



भारतीय रिज़र्व बैंक के अधिकारियों के लिए मैसिव ओपन ऑनलाइन कोर्स (MOOCs) प्रदान करने के लिए एक वेंडर के चयन के लिए प्रस्ताव हेतु अनुरोध (आरएफपी)

निविदा आमंत्रण सूचना (एनआईटी)

(केवल ई-निविदा द्वारा)

मानव संसाधन प्रबंध विभाग, भारतीय रिज़र्व बैंक (जिसे आगे "बैंक" कहा जाएगा) बैंक के अधिकारियों के लिए 1250 MOOCs लाइसेंस की खरीद के लिए प्रतिष्ठित मैसिव ओपन ऑनलाइन कोर्स (एमओओसी) वेंडरों (जिन्हें आगे "वेंडर" कहा जाएगा) से ई-निविदा के माध्यम से निविदाएँ (भाग I: तकनीकी बोली एवं भाग II: वित्तीय बोली) आमंत्रित करता है। केवल वे वेंडर जो अर्हता-पूर्व मानदंडों को पूरा करते हैं, इस निविदा में भाग लेने के लिए पात्र होंगे।

2. संविदा प्रारंभ में MOOCs लाइसेंस के आवंटन की तारीख से 31 मार्च 2027 तक वैध होगी और उसके बाद वेंडर के संतोषजनक कार्यनिष्पादन/ सेवा प्रदान करने तथा सभी शर्तों और नियमों के अनुपालन, जैसा बैंक द्वारा मूल्यांकन किया जाए, के अधीन प्रत्येक बारह (12) महीने की दो अतिरिक्त अवधियों के लिए नवीनीकृत की जा सकती है। यदि बैंक द्वारा अनुमोदित किया जाता है, तो ऐसे नवीनीकरण पहली अवधि के लिए लागू प्रति लाइसेंस यथानुपात लागत पर होंगे, अर्थात् पहली अवधि के लिए कोट की गई प्रति लाइसेंस लागत का 1.33 गुना।

3. "प्रस्ताव हेतु अनुरोध" (आरएफपी) बैंक की वेबसाइट (<https://www.rbi.org.in>) के 'निविदा' अनुभाग में उपलब्ध है। इच्छुक बोलीदाताओं से अनुरोध है कि वे उक्त आरएफपी देखें। आरएफपी दस्तावेज़ के प्रावधानों के अनुसार ही बोलियाँ ऑनलाइन प्रस्तुत की जानी चाहिए।

4. इस निविदा के संबंध में कोई भी संशोधन/ शुद्धिपत्र/ स्पष्टीकरण केवल आरबीआई वेबसाइट/ एमएसटीसी ई-पोर्टल पर अपलोड किया जाएगा और समाचार पत्र में प्रकाशित नहीं किया जाएगा। निविदाकर्ता/ बोलीदाता को बोली प्रस्तुत करने से पहले किसी भी संशोधन/ शुद्धिपत्र/ स्पष्टीकरण के लिए उक्त वेबसाइट/ ई-पोर्टल देखना चाहिए। बैंक को निविदा रद्द करने, संशोधित करने और निविदा प्रस्तुत करने की समय सीमा को बढ़ाने का अधिकार होगा। इसके अतिरिक्त, बैंक के पास किसी भी निविदा को पूर्ण या आंशिक रूप से स्वीकार करने और किसी या सभी निविदाओं को बिना कोई कारण बताए अस्वीकार करने का अधिकार सुरक्षित है।

निविदा अनुसूची (एसओटी)

क्र. सं.	विवरण	तारीख/समय/अन्य जानकारी
1.	ई-निविदा सं.	RBI/HRMD-CO Central Office Departments/Others/5/26-27/ET/90 [Engagement of Vendor for MOOCs]
2.	निविदा का प्रकार	ई-खरीद प्रणाली (www.mstcecommerce.com/eproc/ द्वारा ऑनलाइन भाग I – तकनीकी बोली और प्रस्तुतिकरण भाग II – वित्तीय बोली)
3.	वेंडरों के लिए निविदा आमंत्रण सूचना (एनआईटी) देखने/ डाउनलोड करने हेतु उपलब्ध रहने की तारीख	14 मई 2026 को 1200 बजे से 04 जून 2026 को 1400 बजे तक
4.	बोली-पूर्व बैठक	21 मई 2026 को 1100 बजे आरबीआई, नए केंद्रीय कार्यालय भवन में। निविदा से संबंधित सभी प्रश्न 20 मई 2026 को 1100 बजे तक अनुलग्नक XII में दिए गए प्रारूप में ईमेल द्वारा प्रस्तुत किए जाने चाहिए।
5.	www.mstcecommerce.com/eproc/ पर ऑनलाइन तकनीकी और वित्तीय बोली प्रस्तुत करने के लिए ऑनलाइन ई-निविदा शुरू होने की तारीख	14 मई 2026 को 1200 बजे
6.	ऑनलाइन तकनीकी और वित्तीय बोली प्रस्तुत करने हेतु ऑनलाइन ई-निविदा बंद होने की तारीख और समय	04 जून 2026 को 1400 बजे
7.	भाग-I (तकनीकी बोली) खोलने की तारीख और समय	04 जून 2026 को 1500 बजे
8.	आरबीआई, केंद्रीय कार्यालय, फोर्ट, मुंबई में प्रस्तुतिकरण/ डेमो की तारीख और समय	10 जून 2026 को 1100 बजे
9.	भाग-II (वित्तीय बोली) खोलने की तारीख और समय	11 जून 2026 को 1100 बजे
10.	लेनदेन शुल्क	एमएसटीसी शुल्क का भुगतान एमएसटीसी पेमेंट गेटवे/एनईएफटी/आरटीजीएस के माध्यम से एमएसटीसी लिमिटेड के पक्ष में या एमएसटीसी लिमिटेड द्वारा सूचित किए गए अनुसार किया जाना चाहिए। (कृपया लेनदेन शुल्क भारतीय रिज़र्व बैंक को न भेजें)
11.	एक वर्ष के लिए निविदा का अनुमानित मूल्य (करों को छोड़कर)	₹1,18,75,000 (एक करोड़ अठारह लाख पचहत्तर हजार रुपए मात्र) कृपया ध्यान दें कि पहली अवधि वर्ष के केवल तीन तिमाहियों, अर्थात् 01 जुलाई 2026 से 31 मार्च 2027 तक के लिए होगी।
12.	बयाना जमा-राशि (ईएमडी) (ईएमडी का भुगतान न किए जाने पर निविदा को अप्रतिक्रियाशील माना जाएगा और अस्वीकृत कर दिया जाएगा।)	ईएमडी संविदा के अनुमानित मूल्य का 2% (₹2,37,500 मात्र) केवल एनईएफटी द्वारा भारतीय रिज़र्व बैंक के पक्ष में विप्रेषित किया जाना है। एनईएफटी विवरण: लाभार्थी का नाम: RESERVE BANK OF INDIA लाभार्थी खाता संख्या: 41869229904 आईएफएससी: RBIS0COD001 (5वां, 9वां और 10वां)

		अंक शून्य है, 7वां अंक अक्षर 0 है।) कृपया आवेदन करते समय अनुलग्नक IX में दिए गए प्रारूप में यूटीआर विवरण का उल्लेख करें।
13.	एनईएफटी के माध्यम से बयाना जमा-राशि (ईएमडी) जमा करने की अंतिम तारीख	निविदा प्रस्तुत करने का समय बंद होने अर्थात 04 जून 2026 को 1400 बजे तक
14.	कार्यनिष्पादन बैंक गारंटी (पीबीजी)	सफल बोलीदाता को अनुलग्नक X के अनुसार किसी अनुसूचित वाणिज्यिक बैंक द्वारा जारी की गई संविदा मूल्य के 5% के बराबर राशि की कार्यनिष्पादन बैंक गारंटी (पीबीजी) संविदा दिए जाने की तारीख से 15 दिनों के भीतर प्रस्तुत करनी होगी, जो संविदा अवधि के दो महीने बाद तक के लिए वैध रहेगी। वैकल्पिक रूप से, चयनित बोलीदाता संविदा दिए जाने की तारीख से 15 दिनों के भीतर उक्त राशि को ऑनलाइन मोड (एनईएफटी/आरटीजीएस) के माध्यम से आरबीआई के पास प्रतिभूति जमाराशि के रूप में जमा कर सकता है, और जमा की गई राशि कार्य पूरा होने के 30 दिनों के भीतर बिना किसी ब्याज के वापस कर दी जाएगी।

REQUEST FOR PROPOSAL
for
Engagement of a Vendor for providing Massive Open Online Courses
(MOOCs) for officers of Reserve Bank of India



RESERVE BANK OF INDIA
Human Resource Management Department
Central Office
21st Floor, Central Office Building
Shahid Bhagat Singh Road, Fort
MUMBAI – 400 001, INDIA

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**RFP for Engagement of a Vendor for providing Massive Open Online Courses
(MOOCs) for officers of Reserve Bank of India**

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**Human Resource Management Department
Central Office
Reserve Bank of India, Mumbai**

SECTION I: DISCLAIMER

Human Resource Management Department, Central Office, Reserve Bank of India, Mumbai has prepared this document to give background information on the Contract to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believes it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

This Request for Proposal (RFP) is not an offer by the Bank, but an invitation to receive response from eligible interested bidders for engagement of Massive Open Online Courses (MOOCs) Vendor. No contractual obligation whatsoever will arise from the RFP process unless and until a formal contract is signed and executed by the Reserve Bank of India with the bidders. This document should be read in its entirety, including corrigendum issued (if any).

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

Reserve Bank of India reserves the right not to proceed with the Contract or to change the configuration of the Contract, to alter the schedule reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of the cost of any type will be paid to persons or entities expressing interest.

SECTION II: KEYWORDS AND ABBREVIATIONS

Keywords / Abbreviations	Definition / Full Form
Committee	Committee constituted by the Competent Authority for evaluation of technical proposals.
Competent Authority	Chief General Manager-in-Charge, Reserve Bank of India, Human Resource Management Department, Central Office, Mumbai - 400 001.
Contract	Contract signed by the parties for appointment along with the entire documentation specified in the RFP
Day	Calendar Day
DSCs	Digital Signature Certificates
EMD	Earnest Money Deposit
ISO 27001	International Organization for Standardization 27001
ISP	Internet Service Provider
MOOCs	Massive Open Online Courses
MSTC Ltd.	Metal Scrap Trade Corporation Limited
NIT	Notice inviting tender
PBG	Performance Bank Guarantee
Proposal	Proposal submitted by vendor in response to the RFP issued by the Bank for appointment of MOOCs vendor
QCBS	Quality and Cost Based Selection
QS World Rankings	Quacquarelli Symonds World Rankings
RFP	Request for Proposal
Services	Work to be performed by the selected vendor for the Bank in accordance with the terms and conditions of the RFP and the Contract.
SoT	Schedule of Tender
THE	Times Higher Education Rankings
UOM	Unit of Measure
Vendor	Massive Open Online Courses (MOOCs) Vendor
BFSI	Banking, Financial Services, and Insurance

SECTION III: NOTICE INVITING TENDER (NIT)

(Only through e-tendering)

Human Resources Management Department, Reserve Bank of India (hereinafter referred to as "the Bank") invites Tenders (Part I: Technical bid & Part II: Financial bid) through e-Tender from reputed Massive Open Online Courses (MOOCs) Vendors (hereinafter referred to as "Vendors"), for procurement of 1250 MOOCs licenses for officers of the Bank. Only those vendors who fulfill the Pre-qualification criteria are eligible to participate in this tender.

2. The contract will be initially valid up to March 31, 2027 from the date of allocation of MOOCs licenses and thereafter may be renewed for up to two additional terms of twelve (12) months each subject to satisfactory performance/service rendered by the Vendor and compliance with all terms and conditions as evaluated by the Bank. Such renewals, if approved by the Bank, shall be at the pro-rata cost per license as applicable for the first term i.e. 1.33 times of the cost per license quoted for first term.

3. The "Request for Proposal" (RFP) for the tender is available on Bank's website (<https://www.rbi.org.in>) in 'Tenders' Section. Interested bidders are requested to refer to the said RFP. Bids made strictly as per provisions of the RFP document should be submitted online.

4. Any Amendment(s) / Corrigendum / Clarification(s) with respect to this Tender shall be uploaded only on the RBI website / MSTC e-portal and will not be published in the newspaper. The Tenderer / Bidder should check the above website / e-portal for any Amendment / Corrigendum / Clarification before submitting the bid. The Bank shall have the right to cancel, modify the Tender and extend the deadline for submission of Tender. Further, the Bank reserves the right to accept any Tender, either in full or in part and to reject any or all the Tenders without assigning any reason thereof.

SECTION IV: SCHEDULE OF TENDER (SOT)

Sr. No.	Details	Date/Time/Other Particulars
1.	E-Tender No.	RBI/HRMD-CO Central Office Departments/Others/5/26-27/ET/90 [Engagement of Vendor for MOOCs]
2.	Mode of Tender	e-Procurement System (Online Part I - Technical Bid and Presentation Part II - Financial Bid through www.mstcecommerce.com/eprocn/)
3.	Date of Notice Inviting Tender (NIT) available to vendors for view/ download	From: 1200 Hrs. on May 14, 2026 To: 1100 Hrs. on June 04, 2026
4.	Pre-Bid meeting	1100 Hrs. on May 21, 2026, at RBI, New Central Office Building. All questions regarding the tender should be submitted by e-mail latest by 1100 Hrs. on May 20, 2026 in the format given in Annex XII
5.	Date of starting of e-Tender for submission of online Technical Bid and Financial Bid at www.mstcecommerce.com/ eprocn/	1200 Hrs. on May 14, 2026
6.	Date & time of closing of online e-tender for submission of Technical Bid and Financial Bid.	1400 Hrs. on June 04, 2026
7.	Date & time of opening of Part-I (Technical Bid)	1500 Hrs. on June 04, 2026

Sr. No.	Details	Date/Time/Other Particulars
8.	Date and time of Presentation/Demo at RBI Central Office, Fort, Mumbai	1100 Hrs. on June 10, 2026
9.	Date and time of opening of Part-II (Financial Bid)	1100 Hrs. on June 11, 2026
10.	Transaction fees	MSTC charges to be paid through MSTC Payment Gateway/NEFT/RTGS in favour of MSTC Limited or as advised by MSTC Ltd. (Please do not transfer the transaction fee to Reserve Bank of India)
11.	Estimated value of tender (excluding taxes) for one year	₹1,18,75,000 (Rupees One Crore Eighteen Lakhs and Seventy-Five Thousand only) Please note that the first term will only be for three quarters of a year i.e., from July 01, 2026, to March 31, 2027.
12.	Earnest Money Deposit (EMD) (Non-submission of EMD will render the tender unresponsive and will be rejected.)	EMD of 2% of the estimated value of tender (₹ 2,37,500 only) shall be remitted in favour of Reserve Bank of India by NEFT only . Details for NEFT: Beneficiary Name: RESERVE BANK OF INDIA Beneficiary Ac No: 41869229904 IFSC: RBIS0COD001 (5th, 9th and 10th character is zero, 7th character is alphabet O) Please mention UTR transaction details while applying in the given format Annex IX.
13.	Last date of submission of Earnest Money Deposit (EMD) through NEFT	On or before closing of tender submission time i.e., 1400 Hrs. on June 04, 2026

Sr. No.	Details	Date/Time/Other Particulars
14.	Performance Bank Guarantee (PBG)	Successful bidder shall furnish a Performance Bank Guarantee (PBG) issued by any scheduled commercial Bank, as per Annex X, of an amount equivalent to 5% of the contract value, within a period of 15 days from the date of award of contract, which shall be valid for two months beyond the period of Contract. Alternatively, the selected bidder may deposit the aforesaid amount with RBI through online mode (NEFT/RTGS) as security deposit within 15 days from the date of award of contract, and the amount deposited shall be refunded without any interest, within 30 days' post completion of work.

SECTION V: IMPORTANT INSTRUCTIONS FOR E-TENDER

This is an e-procurement event of RBI. The e- procurement Service Provider/Contractor is the MSTC Limited. You are requested to read and understand the Notice Inviting Tender and subsequent corrigenda if any, before submitting your online tender. Vendors are requested to read the terms and conditions of this tender before submitting the online tender:

1. Process of e-tender:

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

Special Note: The technical bid and the financial bid have to be submitted online at www.mstcecommerce.com/eproc/ (Version 3)

- a) Vendors will be required to register themselves online with www.mstcecommerce.com/eproc/
- b) Register as Vendor -> Filling up details and creating own user id and password Submit. For further details, go to Download Guide / Video / Registration.
- c) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e- tender), as per details below:

Contact details (MSTC Ltd) for bidding process/system related queries:

- i) HO Central Help Desk:
E-mail ID: helpdeskho@mstcindia.in (Please mention "HO Helpdesk" as subject while sending e-mails)
Phone Number: 07969066600
- ii) WRO Helpdesk:
E-mail ID: helpdeskwro@mstcindia.co.in

Phone Number: 7651915418/02269856817/02269856800

- iii) Availability: 09:30 AM to 05:00 PM on all working days for all technical issues e-Tenders, System settings etc.
- iv) Mr. Tanmoy Sarkar, Deputy Manager:
Phone Number: 8349894664

Contact persons (RBI) for RFP related queries:

- i) Smt. Priya Sharma, Asst. Manager – priyasharma1@rbi.org.in
022-22601000 Ext. 6371
- ii) Smt. Kavita Chauhan, Asst. General Manager - kavitachauhan@rbi.org.in
022-22601000 Ext. 2111
- iii) Dr. Anand Upadhyay, General Manager - aupadhyay@rbi.org.in
022-22601000 Ext. 2888

B) System Requirement:

- i) A computer connected to internet through an ISP. The computer should have adequate RAM depending on version of Windows.
- ii) The computer (Desktop / Laptop) should have Windows 7 or above.
- iii) The Vendor should possess Class III signing type digital certificate and encryption type of Digital Signature Certificate
- iv) The MSTC website is best viewed in Internet Explorer version 7 or above. In case there is a different version being used, the website should be added to Compatibility View Settings as shown below Tools > Compatibility View Settings>Add website mstcecommerce.com. The website <https://www.mstcecommerce.com> should be added to the list of “Trusted Sites”.
- v) Ensure all the ActiveX controls of the Internet Explorer should be Enabled:
Tools > Internet Options>Security > Custom level > Uncheck “Enable protected Mode”>
Tools > Internet Options>Security > Custom level > Enable ALL Active–X Controls and Plug-ins > Disable “Use Pop-up blocker” under the heading Miscellaneous.
- vi) The settings under Browsing History (Under Tools > Internet Options > General) for

Check for newer versions of web pages should be kept at “Every time I visit the webpage”

- vii) Bidders are required to possess Class III signing type digital certificate and to have their own and valid Digital Signature Certificates (DSCs). Each bidder shall need his signing type DSC to sign and log in. During saving his bid in e-tender before final submission, a bidder shall need to have his Encryption type DSC.
- viii) Latest Drivers for your Digital Signature Certificate should be installed properly in the computer.
- ix) System Requirement: For details, vendor may refer to the “DOWNLOAD SYSTEM SETTING GUIDE” available <https://www.mstcecommerce.com/eprocn/>.
- x) The computer should have latest Java Runtime Environment version (Windows X86 Offline file) installed in it.
- xi) For Browser related settings, please refer to the ‘View Video’ available in ‘Vendor Login’
- xii) The PC should run as an Administrator to install packages on being prompted on screen like TCS signer file for signing with DSC, Java encryption applet for data encryption, etc.
- xiii) The protected mode of the computer should be turned off.
- xiv) Under Tools>Internet Options> Security> Miscellaneous select enable for “Access data Sources across domains”.
- xv) The Techno-Financial Bid will have to be submitted online at <https://www.mstcecommerce.com/eprochome/rbi/>. Tenders will be opened electronically on specified date and time as given in the Schedule of Tender.
- xvi) All entries in the tender should be entered in online Technical & Financial formats without any ambiguity.

2. Special note towards transaction fee:

The vendors shall pay the transaction fee using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalog” through their login. Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider

/ Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / 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, Service Provider / Contractor / 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.

The transaction fee is non-refundable.

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

NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the tender so as to give themselves sufficient time to submit the bid.

3. Bidders are also requested to ensure validity of their Digital Signature Certificate (DSC). Only one valid DSC should be registered by a bidder.

4. The e-tender cannot be accessed after the closing date of tender and time mentioned in Schedule of Tender.

5. Bidding in e-tender:

- a) Bidder(s) need to submit necessary Earnest Money Deposit (EMD) and transaction fees to be eligible to bid online in the e-Tender. Transaction fees are non-refundable. No interest will be paid on EMD.
- b) The process involves electronic bidding for submission of Technical and Financial Bid.
- c) The bidder(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet on the MSTC website www.mstcecommerce.com → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee → Common terms → Attach Documents → Price Bid.
- d) The vendor after successful remittance of the transaction fees and EMD details, will get the attach documents and common terms tab enabled in their login. Post successful completion of this step, the vendors will be allowed to save the lot specific

terms and submit their price bid against the lot through the portal or download and upload the excel file for submitting price bids, as the case may be. In case the attach documents and/or saving common terms step is unsuccessful, the tabs for saving lot specific terms and submitting price bid would be disabled. The status of whether the same is successful/pending would be displayed in the bid status button.

e) The bidder should allow running JAVA application. This exercise must be done immediately after opening of bid floor. Then the common terms/financial specification should be filled up and the same should be saved. After that bidder will have to click on the Technical bid. If the application does not work, the bidder will not be able to save/submit his Technical bid.

f) After filling the Technical Bid, for recording it, bidder should click 'save'. When the same is done, the Financial Bid link will become active, which will have to be filled up, after which the bidder should click on "save" to record their Financial Bid. **Once both, the Technical Bid & Financial Bid, have been saved, the bidder can click on the "Final submission" button to register their bid.**

NOTE: - After clicking the final submission, "Delete bid" option would be shown. If the vendor wants to delete the bid after final submission and re submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.

g) Bidders are instructed to use 'Upload Documents' link in 'My Menu' to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for uploading is 5 MB. Once documents are uploaded in the library, bidders can attach them through Attach Document link against the particular tender. Please note that if documents are not attached to any tender, the same cannot be downloaded by the Bank and it will be deemed that the vendor has not submitted the documents. For further assistance, follow instructions given in the vendor guide.

h) The bidders must upload all the documents required as per terms of NIT. Any other document uploaded which is not required as per terms of NIT will not be considered.

i) In all cases, bidder should use their own ID and password along with Digital Signature at the time of submission of their bid. Bidders are required to note that only one DSC will be allowed to be used with a user id. DSCs are non-transferrable.

j) During the entire e-tender process, the bidders will remain completely anonymous to

one another and also to everyone else.

- k) The e-tender floor will remain open from the pre-announced date & time and for the duration mentioned in Schedule of Tender.
- l) All electronic bids submitted, using valid Digital Signature Certificate, during the e-tender process will be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and the acceptance of the same by the Bank will form a binding contract between the Bank and the Bidder for execution of work.
- m) The Bank reserves the right to cancel/ reject/ accept any bid or withdraw/ extend the tender in full or part as the case may be without assigning any reason thereof.
- n) No deviation of the terms and conditions of the tender document by the bidder is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the tender and any contract resulting from this tender will be governed by the terms and conditions mentioned therein.
- o) 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.
- p) Bidders are requested to read the vendor guide and watch the video at the page www.mstcecommerce.com/eprochome to familiarize themselves with the bidding system before bidding.

6. Earnest Money Deposit (EMD):

- a) The estimated cost of the engagement for providing MOOCs is ₹ 1,18,75,000 /- (indicative only) for one year. The vendors are free to propose their own estimates. The tenderer shall deposit the Earnest Money Deposit (EMD) equivalent to 2% of the estimated value of tender i.e., ₹ 2,37,500 /- (Rupees Two Lakhs Thirty-Seven Thousand and Five Hundred only), which shall be remitted to Bank account of Reserve Bank of India through NEFT/RTGS, as per the details given at Schedule of Tender (SOT). No interest would be payable in EMD.
- b) Non-payment of EMD will render the bids concerned non-responsive and such bids will be rejected.
- c) EMD of unsuccessful Bidders will be refunded by the Bank within 30 days of opening

of commercial bid.

7. Performance Bank Guarantee:

- a) As a security for due fulfilment of the terms and conditions and obligations of the service contract, the successful bidder shall furnish a Performance Bank Guarantee (PBG) issued by any scheduled commercial Bank, as per Annex X, of an amount equivalent to 5% of the contract value, within a period of 15 days from the date of award of contract, which shall be valid for two months beyond the period of Contract. The Vendor shall renew the Performance Bank Guarantee for a further period upon renewal of the contract for the work by the Bank.
- b) Alternatively, the selected bidder may deposit the aforesaid amount with RBI through online mode (NEFT/RTGS) as security deposit within 15 days from the date of award of contract, and the amount deposited shall be refunded without any interest, within 30 days' post completion of work. EMD of the selected bidder will be refunded within 30 days of receipt of PBG or the equivalent amount through online mode. On receipt of intimation from the Bank of the acceptance of his/their tender, the successful bidder shall be bound to implement the Contract within 15 days thereof.
- c) If the successful tenderer fails to submit the Performance Bank Guarantee in lieu of Security Deposit within 15 days from the date of award of contract or fails to commence the contract within 15 days from the date of award of contract, the contract is liable to be withdrawn and EMD of the tenderer shall be forfeited. In case of breach of any terms and conditions attached to this contract, the Performance Bank Guarantee in lieu of Security Deposit submitted by the tenderer will be liable to be forfeited/invoked besides annulment of the contract. The PBG shall be released without interest after two (02) months of completion of the contract period only after the Bank being satisfied of the successful completion of the contract and if there are no liabilities from the tenderer or its employees to the Bank. In case of any complaint or pending dues, the Performance Bank Guarantee (PBG)/security deposit shall be discharged only after adjusting all dues, liabilities, etc. thereof.

d) Further, non-submission of PBG within prescribed time limit, will be treated as non-acceptance of the offer by the Bank and the Bank may offer the tender to the next successful bidder.

SECTION VI: GENERAL INFORMATION

Request for Proposal (RFP) for Engagement of Massive Open Online Courses (MOOCs) Vendors for Reserve Bank of India

Tender No: RBI/HRMD-CO Central Office Departments/Others/5/26-27/ET/90[Engagement of Vendor for MOOCs]

This RFP pertains to an e-procurement event of Human Resource Management Department, Central Office, Reserve Bank of India, also referred to as Bank in this RFP. The e-procurement service provider is MSTC Limited.

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

INTRODUCTION-

1. The Reserve Bank of India (the Bank) is the Central Bank of the country with Central Office at Mumbai. It has offices across the country in 34 cities as on March 31, 2026.
2. The Bank invites online tender for engagement of MOOCs vendors with its Human Resource Management Department to procure 1250 User-based MOOCs licenses for high quality certification courses that offer flexibility, self-paced learning solutions to enable Bank's officers to learn at their convenience, anytime and from anywhere.
3. Only well established and reputed MOOCs vendors that are fulfilling pre-qualification eligibility criteria mentioned in Section VII are eligible for engagement under contract.
4. For the purpose of the engagement of MOOCs vendor, a two-stage bidding process will be followed. The response to the present tender will have to be submitted in two parts, i.e., the Technical Bid and the Financial Bid without any ambiguity. The Bidder will have to submit the 'Technical Bid' and the 'Financial Bid' online but within the stipulated date and time as given in Schedule of Tender.
5. (A) Technical bid will be opened online on specified date and time as given in Schedule of Tender. Bidders who qualify in Technical bid, on the basis of score in technical

parameters calculated offline, will be invited for presentation.

(B) Financial bid of only those bidders will be opened electronically who qualify through above process on the basis of technical parameters & presentation.

6. (A) At any time prior to the deadline for submission of online tender, the Bank may for any reason, modify the RFP. Please note that there is no provision for the Bank to take out list of parties downloading the RFP/ tender document from the website mentioned in NIT. As such bidders are requested to see the website once again before the due date of opening to ensure that they have not missed any corrigendum uploaded against the said RFP after downloading the RFP document. **The responsibility of downloading the related corrigenda, if any, will be of the bidder only.**

(B) No separate intimation in respect of corrigendum to this NIT (if any) will be sent to the bidder(s) who have downloaded the documents from the website. Please see the MSTC/RBI website for all tender related information. The Bank reserves the right to accept or reject any or all the proposals in whole or part without assigning any reasons. E-tender cannot be accessed after the due date and time mentioned in NIT.

7. Procedure for bidding in the e-tender is detailed in Section V of this RFP. The e-tender cannot be accessed after the due date and time mentioned in Schedule of Tender.
8. The selection of bidder resulting from this open e-tender shall be governed by the terms and conditions mentioned therein.
9. No deviation to the technical and financial terms and conditions by the bidder is allowed. Please quote for the requested financial arrangements only. Any deviation will make the bidder liable to be disqualified. Tenders that do not meet the basic requirements specified in the bid documents are to be treated as unresponsive and ignored. All tenders received shall first be scrutinized to see whether the tenders meet the basic requirements as incorporated in the Bid document and to identify unresponsive tenders, if any.
10. The Bank has the right to cancel this e-tender or extend the due date of receipt of bid (s) without assigning any reason thereof.
11. The online tender should be submitted strictly as per terms and conditions and procedures laid down in the MSTC website (www.mstcecommerce.com/eprochome/rbi).

12. The bids will be evaluated based on the filled-in technical & financial formats.
13. The documents uploaded by the bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, appropriate punitive action can be taken against defaulting bidder/s.
14. During pre-qualification and evaluation of the e-tender, the Bank may, at its discretion, ask respondents for clarifications on their proposal. The respondents are required to respond within the time frame prescribed by the Bank.
15. The proposal may be uploaded along with the covering letter about the proposal, accompanied by the information/documents indicated in the Annexures and the declarations signed by the authorized signatory with Seal of the Company. All pages are required to be signed.

16. Code of Integrity for Public Procurement:

Bidders, should observe the highest standard of ethics and should not indulge in the following prohibited practices, either directly or indirectly, at any stage during the tender process or during execution of resultant contracts and submit a declaration to this effect:

(i) **“Corrupt practice”**: making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;

(ii) **“Fraudulent practice”**: any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a tender process or to secure a contract or in execution of the contract;

(iii) **“Anti-competitive practice”**: any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of The Competition Act, 2002, between two or more bidders, with or without the knowledge of the Bank, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;

(iv) **“Coercive practice”**: harming or threatening to harm, persons or their property to influence their participation in the tender process or affect the execution of a contract;

(v) “**Conflict of interest**”: participation by a bidding firm or any of its affiliates that are either involved in the consultancy contract to which this tender is linked; or if they are part of more than one bid in the tender; or if the bidding firm or their personnel have relationships or financial or business transactions with any official of the Bank who are directly or indirectly related to tender or execution process of contract; or improper use of information obtained by the (prospective) bidder from the Bank with an intent to gain unfair advantage in the tender process or for personal gain; and

(vi) “**Obstructive practice**”: materially impede the Bank’s investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Bank’s rights of audit or access to information;

17. Conflict of Interest

(i) The bidder is required to provide professional, objective, and impartial advice, at all times holding the Bank’s interest paramount, strictly avoiding conflicts with other assignments or his/its own corporate interests and acting without any consideration for future work.

(ii) The bidder has an obligation to disclose to the Bank any situation of actual or potential conflict that impacts its/his capacity to serve the best interest of Bank. Failure to disclose such situations may lead to the disqualification of the bidder or termination of its/his contract during execution of the assignment.

18. The Bank intends to select only one MOOCs vendor by issue of this RFP.

19. The tenure of the MOOCs vendor would initially be up to March 31, 2027 from the date of allocation of MOOCs licenses, and thereafter may be renewed for up to two additional terms of twelve (12) months each subject to satisfactory performance/service rendered by the Vendor and compliance with all terms and conditions as evaluated by the Bank. The performance will be reviewed as per the Scope of Work defined in this RFP. **Such renewals, if approved by the Bank, shall be at the pro-rata cost per license as applicable for the first term i.e. 1.33 times of the cost per license quoted for first**

term.

20. Pre-Bid Meeting

i) All queries regarding the tender should be submitted to lddhrmdco@rbi.org.in by 1100 Hrs. on May 20, 2026 with email subject line as: RBI – INTENT TO BID FOR ENGAGEMENT OF VENDOR FOR MASSIVE OPEN ONLINE COURSES (MOOCS) and in the prescribed format as given at Annex XII.

ii) A Pre-Bid meeting will be held at 1100 Hrs. on May 21, 2026 , at RBI Central Office to answer any queries / provide clarifications that the bidders may have in connection with the work / tender, and to give them relevant information regarding the same. No separate communication will be sent for this meeting. The bidders are expected to get all the issues/doubts clarified during this meeting.

iii) Information of persons (name, company, address, ID card details) willing to attend the pre-bid meeting should be communicated well in advance to Smt. Priya Sharma at lddhrmdco@rbi.org.in

iv) Further, visitors need to adhere to the following Standard Operating Procedure (SOP) while visiting the Bank's premises:

1. Not more than two visitors per bidder will be allowed.
2. Details of visitors (ID proof, contact number & address) to be submitted for procuring visitor pass.

The minutes of the pre-bid meeting will be uploaded on the RBI website under the 'Tenders Section'.

SECTION VII: PRE-QUALIFICATION ELIGIBILITY CRITERIA

MOOCs vendor must satisfy the following Pre-qualification criteria to be eligible for bidding and submit the online Proposal for RFP.

Criteria	Documents to be submitted
1. The company should be reputed, well-established, incorporated / registered under the Companies Act, 2013 and should have been in existence in India for a period of at least five years as on March 31, 2026.	Copy of Registration Certificate
2. The company should cumulatively have at least five unique enterprise clients (preferably establishments like Central / State Government, BFSI sector) having more than 500 users per contract, in last three years.	Certificate from Authorized Signatory of the Company and proof of partnership with enterprise clients during FY 2023-24, 2024-25, 2025-26
3. Cumulative number of individual licenses enrolled in the last three financial years should be minimum 5000.	Certificate from Authorized Signatory of the Company for period FY 2023-24, 2024-25, 2025-26
4. The company should have an annual turnover of minimum ₹50 crore in each of the last four financial years	Copy of Audited Balance Sheet for three FY 2022-23, 2023-24, 2024-25, and unaudited provisional balance sheet of FY 2025-26

5. The company should provide variety of courses (finance, economics, management, cyber security, data analytics, etc.) with course catalogue of at least 1000 certification courses. Courses should be from a combination of the top 100 foreign/ domestic universities as per the QS World University Rankings 2025, Times Higher Education (THE) Rankings 2025, and India Rankings 2025 by the National Institutional Ranking Framework.	Certificate from Authorized Signatory of the Company along with summary of course catalogue
6. The company should allow the reassignment of licenses after a period of six months	Certificate from Authorized Signatory of the Company
7. The vendor platform should provide in-build assessment in courses and course completion certificate	Certificate from Authorized Signatory of the Company
8. The vendor platform should provide AI-driven course recommendation and query resolution.	Certificate from Authorized Signatory of the Company
9. The vendor platform should provide customized real time analytics dashboard to the Bank's administrator.	Certificate from Authorized Signatory of the Company
10. The company should have no adverse litigation related to education delivery and should not be blacklisted by any government organization.	Certificate from Authorized Signatory of the Company
11. The company should have ISO 27001 (Information Security Management System) Certification	Copy of ISO 27001 Certification

The proposal of any bidder which does not meet any of the above criteria will not be evaluated further.

The Bank reserves the right to ask for further supporting documents for any or all of the above criteria.

Disqualifications:

The Bank may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the respondent:

- i. makes misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- ii. fails to provide related clarifications, when sought by the Bank; or
- iii. is declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted anytime in the past.

SECTION VIII: SCOPE OF WORK

1. Overview: The Reserve Bank of India invites proposals from reputed MOOCs vendors to offer high-quality digital learning licenses for its workforce as self-paced learning. The objective is to provide flexible, self-paced learning solutions in learning areas such as finance, economics, management, cyber security, data analytics, etc.

2. Scope of Work:

a) License allocation - The selected vendor shall be expected to:

- i) Provide 1,250 enterprise User-based licenses, i.e., the vendor would allow a registered user to access the entire enterprise catalogue of the platform and to enroll in multiple such courses concurrently without any upper limit during the duration of the license.
- ii) Support user-based licensing with rotation capability (one license shared between two users every six months).
- iii) The license of MOOCs platform shall be allocated to the Users by the Bank.
- iv) The reassignment of license of MOOCs platform shall be done by the Bank after six months using Bank's Administrator role. The Vendor shall facilitate and support the reassignment of license.
- v) Provide clear audit trail of license transfers/reassignments.
- vi) The platform shall provide the facility to save the user's progress on the platform and allow user to resume learning from where they left. User should be able to re-access the completed course without affecting the completion status.
- vii) Deploy learning engagement strategies for enhanced usage of the platform and high number of course completion.

b) Course content and certification -

- i) Platform must have partnerships with top 100 global universities (per QS World Rankings 2025 / Times Higher Education Rankings 2025 / India Rankings 2025 by National Institutional Ranking Framework).

- ii) All courses must be certified with clear learning outcomes and assessment mechanisms.
- iii) The enterprise catalogue must have minimum 1000 certificate courses in various areas across Finance, Accounting and Banking, Economics, Data Science / Data Analytics, Information Technology / FinTech, Artificial Intelligence (AI) / Machine Learning / Generative AI, Risk Management, and Management / Leadership / Behavioural Topics / other Miscellaneous topics. The indicative catalogue for home page of portal shall be finalized after discussion with the Bank.
- iv) The platform must contain courses from a combination of the top 100 universities as per the QS World University Rankings 2025, Times Higher Education (THE) Rankings 2025, and India Rankings 2025 by the National Institutional Ranking Framework in the areas mentioned in 2 (b)(iii) above. An indicative list of categorized courses and minimum requirement is given in Annex XI.
- v) The platform should provide customized Banks-specific page with a curated course catalogue, that shall be finalized after discussion with the Bank.
- vi) The courses should primarily be delivered as short video lectures.
- vii) It should have the flexibility to add Bank's assignments / content, if the Bank desires so.
- viii) There should be built-in assessments in the course in the form of multiple choice/subjective questions, final assessments/examination/projects with automated or instructor-led evaluation.
- ix) The vendor should incorporate customized Capstone projects into skill-building courses such as Data Analytics, Machine learning / Artificial Intelligence etc.
- x) The platform should provide features that not only ensure ease of access to courses for learners but also make learning fun, engaging, and meaningful.
- xi) Course completion certificates should be awarded by the respective universities/institutes upon course completion.
- xii) The vendor should update courses on a periodic basis. It must be ensured that the courses older than five years must be updated.

c) Technical Compatibility -

- i) Provide access using Website and Applications that may be accessed using Mobile/Tablet.
- ii) The platform should be compatible for learners who are visually impaired, have hearing disabilities and special learning disability.
- iii) Facilitate seamless integration with the Bank's existing Learning Management System (LMS) i.e., ePathshala, if Bank decides so.
- iv) The platform should provide customization (in terms of adding offline / live sessions).
- v) AI based course recommendation- Provide AI tools that can recommend courses to users focusing on user's interest and recommend courses that prepare them for current roles / potential future roles.

d) Administration Support -

- i) Conduct Familiarization sessions to help users get acquainted with the platforms.
- ii) The vendor shall provide AI-driven support for queries/clarification. They should design and update Frequently Asked Questions (FAQs) to address common queries of users.
- iii) Provide a document containing step by step procedure of raising queries/complaints and at least two-level escalation matrix (along with dedicated e-mail IDs and contact numbers) for resolution of queries/complaints
- iv) Provide technical support to users with Turnaround Time (TAT) of one day (01 day)
- v) The Vendor shall deploy at least one dedicated support staff for queries/complaints. Any changes in support staff of the vendor, shall be intimated to the Bank within one working day via e-mail as prescribed by the Bank.
- vi) Provide institutional administration including user onboarding, user engagement, course progress tracking, completion rates and reporting dashboards.

e) Data Analysis and Reporting

- i) Sending weekly automated reminder e-mails to users for timely registration on the platform.
- ii) Sending weekly automated reminder e-mails to users for timely enrolment in at least one course on the platform.

- iii) The deadline to complete course given by respective university/institute should be clearly notified to the user via automated e-mail.
- iv) Sending timely automated reminder e-mails to users who are falling behind schedule to encourage timely course completion.
- v) Provide Department wise learning reports. The list of department wise users will be provided by the Bank.
- vi) Provide regular reports on user engagement, course completion, and assessment scores as per the Bank's requirement.
- vii) Provide a dedicated Administrative Dashboard for tracking learners' progress and total value of courses completed by each user.
- viii) Collect feedback and provide consolidated feedback report from learners on their experience regarding availability of various courses, course content and clarity, platform (UX), etc., as per the Bank's requirement

SECTION IX: ASSESSMENT CRITERIA

(A) Proposal requirements

1. For the purpose of the engagement of MOOCs vendor, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts, i.e., the Technical Bid and the Financial Bid. The Bidder will have to submit separate 'Technical Bid' and 'Financial Bid' online but within the stipulated date and time. The 'Technical Bid' will contain the exhaustive and comprehensive technical details indicated in **Annex VII**, and 'Financial Bid' will contain the Pricing information as indicated in **Annex VIII**. To safeguard the integrity of the process, the technical and financial bids shall be submitted separately.

2. **Bidder is required to upload following documents while submitting e-tender:**

1.	Executive Summary / Introduction
2.	Proposal Form as per <u>Annex I</u>
3.	General Information of the Bidder as per <u>Annex II</u>
4.	Proposal Compliance Letter as per <u>Annex III</u>
5.	Format of Non-Disclosure Agreement as per <u>Annex IV</u>
6.	Declaration on Code of Integrity and Conflict of Interest as per <u>Annex V</u>
7.	Declaration on Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 as per <u>Annex VI</u>
8.	Technical Bid as per <u>Annex VII</u>
9.	Financial Bid as per <u>Annex VIII</u>
10.	UTR Transaction Details for Earnest Money Deposit (EMD) as per <u>Annex IX</u>
11.	Proforma of Performance Bank Guarantee (PBG) for Security Deposit as per <u>Annex X</u>

3. The bid should be signed by the bidder, or any person duly authorized to bind the bidder to the contract. **The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the tender documents and bind the bidder.** All pages of the tender documents except brochures, if any, are to be signed by the authorized signatory. Scanned copy of the duly signed tender bid documents should be uploaded.
4. The bid should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the bidder. In such cases, the person/s signing the bid should initial all such corrections.
5. The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish any information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
6. No columns of the tender should be left blank. Offers with insufficient information and offers which do not strictly comply with the stipulations given above, are liable for rejection.

(B) Important Terms:

1. **Quotes:** The rates quoted must be final and valid for a period of three years from the date of agreement.
2. **Terms:** The proposal must not include 'Cancellation' clause.

(C) Evaluation Methodology:

1. The selection process will follow the Quality and Cost Based Selection (QCBS) method that consists of Technical Bid and Financial Bid, having weightage of 80% & 20% respectively for the purpose of evaluation.
2. **Part I – Technical Bid (80% weightage):**

- i) The Technical bids will consist of technical parameters evaluation and presentation. Technical evaluation will be opened online on the date specified in Schedule of Tender.
- ii) The technical evaluation would be done in two stages. In the first stage, only the 'Technical Bids' will be opened online and technical bids of only those bidders who fulfill the eligibility criteria indicated in the Section VII of this RFP will be considered for evaluation.
- iii) The technical evaluation score will consist of 100 marks, that will further consist of 80 marks for technical parameters evaluation as given at Table – 1 below and 20 marks for presentation/demo/ User Experience.
- iv) **Technical Parameters Evaluation:** The Technical Bid will have a weightage of 80% in the total score and financial bid shall have 20% weightage. The Internal Evaluation Committee will evaluate the Technical Bid based on the pre-eligibility criteria stipulated in the tender. Technical bid of bidders qualifying the pre-eligibility criteria will be further evaluated on technical parameters.
- v) The technical parameters evaluation will be scored based on the below mentioned criteria-

Table 1

Sr. No.	Criterion	Marks	Total	Supporting Document
1	Cumulative experience- Number of unique clients (preferably establishments like central/state government, BFSI sector) of having more than 500 licenses per contract, cumulatively in last three financial years.		10	Chartered Accountant Certificate for FY 2023-24, 2024-25 and 2025-26
	5-10 unique clients	4		
	11 to 20 unique clients	6		
	21 to 30 unique clients	8		
	More than 30 unique clients	10		

2	Cumulative number of individual licenses enrolled in the last three financial years.		10	Certificate from Authorized Signatory of the Company along with Platform analytics reports, learner enrolment dashboards or similar report for FY 2023-24, 2024-25 and 2025-26
	5,000 to 25,000 licenses	4		
	25,001 to 50,000 licenses	6		
	50,001 to 1,00,000 licenses	8		
	Equal to and more than 1,00,001 licenses	10		
3	Certification Course Catalogue in relevant domains as indicated in Annex - XI		10	Certificate from Authorized Signatory of the Company and course catalogue
	1000 - 1500 courses	4		
	1501 - 2500 courses	6		
	2501 - 5000 courses	8		
	Equal to and more than 5001 courses	10		
4	Annual Turnover in each of the last four financial years		10	Copy of Audited Balance Sheet for three FY 2022-23, 2023-24, 2024-25, and unaudited provisional balance sheet of FY 2025-26
	> ₹50 crores - 100 crore	4		
	> ₹100 crores - 200 crore	6		
	> ₹200 - 500 crore	8		
	> ₹ 500 crore	10		
5	Number of certification courses from a combination of the top 100 foreign/ domestic universities as per the QS World University Rankings 2025, Times Higher Education (THE) Rankings 2025, and India Rankings 2025 by the National Institutional		25	Certificate from Authorized Signatory of the Company

Ranking Framework in broad areas as indicated in Annex - XI			
	< 500 courses	5	
	500 to 1000 courses	15	
	1001 to 2000 courses	20	
	> 2000 courses	25	
6	Accessibility and mobile responsiveness		10
	WCAG 2.1 AA compliant	5	Accessibility audit report, and mobile user interface screenshots
	WCAG 2.2 AA compliant	8	
	WCAG 2.2 AAA compliant	10	
7	Availability of dedicated support staff for queries/complaints		5
	Minimum one support staff	1	Certificate from Authorized Signatory of the Company
	Two to five support staff	3	
	More than five support staff	5	
	Total - Technical Parameters		80
	Total - Presentation / Demo/ User Experience		20
	Grand Total		100

Note: All supporting documents must be signed and stamped by authorized signatories and submitted in original copies. Incomplete or unsigned documents shall be deemed non-compliant, and zero marks shall be awarded for that parameter.

- vi) Bidders scoring less than 50% marks (i.e., less than 40 marks out of 80 marks in Table 1) in the first stage of technical evaluation i.e., above technical parameters will not qualify for presentation.
- vii) **Presentation / Demo/ User Experience (20 Marks):** In the second stage of technical evaluation, top five bidders who qualify in technical evaluation criteria will be selected for presentation. The qualified bidders will be invited to make a presentation to an Internal Evaluation Committee constituted for the purpose by the Bank. In case of tie, all bidders at the fifth rank will be invited to make the presentation.

- viii) The presentation will be of total 20 marks out of the total Technical Evaluation score. The presentation should cover major aspects included in the Scope of Work detailed in Section VIII of this RFP and should mandatorily cover the following:
- a. Brief introduction of the company.
 - b. Brief catalogue of the courses.
 - c. Proposed servicing team, deployment plan and experience of dedicated personnel to be assigned to the Bank.
 - d. MIS, analytics and AI driven capabilities and supporting technology infrastructure.
 - e. Relevant experience with Government organizations/large corporate/BFSI sector clients and including any previous work with RBI.
 - f. Platform Demonstration/quality of the user interface and user experience.
 - g. Unique strengths, innovations and value propositions that demonstrate superior capability to meet the Scope of Work.

Note: Time limit for presentation will be 20 minutes. Bidders should ensure adherence to the time-limit as negative five marks may be awarded for breaching the time limit.

3. Part II – Financial Bid (20% Weightage):

- i) The Financial Bids will be opened online only for those bidders who qualified and made the presentation to Internal Evaluation Committee. The financial bid will have a weightage of 20% in the total score.
- ii) Vendor must quote the price only after a comprehensive assessment of the Scope of Work. The Bank may seek written clarifications and a detailed price analysis. If the explanation does not satisfactorily justify the quoted price in relation to the defined scope of services and deliverables, the bid may be rejected.
- iii) The financial bid will be submitted to the Internal Evaluation Committee formed for the purpose. The Vendor shall submit the financial bid as per the format

given in Annex-VIII. The quote shall be evaluated exclusive of GST and any other applicable taxes.

4. As mentioned above, a final decision on the successful bidder will be made on the basis of a **Quality Cost Based evaluation which will be done with 80% weightage for the technical (including presentation/demo/ user experience) component and 20% weightage for the financial component.**
5. **Calculation of Final Scores:** Proposal with the lowest financial bid will be given a financial score of 100 and other proposals will be given financial scores that are inversely proportional to their prices w.r.t. the lowest offer. Similarly, proposal with the highest technical marks (total of marks as per technical parameters and as allotted by the evaluation committee for presentation) will be given a score of 100 (hundred) and other proposals be given technical score that are proportional to their marks w.r.t. the highest technical marks. The total score, both technical and financial, will be obtained by weighing the quality and cost scores and adding them up. Evaluated Bid Score (B) will be calculated for each qualified Bid using the following formula, which gives a comprehensive assessment of the Bid price and the technical merits of each Bid:

$$B = \frac{C_{low}}{C} X + \frac{T}{T_{high}} (1 - X)$$

where

C = Evaluated Bid Price

C_{low} = the lowest of all Evaluated Bid Prices among responsive Bids

T = the total Technical Score awarded to the Bid

T_{high} = the Technical Score achieved by the Bid that was scored best among all responsive Bids

X = weightage for the Price as specified in the RFP

6. On the basis of the combined weighted score for quality and cost, the bidder will be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be offered the contract.

SECTION X: RFP TERMS AND CONDITIONS

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

- (a) **Bidder warranties** - By submitting a response, Bidder represents and warrants to RBI that, as on the date of submission:
- i. the Bidder has fully disclosed to the Bank in its responses all information which could reasonably be regarded as affecting in any way the Bank's evaluation of the response;
 - ii. all information contained in the Bidder's response is true, accurate and complete and not misleading in any way;
 - iii. no litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the Bidder threatened against or otherwise involving the Bidder which could have an adverse effect on its business, assets or financial condition or upon the Bank's reputation if the response is successful;
 - iv. the Bidder will immediately notify the Bank of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the Bidder's business, assets or financial condition, or the Bank reputation or render the Bidder unable to perform its obligations under the Bank agreement, if any or have a material adverse effect on the evaluation of the responses by the Bank and
 - v. the Bidder has not and will not seek to influence any decisions of RBI during the evaluation process or engage in any uncompetitive behavior or other practice which may deny legitimate business opportunities to other Bidders.
 - vi. The Bidder will execute a Service Level Agreement (SLA) enlisting the service parameters prior to any assignment.
- (b) **Confidentiality** - Bidder must keep confidential any information received from or about the Bank as a result of or in connection with the submission of the Response. All information contained in the Response, or in subsequent communications shall be deemed confidential and may be used only in connection with the preparation of the

Bidder's response. Unless expressly agreed in writing prior to submissions, responses are not confidential and may be used by the Bank in whole or part. The Bank however, will not disclose the information provided by the Bidder in a response other than to its affiliates or to its professional advisors, unless required otherwise by any provisions of law.

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

- i. The Bank, its officers, employees and agents will not be liable in any way whatsoever for any loss, damage, cost or expense (including without limitation any liability arising from any fault or negligence on their part) arising from the evaluation process; and
- ii. Each Bidder releases and indemnifies the Bank from all claims, suits, demands, proceedings, actions, liabilities, damages and costs which may arise under statute, law, equity or otherwise arising from, whether directly or indirectly, or in connection with the evaluation and selection process.

(d) This RFP is not an offer to contract, nor should it be construed as such; it is a definition of specific Bank requirements and an invitation to recipients to submit a responsive proposal addressing such requirements. The Bank reserves the right to make no selection and enter into no agreement as a result of this RFP. Only the execution of a written agreement between the Bank and a bidder will obligate the Bank in accordance with the terms and conditions contained in such agreement.

(e) It should be understood that your response to this RFP constitutes an offer to do business on the terms stated in your response and that, should a contract be awarded to you, the Bank may, at its option, incorporate all or any part of your response to this RFP in the contract. The Bank reserves the right to accept your offer without further discussions and without any additional opportunity for you to amend, supplement or revise your submitted offer.

- (f) **RBI's right to verify** - The Bank reserves the right to conduct a site survey or obtain other evidence of facilities, resources, and managerial, financial and Bidder performance abilities prior to announcing the successful Bidder or awarding an agreement under this evaluation process.
- (g) **Financial documents** - The Bank may request additional financial/business information from the Bidder at its discretion.
- (h) **Selection criteria** - The selection criteria, inquiries, questions or information put forth in the response are meant to be provided on the aforesaid and established through the details submitted by the bidder in the Technical Bid. The assessment of the bid and final calculation of the scores will be as detailed in Section IX of this RFP.
- (i) **Termination/or suspension of evaluation process** - The Bank reserves the right to suspend or terminate the Bidder evaluation process (in whole or in part) at any time in its absolute discretion and without liability to the Bidder or any third party. Bidders will be notified if any suspension or termination occurs, but RBI is not obliged to provide any reasons.
- (j) **Other Rights** - Without limiting its rights under any other clause of this evaluation process or at law, and without liability to the Bidder or any third party, the Bank may at any stage of the evaluation process:
- i. Waive or change any formalities, irregularities, or inconsistencies in this proposal (format and delivery). Such a change / waiver would be duly and publicly notified by issuing corrigendum against the tender on MSTC and Bank's website before closure of the bid date.
 - ii. Change the structure and timing of the evaluation process;
 - iii. Extend the time for submission of all proposals and such an extension would be duly notified on MSTC and Bank's website.
 - iv. Require additional information from a Bidder;
 - v. Terminate further participation in the evaluation process by a Bidder;
 - vi. Negotiate with more than one Bidder;
 - vii. Terminate negotiations being conducted with a Bidder;
 - viii. Vary or extend the timetable and evaluation process, accept any non-complying

Response; or

- ix. Vary the terms and conditions of the evaluation process or specifications or requirements at any time.
- x. Waive any requirement of the RFP per its sole discretion where the best interest of the Bank would be served by such a waiver.
- xi. Reject any or all responses received in response to the RFP without assigning any reason whatsoever.
- xii. Select the next most responsive bidder if the first most responsive bidder evaluated for selection fails to result in an agreement within 21 days of award of offer.
- xiii. Select the bidder even if a single bid is received as a response.
- xiv. Share the information / clarifications provided in response to RFP by any bidder, with all other bidder(s) / others, in the same form as clarified to the bidder raising the query.

(k) **Responsibility for Costs-** Bidder is responsible for all costs, expenses or liabilities incurred by them or on their behalf in relation to the evaluation process (including in relation to providing the Bank with the response, the revised response or any additional information).

(l) **Non-Reliance by Bidder-** The Bidder, by submitting a response, acknowledges that:

- i. it does not rely on any information, representation or warranty, whether oral or in writing or arising from other conduct, other than that specified in this RFP or otherwise provided by RBI in writing;
- ii. it has made its own inquiries as to regarding the risks, contingencies and other circumstances that may have an effect on the Bidder's response as well as the accuracy, correctness or completeness of such information; and
- iii. Information provided in its Responses are based on historical trends does not constitute a representation that such trends will continue into the future or occur again, and nothing contained in its Response can be relied upon as a commitment, guarantee or representation regarding future events or performance.

- (m) **RBI's right to vary** - The Bank reserves the right to vary any aspect of this evaluation process, RFP without liability to Bidder. Where the Bank varies any aspect of this evaluation process or the agreement, RBI shall notify the Bidder of that variation.
- (n) **Incorporation of Responses into agreement** - The successful Bidder as concluded by the Bank will sign an agreement. The Bank may, at its sole discretion, incorporate any portion of any successful response of a successful Bidder into the final the Bank agreement. The Bank may require a successful Bidder to submit, before negotiation of the the Bank agreement, details of issues which may affect their ability to act as a Bidder.
- (o) **Precedence of Documents** - If there is any inconsistency between the terms of this RFP and any of its appendices, schedules or attachments then, unless the contrary is explicitly stated in this RFP, the terms of the RFP will prevail to the extent of any inconsistency.
- (p) **Governing Laws & Dispute Resolution**-The RFP and selection process will be governed by and construed in accordance with the laws of India. Any dispute arising out of the RFP process will be referred to arbitration under the Arbitration & Conciliation Act, 1996. The arbitral tribunal will consist of three arbitrators - one each to be appointed by the Bank and Bidder and the two appointed arbitrators then appointing an umpire. The venue of arbitration will be Mumbai and the language of the arbitration proceeding and that of all documents and communications between the parties will be in English. The decision of majority of arbitrators will be final and binding upon both the parties. All arbitration awards will be in writing and will state the reasons for the award. The expenses of the arbitrators as determined by the arbitrators will be shared equally by the Bank and the Bidder/s. However, the expenses incurred by each party in connection with the preparation will be borne by the party itself.
- (q) **Legal Jurisdiction**- All legal disputes between the parties will be subject to the jurisdiction of the Courts situated at Mumbai only.
- (r) The evaluation process as communicated earlier will continue without any changes.

(s) In the event that the bidder elects not to respond to this RFP, even then the restrictions will continue to apply to the use or disclosure of the information.

(t) Clause of Prevention of Sexual Harassment at Workplace-

- i. The bidder shall comply with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- ii. In case of any complaint of sexual harassment against an employee or any representative of the bidder, the complaint will be filed before the internal complaints committee constituted by the bidder and the bidder shall ensure appropriate action under the said Act in respect to the complaint.
- iii. In case of any complaint of sexual harassment against an employee of the bidder within the premises of the Bank, a complaint will be filed before the Central Complaints Committee/ Complaints Committees constituted by the Bank under the "Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013". However, on receipt of our Committee's recommendations, the bidder shall ensure appropriate action under the said Act in respect to the complaint.
- iv. Any complaint of sexual harassment from any aggrieved employee of the bidder against any employee of RBI shall be taken cognizance of by filed before the Central Complaints Committee/ Complaints Committees constituted by the Bank under the "Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013", who will act on it.
- v. The bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the bidder, for instance any monetary relief to RBI employee, if allegations under the complaints are proved.
- vi. The bidder shall be responsible for the educating its employees and representatives about prevention of sexual harassment at workplace and related issues.
- vii. The bidder shall provide a complete and updated list of its employees and representatives who are deployed within RBI premises.

u) Digital Personal Data Protection (DPDP) Act, 2023

The vendor must ensure that all personal data collected, processed, or stored in connection with the MOOCs platform is handled in accordance with the DPDP Act's requirements, including but not limited to:

- Obtaining explicit consent from data principals for specified purposes;
- Implementing robust technical and organizational security safeguards to prevent unauthorized access, disclosure, or misuse of data;
- Maintaining strict confidentiality of data and adhering to data minimization principles;
- Reporting data breaches to the Reserve Bank within 72 hours of detection, as per statutory obligations.

Failure to comply with these requirements shall render the vendor liable for termination of the contract and other remedial actions as deemed necessary by the Bank.

v) Non-Disclosure Agreement: The successful Bidder will execute a Non-Disclosure Agreement as per Annex - IV for complying to not disclose directly or indirectly any information, data and / or any detail of the Bank, which may come to the possession or knowledge of the bidder during the course of discharging its contractual obligations in connection with this agreement, to any third party and will at the times hold the same in strictest confidence.

w) Termination: A suitable clause for termination by giving proper notice will be incorporated in the contract with the successful bidder. The contract with the selected bidder may be terminated at the Bank's discretion on account of the following or without assigning any reason:

- i) On the bidder's refusal to take up the assigned work;
- ii) If the bidder stands dissolved / reconstituted/ insolvent or bankrupt;
- iii) On the bidder's failure to abide by the terms and conditions stipulated in the RFP and the agreement;
- iv) If the performance of the bidder is found unsatisfactory (viewed as such by the Bank's appropriate authority);

v) Any other reason at the discretion of the Bank.

The Bank reserves the right to terminate the contract/cancel the contract with one months' notice after giving a reasonable opportunity to the Vendor for improving the discharge of services. This reasonable period, however, will not exceed 60 days after the issuance of communication to this effect to the Vendor by the Bank.

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 and signed by the authorized signatory with seal.

Form I: Covering Letter (on bidder's letterhead)

Date: _____

To
Chief General Manager-in-Charge
Human Resource Management Department, Central Office
21st Floor, Central Office Building
Reserve Bank of India
Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001

Dear Madam,

Subject: Proposal for providing Massive Open Online Courses (MOOCs) for officers of Reserve Bank of India (RBI)

- a) 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.
- b) 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.
- c) We undertake to offer our services in conformity with the scope / nature of work and the terms and conditions set out in the Tender document.
- d) 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 any modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiry of that period.
- e) 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.
- f) Earnest Money Deposit (EMD) has been paid as per the instructions given under the Terms and Conditions and we understand that the same shall not bear any interest. Should we fail to execute the Contract when called upon to do so, we do hereby agree that this sum shall be forfeited by us to the Reserve Bank of India.

- g) We agree to remit Security Deposit @ 5% of the contract value in the form of Performance Bank Guarantee (PBG) issued by any Scheduled Commercial Bank or to deposit the aforesaid amount with RBI through online mode (NEFT/RTGS) as security deposit, upon awarding the work to us within a period of 15 days from the date of award of contract. The security deposit shall not bear any interest. Should we fail to remit the said sum within the stipulated time frame, we do hereby agree that EMD paid by us shall be forfeited by us to the Reserve Bank of India.
- h) We certify that all the information furnished by us is true to the best of our knowledge and we have no objection to the Bank verifying any or all the information furnished in this document with the concerned authorities, if necessary.
- i) We certify that all necessary documents, as stipulated in the tender, are uploaded.
- j) 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.
- k) We understand you are not bound to accept any proposal you receive.

Dated this day ___ of ___ 2026.

For and on behalf of M/s: _____

(Signature with seal)

Name : _____
 Designation : _____
 Address : _____
 Place : _____
 Telephone No : _____
 E-mail : _____

Witnesses:

a. Signature with Name, Address & Date: _____

b. Signature with Name, Address & Date: _____

General Information of the Bidder

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

Form II: General Information

1. Name:
2. Contact:
 - i) Address-
 - ii) Telephone Number-
 - iii) Fax-
 - iv) Mobile-
 - v) E-mail ID-
 - vi) Website-
3. Locations and Addresses of office:
 - i) Indian-
 - ii) Overseas-

Dated this day ____ of ____ 2026.

For and on behalf of M/s: _____

(Signature with seal)

Name	:	_____
Designation	:	_____
Address	:	_____
Place	:	_____
Telephone No	:	_____
E-mail	:	_____

Proposal Compliance Letter

The bidders are required to submit the Proposal Compliance Letter declaring compliance to Pre-Qualification Eligibility Criteria stipulated in Section VII, as per **Form III**. This Form should be on the letter head of the bidders and signed by the authorized signatory with seal.

Form III: Proposal Compliance Letter (on bidder's letterhead)

Date: _____

1. We are a reputed, well-established, incorporated / registered under the Companies Act, 2013 and in existence in India for a period of at least five years as on March 31, 2026 (copy of Registration Certificate is attached).
2. We have partnership with at least five unique enterprise clients (preferably establishments like central / state government, BFSI sector) having more than 500 licenses per contract, cumulatively in last three years (certificate from Authorized Signatory of the Company and proof of partnership with enterprise clients during FY 2023-24, 2024-25 and 2025-26 are attached).
3. We certify that a minimum of 5000 individual licenses have enrolled in the last three financial years cumulatively (certificate from Authorized Signatory of the Company for period FY 2023-24, 2024-25, 2025-26 is attached).
4. We have an annual turnover of minimum ₹50 crore in each of the last four financial years (copies of Audited Balance Sheet for three FY 2022-23, 2023-24, 2024-25 and unaudited provisional Balance Sheet of FY 2025-26 are attached).
5. We provide variety of courses (finance, economics, management, cyber security, data analytics, etc.) with course catalogue of at least 1000 certification courses. Further, the courses are from a combination of the top 100 foreign / domestic universities as per the QS World University Rankings 2025, Times Higher Education (THE) Rankings 2025, and India Rankings 2025 by the National Institutional Ranking Framework

(certificate from Authorized Signatory of the Company along with summary of course catalogue is attached).

6. We shall allow the reassignment of licenses after a period of six months (certificate from Authorized Signatory of the Company is attached).
7. Our platform provides in-build assessment in courses and course completion certificate (certificate from Authorized Signatory of the Company is attached).
8. We confirm that our platform provides AI-driven course recommendation and query resolution (certificate from Authorized Signatory of the Company is attached).
9. We confirm that our platform provides customized real time analytics dashboard to the Bank's administrator (certificate from Authorized Signatory of the Company is attached).
10. We have no adverse litigation related to education delivery and we are not blacklisted by any government organization (certificate from Authorized Signatory of the Company is attached).
11. We have ISO 27001 (Information Security Management System) Certification (copy of ISO 27001 Certification is attached).
12. We further confirm that our company is in a position to comply with all the requirements in the RFP. Attached is a signed copy of the tender document.

Dated this day ___ of ___ 2026.

For and on behalf of M/s: _____

(Signature with seal)

Name : _____
Designation : _____
Address : _____
Place : _____
Telephone No : _____
E-mail : _____

Form IV: Format of Non-Disclosure Agreement

(To be submitted on the company's letter head and signed by the authorized signatory with seal)

Non-Disclosure Agreement

The bidder shall not disclose directly or indirectly any information, data and / or any detail of the Bank, which may come to the possession or knowledge of the bidder during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at the times hold the same in strictest confidence. The bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Bidder shall not publish, permit to be published, or disclose any particulars of the information without the previous written consent of the Bank. The Bidder shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Bidder and the Bank shall be entitled to claim damages and pursue legal remedies.

The Bidder shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Bidder's obligations with respect to non-disclosure and confidentiality will survive even after the expiry or termination of this agreement for whatever reason.

The Bidder shall ensure compliance of Digital Personal Data Protection (DPDP) Act, 2023.

Dated this day ___ of ____ 2026.

For and on behalf of M/s: _____

(Signature with seal)

Name : _____
Designation : _____
Address : _____
Place : _____
Telephone No : _____
E-mail : _____

**Form V: Declaration on Code of Integrity and Conflict of Interest
(to be submitted on the company's letter head and signed by the authorized
signatory with seal)**

Ref. No: _____

Date _____

To

Chief General Manager-in-Charge
Human Resource Management Department, Central Office
21st Floor, Central Office Building
Reserve Bank of India
Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001

Dear Sir,

With reference to your Tender No. _____ dated _____ I/We hereby declare that we will abide by the Code of Integrity for Public Procurement as mentioned under Para 16 of Section VI of your RFP and have no conflict of interest as mentioned under Para 17 of Section VI of your RFP.

The details of any previous transgressions of the code of integrity with any entity in any country during the last three years or of being debarred by any other Procuring Entity are as under:

- (a)
- (b)
- (c)

We undertake that we will be liable for any punitive action in case of transgression/contravention of this code.

Dated this day ___ of ___ 2026.

For and on behalf of M/s: _____
(Signature with seal)

Name : _____
Designation : _____
Address : _____
Place : _____
Telephone No : _____
E-mail : _____

Form VI- Declaration on Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

(to be submitted on the company's letter head and signed by the authorized signatory with seal)

- i. We shall comply with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- ii. In case of any complaint of sexual harassment against an employee of our company within the premises of the Bank, a complaint will be filed before the Central Complaints Committee/ Complaints Committees constituted by the Bank under the "Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013". However, on receipt of our Committee's recommendations, we shall ensure appropriate action under the said Act in respect to the compliant.
- iii. Any complaint of sexual harassment from any aggrieved employee of our company against any employee of RBI shall be filed before the Central Complaints Committee/ Complaints Committees constituted by the Bank under the "Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013", who will act on it.
- iv. We shall be responsible for any monetary compensation that may need to be paid in case the incident involves our employees, for instance any monetary relief to RBI employee, if allegations under the complaints are proved.
- v. We shall be responsible for the educating our employees and representatives about prevention of sexual harassment at workplace and related issues.
- vi. We shall provide a complete and updated list of our employees and representatives who are deployed within RBI premises.

Dated this day ___ of _____ 2026.

For and on behalf of M/s: _____

(Signature with seal)

Name : _____
Designation : _____
Address : _____
Place : _____
Telephone No : _____
E-mail : _____

ANNEX VII

(to be submitted on the company's letter head and signed by the authorized signatory with seal)

Technical Bid Format

Sr. No.	Criterion	Supporting Document	Information to be furnished by Bidder
1.	Cumulative experience-Number of unique clients (preferably establishments like central/state government, BFSI sector) of having more than 500 licenses per contract, cumulatively in last three financial years.	Chartered Accountant Certificate for FY 2023-24, 2024-25 and 2025-26	
2.	Cumulative number of individual licenses enrolled in the last three financial years.	Certificate from Authorized Signatory of the Company along with Platform analytics reports, learner enrolment dashboards or similar report for FY 2023-24, 2024-25 and 2025-26	
3.	Certification Course Catalogue in relevant domains as indicated in Annex - XI	Certificate from Authorized Signatory of the Company and course catalogue	
4.	Annual Turnover in each of the last four financial years	Copy of Audited Balance Sheet for three FY 2022-23, 2023-24, 2024-25, and unaudited provisional balance sheet of FY 2025-26	
5.	Number of certification courses from a combination of the top 100 foreign/ domestic universities as per the QS World University Rankings 2025, Times Higher Education (THE) Rankings 2025, and India Rankings 2025 by the National Institutional Ranking Framework in the relevant domains as indicated in Annex - XI	Certificate from Authorized Signatory of the Company	

6.	Accessibility and mobile responsiveness	Accessibility audit report, and mobile user interface screenshots	
7.	Availability of dedicated support staff for queries/complaints	Certificate from Authorized Signatory of the Company	

Dated this day ___ of ___ 2026.

For and on behalf of M/s: _____

(Signature with seal)

Name : _____
 Designation : _____
 Address : _____
 Place : _____
 Telephone No : _____
 E-mail : _____

ANNEX VIII

(to be submitted on the company's letter head and signed by the authorized signatory with seal)

Financial Bid Format

Item Description	Price per license (excluding of any tax)	Total Price (1250 Licenses) (excluding of any tax)
MOOCs Subscription inclusive of all expenses (July 01, 2026 to March 31, 2027)		

Note:

- i) The quote shall be evaluated exclusive of GST and any other applicable taxes.
- ii) In case of renewal of agreement, Annual MOOCs subscription (inclusive of all expense) for two additional annual terms shall be at the pro-rata cost per license as applicable for the first term i.e. 1.33 times of the cost per license quoted for first term.
- iii) Vendor must quote the price only after a comprehensive assessment of the Scope of Work. The Bank may seek written clarifications and a detailed price analysis. If the explanation does not satisfactorily justify the quoted price in relation to the defined scope of services and deliverables, the bid may be rejected.

Dated this day ___ of ___ 2026.

For and on behalf of M/s: _____

(Signature with seal)

Name : _____
Designation : _____
Address : _____
Place : _____
Telephone No : _____
E-mail : _____

ANNEX IX

(to be submitted on the company's letter head and signed by the authorized signatory with seal)

UTR Transaction Details for Earnest Money Deposit (EMD)

Sr. No.	Requirements	Details
1	Name of the tenderer/vendor	
2	Name of the Bank	
3	Account No.	
4	IFSC	
5	UTR Details	
6	Date of Payment	

Dated this day ___ of ___ 2026.

For and on behalf of M/s: _____

(Signature with seal)

Name : _____
Designation : _____
Address : _____
Place : _____
Telephone No : _____
E-mail : _____

Proforma of Performance Bank Guarantee (PBG) for Security Deposit

(To be issued by any Scheduled commercial Bank and be submitted on non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

No. _____

Date: _____

To

Chief General Manager-in-Charge
Human Resource Management Department, Central Office
21st Floor, Central Office Building
Reserve Bank of India
Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001

Dear Sir,

In consideration of your agreeing to accept the security deposit of ₹ _____ (Rupees _____ only) furnishable to you by M/s _____ (hereinafter referred to as "the Company/firm") in terms of their Contract with you for providing 1250 Massive Open Online Courses (MOOCs) licenses to 'Human Resource Management Department, Reserve Bank of India, Central Office, Fort, Mumbai - 400001' as per their Tender dated ___ and your Special Conditions of Contract and other Tender documents relating thereto and subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we (Name of the Bank) do hereby covenant and agree with you as follows :

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of ₹ _____ (Rupees _____ only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Vendor of any of the terms and conditions contained in the said Contract and in the event of the Vendor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of ₹ _____ (Rupees _____ only) as may be claimed by you as your losses and / or

damage, costs, charges or expenses by reason of such default on the part of the Tenderer.

2. Notwithstanding anything to the contrary, your decision as to whether the Company/firm has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.

3. This guarantee shall continue and hold good until it is released by you on the application by the Company/firm after expiry of the relative guarantee period of the said Contract and after the Vendor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said Contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force after the day of without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.

5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said Contract or extend the time of performance of the Company/firm or to postpone for any time or from time to time any of your rights or powers against the Company/firm and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Company/firm or any other forbearance, act or omission on your part or any indulgence by you to the Company/firm or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of INR..... (INR only) as aforesaid.

6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Vendor or any other person, firm or Company/firm on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the Vendor.

7. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Vendor hereby

guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.

8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the Company/firm from time to time arising out of or in relation to the said Contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un-cancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. This guarantee shall not be affected by any change in the constitution of the Company/firm or us nor shall it be affected by any change in your Constitution or by any Amalgamation or Absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated Company/firm or concern.

12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said Tender or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.

14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and the Vendor or any other person.

15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to INR (INR only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee, all your rights under the guarantee shall be

forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us.

16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full powers to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED

(For & on behalf of the above-named Bank)

For & on behalf of

(Banker's Name & Seal)

BRANCH MANAGER

(Banker's Seal)

Address: _____

Indicative Certification Course Catalogue in relevant domains

Vertical	Course Name
Data Science / Data Analytics Analytics	Statistics and Data Analysis with Excel
	Introduction to Big Data
	Neural Networks and Deep Learning
	Foundations of Machine Learning
	Applied Text Mining in Python
	Basic Statistics
	Translate Data into Insights
	Analysis and Visualization of Data with Power BI
	Applied Machine Learning in Python
	Statistics
	Machine Learning
	Convolutional Neural Networks
	R Programming Basics for Data Science
	Data Science
	SQL for Data Science with R
	Data Science: Visualization
	Data Science: Wrangling
	Python Basics for Data Science
	Data Science: Probability
	Data Science: Machine Learning
	Data Science: R Basics
	Data Science: Inference and Modelling
	People analytics and reporting
Data Pre-processing for Data Science	
Supervised Learning	
Unsupervised Learning	
Introduction to Data Science with Python	
Economics	Central Banks and Monetary Policy
	Macroeconomics: Foundations and Insights
	Principles of Economics: Macroeconomics - The Big Picture
	Economics of Money and Banking
	Econometrics: Methods and Applications
	Macroeconomics: Theory and Policy
	Microeconomics for Business Professionals
	Behavioural Economics and Public Policy
	Economics Fundamentals for Business Analytics
	Banking & Finance in India
	Banking and Financial Institutions
	Principles of Sustainable Finance

Finance, Accounting and Banking	Financial Statement and Ratio Analysis for Accountants
	Global Financial Markets and Instruments
	The Global Financial Crisis
	Financial Accounting
	Financial Accounting Made Fun: Eliminating Your Fears
	Accounting and Finance
	Accounting for Decision-Making
	Corporate Finance
	Introduction to Corporate Finance
	Rural Development with Micro-finance
Information Technology / FinTech	Fundamentals of Cloud Computing
	Foundations of Cyber Risk Management and FAIR™
	FinTech Foundations and Overview
	Blockchains, Tokens, and The Decentralized Future
	Decentralized Finance (DeFi) Essentials & Foundations
	Network Principles in Practice: Cloud Networking
	Cyber Security Fundamentals
	AWS Cloud Technical Essentials
	SQL: A Practical Introduction for Querying Databases
	Bitcoin and Cryptocurrency Technologies
	Database Basics and Security
	Operating Systems and Security
	Digital Forensics Essentials (DFE)
	Ethical Hacking Essentials (EHE)
	Network Defense Essentials (NDE)
	Relational Database Administration (DBA)
Cybersecurity Compliance and Framework	
Cybersecurity Basics: Tools and Cyberattacks	
Blockchain 101 Certificate	
Blockchain: Understanding Its Uses and Implications	
Management / Leadership / Behavioural Topics/ other Miscellaneous topics	Coaching Learning, Leadership and Change
	Managing Employee Performance
	Fundamentals of Business Management
	Project Management Fundamentals
	Storytelling and influencing
	Strategic Innovation
	Strategy and Game Theory for Management
	Supply Chain Management and Analytics
	Principled and Persuasive Negotiation
	Foundations of Leadership Skills
People Management with Impact	

	Management - Becoming an Effective Leader
	Best Practices for Project Management Success
	Strategic Management
	Business Communications
	Leadership Mantra from Ancient India
	Design Thinking: Ideation, Iteration and Communication
	Public Speaking
	Organizational Change & Innovation
Risk Management	Term-Structure and Credit Derivatives
	FinTech Risk Management
	Introduction to Risk Management
	Advanced Topics in Derivative Pricing
	Financial Engineering and Risk Management
	Credit Risk Management
	Risk Management and Credit Principles
Other courses relevant to functioning of the Bank	

Format of Queries with respect to the tender for Pre-Bid Meeting

1. Queries regarding the tender should be submitted by e-mail to lddhrmdco@rbi.org.in by 11:00 Hrs. on May 20, 2026.
2. A Pre-Bid meeting will be held at 11:00 Hrs. on May 21, 2026, at RBI Central Office to answer any queries / provide clarifications that the bidders may have in connection with the work / tender, and to give them relevant information regarding the same. No separate communication will be sent for this meeting. The bidders are expected to get all the issues/doubts clarified during this meeting.

Subject Line of Query E-mail: RBI – INTENT TO BID FOR ENGAGEMENT OF VENDOR FOR MASSIVE OPEN ONLINE COURSES (MOOCS)

Prescribed Format-

Sr No	Section No of RFP	Para No	Query
1.			
2.			
3.			

Name:

Designation:

Company Name:

Contact No: