



भारतीय रिजर्व बैंक
Reserve Bank of India

1. e-Tender No.	RBI/CAB PUNE/Estate/4/24-25/ET/514																				
2. Name of the Work:	Request for Proposal (RFP) for Developing Assessment Tools and Conducting DCW for Officers of RBI																				
3. Mode of Tender:	e-Procurement System Online (Part I – Techno-Commercial Bid and Part II - Financial Bid through MSTC Common Portal at www.mstcecommerce.com/																				
4. Date & time from which NIT (along with complete tender documents) will available to the parties to download	October 11, 2024 from 17:00 Hours onwards																				
5. Date and venue of the Pre-Bid Meeting	Offline November 04, 2024 at 11:00 AM at Academic Division, CAB, Pune																				
6. Estimated cost of the work:	₹35 lakh (Rupees Thirty-Five Lakh Only)																				
7. Earnest Money Deposit (EMD)	<p>@ 2% of estimated cost of the work ie ₹70,000/- (Rupees Seventy Thousand only) in the form of EMD in favor of Reserve Bank of India, CAB, PUNE to be delivered through the NEFT on given details:</p> <table border="1"><tr><td>Name of the Account Holder (as appearing in the Bank Account)</td><td>College of Agricultural Banking, Reserve Bank of India, Pune</td></tr><tr><td>Account Number</td><td>8614038</td></tr><tr><td>Type of Account (Savings, Current etc.)</td><td>Current</td></tr><tr><td>PAN Number</td><td>AAIFR5286M</td></tr><tr><td>Name of the Bank</td><td>Reserve Bank of India</td></tr><tr><td>Name of the Branch</td><td>CAB,PUNE</td></tr><tr><td>Address of the Bank</td><td>CAB, RBI, University Road, PUNE</td></tr><tr><td>NEFT/IFS Code</td><td>RBIS0PUPA01 (0 in the code represents ZERO)</td></tr><tr><td>Name of the Account</td><td>Sundry Deposit A/c-DAD</td></tr><tr><td>GST Number</td><td>27AAIFR5286M1ZG</td></tr></table>	Name of the Account Holder (as appearing in the Bank Account)	College of Agricultural Banking, Reserve Bank of India, Pune	Account Number	8614038	Type of Account (Savings, Current etc.)	Current	PAN Number	AAIFR5286M	Name of the Bank	Reserve Bank of India	Name of the Branch	CAB,PUNE	Address of the Bank	CAB, RBI, University Road, PUNE	NEFT/IFS Code	RBIS0PUPA01 (0 in the code represents ZERO)	Name of the Account	Sundry Deposit A/c-DAD	GST Number	27AAIFR5286M1ZG
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8. Last date of submission of EMD by NEFT/ Bank Guarantee	November 19, 2024 up-to 12:00 AM
12. Security deposit towards DLP	Total amount deducted as RM + Bank guarantee of 5% of contract amount
13. Time allowed for completion of the works from tenth day after the date of written order to commence work	30 days
14. Bidding start date of Techno-commercial Bid and Price Bid at www.mstcecommerce.com	November 12, 2024 from 11:00 Hours onwards
15. Date of closing of online e-Tender for submission of Techno-commercial Bid and Price Bid	November 19, 2024 up-to 14:00 Hours
16. Date and Time of opening of Part-I (i.e. Techno-Commercial Bid)	November 19, 2024 at 15:00 Hours
17. Date and Time of opening of Part-II (i.e. Price Bid)	Part II (Price Bid) of the tender shall be opened on a subsequent date after scrutiny of documents submitted for the Technical-Bid and it would be intimated to qualified bidders.
18. Validity of the tender	Three months from the date of opening of Part I (Techno-commercial bid)
19. Transaction fee	Charges for participation in e-procurement will be paid to M/s MSTC Ltd. through MSTC Gateway/ NEFT/ RTGS in favour of MSTC Limited or as advised by MSTC Ltd.



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Section I

**Request for Proposal (RFP) for Developing Assessment Tools and Conducting DCW
for Officers of RBI**

Tender No: RBI/CAB PUNE/Estate/4/24-25/ET/514

1. College of Agricultural Banking, Reserve Bank of India (hereinafter referred to as the Bank) invites bid responses through e-mode under Quality-cum-Cost-Based Selection (QCBS) system in a single stage two part techno commercial bid from eligible bidders (consulting firms/ companies) for developing the assessment tools for and assisting the Bank in conducting Development Centre Workshops (DCW) for Grade B (Direct Recruit) Officers of the Bank.
2. E-Tender documents will be available at the MSTC website, i.e., www.mstcecommerce.com, on **October 11, 2024**, at 17:00 hrs. This e-Tender needs to be mandatorily filled up/submitted online through the MSTC website i.e., www.mstcecommerce.com. The deadline for filing up and submitting the e-Tender is up to 14:00 hrs., on **November 19, 2024**. The e-Tender will be opened on **November 19, 2024**, at 15:00 hrs. Detailed guidelines on the process to submit e-Tender by the vendors have been mentioned in [Annex I](#), following the Schedule of Tender (SOT).
3. The RFP includes the following documents:
 - Section I - Invitation for Proposals (IFP)
 - Section II - Instruction to Bidders (ITR)
 - Section III - General Conditions of Contract (GCC)
 - Section IV - Technical Proposals (TP) - with formats
 - Section V - Scope of Work
5. The Bank reserves the right to accept or reject any or all the Proposals in whole or part without assigning any reasons.
6. The address for communication and the details of contact person of the Bank is as under:

Address for Communication:

The Principal
College of Agricultural Banking
Reserve Bank of India
University Road
Pune- 411006

Contact Person:

Smt. Puja Sharma
Assistant General Manager
Academics Section
Phone: +91-20-25582343
email: cabacademic@rbi.org.in



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SECTION II: INSTRUCTIONS TO BIDDERS (ITR)

1. Definitions

Unless the context otherwise requires, the following terms whenever used in this RFP and Contract shall have the following meanings:

- a) **“Applicable Law”** means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.
- b) **“Proposals”** means proposal submitted by bidders in response to the RFP issued by the Bank.
- c) **“Competent Authority”** means the Principal, College of Agricultural Banking, Reserve Bank of India, Pune- 411006.
- d) **“Committee”** means any committee constituted by the Competent Authority for evaluation of Technical Proposals.
- e) **“Contract”** means the Contract signed by the parties for appointment along with the entire documentation specified in the RFP.
- f) **“Day”** means Calendar day.
- g) **“Effective date”** means the date on which the contract comes into force and effect.
- h) **“IFP”** means Invitation for Proposals, specified in Section I of RFP.
- i) **“ITR”** means Instructions to Bidders, specified in Section II of RFP.
- j) **“GCC”** means General Conditions of Contract, specified in Section III of RFP.
- k) **“Personnel”** means professional and support staff provided by the selected party and assigned to perform services to execute an assignment and any part thereof.
- l) **“Services”** means the work to be performed by the selected entity for the Bank and the contract to be signed by the parties in pursuance of assignment awarded to them by the Bank.



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2. Introduction

The Bank has been constituted under Section 3 of Reserve Bank of India Act, 1934. It has offices across the country. The College of Agricultural Banking (CAB) is a training establishment set up by the Bank in 1969 for providing training to the officers of the Bank and other regulated entities.

3. Service Requirements

The Bank requires the services of an eligible entity for developing the assessment tools and assisting the Bank in conducting Development Centre Workshop (hereinafter referred to as DCW) for its direct recruit officers in Grade 'B' in-person/physical mode, at the CAB with the following objectives:

3.1 Objectives of the Assignment

The Bank, through internal processes, has modelled a set of differentiating behavioural competencies that deliver superior performance at different target roles. The objective of the assignment, therefore, is:

- a) To develop assessment tools and conduct DCW in the Bank for the assessment and development of the competencies modelled for the target role of its direct recruit officers. The DCW is to provide the competency profiling of the participants against these identified competencies.
- b) To prepare detailed report on the identified competencies of the officers, which will act as an input for them to prepare a Development Action Plan.
- c) The said report must include a detailed presentation on the competency profiles of the officers, inventory of strengths they need to maintain or to develop, and weaknesses they need to improve upon. The report must also indicate the key aspects (based on the DCW observations) to be discussed during behavioural event interviews (BEI).
- d) To conduct an Assessment and Development Centre (ADC) Training Programme for internal assessors of the Bank with the objective of:
 - To provide an in-depth knowledge of the DCW tools, techniques, and the methodology
 - To impart knowledge and skills to assess DCW Participants using Behaviourally Anchored rating Scale (BARS) and various Assessment Tools (including conducting Effective BEI)



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- To build skills in assessing DCW Participants using the Globally adopted assessment technique- ORCE (Observe, Record, Classify, Evaluate)
- To build the capability to collate the assessment details of the Participant (s) and create Competency-wise and tool-wise evidence and inferences, and create a summary report of the Participant (Competency Report)
- To help the Assessors in providing specific and objective One-to-One Feedback to Participants on the outcome of DCW
- To help the Assessors in designing Competency-specific action-oriented Individual Development Plan (IDP) for a given Participant

3.2 Conflict of Interest

The Bank requires that the selected entity should provide professional, objective, and impartial services and always hold the Bank's interests paramount, strictly avoid conflicts with other assignments/jobs or their corporate interests and act without any consideration for future work.

3.3 Validity of Proposals

Proposals shall remain valid for 90 (ninety) days after the date of Proposal opening prescribed in RFP. A proposal valid for shorter period may be rejected as non-responsive. The Bank may solicit the bidders' consent to an extension of Proposal validity (but without any modification in Proposals).

3.4 Right to accept Proposal

The Bank reserves the right to accept or reject any Proposal, and to annul the process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision.

3.5 Fraud and Corruption

The Bank requires that the entity selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract.

In pursuance of this policy, the Bank:

a) Defines, for the purposes of this provision, the terms set forth as follows:

- i **"Corrupt practice"** means the offering, giving, receiving or soliciting of anything of value to influence the action of the Bank or any personnel of Consultant(s) in contract executions.



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- ii **"Fraudulent practice"** means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to the Bank, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Bank of the benefits of free and open competition.
 - iii **"Unfair trade practices"** means supply of services different from what is ordered on or change in the Scope of Work which was given by the Bank.
 - iv **"Coercive practices"** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- b) Will reject a proposal for award, if it determines that the entity recommended for award, has been determined by the Bank to having been engaged in corrupt, fraudulent, coercive practices or unfair trade practices.
- c) Will declare any entity ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the entity has engaged in corrupt, fraudulent, coercive practices or unfair trade practice in competing for, or in executing, the contract.

4. Clarifications and amendments of RFP Document

4.1 RFP Clarifications

During technical evaluation of the proposals, the Bank may, at its discretion, ask bidders for clarifications on their proposal. The bidders are required to respond within the time frame prescribed by the Bank.

4.2 Amendments in RFP

At any time prior to deadline for submission of proposal, the Bank may for any reason, modify the RFP. The amendments if any shall be updated on the website www.rbi.org.in and the bidders are requested to check the website regularly.

5. Process for Selection of Consultant

The Request for Proposals (RFP) is intended to result in appointment of an entity to assist the Bank in Developing Assessment Tools and Conducting DCW Workshops for its officers. The responses received pursuant to this RFP will be evaluated as per the criteria specified in this document and a consultant will be appointed from the bidders. All eligible entities are invited to submit their Proposals for executing the assignment based on detailed Expression of Interest (EOI) / Terms of Reference (TOR) / Request for Proposal (RFP).



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6. Eligibility

- a) This invitation to respond to the RFP is open to all eligible consulting firms/ companies scoring at least 55 marks as per the Technical Evaluation Matrix in [Annex-II](#).
- b) The consultant is also required to submit a list of the total number of Assessment / Development Centre related consulting assignments handled by the Assessors (at least 6 persons) proposed for the assignment along with details relating to their qualification and experience.

7. Disqualifications

The Bank may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:

- a) Submitted the proposal documents after the response deadline;
- b) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- c) Submitted a proposal that is not accompanied by required documentation or is non-responsive;
- d) Failed to provide clarifications related thereto, when sought;
- e) Declared ineligible by the Government of India / State / UT Government for corrupt and fraudulent practices or blacklisted;
- f) Submitted a proposal with price adjustment / variation provision.

8. Request for Proposal

The bidder is expected to examine all the instructions, guidelines, terms and conditions and formats in the RFP. Failure to furnish all the necessary information as required by the RFP or submission of a proposal not substantially responsive to all the aspects of the RFP shall be at bidder's own risk and may be liable for rejection.

9. Pre-Proposal Queries

The prospective bidder, requiring any clarification on RFP may notify the same in the form of a written query (by email) to the Bank latest by November 1, 2024. The Bank's response as well as the clarifications sought (including an explanation of the query) will be provided in a pre-bid meeting at CAB on November 4, 2024.



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10. Earnest Money Deposit (EMD)/ Bid security

- i) The bidders are required to submit Earnest Money Deposit (EMD)/ Bid Security for an amount and in the manner as specified in **Section III**.
- ii) A tender, which is not accompanied by EMD, will not be considered.
- iii) The Earnest Money will be refunded to the bidder, without any interest, if his tender is not accepted.
- iii) The EMD paid by the successful bidder will be released after award of work on submission of Performance Bank Guarantee. No interest shall be paid on the said deposit.

11. Preparation of Proposal

The Bidders shall comply with the following related information during preparation of the Proposal:

- a) The Proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialled by the authorized person signing the Proposal.
- b) The Proposal shall be typed or written in indelible ink (if required) and shall be signed by the Bidder or duly authorized person(s) on each page to bind the Bidder to the contract.
- c) The Bidders are not permitted to modify, substitute, or withdraw Proposals after its submission.

12. Submission, Receipts and Opening of Proposals

The Bidder shall submit the proposal online through MSTC website. However, during evaluation of Proposal, as well as during the period of contract, the Evaluation Committee has the right to carry out a due diligence in a fashion relevant to understand the facts.

12.1. Deadline for submission of Proposals

Proposals from Bidders, complete in all respects must be submitted online through MSTC website.

Last Date for Submission of Proposal : November 19, 2024 (14.00 hrs)

12.2 List of documents to be submitted as part of Proposal as provided in Section IV

12.2.1 Form I: Proposal Form

Covering letter for appointment of Consultant in Form I.

12.2.2 Form II: Proposal - General Information



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General information of the bidder as specified in Form II.

Any other supporting information that is relevant to proposal.

12.2.3 Form III: Technical Proposal

- Technical proposal as specified in Form III.
- Any other supporting information and documents that are relevant to the Technical Proposal.

13.1 Technical Bid

Technical Evaluation: Technical Proposals would be opened for all entities who would have submitted the bids. The parameters and weightages to be used for technical evaluation will be as provided in [Annex II](#).

13.2 Commercial Bid

The commercial bid would be total of fixed component and variable component as given below:

a) Fixed Component: Amount estimated to cost the designing of:

- DCW Assessment Tools as specified in the RFP,
- An elaborate Behaviourally Anchored Rating Scale (BARS), including behavioural indicators,
- A Development Centre Training Manual, and
- Conducting a Training Programme (of at least four days duration each) for a set of up to 30 internal assessors (two programmes of up to 15 Assessors each) of the Bank as also handholding the empanelled assessors during the first iteration of each of the Assessors.

b) Variable Component:

The selected entity will be required to provide services of a qualified Assessor/Assessors for the DCWs conducted by the Bank for its officers, strictly on need basis. It is estimated that the Bank may need services of qualified Assessor/s from the selected entity for 12 such DCWs in a year (actual number may vary). Each such DCW will require Assessor presence for three days for conducting DCW physically in the Bank premises. For 12 such DCWs, a total of 36 assessor days utilisation is envisaged. This does not include travel time, etc. During DCWs, lodging and boarding facilities for Assessors will be made available in the College. Travel expenses will be borne by the selected entity and will not be reimbursed. The cost of providing Assessor/s for DCWs on need basis is to be given for 12 DCWs (36 assessor days).

Evaluation of the commercial bid will be based on sum total of fixed component and variable component. The financial quote should be in Indian Rupees, and it should include all expenses proposed other than taxes.

13.3 Commercial Bid Evaluation:



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Commercial Bids would be considered only for those entities who score a minimum of 55 out of the maximum of 100 marks in the Technical Evaluation. Any entity scoring less than 55 in the technical evaluation would be disqualified. The Bidder with the lowest Commercial Bid (L-1) from among the eligible entities will be declared successful and shall be recommended for award of the contract. After the identification of the successful Bidder, the Bank will follow the internal procedure for necessary approvals and, thereafter, proceed with notification of award of contract.

14. Award of Contract

On acceptance of Proposal for awarding the contract, the Bank will notify the successful Bidder in writing that their proposal has been accepted. The Bank and successful Bidder will sign the Contract Agreement. After signing of the Contract Agreement, no variation in or modification of the term of the Contract shall be made except by written amendment signed by the parties. The draft Contract is enclosed as Form IV.

15. Confidentiality

Information relating to the examination, clarification and comparison of the Proposals shall not be disclosed to any bidders or any other persons not officially concerned with such process until the appointment process is over. The undue use by any bidder of confidential information related to the process may result in rejection of Proposal.

During the execution of the project except with the prior written consent of the Bank, the Consultant and its personnel shall not at any time communicate to any person or entity any confidential information acquired during the Contract.



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SECTION III: GENERAL CONDITIONS OF CONTRACT (GCC)

1. Application

These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the Bank shall be final and binding on the Consultants.

2. Relationship between the Parties

Nothing mentioned herein shall be construed as relationship of master and servant or of principal and agent as between the 'Bank' and 'the Consultant'. The Consultant subject to this contract has complete charge of its personnel in performing the services under the Project. The consultants shall be fully responsible for the services performed by them or on their behalf hereunder.

3. Standards of Performance

The Consultant shall perform the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The Consultant shall always act in respect of any matter relating to this contract as faithful advisor to the Bank. The Consultant shall always support and safeguard the legitimate interests of the Bank, in any dealings with the third party. The Consultant shall abide by all the provisions / Acts / Rules laws prevalent in the country. The Consultant shall conform to the standards laid down in the RFP in totality.

4. Applicable Law

Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India.

5. Intellectual Property Rights

No services covered under the Contract shall be sold or disposed by the Consultant in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The Consultant shall indemnify the Bank from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Consultant, the Bank shall be defended in the defence of any proceedings which may be brought in that connection.



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6. Governing Language

The Contract shall be written in English and Hindi Languages. English version of the Contract shall govern its interpretation. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English Language.

7. Performance Assessment

This RFP is for appointment of consultant to assist the Bank in Developing Assessment Tools and Conducting DCW for Direct Recruit Officers of the Bank. If during execution of the Project, following problems were found or observed, then a penalty would be imposed for every such problem. A penalty of 1% of the amount to be paid (subject to maximum of 20%) may be imposed by the Bank, which will be the part of Project specific RFP and Terms of Reference:

- a) Quality of deliverable is not up to the mark, (till the quality is improved to the required extent)
- b) Delays in deliverables
- c) Not assigning adequate and/or suitably qualified resources in time
- d) Not engaging resources on a dedicated basis, even when required
- e) Assigning resources that do not meet the Bank's requirements
- f) Delayed or inadequate interaction with the CAB.
- g) The work is either not complete or not completed satisfactorily as per the approved time schedule or the quality of deliverable.

8. Termination of Contract by the Bank

Termination of Contract by the Bank due to non-performance during the execution of Project

- Non-adherence to the timelines of the Project
- Quality of work is not satisfactory

9. Resolution of Disputes

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

9.1 Amicable Settlement

Performance of the Contract is governed by the terms and conditions of the Contract, however at times dispute may arise about any interpretation of any term or condition of Contract including the scope of work, the clauses of payments etc. In such a situation either party of



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the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then Clause 9.2 of GCC shall become applicable.

9.2 Resolution of Disputes

In the case of a dispute arising between the Bank and the Consultant, which has not been settled amicably, the Consultant can request the Bank to refer the dispute for Arbitration under Arbitration Act, 1996. Such disputes shall be referred to Arbitral Tribunal. The Indian Arbitration and Conciliation Act, 1996 shall apply to these arbitration proceedings. The venue of the Arbitration proceedings shall be in India at Pune and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English. The decision of the majority of arbitrators shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by the Bank and the Consultant. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

10. Legal Jurisdiction

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

11. Payment Terms

Bank will release the payment of the agreed Professional Fees to the selected consultant after deduction of applicable taxes at source, for which contract will be executed by the Bank with the chosen / selected consultant. The payments for fixed component will be made on completion of the assignment.

Payment for the variable component will be made as and when such services are utilized. No advance payments will be made.

12. Earnest Money Deposit (EMD)

EMD of ₹70,000/- (**Rupees Seventy Thousand only**) in the form of NEFT shall be deposited in original at the office of tender inviting authority at or before 12:00 PM on November 19, 2024.

EMD can also be remitted to Reserve Bank of India Account at or before 12:00 PM on November 19, 2024. The account details for NEFT transactions are as per Annexure VII.

Proof of remittance indicating transaction number and other details shall be uploaded on Bank's approved e-tender portal along with other tender documents.



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NEFT Details

Details of Bank Account for effecting e-payments towards EMD

Name of the Institution: College of Agricultural Banking, Reserve Bank of India,
Pune

Address (in full): College of Agricultural Banking, Reserve Bank of India
University Road, Pune-411 016

1	Name of the Account Holder (as appearing in the Bank Account)	College of Agricultural Banking, Reserve Bank of India, Pune
2	Account Number	8691632
3	Type of Account (Savings, Current etc.)	Current
4	PAN Number	AAIFR 5286M
5	Name of the Bank	Reserve Bank of India
6	Name of the Branch	CAB,PUNE
7	Address of the Bank	CAB, RBI, University Road, PUNE
8	NEFT/IFS Code	RBIS0PUPA01 (0 in the code represents ZERO)
9	Name of the Account	Sundry Deposit A/c-DAD
10	GST Number	27AAIFR5286M1ZG



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SECTION IV: TECHNICAL PROPOSAL (TP) - FORMATS

1. The Reserve Bank of India invites proposals from Consultants for appointment of a consultant who would be involved to undertake assignment to assist the Bank in Developing Assessment Tools and Conducting DCW for officers of Reserve Bank of India.
2. The selection of Consultants to assist the Bank in Developing Assessment Tools and Conducting DCW would be done based on techno-commercial evaluation by an Evaluation Committee.

RESPONSE FORMATS

The following are the response formats to be used by Consultants to submit the Proposals:

S. No	FORM	DETAILS
1	Form I	Proposal Form Covering Letter for submitting proposals
2	Form II	General Information
3	Form III	Technical Proposal
4	Form IV	Contract Agreement Draft Contract Agreement



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A. PROPOSAL FORM

The Bidders are required to submit the covering letter in the **Form I**. This Form should be on the letter head of the Bidders, who are submitting the proposal.

FORM I: Covering Letter (on Consultant's letterhead)

Date:
To
Principal
College of Agricultural Banking
Reserve Bank of India
University Road
Pune- 411006

Dear Sir

Subject: Proposal for Appointment of Consultant for Developing Assessment Tools and Conducting DCW

- 1) Having examined and understood the instructions, terms and conditions of RFP, we, the undersigned, offer our proposal to undertake the assignment with the Reserve Bank of India, in full conformity with the said RFP.
- 2) We have read the provisions of RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
- 3) We agree to abide by this Proposal, consisting of this letter, the Technical Proposal, the duly notarized written power of attorney, and all attachments, for a period of 90 days from the date fixed for submission of Proposals as stipulated in the RFP and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiry of that period.
- 4) Until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding contract between us.
- 5) We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.
- 6) We understand you are not bound to accept any proposal you receive.

Signature.....
In the capacity of.....
Duly authorised to sign Proposal for
And on behalf of.....
Date.....
Place.....



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B. PROPOSAL FORMAT - GENERAL INFORMATION

The bidders are required to submit their profiles in the following Form:

Form II: General Information

- A. Eligibility (Please specify)
 - a. Firm/Company;
- B. Name
- C. Contact
 - a. Address
 - b. Telephone Number
 - c. Fax
 - d. Mobile
 - e. Email
 - f. Website
- D. Locations and Addresses of office
 - a. Indian
 - b. Overseas

Signature.....

In the capacity of.....

Duly authorised to sign Proposal for

And on behalf of.....

Date.....

Place.....



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C. TECHNICAL PROPOSAL FORMATS

The Bidders are required to submit their Technical Proposals in the following Form:

Form III: Work Related Details

The following types of information are sought from the Bidders:

1) Proposed Methodology

Proposed approach, methodology, tools for conducting DCs and final report:

- a. Design of Tools / Instruments for DC
- b. Final Report and Individual Report
- c. Design of DC Training Handbook
- d. Conduct of ADC Training and/or Certification Programme for internal assessors of the Bank

[Provide details of approach, methods and tools for executing the assignments related to conducting DCs]

2) Profiles of Assessors (6 Assessors)

Profiles of assessors of the team who will be involved in executing the assignments / projects

The Profile should contain the following details in a tabular form of key people / core members:

- a) Name
- b) Experience
- c) Date of joining the organisation
- d) Educational Background
- e) Certifications

- f) Summary of professional / domain experience
- g) Significant Accomplishment/s

3) Details of ACs / DCs

Details of ACs / DCs conducted during April 01, 2023 to May 31, 2024.

The information for the purpose of technical evaluation may be submitted in the format as per [Annex III](#).

Signature.....

In the capacity of.....

Duly authorised to sign Proposal for

And on behalf of.....

Date.....

Place.....



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Form IV:

CONTRACT AGREEMENT

THIS AGREEMENT is made on the day of 2024 between the **Reserve Bank of India** (hereinafter called "**the Bank**") on one part and (Name of Consultant) (hereinafter called "the Consultant") on the other part:

WHEREAS

- a) The Bank is desirous that the empanelled Consultant should execute Projects / Assignments to assist the Bank in Developing Assessment Tools and Conducting DCW for officers of Reserve Bank of India.
- b) The Consultant, having represented to the Bank that it has the required professional skills, and personnel and technical resources, has agreed to provide the services on the terms and conditions set forth in this contract.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the RFP.
2. The following documents in relation with Request for Proposals issued for selection of Consultants for developing the assessment tools and assisting the Bank in conducting Development Centres (DCs) shall be deemed to form and be read and construed as part of this Agreement viz:
 - a) Invitation for Proposals
 - b) Instructions to Bidders
 - c) The General Conditions of Contract
 - d) All formats and documents submitted by Consultant during submission of Proposal
 - e) Notification of Award
 - f) The scope of work as described in the RFP
3. The contract shall begin from the date of signing of the contract by the selected consultant and the Bank.
4. The appointment of consultant would be valid for 12 months and extendable by further 24 months from the date of signing of Contract Agreement with the Bank or till the completion of assignment, whichever is later.



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5. The Bank requires that Consultants must provide professional, objective, and impartial advice and always hold the Bank's interest paramount, strictly avoid conflicts with other assignments / jobs, downstream projects or their own corporate interests and act without any consideration for future work. The Consultant is also required to furnish a Statement of Non-Conflict along with their technical bids.

6. The mutual rights and obligations of the Bank and the Consultant shall be as set forth in the Contract, in particular:
 - a) the Consultant shall carry out the services in accordance with the provisions of the Contracts; and
 - b) the Bank shall make payments to the Consultant in accordance with the rates quoted as per the financial bid and in terms of provisions of the Contract on successful completion of the service to the satisfaction of the Bank.

7. The stamp duty in respect of the agreement as per the Maharashtra Stamp Act, 1958 shall be paid by consultant.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of the Reserve Bank of India [Authorized Representative]

For and on behalf of [Name of Consultant]

[Authorized Representative]

[Note: If the Consultant consists of more than one entity, all these entities should appear as signatories]



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SECTION V: SCOPE OF WORK

A. Location

Deliberations during the design process as and when necessary, shall be held at CAB, Pune or over online platforms as deemed appropriate. The ADC Training/Certification Programme for internal assessors of the Bank shall be held at CAB, Pune or on at the designated site of the Consultant.

B. Batch Size for the ADC Assessor Training Programme

The batch size may generally be of 15 officers. However, the ratio of Assessors to Participants should in any case be maintained at 1:3.

C. Broad Activities

The assignment will involve the following broad activities:

- a) **Project initiation and planning:** Submission of detailed project plan incorporating the specified scope of work to the Bank for approval. The Bank will provide information on the competencies identified by it to the successful bidders as and when required.
- b) **Acquaintance with the Bank's identified competencies:** The project personnel assigned by the consultant are to be aligned and oriented to the Bank's identified competencies in a structured manner.
- c) **Involvement of the Bank's own Assessors:** The Bank reserves the right to nominate its own officers to work as assessors once the DC module is deployed. The consultant shall deploy its assessors for handholding the empanelled assessors during the first iteration of each of the Assessors.

D. Tools / Instruments for DCs

The Assessment tools are to be designed to measure a set of Leadership Competencies. These Assessment tools should include:

1. In-basket exercise: 10 (ten) in number with three variations of each
2. Leaderless Group Exercises- 10 (ten) in number
3. Leader-led Group Exercises- 10 (ten) in number
4. Set of three assessor-friendly formats of Behavioural Event Interview (BEI): Pool of BEI Questions to be asked by the Assessors during the DCW
5. DCW Individual Competency Report Template: Participant's Competency Report highlighting his/her Competency Rating across various Leadership Competencies (including Overall Rating) with Behavioural evidences as observed during the DCW and their competency-specific inferences.
6. Management Games – 3 in number
7. Role Play – 3 in number
8. Any other new tool the Consulting Firm/Company may like to suggest



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F. Criteria for Selection of Tools

- The tools designed for DC should be capable of capturing various behavioural indicators (BI) as envisaged under each competency.
- Each exercise used in the DC design shall have been validated for manifestation of the required behaviours in the competencies to be tested.
- Each competency should be measurable by at least 2 different tools for the purpose of integration of ratings.
- Separate cases need to be designed for administering different tools.
- The instruments should be of proven validity and reliability. Details of measurement criteria and measurement scales should be available with the instruments.
- The tools used should have multiple variants so that the DCs should not have repetitive content.
- All individuals should be covered by more than one assessor on each of the competencies.
- At the end of the DC, the competency-wise observations and ratings will be integrated between the assessors.
- The consultant shall share the details of finalized templates related to assessment of participants during the development centre exercise, i.e. tool - competency matrix, tool - competency wise evaluation sheet, methodology for scoring, etc. The successful bidder shall also orient key project personnel of the Bank towards entire assessment framework to be used for the assessment before the commencement of DCs.

G. Structure and Delivery

- a) The consultant shall prepare a DCW handbook for internal use by the Bank.
- b) The DC output (report template) shall be both of numerical format as well as verbal and descriptive format integrating the observations from the exercises and psychometric tests.



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S. No.	Activity	Timeline
1	Project planning and initiation	Within 30 days of the date of award of contract
2	Tool design, and preparation of Manual and BARS along with Behavioural Indicators	
3	Preparation of in-basket exercises	Within 60 days of the date of award of contract
4	Conduct of ADC Assessor Training/ Certification Programme	As and when required by the Bank after the acceptance of the DCW framework and the tools designed. However, the Bank will provide five days' notice to conduct the programme.



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Annex I

Instructions on Online Bid Submission

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

Process of E-tender

Registration: The process involves vendor's registration with MSTC e-procurement portal, which is free of cost. Only after registration, the vendor(s) can submit /their bids electronically. Electronic Bidding for submission of Technical/Financial Bid will be done over the Internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangements for bidding from a computer connected with Internet. RBI/MSTC is not responsible for making such arrangements. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE TECHNICAL/FINANCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprochome/rbi

1. Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Government Departments → Select RBI Logo-Register as Vendor -- Filling up details and creating own user id and password→Submit.
2. Vendors will receive a system generated mail confirming their registration through email which has/have been provided during filling the registration form. In case of any clarification, please contact RBI/MSTC (before the scheduled time of the e- tender).

Contact Details of RBI and MSTC Ltd.

RBI

Contact person (MSTC Ltd)

Helpdesk – Landline -- 022 22870471/22886266

Google hangout ID- (for text chat)- mstceproc@gmail.com

System Requirement:

- a) Windows 7 or above Operating System
- b) IE-7 and above Internet browser.



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- c) Signing type digital signature
- d) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.

General Settings

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

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

Other Settings

Tools => Internet Options => General => Click On Settings under "browsing history/ Delete Browsing History" => Temporary Internet Files => Activate "Every time I Visit the Webpage".

To enable ALL active X controls and disable 'use pop up blocker' under Tools → Internet Options → custom level (Please run IE settings from the page www.mstcecommerce.com once)

The Technical/Financial Bids shall have to be submitted online at www.mstcecommerce.com/eprochome/rbj. Tenders will be opened electronically on specified date and time as given in the Tender.

All entries in the tender should be entered in online Technical & Price Bid Formats without any ambiguity.

Special Note towards Transaction Fee

The vendors shall pay the transaction fee using "Transaction Fee Payment" Link under "My Menu" in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC's designated bank account, the transaction fee shall be auto authorized, and the vendor shall be receiving a system generated mail.



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Transaction fee is non-refundable

A vendor/bidder will not have the access to online e-tender without making the payment towards transaction fee.

NOTE

- a) Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.
- b) Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email id provided is valid and updated at the time of registration of vendor with MSTC.
- c) Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
- d) E-tender cannot be accessed after the due date and time mentioned in the notice for this tender.

Bidding in e-tender

- a) Vendor(s) need to submit Transaction fees to be eligible to bid online in the e-tender. The process involves Electronic Bidding for submission of Technical /Financial Bid.
- b) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website.
www.mstcecommerce.com → e-procurement →PSU/Government Departments → Login under RBI→My menu→ Auction Floor Manager→ live event →Selection of the live event.
- c) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they must fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. **If this application is not run, then the vendor will not be able to save/submit the Technical bid.**
- d) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Financial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Financial bid. Then once both the Technical bid & Financial bid have been saved, the vendor can click on the "Final submission" button to register their bid.



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

Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.

Important Instructions

1. Bidders are instructed to use **Upload Documents** link in **My Menu** on MSTC website to upload documents in document library. Multiple documents can be uploaded. Maximum size of each document must not be more than 5 MB. Once the documents are uploaded in the library, bidders can attach them through **Attach Document** link against the tender. Please note that documents not attached to a tender, cannot be downloaded by HRMD, RBI. It will, thus, be deemed that the bidder has not submitted the documents. For further assistance follow the instructions under the bidder guide.
2. All notices and correspondence to the bidder(s) shall be sent by email only until the tender is finalized by CAB, RBI, Pune as well as by MSTC Ltd. Hence, the consultants are required to ensure that email addresses specified by them are valid and updated with MSTC Ltd. (i.e. service provider). The consultants are also requested to ensure validity of their Digital Signature Certificate (DSC). A bidder should register for only one valid DSC.



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



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7. No deviation from the technical and commercial terms and conditions is allowed.
8. Online tender should be submitted strictly as per terms and conditions and procedures laid down on the website www.mstcecommerce.com/eprochome/rbi of MSTC Ltd.
9. Bidders must upload all documents required as per terms of RFP. Any other document so uploaded and not required under the RFP will not be considered.
10. Bids will be evaluated based on the filled-in technical and commercial formats.
11. Documents uploaded by the bidder(s) will be scrutinized. In case any information furnished by the bidder is found to be false during scrutiny, punitive action may be taken against such defaulting bidders.



Annex II: Technical Evaluation Matrix

Sr. No.	Criteria	Marks Eligible	Marks Awarded	Maximum Marks
1	Consulting Firm's/Company's relevant experience in conducting ADCs for its clients (in years)			
	Below 5 years	5		20
	Between 5-10 years	10		
	Between 10-15 years	15		
	More than 15 years	20		
2	Consulting Firm's/Company's Turnover in the last 3 Financial Years			
	Less than 5 Crores	5		10
	5 Crores and above	10		
3	No. of ADC Training /Certification Programs conducted by the Consulting Firm/Company in the last 3 Financial Years			
	None	0		15
	Between 1-3	5		
	Between 4-6	10		
	Above 6	15		
4	No. of ADC clients (Clients for whom the Consulting Firm/Company has conducted ADC in the last 3 Financial Years)			
	Less than 10	5		20
	Between 10-15	10		
	Between 15-20	15		
	More than 20	20		
5	Project Value of ADC clients (Clients for whom the Consulting Firm/Company has conducted ADC). Bidder should have at least 3 Clients with value of not less than Rs. 35 lakhs for conducting ADC in a given Financial year			
	Less than 3 clients	0		20
	Between 3-5 Clients	10		
	More than 5 Clients	20		
6	Average relevant experience of the Consulting Firm's /Company's Employees identified by the consultant for the assignment (minimum 3 employees to be identified)			
	Less than 5 years	5		15
	Between 5-8 years	10		
	More than 8 years	15		
Total				100



Format for supplying information for the purpose of technical evaluation

S. No.	Criteria	Information to be Furnished by Bidder
1	Average experience of Employees identified by the consultant for the assignment	
2	Number of Assessors on the rolls of the Consultant identified for the assignment	
3	Number of ADC contracts executed by the Consultant (including online) from April 1, 2021 to March 31, 2022 (Contracts signed before April 1, 2021, and projects which were executed during this period will be considered)	
4	Number of ADC contracts executed by the Consultant (including online) from April 1, 2022 to March 31, 2023 (Contracts signed before April 1, 2022, and projects which were executed during this period will be considered)	
5	Number of ADC contracts executed by the Consultant (including online) from April 1, 2023 to May 31, 2024 (Contracts signed before April 1, 2023, and projects which were executed during this period will be considered)	
6	Detailed Written Plan on Development Centre Workshop by the Bidder a. Design of Tools / Instruments for DCW b. Design of DCW Handbook/ Manual c. Design of ADC Training and/or Certification Programme	



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Annex IV

Commercial / Financial Quotation for Consultant

Item	Amount (Rs.)
Fixed Component: Professional fees inclusive of all expenses	
Variable Component: Cost of providing services of Assessor per DCW -----/- * 12 = @	
Total Amount Quoted # (The amount quoted is exclusive of any tax, whatsoever)	

@ For fixing rate and evaluation of tender. Actual payment will be based on services utilised.

Will be considered for arriving at bidder ranking.