

Request for Proposals (RFP)

SELECTION OF CONSULTANT

CONSULTANCY SERVICES TO CERSAI

FOR

**SELECTING A SERVICE PROVIDER TO
IMPLEMENT AND MANAGE THE CENTRAL
REGISTRY IT SYSTEM**



RFP Ref No.: CERSAI/RFP/2017-21 Dt. 10-02-2017

**Central Registry of Securitisation Asset
Reconstruction and Security Interest of India
(CERSAI)**

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Section 1:Letter of Invitation

Central Registry of Securitisation Asset Reconstruction and Security Interest of India
(CERSAI)

2nd Floor, Rear Block,
Jeevan Vihar Building,
3, Parliament Street,
New Delhi 110001

10.02.2017

Dear Bidder

1. The Central Registry of Securitisation Asset Reconstruction and Security Interest of India (CERSAI) invites proposals from consulting entities to provide consultancy services for selecting a service provider to implement and manage the Central Registry IT system, established under the Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002.
2. More details on the scope of work and services expected from the consultant are provided in the Section 5: Terms of Reference of this Request for Proposals (RFP) document.
3. A consultant will be selected in accordance with the selection procedure described in this RFP.
4. The RFP includes the following documents:
 - Section 1 - Letter of Invitation
 - Section 2 - Instructions to Consultants
 - Section 3 - Technical Proposal - Standard Forms
 - Section 4 - Financial Proposal - Standard Forms
 - Section 5 - Terms of Reference

Yours sincerely,

S/d Chief Operating Officer,
CERSAI, New Delhi

Section 2:Instructions to Consultants

PART I: Standard Terms and Conditions

<p>Definitions</p>	<p>(a) “Assignment/ Project” means the consultancy services to be provided to CERSAI for selection of service provider to implement and manage the Central Registry IT System and includes the Services to be performed by the Consultant pursuant to the Contract.</p> <p>(b) “Bidder” means applicant(s) who submit a Proposal pursuant to the RFP.</p> <p>(c) “Central Government” means Government of India.</p> <p>(d) “Central Registry” means the Central Registry setup pursuant to Section 20 of The Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act (SARFAESI Act),2002 for registering transactions of securitization and asset reconstruction of financial assets and creation of security interests, in electronic form or otherwise, with complete application software, IT infrastructure, data centre as well as the disaster recovery centre facilities and as amended from time to time</p> <p>(e) “CERSAI” means the Central Registry of Securitisation Asset Reconstruction and Security Interest of India, a company registered under the Companies Act that is maintaining and operating and acting as the Central Registry.</p> <p>(f) “Companies Act” shall mean the (Indian) Companies Act, 1956 and the Companies Act, 2013 and any statutory modification or re-enactment thereof for the time being in force. Any reference to specific sections of the Companies Act, 1956 in this RFP and the Contract shall be deemed to refer, mutatis mutandis, to the corresponding Sections of the Companies Act 2013, as applicable.</p> <p>(g) “Company” means a company incorporated under the provisions of the Indian Companies Act, 2013 or its predecessor statute Companies Act, 1956.</p> <p>(h) “Consultant” means a Person that is selected to provide the Services to CERSAI.</p> <p>(i) “Contract” means a legally binding written agreement signed between CERSAI and Consultant and includes all the attached documents listed in its Clause 1 including but not limited to the General Conditions (GC), the Special Conditions (SC), and the</p>
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	<p>Appendices.</p> <p>(j) “Data Sheet” means an integral part of the Instructions to Consultants (ITC) used to reflect specific assignment conditions to supplement, but not to over-write, the provisions of the ITC</p> <p>(k) “Instructions to Consultants” (Section 2 of the RFP) means the document that provides interested Bidders with all information needed to prepare their Proposals.</p> <p>(l) “Person” or “Persons” mean a legal or natural person or a group thereof.</p> <p>(m) “Personnel” means professionals, experts and support staff to be assigned by the Consultant to perform the Services or any part thereof.</p> <p>(n) “Proposal” means the Technical Proposal and the Financial Proposal.</p> <p>(o) “RFP” means the Request for Proposal prepared by CERSAI for the selection of Consultants.</p> <p>(p) “Services” means the work to be performed by the Consultant including as mentioned in the Terms of Reference pursuant to the Contract.</p> <p>(q) “Terms of Reference” (TOR) means the document included in the RFP as Section 5 which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of CERSAI and the Consultant, and expected results and deliverables by the Consultant.</p> <p>(r) “IT Systems” means all application software, middleware, system software, database, servers, networking, security, storage, and other IT devices or software that are necessary for CERSAI to fulfil the roles and responsibilities assigned to it under the SARFAESI Act.</p>
<p>1. Introduction</p>	<p>1.1 CERSAI will select the Consultant in accordance with the method of selection specified in the Data Sheet.</p> <p>1.2 The name of the Assignment has been mentioned in Part II Data Sheet, and includes the services to be performed by the consultant pursuant to this contract. Detailed scope of the work under the Assignment has been described in the Terms of Reference in Section 5.</p> <p>1.3 Tata Consultancy Services (TCS) is the current vendor to CERSAI for the Central Registry IT system. The key</p>

	<p>deliverable of the consultant will be selection of an IT Service Provider and smooth transition from existing system to new system.</p> <p>1.4 The date, time and address for submission of the Proposal have been given in Part II Data Sheet. Interested Bidders are invited to submit a Proposal, for providing consulting services required for the Assignment named in the RFP, Terms of Reference and Data Sheet. The Proposal, Technical Presentation, and any other clarifications provided by the Bidder along with the Terms of Reference provided in the RFP will be the basis for contract negotiations and ultimately for a signed Contract with the selected Consultant.</p> <p>1.5 Consultants should familiarize themselves with the current operations of the Central Registry and take them into account in preparing their Proposal.</p> <p>1.6 The Bidders shall bear all costs associated with the preparation and submission of their Proposal and contract negotiation. CERSAI is not bound to accept any Proposal, and reserves the right to annul the selection process at any time prior to Contract award, without assigning any reason or incurring any liability of any kind whatsoever to CERSAI or the Central Registry.</p> <p>1.7 Bids failing to meet the Eligibility Criteria or not submitting requisite proof in support thereof as mentioned in Para 5.1 of Part II Data Sheet, are liable to be considered as non-responsive and rejected summarily.</p>
<p>Conflict of Interest & Monopolistic Practice</p>	<p>1.8 CERSAI requires that the Consultant shall, while delivering the Services, provide professional, objective, and impartial advice at all times holding CERSAI and Central Registry's interests paramount, strictly avoiding any conflicts of interest or any monopolistic practice, free of any ulterior or vested interest.</p>
<p>Conflicting Relationships</p>	<p>1.8.1. A Bidder (including its Personnel) that has a business or family relationship with a member of CERSAI's staff who is directly or indirectly involved in any part of (a) the preparation of the Terms of Reference of the Assignment, (b) the selection process for such Assignment, or (c) supervision of the Contract, may not be awarded the Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to CERSAI throughout the selection process and the execution of the Contract. The Bidders are expected to make a disclosure of the Conflicting Relationship in their proposal.</p>
	<p>1.8.2 Bidders have an obligation to disclose any situation of</p>

	<p>actual or potential conflict that impacts their capacity to serve the best interest of CERSAI, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Bidder or the termination of its Contract, if awarded.</p>
<p>Fraud and Corruption</p>	<p>1.9 It is required that Bidders participating in the Assignment adhere to the highest ethical standards during the selection process and should not indulge in practices set forth as under:</p> <p>(a) For the purpose of this paragraph, the terms set forth below as follows:</p> <p>(i) “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the negotiation process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of CERSAI who is or has been associated or dealt in any manner, directly or indirectly with the negotiation process or has dealt with matters concerning the RFP or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of CERSAI, shall be deemed to constitute influencing the actions of a person connected with the negotiation process); or (ii) engaging in any manner whatsoever, during the negotiation process, any person in respect of any matter relating to the assignment, who at any time has been or is a legal, financial or technical adviser of CERSAI in relation to any matter concerning the RFP trying to influence in what so ever manner the members of the Evaluation Committee, in the selection process or in contract execution;</p> <p>(ii) “fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract or negotiation process or attempts to mislead a party to obtain financial or other benefit.</p>

	<p>(iii) “collusive practices” means a scheme or arrangement between two or more Bidders with or without the knowledge of CERSAI, designed to establish prices at artificial, noncompetitive levels;</p> <p>(iv) “coercive practices” means impairing, harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract or negotiation process;</p>
False and Misleading Statement	<p>1.10 CERSAI reserves the right to reject a Proposal at any stage if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.</p> <p>A Bidder may be disqualified at any stage if found to have submitted false or misleading information or material or has made false or misleading declaration in the Proposal.</p>
	<p>1.11 A Bidder may submit only one Proposal. The Bidder should be an individual organization. Consortiums will not be allowed.</p>
Proposal Validity	<p>1.12 The Part II Data Sheet indicates how long a Bidder’s Proposal must remain valid after the submission date. During this period, the Bidder shall maintain the availability of Personnel nominated in the Proposal and fully commit to their Financial Proposal. Should the need arise; CERSAI may request the Bidders to extend the validity period of their proposals. Bidders who agree to such extension shall confirm that they maintain the availability of the Personnel nominated in the Proposal and fully commit to their Financial Proposal, unchanged, or in their confirmation of extension of validity of the Proposal, the Bidder could submit new staff in replacement, who would be considered in the final evaluation for award of the Contract. A Bidder, who does not agree to the above, has the right to refuse to extend the validity of their Proposal. Under such circumstances, CERSAI shall not consider such proposal for further evaluation.</p>
2. Clarification and Amendment of RFP Document	<p>2.1 A Bidder may request a clarification in the RFP document up to the number of days indicated in the Data Sheet before the Proposal submission date. Any request for clarification must be sent in writing, or by standard electronic means to CERSAI’s address indicated in the Data Sheet. CERSAI will respond in writing by standard electronic means to all</p>

	<p>Bidders their response (including an explanation of the query but without identifying the source of inquiry). Should CERSAI deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure under Para 2.2.</p> <p>2.2 At any time before the submission of Proposals, CERSAI may amend the RFP by issuing an addendum/corrigendum in writing or by standard electronic means. The addendum/corrigendum shall be published on its website and will be binding on the Bidders. To give the Bidders reasonable time in which to take an amendment into account in their Proposals, CERSAI may, if the amendment is substantial, extend the deadline for the submission of Proposals.</p>
3. Preparation of Proposals	<p>3.1 The Proposal, as well as all related correspondence exchanged by the Bidders and CERSAI, shall be written in English.</p>
	<p>3.2 In preparing their Proposal, Bidders are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal. The Proposal shall consist of 2 parts (i) Technical Proposal and (ii) Financial Proposal.</p>
	<p>3.3 While preparing the Technical Proposal, a Bidder must give particular attention to the estimated tenure for the Assignment as shown in the Part II Data sheet. While making the proposal, the Bidder must ensure that it proposes expert resources necessary to execute the project as per the expectations of CERSAI, failing which the proposal shall be considered as non-responsive.</p>
Technical Proposal Format and Content	<p>3.4 The Data Sheet indicates the format of the Technical Proposal to be submitted. The Technical Proposal shall provide the information indicated in the following paras using the Standard Forms prescribed in Section 3.</p>
	<p>(a) Description of the Bidder’s organization and Experience as per the Eligibility Criteria in 5.1 of Part-II of Datasheet as per Form TECH-2 of Section 3</p> <p>(b) Brief description of the Bidder’s experience on assignments of a similar nature is required in Form TECH-3 of Section 3. For each assignment, the outline should indicate the names of sub-consultants/professional staff who participated, duration of the assignment, contract amount, and Bidder’s involvement. Information should be provided only for those assignments for which the Bidder legally contracted as Consultant. Assignments completed by individual Professional staff working privately or</p>

	<p>through other consulting entities cannot be claimed as the experience of the Bidder, but can be claimed by the professional staff themselves in their CVs. A Bidder should be prepared to substantiate the claimed experience if so requested by CERSAI.</p> <p>(c) Description of the technical approach, methodology, work plan and organization and staffing schedule for performing the assignment is required. Guidance on the content of this section of the Technical Proposal may be found in Form TECH-4 of Section 3.</p> <p>(d) The list of the proposed professional staff team to be engaged in this assignment by area of expertise, the position that would be assigned to each team member and their tasks should be disclosed in the format suggested in Form TECH-5 of Section 3.</p> <p>(e) CVs of the professional staff signed by the staff themselves or by the authorized representative of the professional staff should be submitted as per the format in Form TECH-6 of Section 3.</p> <p>(f) Estimates of the staff (including short-term experts) input (duration) needed to carry out the assignment as per Form TECH-7 of Section 3. The person-weeks input should be indicated separately in the format.</p>
	<p>3.5 The Technical Proposal (Original, Copy and Soft Copy) <u>shall not</u> include any financial information. A Technical Proposal containing financial information shall be declared non responsive.</p>
Financial Proposals	<p>3.6 The Financial Proposal shall be prepared using the attached Standard Forms (Section 4). It shall list all costs associated with the assignment, including remuneration for staff and short-term experts. The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be summarily rejected.</p>
Taxes	<p>3.7 Bidders are responsible for meeting all applicable tax liabilities arising out of the Contract and shall include such taxes in the Financial Proposal.</p>
	<p>3.8 Bidders should provide the price of their services in Indian Rupees.</p>
Earnest Money Deposit (EMD), and Performance Guarantee.	<p>3.9 Earnest Money Deposit</p> <p>I. An EMD of Rs. 1.0 lakhs, in the form of DD drawn in favour of CERSAI and payable at Delhi, must be</p>

	<p>submitted along with the Proposal.</p> <p>II. Proposals not accompanied by EMD shall be rejected as non-responsive.</p> <p>III. No interest shall be payable by the CERSAI for the sum deposited as EMD.</p> <p>IV. No bank guarantee will be accepted in lieu of the EMD.</p> <p>V. The EMD of the Bidders who do not qualify after the Technical Proposal evaluation would be returned back within 3 months of opening of the Technical Proposal.</p>
	<p>3.10 CERSAI shall forfeit the EMD in the following events:</p> <p>I. If the Bidder withdraws the Proposal during the validity period or any extension thereof for any reason whatsoever.</p> <p>II. If the Bidder unilaterally withdraws the proposal during negotiations (failure to arrive at consensus by both the parties shall not be construed as withdrawal of Proposal by the Bidder).</p> <p>III. If the Bidder makes a false declaration or disclosure in the Proposal or during the negotiations.</p>
	<p>3.11 Tender Fees:</p> <p>All the Bidders are required to pay <u>Rs. 5000/-</u> towards tender fees in the form of Demand Draft drawn in favour of CERSAI and payable at Delhi. The tender fee is non-refundable.</p>
	<p>3.12 Performance Bank Guarantee</p> <p>I. The selected Bidder shall be required to furnish a performance bank guarantee equivalent to 10% of the contract value rounded off to the nearest thousand Indian Rupees, in the form of an unconditional and irrevocable bank guarantee from a scheduled commercial bank in India in favour of CERSAI, for the entire period of contract with 90 days claim period.</p> <p>II. The bank guarantee must be submitted after award of contract but before signing of Contract. The successful Bidder has to renew the bank guarantee on same terms and conditions up to the Contract period. Performance bank guarantee would be returned only after successful completion of tasks assigned to them and after the claim period indicated at I. above, and only after adjusting/recovering any dues recoverable/payable from/by</p>

		the Consultant on any account under the Contract.
4. Submission, Receipt, and Opening of Proposals	4.1	The proposal (Technical Proposal and Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidders themselves. The person who signed the proposal must initial <u>each</u> such correction. Submission letters for the Technical Proposal and Financial Proposal should respectively be in the format of TECH-1 of Section 3, and FIN-1 of Section 4, respectively.
	4.2	Only an authorized representative of the Bidder shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Technical and Financial Proposals or in any other form demonstrating that the representative has been duly authorized to sign. The signed Technical and Financial Proposals shall be marked “ORIGINAL”.
	4.3	The Technical Proposal shall be marked “ORIGINAL” or “COPY” as appropriate. The Technical Proposals shall be sent to the addresses referred to and in the number of copies indicated in the Data Sheet Para 1.3. All required copies of the Technical Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original shall prevail.
	4.4	The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked “TECHNICAL PROPOSAL”. Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked “FINANCIAL PROPOSAL” and the name of the assignment, and with a warning “ DO NOT OPEN WITH THE TECHNICAL PROPOSAL. ”The envelopes containing the Technical Proposal, Financial Proposals, and Tender Fee shall be placed into an outer envelope and sealed. CERSAI shall not be responsible for misplacement, loss or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.
	4.5	The Proposals must be sent to the address indicated in the Data Sheet and received by CERSAI not later than the time and the date indicated in the Data Sheet, or any extension to this date in accordance with Para 2.2. Any Proposal received by CERSAI after the deadline for submission shall be

	<p>returned unopened.</p> <p>4.6 From the time the Proposals are opened to the time the Contract is awarded, the Bidders shall not contact CERSAI or any officials of CERSAI on any matter related to its Technical and/or Financial Proposal. Any effort by Bidders to influence CERSAI in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Bidders' Proposal.</p> <p>4.7 CERSAI shall open the Technical Proposal immediately after the deadline for their submission. The envelopes containing the Financial Proposal shall remain sealed and securely stored.</p>
<p>5.Selection Procedure - Evaluation of Technical Proposals</p>	<p>5.1 The Evaluation Committee while evaluating the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded and the competent authority accepts their recommendation.</p> <p>5.2 The Evaluation Committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and by applying the evaluation criteria and sub-criteria specified in the Data Sheet. In the first stage of evaluation, a Proposal shall be rejected if it is found deficient as per the requirement indicated in the Data Sheet for responsiveness of the proposal. Only responsive proposals shall be further taken up for evaluation. Evaluation of the Technical Proposals will be done and at this stage the Financial Proposals will remain unopened. Bidders shall make presentations to the Evaluation Committee that will also be a component of evaluation. The qualification of the Bidders and the evaluation criteria for the Technical Proposal shall be as defined in the Data sheet. Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP and particularly the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.</p>
<p>Selection Procedure - Evaluation of Financial Proposals</p>	<p>5.3 Financial Proposal of only those entities who are technically qualified shall be opened publicly on the date & time specified on the Data Sheet, in the presence of the shortlisted Bidders' representatives who choose to attend. The name of the Bidders, their technical score (if required) and their Financial Proposal shall be read aloud.</p> <p>5.4 The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the former will prevail. In addition to the above corrections, the items described in the</p>

	<p>Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.</p> <p>5.5 In selection of the successful Bidder, the lowest evaluated Financial Proposal will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; F = the weight given to the Financial Proposal; T + F = 1) indicated in the Data Sheet: $S = St \times T\% + Sf \times F\%$.</p>
6. Availability of Professional staff/experts	<p>6.1 Having selected the Bidder on the basis of, among other things, an evaluation of proposed Professional staff, CERSAI expects to sign a Contract on the basis of the Personnel named in the Proposal. Before signing of contract, CERSAI will require assurances that the Personnel will be actually available. CERSAI will not consider substitutions unless such substitution is unavoidable due to reasons such as death or medical incapacity. If this is not the case and if it is established that Personnel were offered in the proposal without confirming their availability, the Bidder may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate.</p>
7. Award of Contract	<p>7.1 CERSAI shall issue a letter of award of contract to the selected Bidder.</p> <p>7.2 The selected Bidder will sign the contract after fulfilling all the formalities / pre-conditions mentioned in the standard form of contract, within 7 days of issuance of the letter of intent.</p> <p>7.3 The Consultant is expected to commence the assignment on the date specified in the Part II Data Sheet.</p>
8. Confidentiality	<p>8.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Bidder of confidential information related to the process may result in the rejection of its Proposal.</p>

Instructions to Consultants

PART II: Data Sheet

Paragraph Reference	
1.1	<p>Party issuing RFP:Central Registry of Securitisation Asset Reconstruction and Security Interest of India (CERSAI)</p> <p>Method of selection: Quality Cost Based Selection [QCBS]</p>
1.2	<p>Name of the Assignment: “Consultancy services to CERSAI for selecting a service provider to implement and manage the Central Registry IT system”</p>
1.3	<p>The Proposal submission address is:</p> <p style="text-align: center;">Central Registry of Securitisation Asset Reconstruction and Security Interest of India (CERSAI)</p> <p style="text-align: center;">2nd Floor, Rear Block, Jeevan Vihar Building, 3, Parliament Street, New Delhi 110001</p> <p>Proposal (Technical Proposal and Financial Proposals in two separate sealed envelopes, and Tender Fee) must be submitted not later than the following date and time:</p> <p>Date: 08.03.2017 Time: 14:00 hrs.</p> <p>Technical Proposals will be opened on the following date and time:</p> <p>Date: 08.03.2017 Time: 15:00 hrs.</p> <p>Financial Proposal opening will be intimated later. A pre-bid meeting will be held at 11:30 a.m. on 20.02.2017 at CERSAI office in New Delhi.</p> <p><u>Contact details:</u> Naveen Agrawal Chief Manager (IT) Phone number: 011 - 23740174 Email address: naveenagrawal@cersai.org.in</p>
1.4	<p>Proposals must remain valid for 90 days from the submission date.</p>

2.1	Clarifications may be requested not later than 17.02.2017, from the following address: Naveen Agrawal Chief Manager (IT) Phone number: 011 - 23740174 Email address: naveenagrawal@cersai.org.in
3.3	The estimated tenure of Contract: Lump-sum Contract for a period of 12 months with cumulative outer limit of 15 months
3.4	The formats of the Technical Proposal to be submitted are: TECH-1 Technical Proposal Submission Form TECH-2 Bidder's Eligibility TECH-3 Experience Citations TECH-4 Description of the Approach, Methodology and Work Plan TECH-5 Team Composition and Task Assignments TECH-6 Curriculum Vitae (CV) for Proposed Professional Staff TECH-7 Staffing Schedule
4.3	Consultant must submit the following: a) Original and <u>1</u> duplicate hard copy and 2 soft copies of the Technical Proposal, and b) Only the Original of the Financial Proposal
5.1	<p><u>Eligibility Criteria</u></p> <p>Bidders failing to meet the eligibility criteria or not submitting requisite proof for supporting these criteria are liable to be rejected summarily.</p> <ol style="list-style-type: none"> 1. The Bidder must be a reputable and experienced entity operating in the field of professional consultancy services, having a registered office in India for the last 10 years. 2. The Bidder must have an annual turnover of minimum Rs. 100 Crores (Rupees Hundred Crores) each year during the last 3 financial years ending 31st March, 2016 from consultancy/advisory services. 3. The Bidder must have made net profits (positive) during the last 3 financial years ending 31st March, 2016. 4. The Bidder must have completed at least 2 consultancy assignments of similar nature in design of IT systems (application software and hardware), preparation of RFP and bid process management for selection of a System Integrator/ Service Provider, in a large Government IT transformation/ e-Governance/ BFSI transformation environment with a consultancy value of at least Rs. 1 Crore each in the last 10 years. 5. The Bidder must have at least 100 full time IT consultants on its rolls.

	<p>6. The Bidder should not have been black listed by any state or Central Government or public sector undertaking or regulatory body in India.</p> <p>7. No proceedings for winding up or restructuring of the Bidder should be pending in any court of law or any other forum.</p> <p>8. Bidders are not allowed to form consortiums with other Bidders or other Companies.</p> <p>9. The Bidder should have an office in New Delhi/ National Capital Region (NCR).</p> <p>Bids failing to meet the Eligibility Criteria or not submitting requisite proof in support thereof as mentioned in Para 5.1 of Part II Data Sheet are liable to be considered as non-responsive and rejected summarily.</p> <p><u>The list of mandatory supporting documents to be submitted are:</u></p> <ol style="list-style-type: none"> 1. Audited Balance Sheet for the last three financial years 2015-16. Please include only the sections on P&L and the assets. 2. Certificate by the statutory auditors on qualifying turnover from advisory/consultancy services in the field of information technology. 3. Work Order/ Completion Certificate/ Client Certificate for previous experience cited in TECH-3: Bidder's Eligibility Form Section 3. (it is mandatory to provide value of consulting assignment). 4. Certificate from the Auditors on number of IT consultants. 5. Self-attested Certificate by the Bidder that: <ol style="list-style-type: none"> a. It has not been black listed by any state or Central Government or public sector undertaking or regulatory body in India. b. It has no proceeding for winding up or restructuring pending in any court of law or any other forum. c. It has no conflict of interest, as per Para 1.8 of Section 2: Instructions to Consultants. 						
5.2	<p><u>Technical Evaluation Criteria:</u></p> <p>(i) Previous Experience: 50</p> <table border="1" data-bbox="368 1816 1386 2018"> <thead> <tr> <th data-bbox="368 1816 432 1865">Sl. No.</th> <th data-bbox="432 1816 1254 1865">Criteria</th> <th data-bbox="1254 1816 1386 1865">Points</th> </tr> </thead> <tbody> <tr> <td data-bbox="368 1865 432 2018">1</td> <td data-bbox="432 1865 1254 2018">Previous experience of consultant in design of large Government IT transformation/ e-Governance/ BFSI transformation projects involving selection of service provider for implementation and maintenance of the IT systems, with a consultancy value of at least Rs. 25 lakhs in the previous 10 years. Scoring will be based on relevant project citations:</td> <td data-bbox="1254 1865 1386 2018">20</td> </tr> </tbody> </table>	Sl. No.	Criteria	Points	1	Previous experience of consultant in design of large Government IT transformation/ e-Governance/ BFSI transformation projects involving selection of service provider for implementation and maintenance of the IT systems, with a consultancy value of at least Rs. 25 lakhs in the previous 10 years. Scoring will be based on relevant project citations:	20
Sl. No.	Criteria	Points					
1	Previous experience of consultant in design of large Government IT transformation/ e-Governance/ BFSI transformation projects involving selection of service provider for implementation and maintenance of the IT systems, with a consultancy value of at least Rs. 25 lakhs in the previous 10 years. Scoring will be based on relevant project citations:	20					

	(≥ 10 projects: 20 points; ≥ 5 to <10 projects: 15points; ≥ 2 to <5 projects: 10 points; <2 : projects: 0 points))	
2	Previous experience of Consultant in providing project management and implementation monitoring services for large IT implementations in Government IT transformation/ e-Governance/ BFSI transformation, with a consultancy value of at least Rs. 25 lakhs in the previous 10 years. Scoring will be based on relevant project citations: (≥ 10 projects: 20 points; ≥ 5 to <10 projects: 15 points; ≥ 2 to <5 projects: 10points; <2 : projects: 0 points)	20
3	No. Of IT Consultants on the payroll (full-time) as on January 31 st 2017, having minimum MBA/MCA/BE/B.Tech or equivalent qualification with minimum 3 years of experience. Scoring will be based on relevant project citations: (≥ 200 : 10 points; >100 to < 200 : 5 points; $=100$: 2 points; <100 : 0 points)	10
4	Total Score for Criterion (i)	50
(ii) Adequacy of the proposed methodology and work plan: 20		
Sl. No	Criteria	Points
1	Technical approach and methodology	10
	a) Approach and methodology for the design of the financial model and project structuring	4
	b) Approach and methodology for developing and finalizing the business requirements, functional and technical specifications of the Central Registry	3
	c) Approach and methodology for providing project implementation monitoring services and certification of Central Registry	3
2	Technical Presentation	10
3	Total Score for Criterion (ii)	20
(iii) Key professional staff qualifications and competence for the assignment:30		
Sl.No	Team Composition based on Key Areas of Expertise	Points
1	IT Expert	6
2	Financial Expert	6
3	Sector Experts (Legal, Banking, Registries)	6
4	Project Management and Implementation Monitoring	6
5	Associate Consultants	6
	Total Score for Criterion (iii)	30
<p>In part 5.2(iii)the key consulting resources and team composition based on the core areas of expertise required for the Assignment will be evaluated, as described in Section 5 – Terms of Reference. The number of points to be assigned to each of the above disciplines shall be determined considering the following three sub-criteria:</p> <ol style="list-style-type: none"> 1) General qualifications <ul style="list-style-type: none"> <i>Sub-criteria</i> a) Educational qualification and training b) Number of years of consulting experience c) Number of years of association with the consulting organization (Consulting resources are required to have a minimum of 6 months on the payroll of the consulting organization) 		

	<p>2) Adequacy for the assignment <i>Sub-criteria</i> a) <i>Experience as stated in 'Area of Specific Expertise & Qualification and Professional Experience</i> b) <i>Consulting experience in IT Assignments</i> c) <i>Adequate involvement in the Assignment</i></p> <p>Total points for the above criteria (i), (ii), (iii): 100</p>
	<p>St = Total points obtained for the above criteria (i), (ii), (iii) The minimum technical score St required to pass is:<u>70 Points</u></p>
5.3	<p>The formula for determining the technical score is as follows: $St = (100 \times T / T_m)$, in which St is the normalized technical score, Tm is the highest technical score and T is the technical score of the proposal under consideration.</p> <p>The formula for determining the financial scores is the following: $S_f = 100 \times F_m / F$, in which Sf is the financial score, Fm is the lowest price and F the price of the proposal under consideration.</p> <p>The weights given to the Technical and Financial Proposals are: T =0.30; and F = 0.70</p>
5.4	Expected date for commencement of consulting services:24.03.2017

Section 3: Technical Proposal - Standard Forms

Refer to Reference Paragraph 3.4 of the Data Sheet for format of Technical Proposal to be submitted, and paragraph 3.4 of Section 2 of the RFP for Standard Forms required.

Technical Proposal

- TECH-1 Technical Proposal Submission Form
- TECH-2 Bidder's Eligibility
- TECH-3 Experience Citations
- TECH-4 Description of the Approach, Methodology and Work Plan
- TECH-5 Team Composition and Task Assignments
- TECH-6 Curriculum Vitae (CV) for Proposed Professional Staff
- TECH-7 Staffing Schedule

FORMTECH-1 TECHNICAL PROPOSAL SUBMISSION FORM

To:

The Chief Operating Officer

Central Registry of Securitisation Asset Reconstruction and Security Interest of India
(CERSAI)

2nd Floor, Rear Block,
Jeevan Vihar Building,
3, Parliament Street,
New Delhi 110001

Dear Sir:

We, the undersigned, offer to provide consultancy services for selecting a service provider to implement and manage the Central Registry IT system, in accordance with your Request for Proposal dated <date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed in a separate envelope.

We hereby confirm that we have read and understood the Terms and Conditions of the RFP and all the documents attached therewith. We hereby declare that all the information and statements made in this Proposal are true and correct and agree that any false or misleading statement contained in it or declaration made may lead to our disqualification.

Our Proposal is binding upon us upto the expiration of the validity of the proposal.

We agree for unconditional acceptance of all terms and conditions set out in the RFP (and the subsequent clarifications/corrigendum issued if any).

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment not later than the date indicated in Paragraph Reference 5.4 of the Data Sheet.

We further undertake that in case of contract is awarded to us, we shall submit the performance guarantee in the form prescribed.

We also agree that CERSAI reserves the right to reject all/any of the bids without assigning any reason.

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

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Entity: _____

Address: _____

Location: _____ Date: _____

FORM TECH-2 BIDDER'S ELIGIBILITY

A - Bidder's Organization

[Provide here a brief description of the background and organization of your entity. Also provide a brief description on the ownership details, date and place of incorporation of the entity, objectives of the entity etc. Apart from this, also provide information on the Annual Turnover of the entity for the last 3 financial years as required in the form below]

Organization and Financial Information

1: Details of the Organization	
Name	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Area of expertise with respect to this Assignment	
Contact details (name, address, phone no. and email)	

2: Financial Information			
	FY	FY	FY
Revenue (in INR crores)			
Profit Before Tax (in INR crores)			
Net Profit (in INR crores)			
Revenue from IT Advisory/ IT Consulting (in INR crores)			
Other Relevant Information			

Information on Consultants

3: Information on Consultants	
Number of IT Consultants on the rolls of the entity	

B – Bidder Entity’s Experience – Design of IT System, Preparation of RFP and Bid Process Management

[Using the format below, provide information on each assignment for which your entity was legally contracted for carrying out consulting services similar to those requested under this assignment. Bidders should provide all the details (including documentary evidence like copy of work order/ contract document/ completion certificate from customer/ certificate from auditor/ other customer testimonials including video along with supporting certificate from auditors) as required in the form. Please provide citations of 2 relevant completed consultancy assignments in Design of IT System (Application Software and Hardware), preparation of RFP and Bid Process Management for the selection of a System Integrator/ Service Provider in a large Government IT transformation/ e-Governance/ BFSI transformation environment with consultancy value of at least 1 Crore each in the last 10 years. In case, Bidder does not provide information required by CERSAI, CERSAI shall proceed with evaluation based on the information provided without requesting the Bidder for further information. Hence, responsibility for providing information as required in this form lies solely with Bidder.]

Assignment name:	Approx. Value of Contract: (Mandatory field) (Mention contract value in INR)
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No. of staff-months of the assignment:
Address:	Approx. value of the services provided by your entity under the contract (in INR):
Start date (month/year): Completion date (month/year):	No. of professional staff-months provided:
Client Reference and Contact Details:	Name of senior professional staff of your entity involved & functions performed (indicate most significant profiles):
Narrative description of Assignment:	
Description of actual services provided by your staff within the assignment:	

FORMTECH-3 EXPERIENCE CITATIONS

A–Bidder’s Experience – Selection of System Integrator/ Service Provider for Large IT Systems

[Using the format below, provide information on each assignment for which your entity was legally contracted for carrying out consulting services as requested under this assignment. Bidders should provide all the details (including documentary evidence like copy of work order/ contract document/ completion certificate from customer/ certificate from auditor/ other customer testimonials including video along with supporting certificate from auditors) as required in the form. Please provide citations of **relevant completed consultancy assignments covering Project Design, Development of Financial Model, RFP Preparation, PPP Transaction Advisory, Bid Process Management and Selection of Service Provider for a large Government IT / e-Governance/ BFSI transformation implementation assignment with a consultancy value of at least Rs. 25 lakhs in the previous 10 years.** In case, the Bidder does not provide information required by CERSAI, CERSAI shall proceed with evaluation based on information provided without requesting the Bidder for further information. Hence, responsibility for providing information as required in this form lies solely with Bidder.]

Assignment name:	Approx. Value of Contract:
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No. of staff-months of the assignment:
Address:	Approx. value of the services provided by your entity under the contract (in INR):
Start date (month/year): Completion date (month/year):	No. of professional staff-months provided:
Client Reference and Contact Details:	Name of senior professional staff of your entity involved and functions performed (indicate most significant profiles):
Narrative description of Assignment:	

Description of actual services provided by your staff within the assignment:
--

B–Bidder’s Experience – Project Management& Implementation Monitoring Services

*[Using the format below, provide information on each assignment for which your entity was legally contracted for carrying out consulting services as requested under this assignment. The Bidder should provide all the details (including documentary evidence like copy of work order/ contract document/ completion certificate from customer/ certificate from auditor/ other customer testimonials including video along with supporting certificate from auditors) as required in the form. Please provide citations of **relevant completed consultancy assignments providing Project Management and Implementation Monitoring Services for a large Government IT / e-Governance/ BFSI transformation implementation as required by this RFP with a consultancy value of at least Rs. 25 lakhs in the previous 10 years.** In case, the Bidder does not provide information required by CERSAI, CERSAI shall proceed with evaluation based on information provided without requesting the Bidder for further information. Hence, responsibility for providing information as required in this form lies solely with the Bidder.]*

Assignment name:	Approx. Value of Contract:
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No. of staff-months of the assignment:
Address:	Approx. value of the services provided by your entity under the contract (in INR):
Start date (month/year): Completion date (month/year):	Number of professional staff-months provided by associated Consultants:
Client Reference and Contact Details:	Name of senior professional staff of your entity involved and functions performed (indicate most significant profiles):
Narrative description of Assignment:	
Description of actual services provided by your staff within the assignment:	

FORM TECH-4 DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN

[Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following chapters:

- a) Technical Approach and Methodology,*
- b) Work Plan, and*
- c) Organization and Staffing*
- d) Providing Consulting Resources on a Person-Month Basis*

a) Technical Approach and Methodology.

In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output.

b) Work Plan.

In this chapter you should propose the main activities of the assignment, their content and duration, milestones (including interim approvals by CERSAI), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here.

c) Organization and Staffing.

In this chapter you should propose the structure and composition of your team including billed and non-billed supervisory, expert, and consulting resources. You should list the main disciplines of the assignment, the key experts responsible, and proposed supervisory and support staff. The supervisory and support staff profiles shall be different from the experts required in Section 5.2(iii) of the Data Sheet. The details of these resources shall be given in Form TECH -5. The responsibilities of the supervisory and support staff along with their interactions with the consulting team that is deployed and with CERSAI management shall be clearly highlighted in the proposal and if their contribution to the assignment has been directly billed or not.

FORMTECH-5TEAM COMPOSITION AND TASK ASSIGNMENTS

[List all the proposed resources and the composition of your team including billed and non-billed supervisory, expert, consulting and support staff, along with their areas of expertise, position and task assigned for the proposed project.]

Name	Areas of Expertise	Position Assigned	Task Assigned	Billed/ Non-billed

FORMTECH-6 CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

1. **Proposed Position** [*only one candidate shall be nominated for each position Expert*]: _____

2. **Name of Staff** [*Insert full name*]: _____

3. **Date of Birth:** _____ **Nationality:** _____

4. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]: _____

5. **Total No. of years of experience:** _____

6. **Total No. of years with the entity** [*should be on the payroll of the entity for a minimum 6 months*]: _____

7. **Areas of expertise and no. of years of experience in this area (as required for the position):** _____

8. **Certifications and Trainings attended:** _____

9. **Details of Involvement in assignments listed in FORM TECH-3** [*only if involved in the same*]: _____

10. **Employment Record** [*Starting with present position, list in reverse order, giving for each employment (see format here below): dates of employment, name of employing organization, positions held. Past employment that is not relevant to the assignment does not need to be included.*]:

From [Year]: _____ To [Year]: _____

Employer: _____

Positions held: _____

11. Detailed Tasks Assigned [<i>List all tasks to be performed under this assignment</i>]	12. Relevant Work Undertaken that Best Illustrates the experience as required for the Role [<i>Among the assignments in which the staff has been involved (current and previous), indicate the following</i>]
---	---

<p><i>[List the deliverables under this assignment in which the proposed will be involved]</i></p>	<p><i>information for those assignments that best illustrate staff capability to handle the tasks listed under point 11 and as required for the role as listed in 'List of the key professional positions whose CV and experience would be evaluated'.]</i></p> <p>Current Assignment: Name of assignment: _____ Year: _____ Location: _____ Employer: _____ Main assignment features: _____ Positions held: _____ Value of assignment (approximate value or range value): _____ Activities performed: _____</p> <p>Previous Assignments: Name of assignment: _____ Year: _____ Location: _____ Employer: _____ Main assignment features: _____ Positions held: _____ Value of assignment (approximate value or range value): _____ Activities performed: _____</p>
--	---

13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes my qualifications, my experience, and myself. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, from the assignment if engaged.

_____ Date: _____
[Signature of staff member or authorized representative of the staff] *Day/Month/Year*

Full name of authorized representative: _____

FORMTECH-7 STAFFING SCHEDULE

No	Name of Staff ¹	Role / Position Proposed	Billed/ Non-billed	Duration in days/ weeks					Total person-weeks
				1	2	3	4	n	
1									
2									
3									
N									

1 Duration should be indicated individually for each consulting resource and expert; for Supervisory and Support Staff it should be indicated by category

Section 4: Financial Proposal - Standard Forms

[Comments in brackets [] provide guidance to the Bidders for the preparation of their Financial Proposals; they should not appear on the Financial Proposals to be submitted.]

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided under para. 3.6 of Section 2.

FIN-1 Financial Proposal Submission Form

FIN-2 Summary of Costs

FIN-3 Breakdown of Costs

FORMFIN-1 FINANCIAL PROPOSAL SUBMISSION FORM

To:

The Chief Operating Officer

Central Registry of Securitisation Asset Reconstruction and Security Interest of India
2nd Floor, Rear Block,
Jeevan Vihar Building,
3, Parliament Street,
New Delhi 110001

Dear Sir:

We, the undersigned, offer to provide consultancy services for selecting a service provider to implement and manage the Central Registry IT system, in accordance with your Request for Proposal dated <date> and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures]. The amount of the local taxes, as identified/estimated is shown in the summary separately.

We hereby confirm that we have read and understood the Standard Terms and Conditions of the RFP and all the documents attached therewith and fully understand implications thereof.

Our Financial Proposal shall be binding upon us up to expiration of the validity period of the Proposal.

We agree for unconditional acceptance of all terms and conditions set out in the RFP (and the subsequent clarifications/corrigendum issued if any).

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment not later than the date indicated in Paragraph Reference 5.4 of the Data Sheet.

We further undertake that in case of contract is awarded to us, we shall submit the performance guarantee in the form prescribed.

We also agree that CERSAI reserves the right to reject all/any of the bids without assigning any reason. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act, 1988”.

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

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Entity: _____

Address: _____

FORM FIN-2 SUMMARY OF COSTS

Financial Proposal for providing Consultancy services

Item	Costs In INR
1. Total cost for providing consultancy services for selection of service provider to implement and manage the Central Registry IT system	
2. Applicable taxes	
Total Amount of Financial Proposal (including taxes)	

(Total Project time is 12 months. Maximum outer limit 15 months)

FORMFIN-3BREAKDOWN OF COSTS**A) For Consultancy Assignment:**

Name	Position	Person-month Rate(A)	Proposed total No. of Person- months (B)	Total Amount in INR (A*B)
Applicable Taxes				

Section 5: Terms of Reference

1. Introduction

- 1.1 The objective of Central Registry of Securitisation Asset Reconstruction and Security Interest of India (CERSAI) is to maintain and operate an IT system for registering transactions of securitisation, asset reconstruction of financial assets and creation of security interest over property, as defined in the Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002.
- 1.2 The Central Registry has been operational since March 2011, and till date banks and financial institutions have used the platform for filing over 16 million registrations of transactions of securitisation, asset reconstruction and security interests of equitable mortgages.
- 1.3 The Central Registry also provides a facility for the general public to search and inspect the records maintained by the Registry on payment of fees prescribed under the Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest (Central Registry) Rules, 2011.

2. Background of CERSAI IT System

- 2.1 Since the start of its operations in March 2011, CERSAI IT System has expanded significantly. There are nearly 221,615 registered users on the system with over 16 million records entered as of date.
- 2.2 The scope of the system has also expanded from its initial brief of recording transactions of creation of equitable mortgages on immovable properties, to registration of transactions of asset reconstruction, of securitization and of registration of assignment of receivables (the latter under the Factoring Regulation Act 2011) and vide DFS, MoF notifications dated 22.01.2016 for filing of Security interest on movables/intangible assets, security interest in immovable property by mortgage other than mortgage by deposit of title deeds and security interest in any under construction residential or commercial building or a part thereof by an agreement or instrument other than by mortgages are also required to be registered on CERSAI portal. The recent amendments in SARFAESI Act, 2002 as notified on 16.08.2016 by Central Govt. are also required to be incorporated in the Central Registry System.

Table 1: Registration of equitable mortgages on CERSAI

REGISTRATION STATUS	31-03-2014	31-03-2015	30-09-2016	31-12-2016
Number of registrations (new)	4,014,190	6,181,824	9,501,134	10,100,227
Number of registrations (subsisting)	6,477,070	6,792,849	6,807,216	6,809,147
Total number of registrations carried out	10,491,260	12,974,673	16,308,350	16,909,374
Number of users registered	134,864	173,177	221,615	231,767

Table 2: Registration of factoring transactions on CERSAI

REGISTRATION STATUS	31-03-2014	31-03-2015	30-09-2016	31-12-2016
Number of registrations carried out	5431	8208	14624	15199
Number of users registered	77	90	118	117

2.3 Tata Consultancy Services (TCS) is the current vendor to CERSAI for the Central Registry IT system. The solution implemented by TCS is based on the following considerations:

- i. All data will be online for a period of 27 years
- ii. The total number of transactions/records in the system will be 10 Crores
- iii. Approximately 9000 records will be created on a daily basis
- iv. Approximately 20000 searches will happen in a day

2.4 The TCS solution includes the following components:

1. Hardware:
 - a. Sun Sparc Enterprise servers
 - b. CISCO switches and routers
 - c. PCs and printers
2. Software:
 - a. TCS proprietary software solutions for the search utility
 - b. Database solution from Oracle
 - c. Security products from Symantec and TCS
 - d. Mail messaging solution

- e. Reporting solution from Synaptris
- f. Application server solution from RedHat

2.5 In addition to the IT system, TCS is providing Help Desk, Data Center and Disaster Recovery Center establishment and management support under this contract. The TCS team has also provided training support to CERSAI management and officers as well as to the users of the Central Registry system on a regular basis.

3. Increase in the scope of CERSAI

3.1 CERSAI IT System will require additional functionality such as the following:

- (i) Registration of agreement to sell
- (ii) Registration of security interests on movable assets (already started)
- (iii) Registration of other types of mortgages, including intangibles like IPRs.(already started)
- (iv) Integration with other electronic registries such as State land registries and Central Government registries in the nature of Registrar of Companies, Aadhaar, etc. and with Bank CBS and Credit Bureaus, Stamp Duty Offices, etc.
- (v) Integration with other loosely coupled systems that are external to the Central Registry such as DRTIT Systems, and Bank SARFAESI Case Monitoring Systems

3.2 The implementation of this additional functionality will facilitate transparency in the financial sector and increase the confidence of lenders that, the properties in which they take security interests have no prior encumbrances and that their priority vis-à-vis other lenders in the property will be assured as well. This expansion of scope will also mean that the number of users accessing the IT system will grow significantly as with the number of registrations.

4. Scope of Work for Consultant

4.1 The scope of consultancy services shall include:

- (i) Providing transaction advisory services for selection of the IT Service Provider (concessionaire) for implementing and managing the new Central Registry, by

developing a suitable financial model, preparation of the bidding documents (RFP) and conducting the bidding process in a manner that ensures:

- a) maximum competition while avoiding unrealistic bids and project vulnerability from overly aggressive bidding or lack of bidding
 - b) participation by the best available companies in the bidding process;
 - c) financing of the capital cost by the concessionaire; and
 - d) optimizing the revenue potential
- (ii) Designing a transaction-based financial model for implementation and operation of the IT system by the IT Service Provider, taking into account estimated capital and operating costs, zero capital outflows from CERSAI, and reasonable estimation of likely revenues
 - (iii) Reviewing the business requirements, functional and technical specifications developed by CERSAI for the new Central Registry and finalizing the same with necessary modifications
 - (iv) Ensuring smooth transition of existing system to new system before the end of the contract with the incumbent vendor without loss of data and on real time basis
 - (v) Providing Project Management services, including implementation and post-implementation monitoring, validation, and certification of Central Registry transition, readiness to Go-Live and operational stability.
 - (vi) The Company reserves the right to adopt either OpEx or CapEx Model.

4.2 Development of Financial Model:

- (i) The consultant shall develop a financial model including all assumptions for capital expenditure (capex), operations and maintenance (opex) costs with justification, current and projected transaction volumes and revenue generation projections.
- (ii) The consultant shall take into account the following aspects while designing the financial model: CERSAI's existing business model, business & financial models for other transaction-based systems (such as NSDL PAN, Aadhaar), and views of CERSAI users and stakeholders such as RBI, IBA, etc.
- (iii) The financial model shall be based upon aspects such as TCO, zero capital outflows from CERSAI and opex-based payment streams to the service provider linked to pre-determined goals against SLAs.

- (iv) The model shall also include sensitivity analysis and outputs such as projected financial statements - balance sheet, cash flow, income statement, key ratio analysis, Financial Internal Rate of Return (FIRR), etc.
- (v) The model shall enable CERSAI to objectively measure the expected revenues, expected costs, benefits, legal and policy implications, and risks of the proposed financial model.
- (vi) Identify and propose strategies through which innovative registry-based services and other value-added services can be offered by the Central Registry, based on a business model.
- (vii) Identify various types of revenue streams arising out of transactions from the Central Registry and prepare a reasonable estimation of the likely revenues of the concessionaire [from the transactions fees collected from the Central Registry and from other sources of revenues, if any]. The consultant shall propose various options for optimizing such revenues.
- (viii) Conduct appropriate economic cost-benefit analysis to assess Value-for-Money (VFM)
- (ix) Based on the above, the consultant shall prepare the final financial model for inclusion into the RFP, which is capable of achieving sustainable operational and financial viability for the Central Registry system, thereby balancing Value for Money for CERSAI and viability for the private sector.

4.3 Finalization of Business Requirements, Functional and Technical Specifications:

- (i) CERSAI has formulated the business requirements, functional and technical specifications of the new Central Registry IT system. The consultant shall review, validate and propose modifications to the same, taking into account all aspects of the new Central Registry system, including but not limited to: the work flows, registrations and searching of immovable and movable collateral, integration with other systems, registries and databases, application software, middleware, database, IT infrastructure requirements, service levels, etc.
- (ii) The consultant shall review, assess and make necessary modifications to the system architecture developed by CERSAI for the new Central Registry and ensure that it conforms to international best practices in collateral registries while also taking into consideration additional requirements for introduction of movable assets and integration with other registries, banks, credit bureaus, etc.

- (iii) Based on inputs from CERSAI, the consultant shall finalize the requirements specifications that shall form the basis for preparation of the RFP for selection of the IT Service Provider.

4.4 RFP Development and Bid Process Management:

- (i) The Consultant shall develop the Request for Proposal (RFP) for selection of IT Service Provider to implement, and manage the Central Registry. The RFP bidding documents shall include:
 - a) finalized business requirements, functional, technical and operational specifications of the Central Registry;
 - b) scope of work for the IT Service Provider;
 - c) terms and conditions and eligibility criteria;
 - d) technical bid formats and commercial bid formats based on the agreed financial model;
 - e) technical and financial evaluation criteria;
 - f) SLA and concession agreement including relevant Schedules.
- (ii) The Consultant shall prepare the RFP conforming to the Government of India guidelines on procurement of goods & services.
- (iii) The consultant shall assist CERSAI in the bid process management for selection of the IT Service Provider (concessionaire) from among the bidders and till the signing of the concession agreement, and undertake the following activities:
 - a) Support CERSAI in release of the EOI and/or RFP tender notice
 - b) Support CERSAI in conducting pre-bid conferences
 - c) Compile response to bid queries and clarifications, and make presentations before the Evaluation Committee
 - d) Design the RFP evaluation criteria
 - e) Pre-qualification evaluation
 - f) Evaluation of the technical bids, conduct briefings and presentations to the Evaluation Committee
 - g) Evaluation of the commercial bids
 - h) Compile the evaluation reports and recommend the best bidder (concessionaire)
 - i) Support CERSAI in execution the concession agreement.

- j) Manage multiple rounds of bidding and bid process management activities, in case the RFP process does not elicit the required participation from bidders
- (iv) The consultant shall submit comprehensive bid evaluation reports, consisting of Pre-qualification evaluation, Technical evaluation, and Commercial evaluation
- (v) The consultant shall also provide a report to CERSAI, describing the activities that have been undertaken by them to maximize the success of the RFP bid process, such as:- market briefings, outreach to potential vendors, etc.

4.5 Transition Planning:

- (i) The Consultant shall develop the strategy for the new service provider to smoothly transition the entire suite of applications, infrastructure and services under the existing Central Registry services beyond the contract period of the incumbent operator and ensure business continuity and performance for a period of 6 months.
- (ii) The transition plan shall clearly articulate the details of the responsibilities of the new service provider during the transition and the details of the exit management responsibilities of the current operator
- (iii) The consultant shall also identify potential risks, set out possible mitigation approaches, and identify specific tasks that the Service Provider will need to undertake to mitigate identified risks associated with the transition.

4.6 Project Management Services and Certification of Central Registry:

- (i) The consultant shall provide project management services for the Central Registry, including implementation and post-implementation monitoring, validation, and certification of Central Registry transition completion, readiness to Go-Live and operational stability within 3 months post Go-Live.
- (ii) The scope of work of the consultant, inter-alia, shall include the following:
 - a) Monitoring adherence to timelines and assist CERSAI in overseeing the entire Central Registry implementation and transition of the system from the incumbent service provider to the new service provider
 - b) Review and validate the complete project plan, including plan for procurement, installation, commissioning, Go-Live and operational stability, prepared by the service provider/ implementation partners, through use of industry-standard Project management and monitoring tools

- c) Review and validate all deliverables prepared by the service provider/ other implementation partners, for conformance to RFP requirements, ensure finalization, and recommend for CERSAI approval of the same
- d) Undertake on behalf of CERSAI the User Acceptance Testing (UAT) of the application software, by preparing test cases, test database, imparting training to CERSAI-designated testers, documenting the defects, and troubleshooting its resolution with the service provider.
- e) Scrutinize the complete bill of materials provided by service provider/ implementation partners, and provide necessary recommendations/ assistance to CERSAI for sign-offs on the same
- f) Monitor and verify the procurement, installation, configuration, and commissioning activities of the service provider/ implementation partners related to the IT infrastructure components of the Central Registry, and provide the necessary management reports to CERSAI on these activities
- g) Verify the software agreements and licenses, including software updates, and upgrades that are procured as per the bill of materials.
- h) Design the parameters and methodology for load and stress testing of application software and IT infrastructure conforming to attributes such as throughput and response times, scalability, integration, and interoperability.
- i) Design the processes, checklists and modalities required for certifying the completion of implementation, completion of successful transition, Go-Live readiness of Central Registry and operational stability of the registry within 3 months post Go-Live
- j) Prepare methodology, framework, and procedures for measurement of Service Level Agreement (SLA) parameters and user satisfaction, and recommend industry-standard tools for SLA monitoring
- k) Ensure knowledge transfer and training to CERSAI-designated officials on the SLA monitoring tools
- l) Prepare terms of reference and methodology for engaging 3rd Party auditors for undertaking system, networking, security assessments and audits.
- m) Verify and validate the standard operating procedures put in place by service provider.

5. Timelines and Payment Schedule for Deliverables

The timelines and payment schedule for the deliverables based on the above scope of work are:

Deliverable No.	Deliverable	Timelines (in weeks)	Payment Schedule
D1	Financial Model for the New Central Registry System	T + 3 weeks	10%
D2	Finalized Business, Functional and Technical Requirements Specifications for the New Central Registry System	T + 4 weeks	10%
D3	Request for Proposal (RFP) for Selection of IT Service Provider	T + 5 weeks	10%
D4	Upon Successful Completion of Bid Process Management and Execution of Concessionaire Agreement with IT Service Provider	As per RFP process timelines	10%
D5	Project Implementation Monitoring Reports	As per implementation timelines	40%
D6	Certification of Transition Completion, Go-Live Readiness, and Operational Stability of the Central Registry	As per implementation timelines	20%

T is project kick-off date

6. Key Consulting Resources

A team consisting of five resources as mentioned below and other support executives is to be organized based on area of expertise. The consultant entity shall take the complete responsibility of adequately staffing the team with full-time and part-time resources taking into account the different areas of expertise required for executing and delivering the assignment.

S No	Area of Expertise	Team Composition (with mandatory qualifications and professional expertise)
1	IT Expert	<p>Qualifications:</p> <ul style="list-style-type: none"> • Master’s degree / engineering degree in computer science from a reputed institute <p>Professional Expertise:</p> <ul style="list-style-type: none"> • 10+ years in software engineering and/or product development experience, including design and development of web-based applications • IT/ System Architect with relevant qualifications, certifications and expertise in designing large-scale transaction oriented web-based projects (with project value greater than 20 crores) in Government/ BFSI sectors. • Expertise in the design and development of high performance web-based applications with database intensive operations.
2	Financial Expert	<p>Qualifications:</p> <ul style="list-style-type: none"> • MBA/ CA/ CFA / PGDM or equivalent from a reputed institute <p>Professional Expertise:</p> <ul style="list-style-type: none"> • 15+ years in banking/ financial services domain involving financial structuring of projects, model preparation, risk analysis • Expertise in preparation of financial/ revenue model and/or

		<p>bid documents for 5 eligible assignments, involving transaction-based models</p> <ul style="list-style-type: none"> • Expertise in development of financial models for PPP projects in at least 2 eligible projects
3	Sector Experts (Legal, Banking, Registries.)	<p>Academic Qualifications:</p> <ul style="list-style-type: none"> • Post-graduate / Degree in relevant discipline from a reputed institute <p>Professional Expertise:</p> <ul style="list-style-type: none"> • Should have worked as sector expert for at least 3 eligible assignments • Banking expert with specialized secured transactions knowledge in the areas of secured lending and credit risk for small businesses in banks, collateral management companies, factors, etc. • Expertise in legal and regulatory frameworks, SARFAESI legislation, credit risk and contracts. Familiarity with the practices and procedures followed by the banks/ financial institutions in creation and perfection of various kinds of ‘security interest’ (as defined in the SARFAESI Act, 2002). • Expertise in preparation of concession agreement documents, contract negotiation and successful project closure of at least 2 PPP projects.
4	Associate Consultants	<p>Qualifications:</p> <ul style="list-style-type: none"> • Master’s degree in business administration/ mathematics/ statistics/ computer science/ economics/ finance from a reputed institute <p>Professional Expertise:</p> <ul style="list-style-type: none"> • 5+ years in consulting and advisory services to Governments/ BFSI sectors • Process expert in business process design and re-engineering, business requirements definition for at least 3

		<p>large projects in the Banking/BFSI domain</p> <ul style="list-style-type: none"> • Expertise in Government/ BFSI consulting projects involving preparation of financial model, RFP preparation, and bid process management for at least 2 eligible assignments.
5	Project Management and Implementation Monitoring	<p>Qualifications:</p> <ul style="list-style-type: none"> • CA/ Master’s degree in business administration/ finance from a reputed institute <p>Professional Expertise:</p> <ul style="list-style-type: none"> • Project Manager with relevant qualifications and certifications such as PRINCE2, PMI and 15 years of relevant experience of leading a team with more than 10 consultants, meeting tight timelines and ensuring quality of the deliverables. • Expertise in project development on PPP basis including familiarity with project and financial structuring, risk management and successful project implementation • Expertise in RFP procurement and bid process management of system integrators/service providers for large IT transformation Projects in the BFSI/ Government domain. • Expertise in project implementation monitoring and providing handholding support for large IT transformation Projects in the BFSI/ Government domain.