, at the contracted rate, if applicable.
 6. The selected Bidder has to submit proof for back to back warranty / support for all the equipment proposed for this tender.
 7. The selected Bidder to upgrade the requisite software/patches/applications regularly on the devices as applicable from time to time.
 8. The system should be deployed centrally and can be used as web-based server architecture.
 9. The System should create an Enterprise Wide Data Warehouse and should be capable of migration to XBRL platform /any other application both through flat files/xml interface or/and through API and Middleware Tool, as required, that may be implemented later on.
 10. The product should have built-in features for providing role based access to users of the

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Bank.

11. The system product is liable to be audited by Banks appointed Software Audit firm/In house team or external team. All audit points raised by the Software Auditor in Audit should be complied by the successful bidder without any extra charge and within the stipulated time frame agreed between the Bank and the successful bidder, as and when the need arises.
12. The system should have built-in digital signature based security features to help only authorized users to use the application as per roles defined. Open web application security project (OWASP) guidelines to be followed and complied by the vendor.
13. The system shall be under a warranty of **one year from the date of live implementation*** during which additions/modifications/bug fixing shall be done without any extra charge by the bidder. Further all upgrades, patches, integration with required bank's software and statutory changes would be provided free of cost during the warranty and support period of 5 years. The warranty period would start from the date of live implementation of the system.
***Live implementation is defined as successful implementation of the system at the Bank and successful generation of MIS & other reports to the satisfaction of the Bank & associated departments.**
14. Reports, their frequency and other MIS requirements are enclosed as per Annexure XX. Please note that this requirement is subject to change.
15. The successful bidder shall be responsible to provide Annual Technical Support (ATS) of the software for the lifetime of the product. The cost quoted by the bidder for the Annual Technical Support in the commercial bid will be valid for 4 years after the warranty period.
16. The tool should provide workflow templates to facilitate bank users to easily customize it according to its needs.
17. The successful bidder should provide **one year** onsite support from 10.00 a.m to 6.00 p.m, Monday to Saturday, and offsite 24 × 7 support during warranty period, immediately

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after live implementation without any extra cost. Onsite support means deputing the requisite resource on the site after notification by the Bank. The terms of service will be applicable as defined in this document.

18. The bidder may be required to implement the system at Disaster Recovery (DR) site of the Bank as required by the Bank.
19. Bidder should ensure full time availability of minimum one Subject Matter Expert onsite during the period of Implementation.
20. The system should also comply with the Information Security standards as per ISO 27000 series as applicable for the implementation.
21. The bidder has to implement suitable solution which will ensure that setup is done in fast, efficient & reliable manner without putting much load on the existing infrastructure.
22. Complete documentation of the application software in hard and soft copy should be provided along with implementation of the software. There will be separate manual for each documentation.
23. Documentation will include:
 - Utilities and general software reference manuals.
 - Language reference manuals.
 - Documentation on Design Logic and Program Development.
 - Operator Reference manuals for each operator task.
 - Error messages manuals.
 - Documentation on troubleshooting.
 - File / table structures, Indexes and Relations
 - On line tutorials and help documentation.

F. Instruction to Bidders

1. General :-

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

- All costs and expenses incurred by Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to; the

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attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by NHB, will be borne entirely and exclusively by the Respondent.

- No binding legal relationship will exist between any of the Respondents and NHB until execution of a contractual agreement.
- Each Recipient acknowledges and accepts that NHB may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(s). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient.
- A Recipient will, by responding to NHB for RFP, be deemed to have accepted the terms of this Introduction and Disclaimer.
- Recipients are required to direct all communications related to this RFP, through the Nominated Point of Contact persons, mentioned below:

<u>S K Padhi</u> Dy. General Manager (IT) Email : padhisk@nhb.org.in Mobile : 9717691287 Telephone : +91 - 11 - 24626383 Fax : +91 - 11 - 24649432	<u>Munish Bhutani</u> Manager (IT) Email : bhutanim@nhb.org.in Mobile : 8130498078 Telephone : +91 - 11 - 24617101 Fax : +91 - 11 - 24649432
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- NHB may, in its absolute discretion, seek additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response.
- Respondents should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
- If NHB, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then NHB reserves the right to communicate such response to all Respondents.
- Queries / Clarification if any, may be taken up with the contact persons detailed above before the deadline for submission of bids between 10.00 am to 6.00 pm on Monday to Friday.

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- NHB may, in its absolute discretion, engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.
- Vendor should not have been blacklisted/debarred from participation in the bid process by any of the Govt. Departments/PSU/Banks/Financial Institutes in India.
- NHB will notify all short-listed Respondents in writing or by mail or by publishing in its website as soon as practicable about the outcome of their RFP. NHB is not obliged to provide any reasons for any such acceptance or rejection.

2. Pre-Bid Meeting

For the purpose of clarification of doubts of the bidders on issues related to this RFP, NHB intends to hold a Pre-Bid meeting on the date and time as indicated in the RFP. The queries of all the bidders, in writing, should reach by e-mail or by post on or before 29/05/2015 on the address as mentioned above. It may be noted that no queries of any bidder shall be entertained received after the Pre-Bid meeting. Clarifications on queries will be given in the Pre-Bid meeting. Only the authorized representatives of the bidders, will be allowed to attend the Pre-Bid meeting.

3. Soft Copy of Tender Document

The soft copy of the tender document will be made available on NHB's website <http://www.nhb.org.in> . The bidders will need to pay the non-refundable fee of Rs. 5000/- (Rupees Five Thousand Hundred only) by way of ECS as described in F.12.

The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation.

4. Non-Transferability of Tender

This tender document is not transferable.

5. Erasures or Alterations

The offers containing erasures or alterations may not be considered. Any interlineations', erasures or overwriting may be considered at the discretion of the Bank only if they are initialed by the person signing the Bids .However any interlineations', erasures or overwriting in any form will not be accepted in the commercial bid. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be

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filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. NHB may treat offers not adhering to these guidelines as unacceptable. NHB may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This shall be binding on all bidders and NHB reserves the right for such waivers.

6. Amendment to the bidding document

- At any time prior to the deadline for submission of Bids, the Bank, for any reason, may modify the Bidding Document, by amendment.
- The amendment will be posted on Banks website www.nhb.org.in
- All Bidders must ensure that all amendments/enhancements (if any) in the RFP have been considered by them before submitting the bid. Bank will not have any responsibility in case some omission is done by any bidder.
- The bank at its discretion may extend the deadline for the submission of Bids.
- The Bank shall not be liable for any communication gap. Further the Bank reserve the right to scrap the RFP or drop the tendering process at any stage without assigning any reason.

7. Language of Bid

The bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

8. Masked Commercial Bid

The bidder should submit a copy of the actual price bid (as per the format specified by NHB) being submitted to NHB by masking the actual prices. This is mandatory. The bid may be disqualified if it is not submitted by masking it properly. NHB reserves the right to cancel the bid at the time of commercial evaluation, if the format/detail (except price) of ‘Masked Commercial Bid’ does not match with the format/detail of actual Commercial Bid submitted.

9. Right to Alter Location / Quantities

NHB reserves the right to alter the proposed location/s specified in the tender. NHB also reserves the right to add/delete one or more location/s from the list specified in the tender.

10. Documents Comprising the Bid

- The bid consists of two proposals viz., technical proposal and commercial proposal.

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- Documents comprising the **TECHNICAL PROPOSAL** should be:
 - Documentary evidence establishing that the Bidder is eligible to Bid and is qualified to perform the contract i.e., minimum eligibility criteria as per **Annexure -V**.
 - Technical Bid as per **Annexure -VII**. Any technical Bid containing price information will be rejected.
 - The proof of e payment of Rs.5000/- (non-refundable) made to **NATIONAL HOUSING BANK**. (Pl refer F.12)
 - The proof of e payment of Rs.500,000/- (refundable) made to **NATIONAL HOUSING BANK**. (Pl refer F.12)
 - Soft copy of minimum eligibility criteria, technical bid, masked commercial bid.
 - Masked Price Bid listing all the components as listed in Commercial Bid, without indicating the price as per **Annexure -IX**.
 - Manufacturer Authorization Form as per **Annexure -XIII**.
 - **Bids without the RFP cost and EMD amount will be rejected.**
- Documents comprising the **COMMERCIAL PROPOSAL** should be:
 - Complete Commercial bid as per **Annexure -IX with covering letter as per Annexure VIII** .
 - Soft copy of commercial bid Price bids containing any deviations or similar clauses may be summarily rejected.
 - Any Other information may be furnished in separate Annexures.

11. Bid Currency

Bids to be quoted in Indian Rupee only.

12. Earnest Money Deposit (EMD)

- i. All the responses must be accompanied by a refundable interest free security deposit of Rs. 500,000/- (Rs. Five Lacs only), by way of an e-payment in favour of **National Housing Bank**.

The Accounts details are given below:

S.No	Type	Particulars
1	Beneficiary Name	National Housing Bank
2	Beneficiary Address	Core 5A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi 110 003
3	Beneficiary Bank Name	State Bank of Hyderabad

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4	Beneficiary Bank Branch Address	Pragati vihar Delhi Branch, Ground Floor, Core-6, Scope Complex, Lodhi Road, New Delhi - 110 003
5	Type of Bank Account	Current account
6	Beneficiary Bank A/C No	52142903844
7	IFCS code of Bank branch	SBHY0020511
8	MICR No	110004005

- ii. The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation. The bidders are also required to submit ECS Mandate Form as enclosed in Annexure-XI.
- iii. Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.
- iv. Request for exemption from EMD will not be entertained.
- v. The EMD amount of all unsuccessful bidders would be refunded on completion of the tendering process.
- vi. Successful Bidder will be refunded the EMD amount after execution of SLA and submission of Performance Bank Guarantee for 10% of total contract value.
- vii. The EMD security may be forfeited:
 - o If a Bidder withdraws its bids during the period of bid validity
 - o If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
 - o In case of successful Bidder, if the Bidder fails to Sign the contract.

13. Implementation schedule

- The Bidder shall be responsible for delivery and installation of the ordered item(s) at the site and for making them fully operational at no extra charge within 6-10 weeks of the date of purchase order. Appropriate insurance to cover the ordered item(s) for the transit period and till the time of its acceptance by the Bank at the respective site is to be taken by the Bidder.

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- At the discretion of the Bank, there will be an acceptance test conducted by the Bidder in presence of the Bank official(s) and/or its nominated consultant(s) after installation of complete item(s). In case of serious discrepancy in the offered equipment supplied, the Bank may cancel the entire purchase order and return the item(s) back to the Bidder at Bidder's costs and risks. The Bidder shall give acceptance of the order within two days from the date of order. Bank has right to cancel the order, if the same is not accepted within the stipulated period from the date of order. As it is a time bound project no delay in the below schedule will be accepted by the Bank.
- Billing cycle will commence after successful completion of acceptance testing for all locations.

S.No	Purchase Order for	Delivery Schedule (From date of acceptance of Order)
1.	Delivery of hardware, software, licenses etc.	4-6 weeks
2.	Project Completion period i.e. installation, commissioning, integration, testing of online reporting solution	6-10 weeks

- Bidder to implement the solution within **TEN WEEKS FROM THE DATE OF WORK ORDER.**
- NHB would carry out acceptance testing for a period of 7 working days.
- Billing cycle will commence after successful completion of acceptance testing for all locations under scope of work.

14. Performance Guarantee

1. The selected Bidder will be required to provide a 10% of the total cost of project (Pl refer Net Cost 'X' of Annexure IX.A) as Performance Guarantee, in the form of bank guarantee from a scheduled commercial bank. The performance guarantee should be valid till at least three months period beyond the expiry of contract period.
2. For the applicable warranty/AMC/support period (as applicable) bidder has to provide PBG for the equal value for the advance payment for that year/period (as applicable).
3. Payment of 60% of total Hardware & Software cost will be made on delivery & Installation of Hardware (HW) and Software (SW) (Refer para Infrastructure Cost in Annexure IX.A) subject to submission of PBG of equal value with a validity of 3

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months. The same is required to be renewed for 3 months consecutively, in case the project sign off gets delayed.

4. Payment of 40% of total Hardware & Software (Refer para Infrastructure Cost in Annexure IX.A) cost will be made after project sign-off subject to satisfaction of the Bank. However, payment of 100% of total Hardware & Software cost Software (Refer para Infrastructure Cost in Annexure IX.A) will be made after project sign-off in case 60% payment is not already claimed, as per point 3 mentioned above.

15. Period of Validity of Bids

- Prices and other terms offered by Bidders must be valid for an acceptance period of 6 months from the date of submission of commercial bid.
- In exceptional circumstances the Bank may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing. The Bid security provided shall also be extended.

16. Format and Signing of Bids

Each bid shall be in two parts:

- Part I: consists of MINIMUM ELIGIBILITY CRITERIA, TECHNICAL BID and MASKED COMMERCIAL BID [price bids without any price]. The above contents will be referred to as “**TECHNICAL PROPOSAL**”.
- Part II : covering only the COMMERCIAL BID herein referred to as “**COMMERCIAL PROPOSAL**”
- The Original Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.

17. Sealing and Marking of Bids

- The envelop shall be addressed to the Bank at the address given below:
The General Manager, IT Department
National Housing Bank
Core 5A, 3rd Floor, India Habitat Centre
Lodhi Road
New Delhi – 110003

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- All envelopes should indicate on the cover the name and address of bidder along with contact number.
- The Bidder shall seal the envelopes containing Technical and Commercial proposals separately.
- The envelope should be non-window and separately super scribed as “Technical Proposal for Online Reporting Solution & Support Services” and “Commercial Proposal for Online Reporting Solution & Support Services”, as applicable.
- **If the envelop is not sealed and marked, the Bank will assume no responsibility for the Bid's misplacement or its premature opening.**
- **Bids not sealed properly shall not considered and will stand rejected without recourse.**

18. Deadline for submission of Bids

- The bids must be received by the Bank at the addressed specified, not later than the last date of bid submission as indicated above.
- In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.
- The Bank may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

19. Late Bids

Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will be rejected and returned unopened to the bidder.

20. Modification and/or Withdrawal of Bids:

- The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by the Bank, prior to the deadline prescribed for submission of bids.
- The Bidder modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids.

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- No bid may be modified after the deadline for submission of bids.
- No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the bid form. Withdrawal of a bid during this interval may result in the bidders' forfeiture of its EMD.
- Bank has the right to reject any or all tenders received without assigning any reason whatsoever. Bank shall not be responsible for non-receipt / no delivery of the bid documents due to any reason whatsoever.

21. Opening of Bids by the Bank

- On the scheduled date and time, bids will be opened by the Bank Committee in presence of Bidder representatives who will attend the meeting on the specified date.
- The Bidder name and presence or absence of requisite EMD, RFP cost and such other details as the Bank, at its discretion may consider appropriate will be announced at the time of technical bid opening.

22. Clarification of bids

During evaluation of Bids, the Bank, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing (Fax/e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

23. Preliminary Examinations

- The Bank will examine the Bids to determine whether they are complete, the documents have been properly signed; supporting papers/documents attached and the bids are generally in order.
- The Bank may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- The decision of the Bank is final towards evaluation of the bid documents.

24. Proposal Ownership

The proposal and all supporting documentation submitted by the vendors shall become the property of NHB unless NHB agrees to the vendor's specific request/s, in writing, that the proposal and documentation be returned or destroyed.

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25. Instructions to the Bidders:

The bidder shall not outsource the development and maintenance work assigned by the Bank, to any third party and attend all complaints registered by the Bank through its own service/support infrastructure only.

26. Escrow

Source code with the related documentation of the core application should be put in Escrow, cost of which should be borne by the vendor.

27. Price Composition and Total Cost of Ownership (TCO)

The price quoted should be in Indian Rupees on a fixed price basis and should include the followings: Cost of equipment, software licenses, etc., (including their warranty and implementation costs), etc., inclusive of all taxes, levies, duties, service tax, other charges, etc. The cost should include consultancy for site preparation, layout design and installation, Facility Management Charges to setup and manage offered solution at Bank's Head Office and in Mumbai.

- The prices quoted shall be inclusive of all transportation and insurance costs i.e., on CIF basis, till the time of installation and commissioning at the respective designated locations, in respect of all the equipment and software and training to the staff members of NHB.
- All prices should be itemized. Unit price should be given in detail for each and every item offered. Total Cost of Ownership (TCO) will be calculated taking all the items as mentioned in Annexure - IX, excepting optional items, if any, which may be shown separately.
- In case the equipment is to be imported, the vendor is required to do and complete all such processes without involving NHB in any manner at any stage. It will be the responsibility of the vendor to abide by all statutory requirements like payment of all taxes, duties etc., without any reference to the Bank. NHB accepts no responsibility or liability in this regard.
- The vendor should clearly furnish the cost matrix strictly as per the structure provided in the Annexure IX. Any deviation may lead to bid rejection. Also no options should be quoted other than as per the Bill of material. Wherever options are given, the bid is liable to be rejected. The product /service quoted individually be of one OEM /make.

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- All the proposed hardware will be covered by a comprehensive on-site OEM warranty of 1 year from the date of installation. All the Software Components will be covered by a comprehensive OEM's ATS support of 1 year from the date of installation. The warranty of Hardware & Software will be renewed every year as per contract terms & Bill of Material (Annexure III).
- Date of implementation of project shall be date of the sign-off. The same date shall be considered for renewal of support services etc, if applicable.

28. Price Variation

- The commercial offer shall be on a fixed price basis. No price variation relating to increases in customs duty, excise tax, other taxes, foreign currency price variation, etc will be entertained for any work assigned/procurements/DR setup during the first year of contract w.e.f. the date of work order issued to the final successful bidder.
- However, for subsequent orders (2nd year onwards) during the contract period, Bank acknowledges that cost of specified items (Hardware/Software) fluctuates due to underlying dependency on exchange rates) . Bank agree that the prices quoted shall be increased or decreased if the ERV (as defined below) is more /less than 10% by applying such percentage which is in excess /less of 10% of Reference Rate.
- The exchange rate variation (ERV) percentage shall be calculated as a percentage increase / decrease signified by the difference in the Current Rate and the Reference Rate over the Reference Rate, calculated as follows:

$$\frac{\text{Current Rate} - \text{Reference Rate}}{\text{Reference Rate}} \times 100$$

NOTE:

- "Reference Rate" is RBI's Reference US\$ exchange rate on the date of opening of Technical bids. This rate will be recorded in presence of all the bidders present on the date of Technical bid opening and will be applicable for ERV calculation required for processing of purchase orders made w.e.f. 2nd year of contract year, as mentioned above.
- "Current Rate" shall mean RBI's Reference US\$ exchange rate on the date of Purchase order (or the date of immediately preceding business day in case Forex markets in India are closed on the date of purchase order) issued by the bank to the vendor after the end of 1st year of contract period.
- In case the ERV % is less than or equal to 10%, then there will be no change in the

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quoted prices. If the exchange rate variation (ERV) is more than 10%, then price for Specified Items shall stand increased / decreased by the ERV% in excess of 10%, inclusive all taxes.

- The current rate will be taken from the RBI's website on the date of issuance of purchase order and will also be mentioned in such purchase orders (issued after the end of 1st year of contract period) for reference.
- Accordingly, the sale price duly adjusted in accordance with above provisions shall be invoiced to the Bank.

29. Order Cancellation

The Bank reserves the right to cancel the purchase order in the event of one or more of the following situations:

- Delay in supply, installation, integration and maintenance of Hardware, Software & related equipment, completion of project beyond the specified period.
- Deviations of the equipment for solution proposed from those mentioned in the RFP including non-integration of these equipment with Bank's infrastructure as mentioned in Scope of Work above to the satisfaction of the Bank.
- In the event of order cancellation the Bidder shall be responsible to take back the faulty equipment at their cost & expenses. In the event of cancellation of order, the Bank shall also invoke the Performance Bank Guarantee (PBG) submitted by the bidder.

30. Timely availability of Support Services

The vendor should have proper and adequate support mechanism in place at New Delhi and Mumbai to provide all necessary support under this project.

31. Manuals and Drawings

The vendor shall provide complete technical and other documentation/s for the equipment supplied. All the manuals shall be in English and the drawings should be clearly indicative of equipment supplied.

32. Bid Evaluation

- The Bank may use the services of external consultant for normalization of bids and evaluation of bids

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- Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score is qualifying (Minimum Score should be 80) with full weightage to the Commercial. The final selection will be on the commercial bid only.
- Detailed bid evaluation methodology and selection of bidder is given in **Chapter H**.
- Arithmetic errors correction:
 - Arithmetic errors, if any, in the price breakup format will be rectified on the following basis:
 - If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the bidder does not accept the correction of errors, its bid will be rejected.
 - If there is discrepancy in the unit price quoted in figures and words, the unit price, in figures or in words, as the case may be, which corresponds to the total bid price for the item shall be taken as correct.
 - If the vendor has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
 - Bank may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or effect the relative ranking of any bidder.
 - Figures mentioned in words will be treated as final in case there is mismatch between price quoted in figures and price quoted in words.

33. Modification and Withdrawal

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

34. Revelation of Prices

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

35. Terms and Conditions of the bidding firms

The bidding firms are not required to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids. The bidders are advised to clearly specify the deviations as per section Annexure-IV, in case terms and

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conditions of the contract applicable to this invitation of tender are not acceptable to them. The bidders should also describe clearly in what respect and up to what extent the equipment and services being offered differ/ deviate from the specifications laid down in the specifications and requirements.

36. Local conditions

The bidder must acquaint himself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

37. Verification of reference installations

NHB may, if deemed necessary, conduct verification of reference installation to satisfy themselves on the performance of the equipment / services offered with reference to their requirements.

38. Contacting NHB or putting outside influence

Bidders are forbidden to contact NHB or its Consultants on any matter relating to this bid from the time of submission of commercial bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, or contract award decision may result in the rejection of the bid.

39. Proposal Content

The vendors' proposals are central to the evaluation and selection process. Therefore, it is important that the vendors carefully prepare the proposal. The quality of the vendors' proposal will be viewed as an indicator of the vendor's capability to provide the solution and vendors interest in the project.

40. Banned or Delisted Supplier:

The bidder has to give a declaration that they have not been banned or delisted by any Government, Quasi Government agencies, PSUs or PSBs and its subsidiaries. If a bidder has been banned by any Government, Quasi Government agencies, PSUs or PSBs and its subsidiaries, this fact must be clearly stated .If this declaration is not given, the bid will be rejected as non-responsive. This declaration will be submitted along with the Technical Bid

41. Packing:

Packing of all the materials shall conform to the requirements of the carriers.

42. Inspection and Test:

The inspection shall be carried out by GM-ITD or his authorized representative. NHB shall have the right to inspect and/or to test the material to confirm their conformity with the contract and in case any inspected /tested goods fail to perform to the specifications, the

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purchaser may reject them and the supplier shall either replace the rejected goods or make alteration necessary to meet the specifications free of cost to the purchaser.

43. False / Incomplete statement:

Any statement/ declaration made by the tenderer, if proved wrong or false or incomplete or such as to withhold any information relevant to the award of the tender, at any stage of the tender or in the event of his tender having been accepted at any stage of the contract, shall render his/their tender(s)/contract(s) liable to be cancelled/rescinded, in addition to the followings:

- a. If such statement is found at the tender stage, his total earnest money shall be forfeited and tender will be summarily rejected.
- b. In case such a statement is found at the contract stage appropriate action as decided by the Bank shall be applicable.

G. Scope of Work

1. General :

- The broad Scope of Work required to be implemented in the project are listed as below:
 - a. System integration for End to End centralized online reporting and MIS solution.
 - b. To supply, Install and maintain requisite infrastructure (Hardware & Software) to implement ORS which will facilitate HFCs in submitting prescribed returns online.
 - c. To facilitate NHB in generation of various MIS & analytic (OLAP - Online Analytical Processing) reports (At present, the number of named BI users in Bank will be 10).

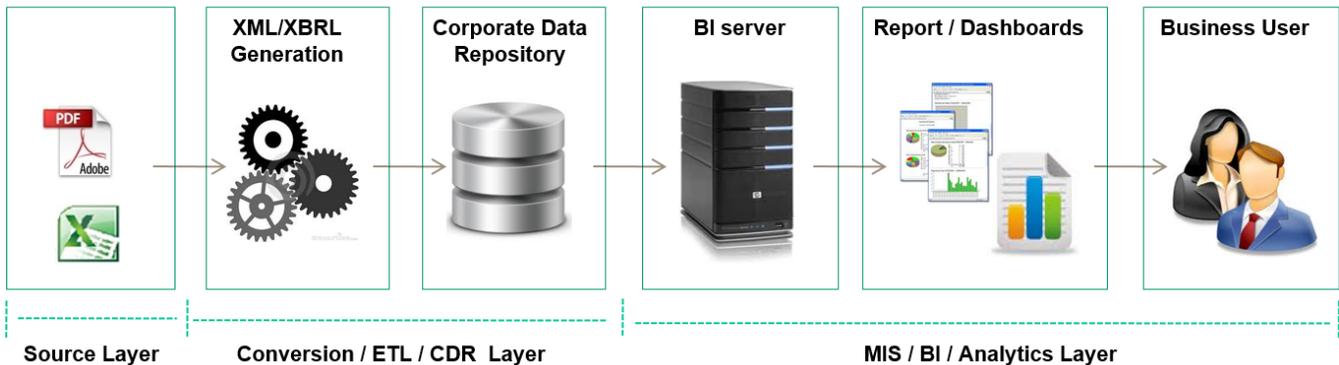
This would encompass implementation and configuration of: Hardware, Software & Databases; Central Data Repository; Backup & DRS Strategy; Data Extraction & Cleansing; Complete MIS/Analytical solution software with reporting services, performance monitoring, alerts mailing options

- Bidder shall provide comprehensive documentation of the application including application architecture, description of the interfaces, description of the data model, database table structure, complete description of the data elements (metadata), description of data extraction / transformation / load operation cycles, user manual etc.
- The Bidder shall be responsible for Supply, Installation, Integration, Rollout, Operational configuration, failover testing and Maintenance of total solution for implementation of ORS in the Bank.

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- 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 phase. The relevant version management tool (licensed) will be provided by the bidder which will be separately quoted as per commercial bid format.
- Hardware sizing has been provided in Annexure III of this RFP however Complete Sizing of the solution including Hardware, Software, Operating System, and Servers etc based on the Parameters given in this RFP, with proper justification shall be provided by the Bidder along with the technical bid as per Annexure III.
- Studying and Understanding MIS requirements of the bank based on the MIS requirements as per annexure-XV. Further reports may be added /modified/deleted during product development and implementation. The above are only illustrative requirements. Further reports and queries shall have to be discussed & crystallized as per Bank's requirements. The Requirement may further increase / decrease based on the requirement Study. Vendor should also be prepared to provide enhancements / modifications keeping in view the fresh / future requirements of the Bank.
- Bidder shall be responsible for setting up online portal for enabling ORS to enable HFCs to submit prescribed returns over Internet.
- The solution should have facility, if required, to generate reports in bi- lingual (English & Hindi).
- Bidder will submit the workflow architecture of the proposed system covering following:
 - Source system layer for taking input from offline source system (Client level processing and validation) such as macro enabled excel files/ pdf files.
 - XML based data input conversion layer.
 - Extraction and transformation layer (ETL) to create a corporate data repository (CDR).
 - Integration with business Intelligence layer
 - Centralized Report Repository for generation of various MIS/returns/reports.
 - Should be able to generate XML instance file.
- **Proposed Architecture:**

Automatic Data Flow Approach



- The proposed solution should be able to generate Scrutiny report indicating non-compliances on the part of HFCs and also facilitates submission of provisional, audited and revised returns by HFCs.
- The system should be capable of capturing any additional information/data as and when required by the Bank. Also, system should also ensure mapping of relevant fields of data in case of Merger, Amalgamation and change in name of HFCs.
- Bidder will setup business intelligence & reporting layer which can generate independent MIS based on the requirement of various stake holders like RBI, Government, replies to PQs (Parliamentary Questions) etc. from the existing data/returns apart from the generation of reports in standardized formats. Also the solution should enable users to generate their own reports through queries on variety of parameters.
- The Solution should provide a Reporting tool/mechanism to facilitate report design, generation, distribution and archiving.
- The architecture of proposed solution should be capable of migration of data held in data repository to XBRL based system in future. Accordingly, the data capturing layer should be developed and configured accordingly to facilitate input mapping to defined taxonomy.
- The Solution should support Backup of Data / Information / Reports etc.
- The Solution should support installation of the Online Reporting & MIS System on Test Environment and assist Bank in carrying out User Acceptance Test (UAT). Selected bidder shall also provide Test Cases and Methodology acceptable to the Bank. Test server will be provided by the Bank.

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- Bidder will be responsible to setup DR of the system as and when required by the Bank as per contracted rate proposed in the commercial format. The requisite hardware and software sizing will be done at the time of DR setup. The requisite hardware and software required for this implementation will be provided by the bidder as per contracted rates proposed in the commercials, subject to ERV clause. A separate work order to this effect will be release accordingly at the discretion of the Bank.
- Bidder shall be responsible for configuring the ORS system for enabling MIS generation by the Bank as per requirement.
- The bidder shall provide the architecture of the proposed solution including features and functionality designed to cater the Bank's requirement.
- The bidder shall be responsible for ensuring that the ORS is configured optimally to provide efficient, concurrent reporting by HFCs
- Provide an in built reporting tool to facilitate report design & generation by users on certain pre -defined parameters for bank as whole/ individual submitted reports etc.
- The offered solution should be scalable to accommodate future requirement of additional returns and generation of MIS as and when required by NHB. Such customizations will be done as per contracted rate.
- Have Business intelligence software capable of multidimensional analysis across various parameters as may be user defined as well as 'what if' reports & forecasting.
- Providing application maintenance for error fixes, additions / modifications to the software to cater to changes to data sources and/ or new reporting requirements during period of contract.
- The bidder has to provide centrally at Delhi at least one onsite engineer (on all days except on Sundays & bank holidays from 9 Am to 7 Pm) for technical support like system maintenance, data extraction, backup, retrieval, archival, database management/ maintenance, adhoc queries etc. for 3 months after UAT signoff without any charges.
- The Bidder shall manage & provide on-site support (on Call) for the complete ORS system Infrastructure & solution including hardware, software etc. and its further additions, if any, for a contract period of 5 years.

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- Any delay in providing support may lead to levy of penalty or cancellation of contract as per Penalty clause mentioned in this RFP document.
- After sales support and maintenance of the complete system to provide prescribed uptime. The bidder is to ensure that the OEM support service for Software & Hardware in the proposed solution is available for tenure of at-least 5 years from the date of signoff. In case of any support/software/equipment issue, Bidder shall not only inform the Bank beforehand but also shall provide the replacement solution/equipment of same/advanced model at no cost to Bank.
- The solution encompassing Hardware, Software, ETL tools etc. should be scalable to handle bank's requirement for next 5 years and if required at a later stage should be capable of upgrading to meet the requirements at least of another 5 years.
- The bidder shall be responsible for re-installation, relocation, configuration/Re-configuration/Tuning of new/existing hardware/software for operational and failover testing of proposed solution.
- The bidder shall impart training to the Bank's identified ITD officials, at Delhi on the following areas:-
 - Training must be provided in all functional areas and should be of sufficient duration- to the User's satisfaction.
 - Training must synchronize with the phased manner implementation plan and in any case be completed within one year from the start of live operations.
 - One time training would be provided free of cost by the vendor. Training should be categorized into:
 - System Administration and Maintenance Training (minimum 6 days): It should include training in system administration, configuration, operation and management of application software. Trouble shooting, interpretation of error message, the linkage between various programs and modules of application SW must be integral to this training. The number of this type of users to be trained will be 10 maximum.
 - End Users Training (minimum 3 days): The operators will be comprehensively trained in all application operation tasks. The number of this type of trainings will be as 10.
- Training infrastructure would be provided by the Bank at Head office. The bidder will have to ensure that training is imparted in a professional manner through qualified personnel's and Course materials would have to be provided for the same.

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- The bidder shall be responsible for generation and submission of necessary documents required during various phases of project viz. planning, installation, commissioning, rollout, acceptance testing, project diagrams and other reports etc. All such documents shall commence only after the same is approved by Bank.
- The bidder should provide a detailed PERT/activity chart with project plan in terms of activity and phase wise timelines (no. of days required) required for executing the project with the details of deliverables and milestones including the delivery of components for proposed solution. The bidder shall inform the name of the project manager who would be the single point of contact during the complete project implementation.
- The bidder should provide a detailed plan on the support for the ORS System to maintain the uptime of 99.50% availability. The same is to be calculated on quarterly basis.
- The Bidder shall be responsible for all patches/updates required in the offered solution for smooth implementation of the project without any extra cost to the Bank.
- The Bank reserves the right to shift the equipment to a suitable location depending upon the need. The vendor will arrange to shift the equipment and install and commission the same at his own cost, however, Bank's in-house FM engineers will coordinate the activity.
- Bidder will inform the various infrastructure requirements to the Bank which have to be provided for commissioning and smooth commissioning of the equipment. Bidder will ensure that the technology partners, including OEM submit an undertaking, explicitly stating their commitment to provide full technical, spares, MAF, operational and maintenance support to Bank during the warranty and AMC period.
- The successful bidder would need to configure the following as a part of the execution plan. In case any other configuration is required for a successful implementation, the bidder would have to include it as a part of his execution plan. The proposed Architecture and Sizing of the hardware for ORS solution is detailed below.
- The ORS solution should be scalable and free from any restriction of including other OEM solutions/equipment thus catering to such future needs of the Bank.
- Bidder will be responsible for proactively monitor the overall health of the solution during first 2 months of implementing the solution at Delhi. The associated engineer is required to visit onsite on fortnightly basis to proactively check & report the efficiency report to avoid slowdown of system etc., if any. Bidder shall be responsible for arranging for resolution of issues, if any, during the five years of AMC.

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- The complete Bill of Material has been given in “**Annexure III**”.
- Though the sizing and architecture has been finalized by the Bank, Bidder must own the same and should get it vetted from the OEM for the specific Sizing Parameters and Architecture given above and suggest changes required, if any, to meet the objective outlined in this document.
- The Solution should Ensure Seamless flow of data from report submission to the proposed CDR/MIS Server and generate reports/analytics reports in the format as per requirement of NHB. The reports must be generated automatically and without Manual Interventions.
- The Solution should provide Interface for HFCs to report in an authenticated manner with maker/checker facility along with integration to Digital Signature Certificate technology. Bidder to ensure that the system is compatible to DSC standards as per CCA guidelines issued from time to time. Future upgradation/update in the system to cater to revised standards as per CCA guidelines will be taken up by the bidder without extra cost to Bank during the period of contract.
- Bidder to provide suitable interface for portal administration and report/analytics generation by associated users of the Bank based on DSC technology as explained above.
- The additional BOM, if required, may be quoted as optional in Technical & Commercial Bids. The offered solution should meet the Bank’s requirement for a period of 5 years and there should not be any performance related issues.
- The hardware should be scalable in all technical and functional aspects. If the bidder feels that it would need to provide for additional hardware or/and software towards the superiority of overall solution, they should raise the query during the pre-bid meeting. All hardware should also be compliant to 64 bit architecture & must be IPv6 ready.
- The hardware supplied by the bidder should be robust and reliable, as per technical specifications. Bidder should also specify the lifetime of hardware. The bidder must guarantee that all equipment delivered are brand new. Further all software to be supplied/delivered and installed must be of latest version.
- The equipment will have to be supplied with all the manuals/guides in electronic form and/or printed booklet(s) as provided by the respective Original Equipment Manufacturers. All the manuals/guides should be in English only.
- Vendor will ensure that existing solution is patched/updated and is compatible in all

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respects with the proposed solution. The same shall be treated as a part of new implementation post sign off provided by the bank on successful implementation.

- Sizing And Scalability And License Requirements
 - Hardware will be delivered as per Bill of Material and its specification parameters.
 - Hardware will be setup to create HA (high availability of the solution) with Microsoft Hyper -V virtualization.
 - A detailed sizing document keeping in view the above containing proposed system architecture, parameters with justification should be submitted along with the technical bid. It would be vendors' responsibility to ensure that sizing of software is proper in all respect as per requirement in RFP and that there shall be no need for sizing enhancement in next 5 years.

Note: The above are only expressive requirements. Further reports and queries shall have to be discussed & crystallized as per Bank's requirements. The Requirement may further increase / decrease based on the requirement Study. Vendor should also be prepared to provide enhancements / modifications keeping in view the fresh / future requirements of the Bank.

H. Bid Evaluation Methodology

1. Introduction

The objective of evaluation methodology is to facilitate the selection of the technically superior solution at optimal cost.

To meet NHB's requirements, as spelt out in the RFP, the selected Bidder must have the requisite experience in providing services in the field of Information and Communication Technology, the technical know-how, and the financial wherewithal that would be required to successfully set-up the required infrastructure and provide the services sought by NHB, for the entire period of the contract. The evaluation process of the bids proposed to be adopted by NHB is indicated below. The purpose of it is only to provide the Bidder an idea of the evaluation process that NHB may adopt. NHB reserves the right to modify the evaluation process at any time during the Tender process (before submission of technical and commercial responses by the prospective bidder), without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation NHB may seek specific clarifications from any or all the Bidder.

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It may please be noted that NHB reserves the right to reject any proposal in case same is found incomplete or not submitted in the specified format given in this RFP document.

The details of 'Minimum Eligibility Criteria', provided by the vendor in its response to this RFP, will be evaluated first, based on the criteria described in section H.2. The technical and commercial responses to this RFP will be considered further only for those vendors who meet the **Minimum Eligibility Criteria**. Vendors must provide their responses in the format given in **Annexure -V**.

Techno-Commercial Evaluation i.e. Quality cum Cost Based System (QCBS) :
Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70 and Commercial Bid Score a weightage of 30.

The technical and commercial response evaluation will be based on the criteria described in following section onwards.

2. Minimum Eligibility Criteria

Proposals not complying with minimum eligibility criteria, as enumerated below, will be rejected and will not be considered for evaluation of technical bid. The proposal should adhere to the following minimum eligibility criteria:

1. The Bidder should preferably be a Firm/Company/Public Sector undertaking/Govt. Company incorporated in India and should have 5 years' experience in implementation of reporting solution. *Bidder to submit company registration certificate (ROC)/ Certificate of Incorporation (COI).*
2. Bidders, who have not satisfactorily completed any of the earlier contracts with the Bank and/or who have been debarred or black listed by the Government/ Government agency/ Banks/ Financial Institutions in India in the past, will not be eligible for this tender. Bidder to submit undertaking in this regard.
3. The Bidder should have experience of already successfully implementing of online reporting solution in at least one Public Sector Bank/Financial Institution/ PSU/ Government organization in India. The bidder should submit details like name of contact person, along with his phone number for above projects.

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4. The bidder company should be minimum CMMI (**Capability Maturity Model Integration**) level 3 complied. Bidder to submit the proof of the certificate.
5. The bidder should be a reporting solution provider/ system integrator for last five consecutive financial years in India. Such system integrators should have back-to-back support agreement with OEM, as applicable, and should be an accredited service-partner of the OEM. Such bidders should submit a letter of authorization and an accreditation certificate from the OEM.
6. Bidder should have a valid AMC Contract for at least 2 customers having implemented online reporting solution with database size of 1 TB and catering generation of 20 MIS reports.
7. The Average turnover of the company should be atleast Rs. 100 crores for the last three financial years i.e. FY 2012-13; FY 2013-14 & FY 2014-15. Out of which minimum 20% of same should be towards software/project development.
8. The bidder should be a company with positive networth in atleast any of the 2 years of last 3 consecutive financial years i.e. FY 2012-13; FY 2013-14 & FY 2014-15. In case Balance sheet for FY 2014-15 is yet to be published, bidder has to submit provisional balance sheet duly signed by authorised signatories.
9. The Bidder should have direct support office at Delhi & Mumbai
10. The bidder should be able to provide such support services as per resolution matrix (Annexure XIV). Documentary proof to be submitted along with the bid. Bidder should also have its own Toll Free Number/ Dedicated Number for Complaint Logging and Management across India.
11. The bidder must submit the OEM/Manufacture Authorization form (MAF) letter as per Annexure XIII for quoting and support for warranty period and AMC for this tender, failing which the bids may not be taken for further evaluation.

Note:

- ✓ **The bidder must submit the Compliance and Deviation Statement as per Annexure - IV, failing which the bids may not be taken for further evaluation.**
- ✓ **Vendor must submit documentary evidence in respect of all above mentioned criteria while submitting the proposal. Proposal of vendor who do not fulfill the above criteria or who fail to submit documentary evidence thereon would be rejected.**

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- ✓ Along with the above the bidder has to provide the Manufacture Authorization Form (MAF) as per Annexure - XIII from the OEM for this tender and also , failing which the bids may not be taken for further evaluation.

3. Evaluation of Technical Bids

- i. Minimum Eligibility Criteria bids received from the Bidder will be opened in the presence of representatives of the bidders who choose to be present as per the schedule notified by NHB. A detailed analysis will be subsequently carried out by NHB. Based on responses to 'Minimum Eligibility Criteria', Bidder will be short listed for technical evaluation further.
- ii. The technical bid will be analyzed and evaluated, based on which the Relative Technical Score (RTS) shall be assigned to each bid. Technical Bids receiving a RTS greater than or equal to a score of 80 (cut-off marks) will be eligible for consideration in the subsequent round. The Parameters of the Technical evaluation are broadly as follows:

4. Mark Distributions

Maximum Points: 100

S.No	Criteria	Criteria Points	Max Criteria Marks
1	The bidder should have implemented minimum 1 online reporting solution. (Only last 3 Financial Year contracts will be considered for points award) <ul style="list-style-type: none">• For 3 or more in Govt. Sector / PSU/Banks/FIs/LC in India• For 2 in Govt. Sector / PSU/Banks/FIs/LC in India• For less than 2 Govt. Sector / PSU/Banks/FIs/ LC in India	15	Max Marks 15
		10	
		5	
2	Satisfactory Services Certificate by atleast one Client where online reporting project was carried out. The certificate should be current and valid. <ul style="list-style-type: none">• Satisfactory Services Certificate by 3 or more Clients• Satisfactory Services Certificate by less than 3 Clients	10	Max Marks 10
		5	
3	Track of being in the Solution provider Business for at least 5 years:		Max Marks 15

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	<ul style="list-style-type: none"> Being in the Business for 7 or more years Being in the Business for less than 7 years 	15 10	
4	CMMI (Capability Maturity Model Integration) complied. <ul style="list-style-type: none"> CMMI Level 5 CMMI Level 3 	10 5	Max Marks 10
5	Experience in implementation of XBRL tool in a commercial Bank <ul style="list-style-type: none"> Yes No 	10 0	Max Marks 10
7	Certified Developers on Roll - Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in implementing projects - List to be provided with their qualification (PF/ESI documentary evidence to be submitted) <ul style="list-style-type: none"> 25 & above Certified Developers ≥ 10 & < 25 Certified Developers ≥ 6 & < 10 Certified Developers 	10 07 05	Max Marks 10
8	Average Turnover towards development (Rs In Crore) for Last 3 years (Copy duly signed by CS to be submitted) <ul style="list-style-type: none"> > 50 > 30 and ≤ 50 ≥ 20 and ≤ 30 	10 07 05	Max Marks 10
9	Presentation on Proposed Solution comprising detailed plan of implementation, bidder's capability in terms of back-end technical resources to support on-site resources and bidder's complaint escalation structure. <i>Bank may independently verify the facts by way of site visits and customers feedback.</i>		Max Marks 20

Note:

- Bidders have to provide copies of supporting documents against each criterion mentioned above, without which bid may be rejected.
- Technical Bids receiving a total score greater than or equal to a score of 60 out of Total 80 marks (Excluding the marks for presentation) will be eligible for making presentation.
- The minimum qualification score for the Technical Bids would be 80 (cut-off marks) out of Total 100 marks (Including marks for presentation).

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5. Financial Bid

Only firms successfully qualifying the requisite criteria of the Technical Bid process would be considered eligible for the Financial Bid Round. The evaluation of the Financial Bids would be as follows:

- ◆ The lowest bid will be assigned the maximum Financial Score of 100 points.
- ◆ The Financial Scores of the other Financial Bids will be computed relative to the lowest evaluated Financial Bid.
- ◆ The Financial Score computing methodology is as follows:

$$\text{Financial Score}_{\text{Bid under consideration}} = \frac{100 \times \text{Price}_{\text{Lowest Bid}}}{\text{Price}_{\text{Bid under consideration}}}$$

•

6. Final Processing

- ◆ Proposals would be ranked according to their Final Score arrived at by combining Technical and Financial Scores as follows:

$$\text{Final Score} = \text{Technical Score} \times \text{T} + \text{Financial Score} \times \text{F}$$

(T - Weightage given to the Technical Bid, F - Weightage given to the Financial Bid, T + F = 1)

- ◆ Weightage for the bids are as follows:

I.	<i>Technical Bid</i>	T	70%
II.	<i>Financial Bid</i>	F	30%
Total Weightage			100%

- ◆ The firm achieving the highest combined Technical and Financial Score will be invited for negotiations.
 - Please note that Bank reserves the right to revise the evaluation criteria, methodology, distribution points and weightages; if it finds it necessary to do so.

I. Commercial Terms and Conditions

Bidders are requested to note following commercial terms and conditions for this project.

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1. Cost of RFP

Price of the bid has been fixed at Rs. 5000/-. Bidder has to necessarily deposit Rs. 5000/- (Rs. Five Thousand Hundred) in the envelope of 'Technical Proposal', (Pl refer F.12). Any bid received without the proof of e payment shall be considered unresponsive and rejected.

2. Currency

The Bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR may not be considered.

3. Price

- i. The Price quoted by the Bidder should include all type of costs.
- ii. The price should be valid for full contract period of five years.
- iii. The price should be inclusive of all taxes, duties, levies charges, transportation, insurance, octroi etc.
- iv. The price quoted by the Bidder shall be fixed during the Bidder's performance of the contract i.e., for a period of five years and extended if required by NHB. Any price variation is accepted subject to clause F.26.
- v. Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.
- vi. Based on the contracted rates, NHB will place order annually after performance review of the previous year.
- vii. For any future purchase of Hardware and software, order will be placed at the contracted rate as mentioned in the Commercial Proposal & as per applicable terms of this RFP. If the same hardware is not available, an equivalent of same or higher configuration compatible with the system, will be provided at no additional cost to the Bank. Failure to do so will attract terms of penalty & termination of this RFP at discretion of the Bank.

4. Acceptance

The acceptance test will be carried out as per Acceptance Test Plan [ATP], which will be issued. The solution will be accepted only after acceptance testing is completed as per the agreed plan and is duly signed/certified by the Bank and the service provider.

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5. Payment Terms

Any payment will be released only after submission of PBG (Pl refer F.14) & post-signing of SLA. Payment terms are as follows:

1. 60% of total Hardware & Software cost on delivery & Installation* of Hardware(HW) and Software(SW) (Refer para Infrastructure Cost in Annexure IX.A) subject to submission of PBG of equal value with a validity of 3 months. The same is required to be renewed consecutively for 3 months, in case the project sign off gets delayed.
2. 40% of total Hardware & Software cost (Refer para Infrastructure Cost in Annexure IX.A) after project sign-off subject to satisfaction of the Bank, however payment of 100% of total Hardware & Software cost will be made after project sign-off, in case 60% payment is not claimed as per point 1 mentioned above.
3. One time implementation charges will be released only after complete implementation / configuration and acceptance cum sign-off of Project.
4. The annual AMC for Hardware shall be paid by NHB on quarterly basis at the end of each quarter. The quarterly AMC charges may be paid in advance only after submission of PBG of the equal value valid till the applicable period of services.
5. The annual on-site support charges (Hardware & Software) shall be paid by NHB on quarterly basis at the end of each quarter. The quarterly AMC charges may be paid in advance only after submission of PBG of the equal value.

Note:

- *Installation means that the equipment is ready for production purposes for online reporting system setup to the satisfaction of Bank.*
- *In case of delayed delivery or incorrect delivery, then date of receipt of the correct and final component shall be treated as delivery date for penalty and other calculation.*

6. Payment in case of Termination of contract

In case the contract is terminated payment towards services will be made on pro rata basis, for the period services have been delivered, after deducting applicable penalty and TDS/other taxes.

7. Delivery and installation

Bank will not arrange for installation neither will provide any manpower for the same. The items must be delivered at the respective locations at bidders own cost and Bank will not make any payment towards the same. The road permit, way bill etc. wherever necessary has to be arranged by the bidder only and Bank will not provide any support for the same neither will make any payment towards the same.

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8. Insurance

The hardware supplied under the contract shall be fully insured by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. Bank will not be responsible for any loss to bidder on account of non-insurance to any equipment or services.

J. General Terms and Conditions

- The Bidder is expected to peruse all instructions, forms, terms and specifications in this RFP and its Annexures. Failure to furnish all information required in the RFP Documents, in the formats prescribed or submission of a proposal not substantially responsive or submission of unnecessary additional information as part of response to this RFP Document may result in rejection of the proposal.
- At any time prior to the deadline for submission of Bids NHB may, for any reason, whether at his own initiative or in response to a clarification requested by prospective Bidders, modify the RFP by amendment, which will be placed on the bank's website for information of all prospective Bidders.
- All such amendment shall become part of the RFP and same will be notified on bank's website. The Bidders are required to have a watch on bank's website for any such amendment.
- Bidder must take into consideration each and every line of this RFP document while preparing technical and commercial proposal for the project. Bidder is requested to get any issue clarified by NHB before submitting the responses. The bids submitted should be complete in all respect meeting all deliverables under the project. It will be sole responsibility of the selected service provider to deliver each and everything as per the scope of the project during the contracted period. NHB will not be responsible in case of any requirement is underestimated or any requirement is not interpreted in right direction.
- NHB reserves the right to extend the dates for submission of responses to this document with intimation on the bank's website.
- NHB reserves the right to change the requirement specifications and ask for the revised bids or the tendering process without assigning any reasons.

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- NHB shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. NHB reserves the right to make any changes in the terms and conditions of purchase. NHB will not be obliged to meet and have discussions with any bidder, and or to listen to any representations. NHB reserves the right to accept or reject, fully or partially, any or all offers without assigning any reason. The decision of NHB in this regard is final and no further correspondence in this regard will be entertained.
- If any issue is observed with level of performance during the contract period, bidder will be responsible to resize/upgrade the h/w and s/w at free of cost.
- Although service window has been defined as 9am to 9pm, service provider must provide services on beyond the above time in case of urgent requirement of the bank without any extra cost.
- Service Level Requirement and Penalty in not achieving the same have been described in the 'Service Level Requirement' chapter.
- Notwithstanding anything to the contrary contained in the contract, NHB shall be at liberty to invoke the Performance Bank Guarantee in addition to other remedies available to it under the contract or otherwise if the selected Bidder fails to fulfill any of the terms of contract / order or commits breach of any terms and conditions of the contract.
- On faithful execution of contract in all respects, the Performance Guarantee of the Bidder shall be released by NHB.
- These responses would be deemed to be legal documents and will form part of the final contract. Bidders are requested to attach a letter from an authorized signatory attesting their competence and the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and could be rejected. Format of letter is given in.
- Bidder must deploy manpower having requisite qualification, experience, skill-set etc. for the project.
- NHB reserves the right to call for any additional information and also reserves the right to reject the proposal of any Bidder if in the opinion of NHB, the information furnished is incomplete or the Bidder does not qualify for the contract.

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- The scope of the proposal shall be on the basis of single point responsibility, completely covering the products and services specified under this RFP, on end-to-end solution basis.
- The Commercial and Technical bids will have to be signed on all pages of the bid by the authorized signatory. Unsigned bids would be treated as incomplete and would be rejected.
- By submitting a proposal, the Bidder agrees to promptly contract with NHB for any work awarded to the Bidder. Failure on the part of the awarded Bidder to execute a valid contract with NHB, will relieve NHB of any obligation to the Bidder, and a different Bidder may be selected.
- Any additional or different terms and conditions proposed by the Bidder would be rejected unless expressly assented to in writing by NHB.
- Time and quality of the service are the essence of this agreement. Failure to do so will be considered as breach of the terms and conditions of the contract.
- The selected bidder will sign **Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA)** with NHB.

1. Termination & Penalty Clause

A. Termination Clause

NHB reserves its right to terminate the contract partially or fully in the event of one or more of the following situations:

- i. Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a financial year.
- ii. Bidder fails to perform any other obligation(s) under the contract.
- iii. Any threat is perceived or observed on the security of bank's data / property out of any action by the staff deployed for monitoring / configuration etc., by service provider.
- iv. However either party, in the case of termination, will give 3 months' notice to the other party.
- v. The Bank, at its discretion, may terminate the contract by giving written notice to the bidder if the bidder fails to implement the project after elapsing 10 weeks from the target date of project implementation, due to any reason.

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- vi. The Bank may, at any time terminate the contract by giving written notice to the Service provide if the service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.

B. Penalty Clause

The Bank shall have the right to impose penalty on vendor as under:

- i. In case of late delivery of equipment/solution, the bidder will be liable to pay a equal to 0.5% of the value of undelivered / Uninstalled portion of the order value for every week of delay beyond the scheduled delivery date by way of liquidated damages. Cap on liquidated damages shall be 5% of the undelivered/uninstalled value of the order. In the event of non-provisioning of service/delivery of equipment at any location/office even after extension of delivery date, Penalty at 1 % of the order value will be charged for every week's delay w.e.f. extended scheduled delivery date subject to maximum of 20%.
- ii. In case of any problem in the solution and/or systems (Hardware & Software) during its AMC/support period post installation, it should be rectified in maximum 2 working days otherwise replacement should be given to the Bank immediately. Failure to do so will attract penalty of 1% of the cost of the project subject to maximum of 10% of the cost of the project. Delay of more than 10 days in this regard may lead to cancellation of contract at Bank's discretion followed by forfeiting all charges due, invoking of PBGs submitted, EMD amount deposited to Bank.
- iii. The Bank, at its discretion, may terminate the contract by giving written notice to the bidder if the bidder fails to implement the project after elapsing 10 weeks from the target date of project implementation, due to any reason. In case of termination, Bank may forfeit the EMD money deposited by the bidder along-with invoking PBGs submitted by the vendor. Post termination, no claim, whatsoever, from the bidder shall be entertained by the Bank.
- iv. The Bank expects an uptime of 99.5% for the complete solution on monthly basis. In case the uptime is not maintained with the uptime as stipulated, Bank shall charge the penalties as under:

Per site Uptime/ system availability	Penalties (on monthly basis)
>= 99% & < 99.5%	5000/-
>= 98% & < 99%	10000/-
>= 97% & < 98%	25000/-
< 97%	50000/-

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- v. 100% uptime means the solution is working properly upto the satisfaction of bank during the working hours of the Bank at respective locations, i.e. 40 Hrs/week [10AM to 6PM and 5 days a week (Monday to Friday)].
- vi. The downtime will be calculated on weekly basis and measured w.e.f. 4 hours from the time of raising of complaint/ticket to the vendor by phone/email. Subsequent, the down time will be calculated inclusive of non-working hours.
- vii. The Bank reserves the right to invoke the PBG and forfeit the entire amount in case the uptime is not maintained properly.

Exclusions

Down time due to following situations will not be considered for the purpose of penalty calculation

- Schedule maintenance by the bidder with prior intimation.
- Force majeure events including on site power failures.

2. ACCEPTANCE OF ORDER

The vendor shall give acceptance within 3 days from the date of order. However, Bank has a right to cancel the order, if the same is not accepted within the stipulated period from the date of the order.

3. TAXES

The Quoted price/cost/amount should be inclusive of all Taxes and all charges like installation, labor, octroi etc. (Refer F.15 & F.26)

4. GOVERNING LAWS AND DISPUTES

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi. The vendor shall continue work under the Contract 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 or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Delhi. This is applicable to successful bidder only.

5. USE OF CONTRACT DOCUMENTS AND INFORMATION

The supplier shall not, without the Bank's prior written consent, make use of any document or information provided by Purchaser in Bid document or otherwise except for purposes of performing contract.

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6. PATENT RIGHTS

- The supplier shall indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.
- The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
- The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible therefore, including all expenses and court and legal fees.
- The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.
- The Supplier shall grant to the bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.

7. ASSIGNMENT

The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the Purchaser's prior written consent.

8. DURATION OF CONTRACT

The contract will be valid for five years from the date of order. However, during the currency of the contract with the Bank if there is any general reduction in rates due to any change in guidelines of any concerned government body or principal supplier(if any), then the proportionate benefit should be passed on to the Bank. Bank will enter into a service contract with successful bidder for a period of 5 years from the date of implementation of solution which will be reviewed on yearly basis and on satisfactory performance the same will be renewed for the subsequent years at Bank's discretion.

9. WARRANTY

i. Software Support*

The Bidder shall provide all the updates, patches etc. without any extra cost to the Bank.

ii. Hardware Warranty*

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The solution must include comprehensive on-site warranty, covering all parts, for minimum 3 years period starting from the date of installation and acceptance of the system by the Bank. This includes updation of latest updates/patches of software as and when released by the OEM of equipment and Software will be supplied by the bidder.

The Bidder shall be fully responsible for the warranty of all equipment, accessories, spare parts, software, etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or Bidder any defect that may develop under normal use of supplied equipment during warranty period. During the Warranty period of equipment, bidder shall not assign any kind of maintenance like hardware, software, upgradation etc. related to these equipment to any third party.

Warranty should not become void if the purchaser buys any other supplemental hardware from third party and install it with/in these machines. However, the warranty will not apply to such hardware items installed.

***Warranty should cover the following:-**

- ✓ Service support should be available on 24*7*365 basis.
- ✓ The complaint should be resolved at the earliest with following uptime and conditions –
- ✓ Complaint must be rectify at the earliest of receipt of complaint to maintain uptime of 99.5% per month.
- ✓ Warranty should cover updates/maintenance patches/bug fixes (available from the original software Bidder) for system software & firmware patches/bug fixes, signatures, if any, for hardware.
- ✓ The bidder should provide onsite preventive maintenance on quarterly basis. However, engineer shall visit onsite on fortnightly basis for proactive health check of Hardware/Software & Solution implemented.
- ✓ The bidder shall obtain written acknowledgement from the Bank after completion of warranty period for successful sign off of warranty period.

iii. Annual Maintenance Contract (AMC)

- a. After expiry of the 1 year warranty period, Bank may enter into a contract with the Bidder(s) for Post Warranty Support required for proper maintenance of Equipment supplied by them as per Bill of Material and quoted AMC prices.

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- b. The Bidder(s) must undertake to provide support with back to back OEM warranty/support for all equipment and arrange for spare parts during the 5 year contract period. The AMC shall include similar support for the hardware and software as provided under warranty.
 - c. The preventive maintenance of the supplied hardware equipment is to be done once in three months. All the tools, test equipment and fixtures etc. (If any) required for the onsite comprehensive maintenance of equipment, shall be provided by the bidder.
 - d. The bidder shall not outsource the maintenance work assigned by the Bank, to any third party and shall arrange attending of all complaints registered by the Bank officials through its own service/support infrastructure only.
 - e. The payment for AMC charges shall be released to the Bidder on quarterly arrear basis as described in payment terms. The quarterly AMC charges may be paid in advance only after submission of the PBG of the equal value valid till the applicable AMC period.
 - f. The Bank reserves the right to terminate the comprehensive AMC/Support by issuing one month's notice to the bidder, if the services rendered by the bidder are found dissatisfactory. In that case, the bidder will refund the proportionate amount of AMC for the rest of the period of the AMC, if any.
 - g. Whatever the case may be (either third-party maintenance or maintenance through internal resources), the Bidder(s) shall provide requisite maintenance training, technical know-how, and expert assistance to the persons and/or agencies, duly authorized by the Bank for this purpose.
 - h. The responsibilities of the bidder during the AMC period are same as mentioned above in the section "Warranty". Any problem relating to the pre-loaded OS/ other software etc. shall be attended by the bidder and reloading of such software shall be the responsibility of the bidder.
- iv. Note: Not following all that is mentioned above, the Bank reserves the right to outsource the hardware maintenance work to a third party or the Bank may decide to perform the same through its internal resources.*
- v. **Support**
- a. The bidder is required to provide sound after-sales service/support by arranging timely attending of calls received from the Bank/ Concerned Department of NHB and problem rectification through competent service engineers. The desired support time should be uniformly maintained at all the sites as applicable.
 - b. To meet up time the Bidder has to maintain sufficient inventory of spare parts/equipment at all the support centers to avoid unnecessary delay in obtaining the spare parts/equipment.

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- c. The bidder must supply the details of its service/support infrastructure meant for registering the complaints along with the contact numbers like mobile nos., phone nos., electronic mail addresses and names etc. of its service engineers. The bidder is required to provide 24x7x365 after-sales service/support for the complaints received from the bank. The following resolution matrix should be adhered to:

Situation	Expected response of Service Provider
Catastrophic business impact: Complete loss of a core (mission critical) business process and work cannot reasonably continue Needs immediate attention	1st call response immediate · Our Resources at Your site as soon as possible. · Continuous effort on a 24x7 basis · Rapid Escalation within OEM to Product teams · Notification of Our Senior Executives
Critical business impact: · Significant loss or degradation of services. · Needs attention within 1hour	1st call response in 1 hour or less · Our Resources at Your site as required. · Continuous effort on a 24x7 basis · Notification of Our Senior Managers
Moderate business impact: · Moderate loss or degradation of services but work can reasonably continue in an impaired manner. · Needs attention within 2 Business Hours	1st call response in 2 hours or less · Effort during Business Hours
Minimum business impact: · Substantially functioning with minor or no impediments of services. · Needs attention within 4 Business Hours	1st call response in 4 hours or less · Effort during Business Hours only

vi. Spare Parts

Bidder shall ensure availability of spare parts for the supplied equipment i.e. Hardware & Software for a minimum period of five years from the time of their acceptance. Thereafter, Bidder shall give at least twelve months' notice prior to discontinuation of support services, so that the Bank may order its requirements of the spares, if desired. If any of the peripherals, components like expansion cards, memory etc., are not available or difficult to procure or the procurement is likely to be delayed for replacement, the replacement must be carried out with Peripheral/component of equivalent capacity or higher capacity at no additional charges to the Bank, within the stipulated time as mentioned in the section 'Warranty' above. However, lower capacity of such replacement shall be permitted by the Bank on case-to-case basis subject to practical limitations of Hardware & Software for which such replacement is required.

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vii. Failure of hardware

If, during the contract period, any hardware fails to function properly due to any reason except force majeure event or if the equipment has been repaired for two or more times in a quarter, the bidder shall arrange replacement of the same by new hardware of equivalent or higher configuration, at no cost to the Bank.

viii. Upgradation of equipment

During the contract period, if OEM of the hardware The bidder shall inform the Bank immediately and will arrange to replace the existing equipment with the new version of equipment across NHB locations, within 6 weeks of intimation to Bank. The same shall be installed, configured and put into use up-to the satisfaction of the Bank. Bidder will provide requisite training for such equipment to designated NHB's IT officers at Head office. Any delay in same will attract penalty as per penalty clause of this RFP. Failure to do so may lead to termination of the contract as per terms of this RFP at the discretion of Bank.

ix. Suspension of Work

The Bank reserves the right to suspend and reinstate execution of the whole or any part of the work without invalidating the provisions of the contract. The Bank will issue orders for suspension or reinstatement of the work to the Bidder in writing. The time for completion of the work will be extended suitably to account for duration of the suspension.

10. TERMINATION OF CONTRACT

The quality of support services given by the service providers will be reviewed by Bank every six months and if the services are not found satisfactory, the Bank reserves the right to cancel the contract by giving one month's notice to the service provider. The decision of the Bank regarding quality of services shall be final and binding on the service provider.

11. Guarantees

Bidder should guarantee that the Hardware & Software delivered to the Bank are brand new & of latest & compatible version.

Annexures

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Annexure - I

Bidder Information

Please provide following information about the Company (Attach separate sheet if required): -

S. No.	Information	Particulars / Response
1.	Company Name	
2.	Date of Incorporation	
3.	Type of Company [Govt/PSU/Pub. Ltd / Pvt. Ltd/partnership/proprietary]	
4.	Registration No. and date of registration. Registration Certificate to be enclosed	
5.	Address of Registered Office with contact numbers [phone / fax]	
6.	PAN No	
7.	Contact Details of Bidder authorized to make commitments to NHB	
8.	Name	
9.	Designation	
10.	FAX No	
11.	Mail ID	
12.	Company Head Office and Addresses Contact Person(s) Phone Fax E-mail Website	
13.	Provide the range of services /options offered by you covering service description and different schemes available for: o Implementation of online reporting Solution	Yes / No / Comments (if option is 'No')
14.	Any pending or past litigation (within three years)? If yes please give details Also mention the details of claims and	Yes/No/Comments (if option is 'Yes') (If option is 'Yes' Bidder may Not be considered)

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	complaints received in the last three years (About the Company / Services provided by the company).			
15.	Please mention turnover and Net Profit/Loss for last three years and include the copies of Balance Sheet in support of it.	Year	Turnover	Net Profit/Loss(-)
		2012-13		
		2013-14		
		2014-15		

Audited/CA certificate of Balance sheet and Profit & Loss accounts for last 3 years to be submitted.

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Online Reporting System: National Housing Bank

Annexure - II

Bidder Experience Details

1.	Vendor's experience in design, supply, Implementation and maintenance of online/offline reporting systems (in years)			
2.	a) Experience in India			
	b) Global experience			
3.	No. of online reporting projects carried out by the company during last three years in India (give details)			
4.	Total number of projects executed with minimum 3 endpoints (give details)			
5.	Details of minimum three major projects executed with minimum 15 endpoints.	Name of the customer & Contact information	OEM of the products	No. of years in use
		6.	Project 1	
		7.	Project 2	
		8.	Project 3	
9.	Total number of projects executed with Polycom MCU.			
10.	Details of minimum three major online reporting projects during past 5 years.	Name of the customer & Contact information	OEM of the products	No. of years in use
		11.	Project 1	
		12.	Project 2	
		13.	Project 3	
	Service Parameters :			
14.	No. of qualified & OEM Certified engineers employed	(Furnish the qualification details with number of engineers under each qualification)		

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15.	Availability of centralized help desk	Yes / No	
16.	Number of own support centers of the Vendor in India		
17.	Details of Reference Sites	Customer name	No. of years the customer is using the solution implemented
18.	Reference site 1		
19.	Reference site 2		
20.	LIST of own support centers across the country.	(Please submit full list of support centers with addresses separately for own centers with details of contact person, contact numbers and email IDs)	
21.	List of Franchisee Support Centers/Channel partners across the country	(Please submit full list of franchisee support centers with addresses separately for own centers with details of contact person, contact numbers and email IDs)	
22.	Names of the online reporting projects currently implemented/managed (mention the names of the companies with location of their Head Office)	1. 2. 3.	
23.	Name of the Bank / large financial Institutions / Government organization for whom Online reporting solution is implemented and is being maintained	1. 2. 3.	
24.	Support center at New Delhi.	Yes / No (If yes, please give full address of the support center with Contact person, phone nos. and email ID)	

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Confidential

Request for Proposal: Online Reporting System: National Housing Bank

Annexure - III

Bill of Material (BOM)

Part-I

I. Hardware Sizing:

Technical Compliance			
S.No.	Item Description		Compliance (Yes/No)
1	CPU	2 x Intel® Xeon® Processor E5-2630 v3 (20M Cache, 2.40 GHz, 8 core)	
2	Chipset	Intel C610 Series chipset or higher	
3	Memory	32GB (4x8GB or 2x16GB) RDIMM, 2133MT/s, 12 DIMM slots, Max. expandability 384GB	
4	Memory Protection supports	Advanced ECC, Memory mirroring	
5	Hard Disk Drive	4 x 600GB 15K RPM SAS 6Gbps 2.5in Hot-plug Hard Drive with RAID 5, Supports min. 8 Hot Plug Hard Drives 2.5".	
6	Raid Controller	Raid controller should supports Raid 0, 1, 5, 6, 10, 50 with 1Gb Cache	
7	Ports	Serial , Video ,Remote Management Network - 4 X 1Gb dedicated, USB 2.0 Ports	
8	Expansion Slots	2 PCIe slots or higher & 1 dedicated Raid controller slots	
9	Form Factor	1U, Rack mountable	
10	DVD Drive	Internal/ External DVD Writer	
11	Networking facility	4 x 1GBE & 2 x 10GB Network port	
12	FC HBA	Dual port HBA card	

Request for Proposal: Online Reporting System: National Housing Bank

13	Rack rail	Ready Rail Kit with Cable management	
14	OS	Windows Server 2012R2,Standard Edition	
15	Power Supply	Hot Plug Redundant Power Supply	
16	Warranty	3 Years OEM Comprehensive Warranty , 24x 7	
17	Make	HP/Dell	

NOTE:-

- i. The proposed servers should be minimum of above configuration and should cater to atleast 5 year needs of the proposed solution.*
- ii. The Bank shall not bear any cost towards cables, installation equipment etc. required during the installation of above equipment. Vendor may process the requirement analysis and may visit Bank's premises, if required.*

Part - II

II. Software Sizing

a. Software would be proposed keeping in view the undermentioned parameters

- i. It would be vendor's responsibility to ensure that sizing of software etc is proper in all respect as per requirement in RFP and that there shall be no need for sizing enhancement in next 5 years.
- ii. It would be Vendors responsibility to ensure that the solution meets the performance parameters detailed in the RFP and shall upgrade the hardware / software etc. so as to meet the stipulated performance parameters free of cost to the bank.
- iii. The License requirement for the solution/BI/software provided should cater to the 150 number of users, 60 number of reports with 50 concurrent users.
- iv. Price for solution is to be quoted in Commercial Bid accordingly.
- v. The number of licenses required for Business Intelligence (BI) solution is 10 (Ten only) to begin with .The price in commercial bid is to be quoted accordingly.

Request for Proposal: Online Reporting System: National Housing Bank

vi. Proposed Database management system should be of OEM i.e. Microsoft/Oracle.

vii. Proposed BI tool should be of OEM SAP/Microsoft/Oracle.

b. Technical Features/Specification requirement: -

i. The proposed architecture and platform software to be used for this development should confirm to the following standards:

S No.	Item	Requirement Description	Yes/No/(Comments if 'NO')
1.	Hardware	The software should work on INTEL platform as well as RISC platform	
2.	Operating system	The software should work on latest version on WINDOWS, Windows Server 2012, Windows Advanced Server operating systems, and/or UNIX, LINUX (open platform compatible)	
3.	Data Base	The software should work on RDBMS. The software should be compatible with Microsoft/Oracle RDBMS.	
4.	Application Software	Solution should be designed in both Client Server Architecture with three-tier web architecture and Stand-alone System. Coding should be in 3 rd Generation Languages & above. The system should have features like I/O spooling, multilevel security, system log, error analysis, time sharing, multitasking, multi user support and remote processing.	
5.	Networking Protocol	Tool should support/work in TCP/IP	

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6.	Security	Standard security features like Password Management, User Management, and Access Control, Authorization Levels, Encryption/Decryption of data, Workflow Management, Time out and Audit Trails, Digital Signature etc. should be <i>present in/supported by</i> the Software. Open Web Application Security Project (OWASP) guidelines should be complied.	
7.	Other Features	Instance facility should be there. Output Data report (besides in XBRL format) should be available in multiple formats like PDF,	

		<p>Notepad, Excel etc. Data Validation (Maker Checker concept) should be there.</p> <p>It should consume data directly from the CDR (Central Data Repository), XML file, Excel or any other flat file and generates XBRL instance & encrypted instance document directly. It should cover and comply with the BANK mandated requirements. Software should be able to fix all errors and additions / modifications required due to the changes in taxonomies, mapping, data sources etc. as per BANK requirement.</p> <p>It should have the ability to update taxonomy of the XBRL specification from existing data, if Bank's migrate to XBRL based reporting system.</p>	
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Note:

- i. Any Hardware requirement for implementation of the tool shall be provided by the successful bidder.
- ii. The total responsibility for the complete implementation and support shall rest with the bidder during implementation and Warranty/ AMC period. In case any additional tools/equipment, software, cables. Connectors, licenses, services, configuration are required to achieve the overall desired functionality, the same has to be incorporated in the proposed solution or will be provided by the bidder only without any additional cost to NHB.
- iii. We confirm that, all the details mentioned above are true and correct and if the Bank observes any misrepresentation of facts on any matter at any stage of evaluation, the Bank has the right to reject the proposal and disqualify us from the process.

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- iv. We hereby acknowledge and unconditionally accept that the Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP document, in short listing of vendors for providing software tool.
- v. We also acknowledge the information that this bid is valid for a period of one year, for the short-listing purpose, from the date of expiry of the last date for submission of bid.

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Online Reporting System: National Housing Bank

Annexure - IV

COMPLIANCE STATEMENT DECLARATION

Part-I

Terms and Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Online Reporting System: National Housing Bank

Part-II

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated as per **Annexure - III** by you with the following deviations

Bidders are requested to provide details of all deviations, comments and observations or suggestions in the following format with seal and signature. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose as shown below.

NHB may at its sole discretion accept or reject all or any of the deviations, however it may be noted that the acceptance or rejection of any deviation by NHB will not entitle the bidder to submit a revised bid.

List of deviations

- 1) _____
- 2) _____
- 3) _____

(If left blank it will be construed that there is no deviation from the specifications given above)
(The decision of the Bank is final towards evaluation of the bid documents)

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Online Reporting System: National Housing Bank

Annexure -V

Minimum Eligibility

Following format has to be filled by the Bidder and has to be submitted in a separate envelope along with softcopy and relevant documentary proof.

S.No	Minimum Eligibility Criteria	Bidder's Response
1	The Bidder should preferably be a Firm/Company/Public Sector undertaking/Govt. Company incorporated in India and should have 5 years' experience in implementation of online reporting solution. <i>Bidder to submit company registration certificate (ROC)/ Certificate of Incorporation (COI).</i>	
2	Bidders, who have not satisfactorily completed any of the earlier contracts with the Bank and/or who have been debarred or black listed by the Government/ Government agency/ Banks/ Financial Institutions in India in the past, will not be eligible for this tender. Bidder to submit undertaking in this regard.	
3	The Bidder should have experience of already successfully implementing of online reporting solution in at least one Public Sector Bank/Financial Institution/ PSU/ Government organization in India. The bidder should submit details like name of contact person, along with his phone number for above projects.	
4	The bidder company should be minimum CMMI (Capability Maturity Model Integration) level 3 complied. Bidder to submit the proof of the certificate.	
5	The bidder should be a reporting solution provider/ system integrator for last five consecutive financial years in India. Such system integrators should have back-to-back support agreement with OEM, as applicable, and should be an accredited service-partner of the OEM. Such bidders should submit a letter of authorization and an accreditation certificate from the OEM.	

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6	Bidder should have a valid AMC Contract for at least 2 customers having implemented online reporting solution with database size of 1 TB and catering generation of 20 MIS reports.	
7	The Average turnover of the company should be atleast Rs. 100 crores for the last three financial years i.e. FY 2012-13; FY 2013-14 & FY 2014-15, out of which minimum 20% of same should be towards software/project development.	
8	The bidder should be a company with positive networth in atleast any of the 2 years of last 3 consecutive financial years i.e. FY 2012-13; FY 2013-14 & FY 2014-15. In case Balance sheet for FY 2014-15 is yet to be published, bidder has to submit provisional balance sheet duly signed by authorised signatories.	
9	The Bidder should have direct support office at Delhi & Mumbai.	
10	The bidder should be able to provide such support services as per resolution matrix (Annexure XIV). Documentary proof to be submitted along with the bid. Bidder should also have its own Toll Free Number/ Dedicated Number for Complaint Logging and Management across India.	
11	The bidder must submit the OEM/Manufacture Authorization form (MAF) letter as per Annexure XIII for quoting and support for warranty period and AMC for this tender, failing which the bids may not be taken for further evaluation.	

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Online Reporting System: National Housing Bank

Annexure - VI

Technical Bid Covering Letter

Date :

To
The General Manager
National Housing Bank,
Information Technology Department
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110003

Dear Sir,
Technical Bid
Implementation of Online Reporting Solution & Support Services

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your RFP document [Insert RFP Number] dated [Insert Date]. We are hereby submitting our Proposal, which includes Minimum Eligibility Criteria, this Technical Proposal and a commercial Proposal. The minimum eligibility criteria and technical proposal are put in one envelope and the commercial proposal in separate envelope.

We also enclose masked Commercial Bid.

We understand you are not bound to accept any proposal you receive.

Dated at _____ / _____ day of _____ 2014.

Yours faithfully,

For

Signature

Name:

Address:

(Authorised Signatory)

Request for Proposal: Online Reporting System: National Housing Bank

Annexure -VII

Technical Bid Format

Bidder response to the Technical Bid of this Tender document must be provided as detailed in chapter H.4. Any extra information may be provided as separate section at the end of Technical Bid document. Technical bid should be submitted with covering letter.

- 1. Details as detailed under Chapter H.4**
- 2. List of deviations (as per Annexure -IV)**
- 3. Technical Proposal Covering Letter (as per Annexure -VI)**

Note: Bidder must submit softcopy of complete technical bid inside the sealed envelope meant for 'Technical Proposal'.

Request for Proposal: Online Reporting System: National Housing Bank

Annexure -VIII

Commercial Bid Covering Letter

Date :

The General Manager
National Housing Bank,
Information Technology Department
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110003

Dear Sir,

Commercial Bid - Implementation of Online Reporting Solution & Support Services

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your Request for Proposal [\[Insert RFP Number\]](#) dated [\[Date\]](#) , and our Proposal (Technical and Commercial Proposals). The Total fee is inclusive of all taxes, duties, charges and levies (as applicable and payable under the local laws) and out of pocket expenses that we might incur and there will be no additional charges.

Our commercial proposal shall be binding upon us, subject to the modifications resulting from contract discussions, up to expiration of the validity period of the Proposal, i.e., [\[Insert date\]](#).

Yours faithfully,

For

Signature

Name

Address

(Authorised Signatory)

Request for Proposal: Online Reporting System: National Housing Bank

Annexure -IX

Commercial Bid Format

The structure of the Bidder's commercial response to this tender must be as per following order. The Commercial Bid Response must be submitted with Commercial Bid covering letter, format of which is given at the end this section.

- **Present Requirement** [Cost of Infrastructure (Hardware/software), installation cum implementation (to be filled in **Section I** below)]
- **Cost of AMC/ATS of proposed solution** (to be filled in **Section II** below)
- **Summary of Project Cost & Commercial Evaluation** (to be filled in **Section III** below)

Bidders are requested to note the following:

- All the details must be provided as per format. Incomplete formats will result in rejection of the proposal.
- Masked commercial bids must be given with technical bid. All the pages of commercial bids must be sealed and signed by authorized signatory.
- All the quoted costs must include all applicable taxes, charges and other levies.
- In case of shifting of DC /DR site the installation rate quoted under future requirement category will be taken for placing order during the period of next 5 years.
- Bidder must submit softcopy of complete commercial bid inside the sealed envelope meant for 'Commercial Proposal'.
- All the rates must be quoted in INR.
- The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.
- The commercials quoted in the commercial bid are valid for six months from the date of opening of commercial bids.

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Online Reporting System: National Housing Bank

I. Present Requirement (Weightage 90%)

A. Infrastructure Cost

Table A

Sl No	Item#	Qty.	Make/ Model/ S.No	Unit Price	Total Cost
1	Hardware (as per specification mentioned Annexure III)	2			
2	Software License Cost:				
2.a	Application Software Licenses				
2.b	BI Software Licenses (SAP/Oracle/Microsoft) (10 named user)				
2.c	Database Licenses (Oracle /Microsoft SQL)				
2.d	Version management tool				
3	Hardware Warranty, AMC & Software ATS Support cost for first year for above infrastructure (S.No 1 to 2)	Inclusive			
10	Total Cost (A)				

Total Cost (A) In words:	
---------------------------------	--

Note:

- At present, the number of named BI users in Bank is 10.
- The above prices should be inclusive of the delivery, warranty, post-implementation support cost. For new locations, the vendor has to supply the equipment at the above quoted rate only for the respective category of equipment.
- All purchase orders within 1 year from the date of initial work order will be at the above quoted price for the respected item.

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B. INSTALLATION, IMPLEMENTATION & COMMISSIONING CHARGES.

Table B

SI No	Item Description	Total Cost
1.	Total cost towards Installation, Implementation, commissioning and training charges for the complete project.	
2.	Total Cost (B)	

C. TOTAL AMC/ATS SUPPORT CHARGES FOR THE SOLUTION

Table C

SI No	Item Description	Total Cost
1	Hardware Warranty, AMC & Software ATS Support cost for 2 nd Year	
2	Hardware Warranty, AMC & Software ATS Support cost for 3 rd Year	
3	Hardware Warranty, AMC & Software ATS Support cost for 4 th Year	
4	Hardware Warranty, AMC & Software ATS Support cost for 5 th Year	
5	Total Support Cost for proposed Solution (C)	

D. SUMMARY OF COST TOWARDS PRESENT REQUIREMENT [X]

SI No	Item Description	Total Cost	Total Cost in words
1.	Total Cost towards items mentioned at Table A above		
2.	Total installation, Implementation and commissioning charges as per Table B above		
3.	Total Cost towards Warranty & AMC/Support as per Table C above		
4.	TOTAL COST [X=A+B+C]		

Request for Proposal: Online Reporting System: National Housing Bank

II. FUTURE REQUIREMENT (Weightage 10%):

SI No	Particulars	Make & Model	**Total Cost
1	Man-day rate for development and customization		
2	Installation and commissioning of DR setup at Bank's Mumbai Regional Office (b)		
3	Total Cost for future requirement (Y)		

III. Summary of Project Cost & Commercial Evaluation:

i. Total Cost of Project:

SI No	Item Description	Total Cost	Total Cost in words
1	Total Cost towards Implementation of Online Reporting Solution and support services for Five years [X]		

Note: Successful bidder will be issued work order for the first year. Support services will be renewed for subsequent years subject to satisfactory services & yearly review.

ii. Commercial Evaluation

- a. Total value be considered for Commercial Evaluation (after applying applicable weightages):

S.No	Item Description	Total Value	Total Value in words
1	Total Value for Commercial evaluation. [90% of X + 10% of Y]		

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Online Reporting System: National Housing Bank

Annexure -X

Address and Contact Details of Locations

Sl No	Location Details	Contact Details
1.	Head Office: National Housing Bank Core 5A, India Habitat Centre, 3rd-5th floor, Lodhi Road, New Delhi - 110003 Phone No. +91-11-24649031 to 35 FAX No. +91-11-24646988, 24649041 e-mail : ho@nhb.org.in	Shri S K Padhi Dy.General Manager - IT Phone: 011-24626383, 24649031-35 Extn - 359 Mob : 09717691287
2.	Mumbai Regional Office: National Housing Bank Mumbai Life Building, 45, Veer Nariman Road, Fort, Mumbai - 400023 Phone No. +91-22- 22851560-64 FAX No. +91-22-22851555 e-mail : romum@nhb.org.in	Shri V Sambamurthy Assistant General Manager Phone: 022-22822624 Mob : 9820538547

For latest address/contact pl refer Bank's Website: www.nhb.org.in

Request for Proposal: Online Reporting System: National Housing Bank

Annexure - XI

[To be submitted along with Technical Bid]

ECS MANDATE

FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF PAYMENT FROM NATIONAL HOUSING BANK

(Please fill in the information in CAPITAL LETTERS)

1. Name of the vendor/supplier

2. Address of the vendor/supplier

City_____ Pin Code_____

E-mail id

Phone /Mobile No.

Permanent Account Number (PAN)

Service Tax Registration No.

TIN No.

3. Particulars of Bank Account

A. Name of Account same as in the Bank

B. Name of the Bank

C. Name of the Branch

D. Address of the Branch with Tel No.

E. Account No. (appearing in Cheque book)

F. Account Type (SB, Current, etc.)

Request for Proposal: Online Reporting System: National Housing Bank

G. MICR No.

H. IFSC Code of the bank branch _____ (to be obtained from the respective branch)

I/We hereby authorize National Housing Bank to credit payment(s) to my/our above bank account by ECS. # (#ECS will accepted on centers where the facility is available).

I/We hereby declare that the particular given above are correct and complete. If the transaction is delayed or not effected at all by ECS for reasons of incomplete or incorrect information, I/we would not hold National Housing Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RTGS/NEFT.

I also agree that without prejudice to the generality of the foregoing, in the event National Housing Bank is not able to carry out the ECS instructions given by me, National Housing Bank may make such arrangements for payment as deemed appropriate by it, for effecting the transaction.

Place:

Date: _____ Authorized Signatory/ies

Certified that the particulars furnished above are correct as per our records.

Bank's Stamp:

Date:

Signature of the Authorized Official of the Bank

Request for Proposal: Online Reporting System: National Housing Bank

Annexure XII

Letter of Competence Format

[To be submitted along with Technical Bid]

[To be executed on a non judicial stamp paper]

Letter of Competence for Quoting against NHB's RFP No. /

This is to certify that we [\[Insert name of Bidder\]](#), Address.....are fully competent to undertake and successfully deliver the scope of services mentioned in the above RFP. This recommendation is being made after fully understanding the objectives of the project and requirements like experience etc.

We certify that the quality and number of resources to be deployed by us for implementation will be adequate to implement the proposed solution correctly and provide the services professionally and competently.

We also certify that all the information given by in response to this RFP is true and correct.

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Online Reporting System: National Housing Bank

Annexure XIII

Manufacturers Authorisation Form

[to be submitted along with Technical Bid]

Ref. No: Date:

To,
The General Manager
National Housing Bank,
Information Technology Department
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110003

Dear Sir,

Sub: RFP No. Dated for Implementation of Online Reporting System

We who are established and reputable manufacturers ofhaving factories at and do hereby authorize M/s[**Name and address of vendor**] to submit a bid and sign the contract with you for the goods manufactured by us against the above RFP No..... dated We hereby extend our full guarantee and warranty as per the clauses of contract based on the terms and conditions of the RFP for the goods and services offered for supply by the above firm against the RFP.

Yours faithfully

[]

Name of the manufacturer

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

Request for Proposal: Online Reporting System: National Housing Bank

Annexure XIV

Resolution Matrix

[to be submitted along with Technical Bid]

We declare that we will adhere to following resolution matrix during our service contract period with NHB:

Situation	Expected response of Service Provider
Catastrophic business impact: Complete loss of a core (mission critical) business process and work cannot reasonably continue Needs immediate attention	1st call response immediate · Our Resources at Your site as soon as possible. · Continuous effort on a 24x7 basis · Notification of Our Senior Executives
Critical business impact: · Significant loss or degradation of services. · Needs attention within 1hour	1st call response in 1 hour or less · Our Resources at Your site as required. · Continuous effort on a 24x7 basis · Notification of Our Senior Managers
Moderate business impact: · Moderate loss or degradation of services but work can reasonably continue in an impaired manner. · Needs attention within 2 Business Hours	1st call response in 2 hours or less · Effort during Business Hours
Minimum business impact: · Substantially functioning with minor or no impediments of services. · Needs attention within 4 Business Hours	1st call response in 4 hours or less · Effort during Business Hours only

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Online Reporting System: National Housing Bank

Annexure XV

Statements>Returns:

S.No	Type	Name of Return/ MIS	Periodicity	Criteria (if any)
1	Return	New Monthly Return	Monthly	All HFCs
2	Return	Quarterly Return in Schedule III	Quarterly	HFCs accepting/holding public deposits or with assets size of => Rs.100 cr
3	Return	Short Term Dynamic Liquidity Statement (ALM)	Quarterly	HFCs having Assets size => Rs.100 cr. or Public Deposit holding => Rs.20 cr
4	Return	Assets and Liabilities of Large Housing Finance Companies Return	Quarterly	HFCs having outstanding Public Deposits => Rs.20 cr
5	Return	Major Ten Exposure Return	Quarterly	All HFCs
6	Return	Loans under SARFAESI Act, 2002	Quarterly	HFCs notified under SARFAESI Act
7	Return	Half Yearly Return in Schedule II	Half-Yearly	All HFCs
8	Return	Interest Rate Sensitivity Statement (ALM)	Half-Yearly	HFCs having Assets size => Rs.100 cr. or Public Deposit holding => Rs.20 cr
9	Return	Structural Liquidity Statement (ALM)	Half-Yearly	HFCs having Assets size => Rs.100 cr. or Public Deposit holding => Rs.20 cr
10	Return	Annual Return in Schedule I	Annually	All HFCs
11	MIS	MIS on monthly Return	Monthly	No criteria
12	Return/MIS	Broad Liquidity	Quarterly	No criteria
13	MIS	Quarterly Flow of Funds	Quarterly	No criteria
14	MIS	Trend & Progress MIS	Annually	No criteria
15	MIS	MIS on Annual Return	Annually	No criteria
16	Return/MIS	Data on Priority Sector Lending	As and when required	No criteria
17	MIS	Details of Designated Officials, Board of	As and when required	No criteria

Request for Proposal: Online Reporting System: National Housing Bank

		Directors, Statutory Auditors etc.		
18	MIS	Parliamentary Questions Format 1	As and when required	No criteria
19	MIS	Parliamentary Questions Format 2	As and when required	No criteria
20	MIS	Parliamentary Questions Format 3	As and when required	No criteria
21	MIS	Parliamentary Questions Format 4	As and when required	No criteria

**Subject to change if new HFC registers for business.*

Note: Format of all Returns are made available on Bank's website. MIS templates may be shared with interested bidders on request.

-XX--- End of Document ---XX-