

REQUEST FOR PROPOSAL FOR CREATION OF WEBSITE FOR IFXC

Tender for (i)Development and implementation under Cloud based Hosting solution a website for the India Forex Committee (IFXC) with the General Features and Security Features as listed in this document and (ii) Maintenance of the Website.

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The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by FEDAI in submitting RFP. The information is provided on the basis that it is non-binding on FEDAI or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

FEDAI/IFXC reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

The proposal in response to the RFP should be signed and submitted by a person duly authorized to bind the bidding company to the details submitted in the proposal in response to the RFP. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding party. All pages of the RFP documents are to be signed by the authorized signatory. Any clarification sought can be mailed to mail@fedai.org.in. All clarifications sought shall be replied by email or through an addendum, if necessary.

Schedule for RFP

The following table is an indicative time frame for the overall process. FEDAI/IFXC reserves the right to vary this time frame and/or venue at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the time frame and/or venue will be communicated to the Respondents concerned.

Sl. No.	Process	Date and Time (where stated)
1.	Issue of RFP Document	30 September 2020
2.	Last date for receipt of Queries by email by Bidders	08 October 2020
3.	Last date for any addendum/corrigendum to Bid Document	13 October 2020
4.	Date and time of Final submission of Technical & Commercial Bid	25 October 2020 Latest by 3.00 PM
5.	Date and Time of opening of Technical and Commercial Bid	01 November 2020

1.	Venue for opening of Bids	173, 17 th Floor, Maker towers 'F', Cuffe Parade, Colaba, Mumbai 400005
2.	All queries to be mailed to	mail@fedai.org.in

Background

The IFXC is a Local Fx Committee consisting of Market Participants in the Indian Foreign Exchange Markets. The committee members consist of Banks, Corporates, Forex brokers and a few Financial Institutions. It functions under the RBI and Foreign Exchange Dealers' Association of India is one of the founders of IFXC and is presently providing Secretarial services to it. Several countries already have Regional or Local Forex Committee. IFXC was formed as a part of the exercise of creating a Global Forex Code. A Global Forex Committee (GFXC) has been formed with representation from many countries. More information on the Global Forex Committee is available on www.globalfx.org. Many of the FXCs have created their website and addresses of a few of them are given below for reference:

www.ny.frb.org/fxc/, www.bankofengland.co.uk/markets/Pages/forex/fxjsc/default.aspx#surveys,
www.ecb.europa.eu/paym/groups/fxcg/html/index.en.html,
www.cfec.ca_afx.rba.gov.au, www.sfemc.org/ndf.asp, www.tma.org.hk

IFXC will be disseminating important information/decisions pertaining to Foreign Exchange to Market Participants in the Indian Forex Markets. At the present, such dissemination of information is limited in the absence of a website of its own. The Global Fx Code requires Market Participants to sign a Statement of Commitment (SOC) and records of signed statements to be maintained in a Public Register which is to be uploaded on a website. The Public Register is being uploaded on Foreign Exchange Dealers' Association (FEDAI) website. Communication with IFXC members and Global Forex Committee (GFXC) is presently through the FEDAI email and the Reserve Bank of India email. IFXC now proposes to have its website so that all the above tasks and data can be done through this website and invites Proposals from interested and qualified entities for its creation. The specifications and features required of the website are given under 'Business Requirements' below:

Purpose of the Document

FEDAI on behalf of IFXC invites technically viable and commercially competitive Proposals from firms having previous experience in (i) Development and implementation of websites and (ii) Maintenance of websites.

The Bidders desirous of taking up the project for IFXC are invited to submit their Proposals in response to this RFP in sealed envelopes – separately for (i) Technical Bid and (ii) Commercial Bid, super-scribed in bold letters **“Technical Bid / Commercial Bid for (i) Development and implementation of the IFXC website under cloud-based Hosting Solution and (ii) its maintenance.**

The proposals should be addressed to “The Chief Executive, Foreign Exchange Dealers' Association of India 17th Floor, 173, Maker Towers 'F' Cuffe Parade, Colaba, Mumbai 400005.”

The criteria and the actual process for evaluation of the responses to this RFP and subsequent process for selection of the successful Bidder will be entirely at the FEDAI/ IFXC's discretion. Any deviation from any part of this document may be accepted by the FEDAI/IFXC at its own discretion.

This RFP is not an offer by the IFXC, but an invitation to receive responses from the Bidders. No contractual obligation shall arise from the RFP process unless and until a formal contract is signed and executed by the duly authorized official(s) of the IFXC with the selected Bidder. The IFXC shall enter into a mutually agreeable contract with the Successful Bidder. The RFP will be a part of the contract.

Structure of RFP

- The services to be provided by the selected Bidder;
- Bidding Process
- The techno-commercial evaluation methodology which shall be followed to select the successful Bidder.
- Terms and Conditions
- Annexes seeking response for evaluation as per list given below

Scope of Work- Business Requirements:

- (i) Developing under Cloud-based Hosting Solution the web portal of
- (ii) Maintenance of the Website.

Business Requirements

The Web portal will have the following features:

General Features required

- The application should be developed on latest technology / platform.
- The application should be cloud vendor independent and if needed should be easily portable across any cloud vendors without any change or any additional cost
- Application should be compatible with all major browsers like Chrome/Internet Explorer /Microsoft Edge/FireFox/Safari or any other latest browser that may get released during the project. It should also be device-independent.
- The website will be securely accessible over internet to be used by authenticated users and general public for viewing (non -authenticated users). The general public will only be able to view the website content and in no circumstances should be able to upload or change any contents of website
- It is mandatory that the website and all its relevant data needs to be hosted on infrastructure within India only.
- Most of the website will be static pages. The number of static pages is estimated to be 40 but can be more. Vendor to study the requirements and make suitable assumptions.
- The website must have the facility to maintain the Public Register referred to above as an XML file which can be web-crawled.
- The website should provide upload functionality - new / update existing documents without any need to do any code changes / deployment.
- This upload functionality will only be available to authenticated users (Admin or Regular Operation Users as mentioned below)

- The upload process shall be secure and have a maker-checker process. The maker should be able to upload the files, but the files will only be accessible over website after checker approves the uploaded files.
- It is expected that application will maintain proper audit trail which can be checked for any analysis in future.
- Vendor to consider effort of 5 changes to static content per month for quote. Any additional effort required needs approval from the Secretariat before proceeding with the changes and may be billed additionally.
- The website domain will be provided by IFXC and shall remain the exclusive property of IFXC. Selected Vendor to provide an undertaking that website domain and its domain name shall remain exclusive property of IFXC only.
- Vendor will configure 10 email ids for IFXC preferably with same domain provided by IFXC.

Security Features required

- Website to conform to latest security requirements.
- The applications should be available on internet using **https** protocol only.
- Passwords Security:
 - The system should force user to change a password at 30 days interval. This period should be configurable so as to change this if needed
 - The changed password should not be repeated
 - The password should be complex enough to have at least 8 characters and should be combination of numbers, alphabets and special characters
 - User should have ability to change his or her own password anytime after validating existing password
 - Passwords should be stored in database in hashed form using SHA 256 algorithm
- Any sensitive information like password but not limited to password should not be logged in application logs

Maintenance by secretariat:

- The application should support two types of users - Admin users and Regular Operation Users.
- It is expected that there would be two admin users. These users are expected to use the password based login as authentication mechanism.
- Admin users should have the ability to create, modify, activate, deactivate the regular operation users.
- Admin users should also be able to set / change the passwords of regular operation users.
- Admin users should be able to associate / disassociate the email Ids with authenticated users.
- Admin users should have ability to upload new / update existing documents without any need to do any code changes / deployment
- Upload should support pdf and xml files.
- Admin User should have ability to remove the already uploaded pdf or xml file from the website
- A proper audit trail of all user uploads and checker verifications to be maintained in database.
- Vendor needs to submit the entire SourceCode to IFXC along with other design documents like Application Design, Database Design, Deployment Architecture, Deployment Scripts and deployment process, User manual document.

Application Hosting:

- Infrastructure setup to host the Application has to be based in India only.
- The data uploaded including any data backup should be saved in India only.
- Only authorized users of vendor should have access to this infrastructure

Web Crawl:

- The data in the Public Register referred to above is incorporated and updated at regular intervals on a Global Register maintained by the GFXC. The website must have a provision for the GFXC to be able to fetch the uploaded xml file using web crawling via http protocol.

IPR

- IFXC shall own and have a right in perpetuity to use all intellectual property rights which have arisen out of or have been developed under the scope of work during execution of this project, including but not limited to all Source Code, data, processes, products, specifications, reports, drawings, applications, codes and other documents which have been newly created and developed by the Vendor during the performance of the services. IFXC will have exclusive IPR over the entire SourceCode and data. Without written permission from IFXC, code / binaries or data cannot be shared, marketed, sold or re-used elsewhere.

Maintenance of Website

The proposal must contain an arrangement for maintenance of the website. IFXC intends to sign a Seven-year contract (Warranty - 3 years, AMC – 4 years) with the selected Bidder for the creation, further development and maintenance of the website.

Physical Architecture: The web-portal will be under cloud-based hosting solution with a Primary Data Center and a scaled-down Disaster Recovery (DR) center being the replica of the primary site. Data-replication from the Primary website to the DR site will happen over SAN on a real-time basis. Changeover of business operations in case of non-availability of the primary site web-portal from the primary site to the DR site will happen within 1 hour and there will be quarterly DR Drills. The corporate web-portal with the Application and the Database system will be under 24x7- 365 days monitoring.

Change Management Request (CMR)/Enhancement: At any later stage in the project after the initial implementation IFXC can initiate a request for change/enhancement as per its functional requirements. Minor changes required in the application and requiring 5 man days' effort per change request with a cap of 25 man days per annum, will not be considered as part of change management and should be provided free of cost. Beyond this, CMRs with effort estimation and cost to IFXC will be approved by IFXC before implementation.

Disaster Recovery & Disaster Recovery Drill

1. The solution deployed Bidder should confirm to Recovery Time Objective (RTO) of 2 hours and Recovery Point objective (RPO) of 5 minutes.
2. The Bidder has to perform DR drills once in every quarter, i.e. four DR Drills in a year. Similarly, VAPT needs to be proposed at a suitable frequency.
3. During DR drills, the vendor has to provide support at DR site.
4. The Bidder is responsible keeping in sync Application and Database in DC and DR
5. In case of any DR situation, the Bidder has to shift application to DR site after Intimation to IFXC.

Purpose and Objective of SLA:

IFXC intends to enter into a Service Levels Agreement (SLA) with the successful Bidder in order to provide complete utility of the service that could be provided to IFXC once the mentioned solution is in place.

It is expected that after successful login all the pages of the website should be made available to the users within a response time of 2-3 sec, assuming the other related conditions being normal. The Bidder would be completely responsible for the entire webportal, its operation, maintenance and Warranty and AMC. Proposed costs should therefore be comprehensive and cover all aspects. No extra costs (except as authorised by IFXC) will be admissible once the Vendor is selected.

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

Criticality	Time to Recovery (TTR)
Level 1/Priority 1	Full functionality will be restored within 12 hours
Level 2/ Priority 2	Full functionality will be restored within 24 hours

Any failure in the primary DC should result in automatic switch over to the DR. The time taken to switch over to DR sites due to complete failure of the DC shall not be considered for TTR computation.

TTR shall be computed as total downtime per month. The TTR values given in the above table therefore, define the maximum acceptable downtime in the specified time and conditions. A failure that does not result into a level 1 or level 2 incident considered as Priority 3, is still required to be resolved by the Bidder in maximum 2 working days.

Performance Tracking and Reporting:

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

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

Problem Management and Escalation Procedures:

The Bidder is expected to provide an interface for logging issues. It should have an audit trail and updating functionalities and preferably have a role based access for the users. IFXC should be able to retrieve the details of any issue logged and get the complete history of the issue including the enterer, date of entry, date and details of the solution, re-opened date with remarks, etc.

Penalties for Delayed Implementation:

The successful Bidder is expected to complete the responsibilities that have been assigned as per the specified time frame.

In case of the Rollout delays by the Bidder, the financial Penalty as per the discretion of FEDAI/IFXC will be imposed on the Bidder at 5% of the total contract value per month of delay, to the maximum of 10% of the total contract value as per the agreement between the IFXC and the successful Bidder. In case of delay of more than two months by the bidder, it is the sole discretion of the FEDAI/ IFXC to cancel the contract.

Backup and Archiving

1. There shall be a provision for taking backups and archive the replica of the systems' database and the application as well. There should be a provision of adequate Business Continuity Management (BCM). The successful Bidder is expected to provide the required support for the same.

2. The methodology for the backing up of data and its archival may be indicated.

3. The Application should have a capability for easy retrieval of the backed-up data (both application and the database) with least amount of manual intervention with no data Loss events.

Activity Log Management

There shall be provision for complete audit trail of all operations by the users. There shall be provision / functionality to track down all backend modifications as per assigned user's roles and responsibilities, if any, by any user which can be retrieved and analysed to get the complete history of the issue. The vendor may take it as an input for redressal of the issue, if the same is application related.

Terms and Conditions:

General Terms & Conditions: Unless otherwise agreed to in writing by FEDAI/IFXC, the following terms and conditions apply to this RFP, in addition to any terms set forth on the face of or attached to or incorporated by reference into this RFP. The response to RFP is subject to an evaluation process. Therefore, it is important that the bidders carefully prepare the bid. Bidders are required to respond to the RFP only in the prescribed format. Under no circumstances, the format can be changed, altered and modified.

- Bidding Vendor should abide by all the terms and conditions contained in the RFP. Submission of responses will be construed as acceptance to all clauses of the RFP. If the responses contain any extraneous conditions, such responses may be disqualified and may not be considered for the selection process.
- Bidding Vendor is required to provide response only in the prescribed format. Under no circumstances, the format can be changed, altered and/or modified. All pages in the bid should be signed by authorized signatory under seal.
- FEDAI/IFXC reserves the right to accept the whole proposal or such parts thereof as FEDAI/IFXC may, in its absolute discretion, decide. FEDAI/IFXC decisions in this respect will be final. IFXC reserves the right to award the contract to the bidder as it deems fit.
- FEDAI/IFXC may, at its discretion, extend the timeline for submission of proposals by amending the RFP Document, without any change to all rights and obligations of either party.

Due Diligence

The bidder is expected to examine all instructions, terms and specifications in this RFP document. Bid shall be deemed to have been prepared and submitted after careful study and examination of this RFP document with full understanding of its implications. The bid should be

precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information required by this RFP or submission of a bid not responsive to this RFP in every respect will be at the bidders' risk and may result in rejection of the bid. Bidder should note that FEDAI/IFXC does not make any warranty, express or implied, with respect to the information provided in this RFP or on which the RFP is based.

Cost of RFP Document

There is no cost for the RFP document. The bidder shall bear all costs associated with the preparation and submission of its bid and FEDAI/IFXC will, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Amendment to the RFP Document

a) FEDAI/IFXC reserves the right to make amendments to RFP document.

b) At any time, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidders, FEDAI/IFXC may modify this RFP document. Bidders may be suitably informed to resubmit their offer.

c) All prospective bidders shall be notified of the amendment in writing, and all such amendments shall be binding on them.

d) If required, in order to allow prospective bidders reasonable time to take the amendment into account in preparing their bids, FEDAI/IFXC reserves the rights to extend the deadline for the submission of bids. However, no request from the bidder, shall be binding on FEDAI/IFXC for the same.

Period of Validity of Bid:

Validity Period: The proposals/bids against this RFP including all prices, technical specifications and other terms and conditions of the offer made by the vendor should remain valid for a minimum period of 90 days from the last date of submission. IFXC holds the rights to reject a bid valid for a period shorter than 90 days as non-responsive, without any correspondence. In exceptional circumstances, IFXC may solicit the bidder's consent to an extension of the validity period. Extension of validity period by the Bidder should be unconditional and irrevocable.

Language of Bid:

The bid prepared by bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and IFXC shall be in English only.

Bid Currency Prices shall be quoted in Indian Rupee (INR). The quoted Rate/Cost should be inclusive of all costs like Customs/Excise duty etc., if any. Taxes such as Goods & Service Tax shall be indicated separately.

Proposal rejection

- FEDAI/IFXC reserves the rights to reject the Proposals which are incomplete and / or received after the due date.

- Proposals received through FAX will be rejected.

- FEDAI/IFXC shall not be responsible for non-receipt of proposals by the specified date and time for any reason, including postal holidays or delays.

- FEDAI/IFXC reserves the rights to reject the incomplete proposal.

- FEDAI/IFXC reserves the right to accept or reject any proposal in full or part. IFXC also reserves rights to suspend this process and reject all quotations or part at any time prior to the award of contract, without thereby incurring any liability to the affected vendors and without assigning any reason. FEDAI/IFXC's decision in this respect will be final.

- FEDAI/IFXC reserves the right to reject the proposals if it finds that any unfair business practices being resorted to by the bidders.

Contract Award:

No Bidder shall contact the FEDAI or IFXC on any matter relating to its Bid, from the time of the Bid opening to the time the Contract is awarded to successful bidder(s). FEDAI/IFXC will award the contract to the successful vendor where the proposal has been determined to be the best valued services. FEDAI/IFXC is entitled to vary the details of its requirement and the vendor shall implement such variations without undue delay, and or penalties, even if the effect of the variations on cost and delivery schedule have not been agreed.

Such variations may include reasonable additions and alterations of the services provided that such variations are within what IFXC and the vendor should reasonably expect when entering into the contract. IFXC reserves the right to accept the whole proposal or such parts thereof as it may in its absolute discretion deem fit. IFXC decisions in this respect will be final and IFXC reserves the right to award the contract to the vendor as it deems fit.

Liability of the FEDAI/ IFXC:

FEDAI or IFXC will not be liable to pay expenses or losses which may be incurred by any Vendor, direct or indirect, in preparing and or submitting this RFP. No responsibility will be attached to any officer of FEDAI or IFXC for premature opening or the failure to open a RFP not properly addressed and identified.

Proposal Terms & Submission Instructions:

Before bidding, the Bidders are requested to carefully examine the Bid Documents and the terms and conditions of the contract thereof, and if there appears to be any ambiguity, gap(s) and/or discrepancy between any of the Bid Documents they should forthwith refer the matter to IFXC for necessary clarifications and / or confirmation.

Commercial Proposal:

The vendor shall indicate in the template prescribed, function-wise charges and total charges, it proposes to provide under the Contract. Prices should be shown separately for each item as detailed in RFP Document. In absence of said information, the proposal may be considered incomplete and be summarily rejected. Prices quoted in the proposal must be full and final and shall not be subject to any upward revisions. IFXC reserves the right to negotiate the prices quoted in the proposal to effect downward modification. The Proposal Prices shall be indicated in Indian Rupees (INR) only. Prices in any form or by any reason should not be revealed before opening the Commercial Proposal, failing which the offer shall be liable to be rejected.

Proposal Validity: Proposals shall remain valid for at least 90 days from the last date of submission. A proposal valid for a shorter period may be rejected as non-responsive. IFXC reserves the right to request the Vendor to extend the validity of the proposal through official correspondences.

Technological/ Security requirement:

- i. The solution should follow the industry best practices for IT security in line with those applicable for similar systems.
- ii. The Proposed system will undergo Vulnerability Assessment, Penetration Testing and other Security and risk assessment before Go Live. Bidders should facilitate code testing of the solution from security and process perspectives. If there are any major gaps in the assessment, it is the responsibility of the Bidder to fix those gaps before 'Go-Live'.

- iii. The solution shall not be considered accepted until the independent review by the IFXC is completed and all security issues have been closed or assigned to a mutually agreed upon remediation roadmap.
- iv. The Bidders shall develop, implement, maintain and use best in class industry proven safeguards that prevent the misuse of information systems and appropriately protect the confidentiality, integrity, and availability of information systems. Follow industry standards like OWASP etc. during design and development phase
- v. Information Security is paramount to the IFXC. Hence during the preparation of document and the implementation, the Bidder needs to ensure best and current Security practices. During the term of the Contract, Bidder shall conform to highest Security standards on a continuous basis and costs for such conformance shall be included in the proposal.
- vi. Maintain a security plan that complies with industry accepted security requirements. Security Plan should be embedded within the Project Plan & approved by the IFXC.
- vii. Static & Dynamic application security testing should be conducted by the Bidder. A development manager of Bidder must certify in writing to the IFXC that a security review has been conducted and risks that are open are shared with the IFXC for acceptance before release of final code.
- viii. The Bidder shall disclose the origin of all software components used in the product including any open source or 3rd party licensed components.
- ix. The Bidder should ensure access granted to any agent, including a vendor and agree to the same restrictions and conditions that apply through the Agreement. These access levels ensure to implement reasonable and appropriate safeguards to ensure the confidentiality, integrity, and availability of the information systems.
- x. Bidder will not copy any data obtained while performing services under this RFP to any media, including hard drives, flash drives, or other electronic device, other than as expressly approved by the IFXC.
- xi. Ensure the promotion of the software(s) built to production environment is done in a secure manner and the production environment is ready for the system 'Go-Live'
- xii. The solution should have proper encryption and secure transmission of data and information throughout the application.
- xiii. The application should be compliant to all provisions of the Information Technology Act, 2000 (along with amendments as per Information Technology (Amendment) Act, 2008) and other applicable laws with latest amendments at the time of delivery.
- xiv. Data encryption with all communication with the server should be over HTTPS
- xv. IFXC being the owner of the Web-Portal and Database System, the vendor must not have any right or claim whatsoever on the data.
- xvi. The solution should ensure data retention as per prevailing statutory requirements
- xvii. Developer shall implement measures to protect the source code (if development is done on their premises). IFXC reserves the right to review the measures.
- xviii. The proposed solution should be developed based on secure software coding standards. Code should be developed as per secure coding practices and peer review (or through tool) to ensure the same. Source code access should be authenticated and logged for authorized users only which will ensure integrity and confidentiality of code.

System Specification Document

- i. The Bidder shall create a detailed System Specification Documents for the scope of the solution implementation as per the processes defined by the IFXC. The System Specification Document shall be signed off by the IFXC on acceptance of the same.

ii. The Bidder shall build the solution as per the approved System Specification Document. On acceptance of the final System Specification Document, by the IFXC, the Bidder cannot deviate from it under any circumstance unless agreed by the IFXC. The agreed solution shall be binding on the part of the Bidder and inability to deliver the solution may result in annulling the contract and the same being awarded to another Bidder as per the decision of the IFXC. The IFXC shall impose financial penalties or / and invoke the Performance Bank Guarantee in such circumstances or any other action deemed fit by the IFXC.

Training for IFXC Users and the Administrator:

- i. It is the Bidder's responsibility to create customer education materials and to provide training to IFXC Users and the Administrator for operation and system administration.
- ii. The Bidder should use multiple channels such as videos, pdf, ppt etc. for functional and technical training materials for IFXC users and the system Administrator.
- iii. The Bidder is expected to maintain, edit and update all training content in sync with changes made in the solution throughout the contract period of seven years.

iv. The Bidder will have to submit the following supporting documents with his bid:

- 1. Supporting documents for registration and year of incorporation.
- 2. Documentary evidence on awarding and execution of similar projects
- 3. Audited financial statements indicating the turnover as required set forth in the eligibility criteria OR Auditor / Chartered Accountant Certificate.
- 4. Audited financial statements indicating the net profit and the net worth for the three years as required set forth in the eligibility criteria OR Auditor / Chartered Accountant Certificate.
- 5. To evidence prior experience in (i) developing and managing web-portal with cloud-based solution, (ii) Maintenance of the web-portal(iii) Managing a DR Setup the following documents should be submitted:
 - A) Bidder to submit satisfaction/ credential letter from the client clearly stating the scope of work including location and user base of the solution
 - OR
 - (B) Completion letter from the client indicating the scope of work including location and user base of the solution executed by the bidder.
 - (C) Copy of purchase order and completion certificate between the Bidder and its client.
- 6. A self-declaration from the Bidder on the company letter head stating that the company is not barred by any financial institution / regulator in India or abroad.
- 7. A self-declaration from the Bidder on the company letter head stating that the company is willing to provide support for a minimum of 7 years.
- 8. A self-declaration from the Bidder that it has a development Centre in India.

Evaluation Process

1. Introduction of Evaluation Process

The objective of the evaluation process is to evaluate the bids to select an effective and best fit solution at a competitive price. The evaluation by IFXC will be undertaken under the guidance of the Sub-committee of the IFXC that was constituted for this purpose. The decision of the Sub-committee shall be final.

2. For the purpose of the evaluation and selection of Bidder for this project, a single stage bidding process will be followed. The Bidder has to submit (1) Technical Bid and (2) Commercial Bid, before the stipulated time.

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

4. The overall score for evaluating the Bidder would be 100 marks. The sub-committee of the IFXC will decide the criteria for evaluation of the submitted Bids and awarding marks under various heads for such evaluation.

The eligible bidder would be invited to IFXC at its discretion to make an exclusive presentation & POC detailing the proposed solution, implementation approach, rollout strategy, training, comprehensive AMC for the solution which would be evaluated by the sub-committee on the following:

- (i) The Bidder would be required to present details of the proposed solution.
- (ii) The Bidder would be required to present details of the Business requirements as mentioned in RFP and have to specify how they are meeting the Business requirements.
- (iii) The Bidder may be required to present details of the approach & rollout strategy
- (iv) The Bidder should conform to all the functional requirements and technical specifications for each of the components as mentioned in the RFP. Any dependencies/risks/assumptions should be clearly mentioned with proper justification.

Date of Presentation will be advised by IFXC at later stage. However, the Bidder should be available at one-day notice by mail for the presentation.

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

The Bidder should provide explanation on the implementation and Maintenance that is proposed for the IFXC.

Commercial Bid Evaluation:

Commercial bids of only those eligible bidders who qualify in the technical evaluation shall be opened. Commercial bids of other disqualified bidders shall not be opened. The date of opening of commercial bid will be communicated to the bidders through mail.

Bidders will have to submit the Commercial bid in the relevant Annex. The Bidder is expected to submit the Commercial bid based on an all-inclusive price exclusive of GST/Tax. All the applicable taxes should be calculated on the base price and indicated separately.

Bidders should quote prices for commercial bids with segregation for (a) Total implementation cost for the project with three-year warranty and (b) the per year AMC cost for 4 years. The initial year AMC cost will not exceed 10% of the total Implementation cost. AMC cost for subsequent 3 years will be fixed such that total escalation for 3 years will not exceed 15% of the total Implementation cost. Prices quoted by bidder in commercial bid shall be reasonable and as per industry standards. If extreme abnormalities/discrepancies are observed in prices, IFXC at its discretion will disqualify the Commercial Bid.

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

The TCO (Total Cost of Ownership) for the purpose of commercial evaluation of the qualified Bidders shall be arrived by calculating $TCO = A + B$

Where A = One Time Cost of Total Solution (HW/SW) with 3-year warranty.

B = AMC for years 4-7

The payments shall be done as per the costs quoted by the Bidder when the corresponding services are provided, and such payments become due.

The Technically Qualified bidder with the lowest Commercial Bid (TCO) after scrutiny would be declared as L1 price.

Definition of Terms

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

- Proposal/ Bid – the Bidder's written reply or submission in response to this RFP
- RFP – the Request for Proposal (this document) in its entirety, inclusive of any addenda that may be issued by the IFXC
- Services/ Work – "Services" or "Work" means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the development of the solution, such as installation, commissioning, provision of technical assistance, training, support, maintenance and other obligation of the Supplier covered under the RFP.
- "Service Period" means a period of 7 years (contract period including 3 years of warranty & 4 years of Comprehensive AMC Support) commencing from the date of acceptance by purchaser.
- "Bidder/Service Provider/System Integrator/Vendor" means an eligible Indian entity/firm submitting a Proposal/Bid in response to this RFP.
- "Successful Bidder" or "Vendor" means any firm / company, etc., to whom work has been awarded and whose Bid has been accepted by Purchaser and shall include its authorized representatives, successors and permitted assignees.
- "Acceptance of Bid" means the letter/fax or any memorandum communicating to the Bidder the acceptance of its Bid and includes an advance acceptance of his Bid.
- "Agreement" means the contract signed between the IFXC and the Selected Bidder and all the attached documents. The "Agreement" includes the RFP, subsequent modifications to the RFP,
- Warranty – The Bidder will be required to provide support during the 3 years of warranty period, applicable for the Website, Application and the Database. The date of commencement

of warranty period would be the date when the Website, Application and the Database are put into production. During the warranty period the Bidder would be required to undertake all necessary modifications, support and maintenance as and when required. During emergency, if required, on-site support needs to be provided.

- Comprehensive Annual Maintenance Contract (AMC) – Post implementation and warranty, support and maintenance will be ensured for the Website, Application and the Database during the 4 years of AMC period.
- “Authorised Signatory” means the person authorized by the company’s Board/ Managing Director/ Director for signing the bid documents on behalf of the company. The authorized signatory should give a declaration and through authenticated documentary evidence to establish that he/she is empowered to sign the bid documents and bind the bidder.
- “Availability” shall mean the time for which the services offered are available for conducting operations. • “Downtime “means accumulated time during which any of the components/total solution is inoperable within the Scheduled Operation Time but outside the scheduled maintenance time.
- “Response time” is defined as the time between receipt of the incident by support team and its logging / generation of ticket on the system.
- “Restoration Time” shall mean the time taken (after the incident has been reported to the support team) till resolution.
- Man-day – 8 hours of work of a qualified person.
- Week – 6 calendar days
- C – The final price quoted by the bidder.
- CLow – The lowest Commercial Bid.
- TC1 – The successful Bidder after the ‘techno-commercial’ Bidding process.

Delivery Schedule

The IFXC would like to have the following schedule for completion of the project from the date of placement of orders:

- (i) 6 weeks from the date of issue of the Purchase Order.

Go_Live

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

1. Before the final Go-Live the Bidder has to complete the development/ customization of the application as per the Functional and Technical Specifications
2. The roll-out (go-live) shall consist of implementing the solution including the customizations, interfaces, delivery channels and other solutions covered within the scope of the project. It also includes relevant training to all users of IFXC
3. The Go-Live is an end-to-end responsibility of the Bidder who will manage total planning, hand holding support as per the scope of work.
4. Bidder should provide 60 days of hand holding support post Go-Live.
5. On satisfactory performance of application post 60 days from Go-Live, IFXC will issue Completion Certificate.

In case of the Go-Live delays by the Bidder the financial Penalty as per the discretion of IFXC will be imposed on the Bidder at 5% of the total contract value per week of delay, to the maximum of 10% of the total contract value as per the agreement between the IFXC and the successful Bidder.

Annexures

Annexes	Content/Details
Annexure I	Undertaking from bidder on products
Annexure II	Bidders Profile Form
Annexure III	Confirmation to Terms and Conditions
Annexure IV	Commercial Bid Format
Annexure V	Compliance Certificate of Commercial Bid

Annexure I

Undertaking from Bidder on Product Support
(To be furnished by the Bidders)

Place:

Date:

To
The Chairman
C/o Foreign Exchange Dealers'
Association of India,
173, 17th Floor,
Maker Tower 'F'
Cuffe Parade, Colaba,
Mumbai – 400 001

Dear Sir,

Sub: Request for Proposal (RFP) for (i) Developing under cloud-based Hosting Solution a Website along-with a Disaster Recovery Site (ii) Maintenance of the website

In compliance with the requirement of the tender document, we hereby undertake to give 7 years product support for active components from the OEM and maintain the Website for 7 years from the date of Acceptance. If, we are unable to provide support for the said period then we shall provide an alternative that is acceptable to the IFXC at no additional cost to IFXC and without causing any performance degradation and/or project delays.

Yours faithfully,

(Signature with designation)

Annexure II

Bidders profile Form

SL	Bidders Details																			
1	The registered name of the bidding company																			
2	Business address for correspondence and telephone no. as well as email along with Mobile	<table border="1"><tr><td>Location</td><td></td></tr><tr><td>Street</td><td></td></tr><tr><td>Locality</td><td></td></tr><tr><td>City</td><td></td></tr><tr><td>PIN</td><td></td></tr><tr><td>Country</td><td></td></tr><tr><td>Telephone No.</td><td></td></tr><tr><td>FAX</td><td></td></tr><tr><td>E-mail</td><td></td></tr></table>	Location		Street		Locality		City		PIN		Country		Telephone No.		FAX		E-mail	
Location																				
Street																				
Locality																				
City																				
PIN																				
Country																				
Telephone No.																				
FAX																				
E-mail																				
3	Name of the Bidder's Contact Person																			
4	Contact's position with Bidder																			
5	Contact addresses if different from above	<table border="1"><tr><td>Location</td><td></td></tr><tr><td>Street</td><td></td></tr><tr><td>Locality</td><td></td></tr><tr><td>City</td><td></td></tr><tr><td>PIN</td><td></td></tr><tr><td>Country</td><td></td></tr><tr><td>Telephone No.</td><td></td></tr><tr><td>FAX</td><td></td></tr><tr><td>E-Mail</td><td></td></tr></table>	Location		Street		Locality		City		PIN		Country		Telephone No.		FAX		E-Mail	
Location																				
Street																				
Locality																				
City																				
PIN																				
Country																				
Telephone No.																				
FAX																				
E-Mail																				
6	Business Structure																			
7	Bid Company's registered address																			
8	Details of company registration																			
9	Names of Directors																			
10	Include a structure chart reflecting the organisation																			
11	Technical details	<table border="1"><tr><td>No. of Technical Staff</td><td></td></tr><tr><td>Project Management team</td><td></td></tr><tr><td>Experience in similar projects</td><td></td></tr><tr><td>Service / Support facility</td><td></td></tr></table>	No. of Technical Staff		Project Management team		Experience in similar projects		Service / Support facility											
No. of Technical Staff																				
Project Management team																				
Experience in similar projects																				
Service / Support facility																				

Signature
(Authorised Signatory)

Place: _____

Date: _____

Annexure – III

Confirmation to Terms and Conditions (On letterhead of the Bidder)

To,
The Chairman,
India Forex Committee,
C/o Foreign Exchange Dealers'
Association of India,
173,17th Floor,
Maker Towers 'F',
Cuffe Parade, Colaba,
Mumbai 400005.

Dear Sir,

Sub: Request for Proposal (RFP) for (i) Developing under cloud-based Hosting Solution the website of IFXC along-with a Disaster Recovery Site (ii) Maintenance of Webportal

Further to our proposal dated _____, in response to the Request for Proposal (RFP) for Creation, Commissioning, Testing and Operationalisation of a website and Comprehensive Maintenance issued by IFXC, we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addenda, other documents and if required including the changes made to the original bid documents issued by IFXC, provided that only the list of deviations furnished by us in the relevant Annex, which are expressly accepted by IFXC and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document. IFXC is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and IFXC's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorized Signatory with Designation

Bidder's corporate name:

Annexure – IV

Commercial Bid Format

The Financial Proposal must provide a cost breakdown. Provide separate figures for each functional grouping or category.

Sr.No.	Details	Amount in Rs.	
1	Project Cost (A) Includes all cost related to the implementation of the project including hosting cost of hardware, infrastructure and Network including DR Facility:		
	1. Website development, implementation and operationalization cost, Security Certification (CA) cost, Customisation , Deployment,		
	2. Training Cost		
	3. Network cost		
	4. Any other Software costs		
	5. Any other cost not included above		
	Sub-Total (A)		
2	Web-Portal		
	AMC period for 4 years post Warranty period.		
	D R Setup cost		
	Sub-Total (B)		
3	Total Cost of Ownership (TCO) (A + B)		
4	Taxes		
5	Grand Total (TCO + Taxes)		

{Charges for Change Management (Man-hour per day) _____ (Will be Applicable for all 7 years of the Contract. However for commercial bid evaluation purpose this will not be considered). } Total Cost of Ownership in Figures & Words (inclusive of Taxes)

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

Authorised Signature

Annexure – V

Compliance Certificate of Commercial Bid (On letterhead of the Bidder)

To,
The Chairman,
India Forex Committee,
C/o Foreign Exchange Dealers'
Association of India,
173, 17th Floor,
Maker Towers 'F',
Cuffe Parade, Colaba,
Mumbai 400005.

Dear Sir,

Sub: Bid dated ----- COMMERCIAL BID for (i) Developing under cloud-based Hosting Solution the website of IFXC along-with a Disaster Recovery Site (ii) Maintaining the website

Having examined the Bid Document, we, the undersigned, offer to supply, deliver, implement and commission ALL the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for FBIL in conformity with the said Bid Documents for a total bid price of: Rs. ----- (Rupees---).

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

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

We hereby confirm the prices quoted by us are reasonable and as per industry standards.

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

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

We agree that you are not bound to accept the lowest or any Bid Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the goods/products specified in the Bid Response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988"

Dated this Day of2020

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

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

(Name and address of Bidding Company) Seal/Stamp of Bidder

Witness name:

Witness address:
.....

Witness signature: