

**Request For Proposal (RFP)**

**for Appointment of IAAP Certified Accessibility professionals as Auditors To conduct Accessibility Audit for the Digital Platforms of IFCI Financial Services Limited**



**IFCI Financial Services Limited**

(A Subsidiary of IFCI Limited)  
Kamak Towers, 4th Floor, Plot No. 12-A South Phase,  
Thiru-Vi-Ka Industrial Estate, Ekkatuthangal,  
Guindy, Chennai-600 032

**RFP No.: IFIN/IAAP/2025-26/002**

- i) Date of issue of the tender : 31<sup>st</sup> January 2026, 10.00AM
- ii) Last date of receipt of the tender : 16<sup>th</sup> February 2026, 4.00PM

**RFP For**  
**Appointment of IAAP Certified Accessibility professionals as**  
**Auditors To conduct Accessibility Audit for the Digital**  
**Platforms of**  
**IFCI Financial Services Limited**

**DISCLAIMER**

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of IFCI Financial Services Limited (IFIN), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by IFIN to any parties other than the applicants who are qualified to submit the bids ("bidders"). The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. IFIN makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. IFIN may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. IFIN reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. IFIN's decision in this regard will be final and binding on all bidders.

**RFP For**  
**Appointment of IAAP Certified Accessibility professionals as Auditors**  
**To conduct Accessibility Audit for the Digital Platforms of**  
**IFCI Financial Services Limited**

**Document Details**

Name of the Company	<b>IFCI Financial Services Limited</b>	
RFP Reference No	RFP/IFIN/IAAP/2025-26/002	
Date of issue of the tender	Date	31/01/2026
	Time	10.00am
Schedule of Pre-Bid Meeting *	Date	03/02/2026
	Time	11.00am
Last date of receipt of the tender	Date	16/02/2026
	Time	4.00pm
Date and time of opening bid	Date	16/02/2026 ( <i>Online VC link will be published in our website (<a href="http://www.ifinltd.in">www.ifinltd.in</a>)</i>
	Time	4.30pm
Address and contact person for submission of bids	<b>IFCI Financial Services Limited</b> Kamak Towers, 4th Floor, Plot No. 12-A South Phase, Thiru-Vi-Ka Industrial Estate, Ekkatuthangal, Guindy, Chennai-600 032  Name: Mr. G. Manikandan Tel. No. : 044-69298400 Email ID : <a href="mailto:manikandan@ifinltd.in">manikandan@ifinltd.in</a>	
For Technical Queries	Name: Mr. G. Manikandan Tel. No. : 044-69298400 Email ID : <a href="mailto:manikandan@ifinltd.in">manikandan@ifinltd.in</a>	
This bid document is not transferable		

*\*Pre-bid meeting will be held at IFIN office located at Kamak Towers, 4th Floor, Plot No. 12-A South Phase, Thiru-Vi-Ka Industrial Estate, Ekkatuthangal, Guindy, Chennai-600 032 as per the above mentioned schedule. Online VC link will be published in our website ([www.ifinltd.in](http://www.ifinltd.in)).*

**Purpose of the Pre Bid Meeting : IFIN will be explaining the tender process and other information provided in the RFP documents.**

**RFP For**  
**Appointment of IAAP Certified Accessibility professionals as Auditors**  
**To conduct Accessibility Audit for the Digital Platforms of**  
**IFCI Financial Services Limited**

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## **Overview – About IFCI Financial Services Limited (IFIN)**

IFCI Financial Services Ltd (IFIN) was promoted in 1995, by IFCI Ltd., to provide a wide range of financial products and services to investors, institutional and retail. IFIN is primarily involved in Stock Broking, Investment Banking, Mutual Fund Distribution & Advisory Services, Depository Participant Services, Insurance Products Distribution. IFIN has its registered office at Guindy, Chennai.

### **Objective of the RFP**

The objective of this RFP is to invite sealed tender offers in the prescribed format attached as per **Annexure-2** from eligible, reputed entities / professionals for Appointment of IAAP Certified Accessibility professionals as Auditors to conduct Accessibility Audit for the Digital Platforms of IFCI Financial Services Limited to comply with SEBI circular No. SEBI/HO/ITD-1/ITD\_VIAP/P/CIR/2025/111 dated July 31, 2025 by making its digital platforms inclusive and user-friendly for Persons with Disabilities (PwDs).

The scope covers functional validation, UI/UX evaluation, accessibility audits, remediation support, and training, ensuring alignment with WCAG 2.1, GIGW, IS 17802, and RPwD Act, 2016. This initiative will enable IFIN to deliver a seamless and compliant digital experience for all stakeholders.

**Note: All scope of work and deliverable shall be as per SEBI circular No. SEBI/HO/ITD-1/ITD\_VIAP/P/CIR/2025/111 dated July 31, 2025 and further amendment & notifications in this regard.**

### **Due Diligence:**

The bidder is expected to examine all instructions, Forms, Terms, Conditions and Specifications in this RFP. Bids shall be deemed to have been made after careful study and examination of this RFP with full understanding of its Implications. The Bid should be precise, complete with all details required as per this RFP document. Failure to furnish all information required by this RFP or submission of Bid not as per RFP requirements will be at the bidder's risk and may result in rejection of the bid and the decision of IFIN in this regard will be final and conclusive and binding. The Applicant must ensure to comply with all the points directed by SEBI for REs as mentioned in the SEBI Circular – SEBI/HO/ITD-1/ITD\_VIAP/P/CIR/2025/111 dated **July 31, 2025** (PDF files of SEBI's Circular along with RPWD ACT & Rules framed thereunder are attached hereto as **Annexure 7**).

SEBI Circular Link – <https://www.sebi.gov.in/legal/circulars/jul-2025/rights-of-persons-with-disabilities-act-2016-and-rules-made-thereunder-mandatory-compliance-by-all-regulated-entities-95745.html>

### **Submission of Proposal:**

The response to this RFP will be submitted by way of two stage bidding process. The Eligibility Criteria proposal with the relevant information / documents / acceptance of all terms and conditions as described in this RFP document will be submitted to online Tender platform and commercial proposal item/material wise.

The bidders are requested to note that they cannot submit the tender documents after the time stipulated above and no extension of time will normally be permitted for submission of bid.

URL & App. Details for the purpose of Audit :

S/N	Name of the Digital Platform	URL
01	IFIN Website	<a href="http://www.ifinltd.in">www.ifinltd.in</a>
02	ODIN Aero (Online Trading)	<a href="https://ifin.ifinltd.in/ifinwebx/login">https://ifin.ifinltd.in/ifinwebx/login</a>
03	ODIN Mobile (Online Trading)	<a href="https://play.google.com/store/apps/details?id=com.wave.IFINMobileWaveTwo">https://play.google.com/store/apps/details?id=com.wave.IFINMobileWaveTwo</a>
04	LD Back Office Back Office (for trading transactions)	<a href="https://bo.ifinltd.in/LdclientlevelH/Index.html#Login">https://bo.ifinltd.in/LdclientlevelH/Index.html#Login</a>
05	LD E-KYC and Re-KYC	<p>Client E-Kyc  <a href="https://bo.ifinltd.in/LdclientlevelH-EKYC/FreshKyc.html">https://bo.ifinltd.in/LdclientlevelH-EKYC/FreshKyc.html</a></p> <p>Client Re-kyc  <a href="https://bo.ifinltd.in/LdclientlevelH-EKYC/Index.html#Login">https://bo.ifinltd.in/LdclientlevelH-EKYC/Index.html#Login</a></p>

**Note : The above list is tentative. It may get increased or decreased.**

### **Cost of Bidding:**

The bidder shall bear all costs associated with the preparation & submission of its bid and IFIN will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

### **Clarifications regarding RFP Document:**

- Before bidding, the bidders are requested to carefully examine the RFP Document and the Terms and Conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy in the RFP Document, they should forthwith refer the matter to IFIN for necessary clarifications.
- *IFIN* shall not be responsible for any delay in submission of the bid.
- *IFIN* reserves the sole right for carrying out any amendments / modifications / changes in the bidding process including any addendum to this entire RFP.
- At any time before the deadline for submission of bids / offers, IFIN may, for any reason whatsoever, whether at its own initiative or in response to a clarification requested by bidders, modify this RFP Document.
- It may be noted that notice regarding corrigendum /addendums /amendments/ response to bidders' queries, etc., will be published on IFIN website only. Prospective bidders shall regularly visit IFIN website for any changes/development in relation to this RFP.
- *IFIN* reserves the rights to extend the deadline for the submission of bids, if required. The same may be published on website ([www.ifinltd.in](http://www.ifinltd.in)). However, no request from the bidders

for extending the deadline for submission of bids, shall be binding on IFIN.

- IFIN reserves the right to reject any or all the responses to RFPs / Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of IFIN shall be final, conclusive and binding on all the parties directly or indirectly connected with the bidding process.

### **Requirement details with Terms & Conditions**

#### **(1) Eligibility Criteria:**

Only those Bidders who fulfill the following criteria are eligible to respond to the RFP. Document/s in support of all eligibility criteria are required to be submitted along with the Application. Offers received from the bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

#### **Evaluation of Offers**

##### **Stage 1: Technical Criteria (Stage 1)**

1. Each of the conditions for Vendor Compliance and Qualification criteria outlined in the RFP document must be met by the bidder.
2. Only vendors fulfilling the technical criteria will proceed to the next stage of evaluation.

##### **Stage 2: Financial Evaluation (Stage 2)**

1. Financial Evaluation will be carried out only for vendors who qualify through Stage 1. (Technically qualified bidders will be intimated to participate in opening of financial bid through VC link)
2. The financial proposal will be evaluated to identify the most cost-effective and value-driven solution.

**Technical Criteria -Qualification (Stage 1) Annexure - 2**

Sr. No.	Criteria	Documents to be submitted by Bidder	Complied (Yes/No) (Please tick)
1	The bidder must be a Professional /registered as a company under the Company Act 1956/2013 or LLP Act 2008 and should have experience for the last 3 years from the issuance date of RFP.	Certificate of Incorporation, GSTIN Certificate, Memorandum of Association, or Articles of Association.	<b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/>
2	The bidder should have an average annual turnover of Rs. 15 Crore during the last 3 financial years. For the Professionals bidder , the turnover requirement is relaxed .	CA certificate & audited financial statements (Balance Sheet & Profit & Loss Statements).	<b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/>
3	The bidder should not have been blacklisted, debarred, or banned at the time of submission by SEBI/RBI/CAG/ Exchanges, government organization, statutory body, or BFSI institution.	Self-Declaration on bidder's letterhead duly signed and stamped by the Authorized Signatory.	<b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/>
4	The bidder must demonstrate capability in testing across multiple platforms and devices, covering: KYC/e-KYC, Login & Authentication, Transactions, Portfolio Tracking, Distributor Journeys.	Client Reference Letters / Purchase Orders from BFSI customers.	<b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/>
5	The bidder should have 3 BFSI Clients for digital platform application testing services in last 1 year. F.Y. 2024-25	Client Reference Letters/Purchase Orders from BFSI customers.	<b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/>
6	The Bidder (employee/auditor) must be IAAP certified Professional.	IAAP Certification Document need to submit by Bidder.	<b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/>
7	Bidder Capabilities – Years in WEB site Testing Services for Broking/ Banking / Financial Institution atleast 5 years.	Documentary Evidence: Incorporation Certificate and PO copy.	<b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/>
8	The bidder must demonstrate capability in testing / audit across multiple platforms (WEB / Mobile App) and devices, covering: KYC/e-KYC, Login & Authentication, Transactions, Portfolio Tracking, Distributor Journeys.	Minimum 2 References per implementation for Broking/ Securities market trading platforms.	<b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/>
9	The Eligibility Criteria shall be relaxed for the Empanelled Web Accessibility Auditors with Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Govt, of India.	Documentary Evidence of Empanelment .	<b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/>

**(1) Validity of bid:**

Bid should be valid for a minimum period of **90 days** in the event of delay in issuance of Purchase Order (PO) by IFIN.

**(2) Delivery of Service & Timeline:**

Bidder / Vendor should complete the work as per the below schedule :

<b>S/N</b>	<b>Compliance required</b>	<b>Date of submission of compliance</b>
1	Status of the readiness and compliance to the accessibility requirements for each of the digital platforms of IFIN.	March 31, 2026
2	Guidance on the findings from the audit and ensuring compliance with the relevant SEBI circular.	April 30, 2026
3	Issue of confirmation certificate for the Remediation of findings from the audit and ensuring compliance with the relevant SEBI circular.	June 30, 2026
4	Annually give compliance to conducting annual accessibility audits of all the digital platforms and submit final report of such audit to be submitted to the Regulator.	March 31, 2027

**(3) System for installation of Tools:**

Vendor will make the arrangement of systems for installation of Tools along with software license etc. for Testing / Audit of Web applications & Mobile Apps.

**Payment Terms:**

<b>Sr. No.</b>	<b>Description</b>	<b>Total Amount in %age *</b>
1	Acceptance of PO	10%
2	Conduct of Accessibility Audit for the digital platforms. Guidance on the findings from the audit and ensuring compliance with the relevant SEBI circular.	20%
3	Issue of confirmation certificate for the Remediation of findings from the audit and ensuring compliance with the relevant SEBI circular.	20%
4	Annually give compliance to conducting annual accessibility audits of all the digital platforms and submit final report of such audit to be submitted to the Regulator.	50%

\* Plus Applicable Tax Extra

**Taxes & levies:**

Applicable taxes at actual as per prevailing rate of taxes as per Government notification.

Applicable deduction if any may / will be recovered (deducted) from the payment(s)

**Selection of Vendor**

**Commercial Evaluation**

The Bids which are qualified in Stage 1 would be considered for Commercial Bid evaluation . The vendor should furnish their price for the SOW/project in their Commercial Bid to facilitate the commercial evaluation process.

**Final Evaluation**

The final selection of a Bidder will be based on the outcome of the techno Commercial evaluation process for the qualified bidders

**Ratio for Technical and Commercial bid**

The weightage for Technical and Commercial bid will be 50:50

## **Scope of Work (SOW) / Service Level Agreement (SLA)**

### **SCOPE OF WORK**

1. REGULATORY ALIGNMENT
2. FUNCTIONAL VALIDATION
3. ACCESSIBILITY AUDIT
4. REMEDIATION SUPPORT & COMPLIANCE READINESS
5. TRAINING & CAPACITY BUILDING
6. GENERAL REQUIREMENTS

IFCI Financial Services Limited (IFIN) invites proposals from qualified vendors / IAAP Certified Accessibility professionals to conduct Accessibility Audit for the Digital Platforms of IFIN to comply with SEBI circular No. SEBI/HO/ITD-1/ITD\_VIAP/P/CIR/2025/111 dated July 31, 2025.

The scope of work encompasses functional validation, UI/UX evaluation, accessibility audits, remediation support, and training programs, with the objective of ensuring that IFIN's digital assets are inclusive, compliant, and user-friendly across all platforms. The engagement must cover websites, portals, and investor-facing documents, with emphasis on critical investor and distributor journeys.

#### **1. REGULATORY ALIGNMENT**

The vendor must ensure that all activities are aligned with regulatory and accessibility standards, including:

- **WCAG 2.1 (AA)** – International web accessibility standard.
- **Guidelines for Indian Government Websites (GIGW)**.
- **IS 17802** – Indian ICT accessibility standard.
- **Provisions of the RPwD Act, 2016**.
- Accessibility audits must be conducted with the involvement of **IAAP-certified accessibility professionals**, as mandated by SEBI.

**Expectation:** Vendor to provide methodology and evidence of alignment with the above frameworks.

#### **In brief :**

All newly developed/procured digital solutions shall conform to latest WCAG, IS17802, GIGW guidelines and the provisions of the RPwD Act, 2016 and rules made thereunder. In case of Software as a Service ("SaaS")/ customised SaaS products, vendors must seek

conformance with the accessibility guidelines by conducting audit of their product/service in accordance to WCAG 2.1 (or latest) accessibility guidelines.

## **2. FUNCTIONAL VALIDATION**

The vendor must perform end-to-end validation of business-critical digital journeys, ensuring that they are reliable, secure, and error-free across browsers and devices.

**Scope includes:**

- **Investor Journeys:**
  - Registration and onboarding (**KYC/e-KYC, Video KYC**).
  - Login and authentication (**OTP, password reset, multi-factor authentication**).
  - Transaction flows: **Investments, Redemptions, SIP setup, Quick Transactions**.
  - Portfolio tracking and account statements.
- **Distributor Journeys:**
  - Distributor login and authentication.
  - Investor account servicing and reporting dashboards.
- **Data Validation & Error Handling:** Ensure proper and meaningful messages for invalid PAN, OTP, email, mobile, etc.
- **Cross-Browser/Device Compatibility:** Testing on Chrome, Edge, Firefox, Safari, Android, and iOS.
- **Security & Session Management:** Session timeouts, login security, encryption, compliance with OWASP practices.

**Deliverable:** Functional QA Report with severity categorization (Critical, Major, Minor).

## **USER EXPERIENCE ( UI/ UX) EVALUATION**

The vendor will evaluate the **design and usability** of all platforms to ensure clarity, efficiency, and accessibility for end-users.

**Scope includes:**

- **Navigation & Architecture:** Logical menus, breadcrumbs, elimination of redundant paths.
- **Readability:** Accessible typography, meaningful labels, helper texts, avoidance of placeholder-only inputs.
- **Responsiveness:** Validation of layouts across devices (desktop, tablet, mobile).
- **Visual Design:** Adequate **colour contrast ratios**, button hierarchy, consistent use of iconography and whitespace.
- **Micro-Interactions:** Accessible modals, error prompts, focus indicators, confirmation messages with screen reader compatibility.

**Deliverable:** UI/UX Evaluation Report with design findings, improvement recommendations, and wireframe samples.

### **3. ACCESSIBILITY AUDIT**

A comprehensive accessibility audit will be conducted to identify gaps and measure compliance against SEBI's mandate.

#### **Scope includes:**

- **Keyboard Navigation:** Full operability without mouse, logical focus order, visible focus highlights.
- **Screen Reader Compatibility:** Validation using NVDA, JAWS (Windows), VoiceOver (iOS/macOS), and TalkBack (Android).
- **Alt Text & Semantic Structures:** Accurate descriptions for images, icons, charts; proper use of headings and ARIA roles.
- **Accessible Documentation:** Validation of PDFs, statements, notices, and circulars for tagging, logical reading order, embedded alt text.
- **Audio/Video Accessibility:** Captions, transcripts, and support for **Indian Sign Language (ISL)**.
- **Colour Contrast & Low Vision Support:** Verification of WCAG minimum standards for text and graphics.
- **Accessible KYC/e-KYC Workflows:** Support for human-assisted video KYC, document upload alternatives, and voice-assisted processes.
- **PwD Usability Testing:** Involvement of users with visual, hearing, and motor disabilities to validate real-world accessibility gaps.

All accessibility audits must be conducted in alignment with SEBI's mandate, and wherever required, vendors shall engage or onboard ***AAP-certified accessibility professionals.***

**Deliverable:** Accessibility Audit Report with severity mapping, WCAG/GIGW/IS 17802 alignment, and remediation guidance.

### **4. REMEDIATION SUPPORT & COMPLIANCE READINESS**

The vendor must provide actionable remediation support and assist IFIN in achieving compliance certification.

#### **Scope includes:**

- **Remediation Roadmap:** Prioritized categorization of issues (quick wins, medium-term, long-term fixes).
- **Technical Guidance:** Code-level and design-level recommendations for developers and designers.
- **Re-Testing:** Validation of fixes post-remediation.
- **Compliance Certification:** Delivery of a certificate confirming accessibility readiness as per SEBI requirements.

**Deliverable:** Compliance Readiness Pack with remediation roadmap, evidence logs, re-test

results, and certification.

## **5. TRAINING & CAPACITY BUILDING**

The vendor shall deliver **training and knowledge transfer programs** to ensure sustainable adoption of accessibility practices.

### **Scope includes:**

- **Awareness Workshops:** Targeted for developers, designers, QA teams, and content publishers.
- **Hands-On Training:** Using assistive technologies such as screen readers, magnifiers, and contrast analyzers.
- **Accessible by Design:** Guidance on embedding accessibility principles into the SDLC.
- **Knowledge Assets:** Delivery of handbooks, guidelines, and checklists for long-term internal use.

**Deliverable:** Training sessions, accessibility handbook, and best practice playbooks.

## **GENERAL REQUIREMENTS**

- The engagement must strictly follow SEBI's timelines:
- The scope shall include **all present and future investor-facing platforms** operated by IFIN.
- Vendors must demonstrate:
  - Prior experience in **accessibility testing, functional validation, and UI/UX audits.**
  - Engagements with BFSI or regulated entities.
  - Availability of **IAAP-certified accessibility professionals.**

### **1. Submission of Bids**

- a. The required documents for Eligibility Criteria and Commercial Bid must be submitted. Eligibility Bid and Commercial Bid should be complete in all respects and contain all information asked for in this RFP document.
- b. The offer should be valid for a period of at least **90 days** from the date of submission of bid
- c. The bidder shall fulfill all statutory requirements as described by the law and Government notices. The bidder shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify IFIN against all such liabilities, which are likely to arise out of the bidders failure to fulfill such statutory obligations

- d. The bidder shall be solely responsible for any injury, damage, accident to the workman employed by the bidder for any loss or damage to the equipment/property in the areas of work as a result of negligence/carelessness of its deployed resources.
- e. All employees engaged by The bidder shall be comprehensively insured for accidents and injuries by the bidder at his/her/their cost
- f. Bidders are advised to submit their Technical and commercial bids well before last date of submission as mentioned in document details page no. 1.
- g. There may not be any extension(s) to the last date of online submission of Technical and commercial bids. This will be at the sole discretion of IFIN.
- h. *BIDDER MUST SUBMIT SEPARATE COVERS SUPERSCRIBED AS TECHNICAL & COMMERCIAL TO BE PUT IT IN A BIGGER COVER SUPERSCRIBED "RFP FOR APPOINTMENT OF IAAP CERTIFIED ACCESSIBILITY PROFESSIONALS AS AUDITORS TO CONDUCT ACESIBILITY AUDIT FOR THE DIGITAL PLATFORM OF IFIN".***

## **2. Evaluation of Bids**

*IFIN* will evaluate the bid submitted by the bidders under this RFP. The eligibility bid submitted by the bidder will be evaluated against the eligibility criteria set forth in the RFP. The bidder needs to comply with all the eligibility criteria mentioned in the RFP to be evaluated for evaluation. Non-compliance to any of the mentioned criteria would result in outright rejection of the bidder's proposal. The decision of IFIN would be final and binding on all the bidders to this document. IFIN may accept or reject an offer without assigning any reason what so ever. The bidder is required to comply with the requirement mentioned in the RFP.

- a. Please note that all the information desired needs to be provided. Incomplete information may lead to non- consideration of the proposal.
- b. The information provided by the bidders in response to this RFP document will become the property of IFIN.

### **Force Majeure:**

Neither the IFIN nor the Bidder shall be responsible for any failure to fulfill any term or condition of the CONTRACT if and to the extent that fulfillment has been delayed or temporarily prevented by a Force Majeure occurrence, defined as "Force Majeure". For purposes of this clause, "Force Majeure" mean an event beyond the control of the Parties and which prevents a Party from complying with any of its obligations under this Contract, including but not limited to: acts of God not confined to the premises of the Party claiming the Force Majeure, flood, drought, lightning or fire, earthquakes, strike, lock-outs beyond its control, labour disturbance not caused at the instance of the Party claiming Force Majeure, acts of government or other competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotions etc.

The Party seeking to rely on Force Majeure shall promptly, within 5 days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defense with particulars detailed in writing to the other Party and shall

demonstrate that it has taken and is taking all reasonable measures to mitigate the events of Force Majeure. And, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure. Each PARTY shall bear its own cost in relation to the force majeure occurrence.

However, any failure or lapse on the part of the Bidder to mitigate the damage that may be caused due to the above-mentioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force Majeure, as set out above.

If the testing duration exceeds thirty (30) days then, IFIN and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the IFIN, shall be final and binding on the bidder.

**Dispute Resolution:**

In the event of any dispute arising out of or in connection with this purchase order, the parties shall use their best endeavor to resolve the same amicably AND if the dispute could not be settled amicably, the matter shall be settled in the court under Chennai jurisdiction only. The final payment will be released only after the bidder complies with above-mentioned clause

**Right to alter RFP:**

- (a) IFIN reserves the right to alter the RFP terms and conditions at any time before submission of the bids.
- (b) IFIN reserves the right to cancel the RFP/contract.
- (c) IFIN reserves the right to purchase similar service from anyone else within contractual period should the need arise at same rate.
- (d) IFIN reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. IFIN's decision in this regard will be final and binding on all bidders.

**No Commitment to accept lowest or any other bid (RFP):**

IFIN shall be under no obligation to accept the lowest or any other offer received in response to this tender (RFP) notice. IFIN further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of a bidder. When IFIN makes any such rejection, IFIN will not be bound to give any reason and/or justification in this regard to the bidder.

### **Non-Disclosure Agreement (NDA):**

The successful bidder will sign a Non-Disclosure Agreement (NDA) with IFCI Financial Services Limited.

### **Indemnify**

The bidder should hereby indemnify, protect and save IFIN against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipment offered by the bidder. Any publicity by bidder in which name of IFIN is used should be done only with the explicit permission of IFIN.

### **Exit clause**

*IFIN* reserves the right to terminate this Agreement by giving 1 week notice, if it is not satisfied with the Services. Reasonable number of incidents of the non-performance of the obligations by the bidder as per this Agreement will be provided before the termination notice is served on the bidder. In case of termination, payments due till the date of termination only would be paid based on satisfactory report submitted by bidder and IFIN acceptance. Balance payment for remaining Agreement Term will not be paid to the bidder.

### **Order Cancellation**

IFIN reserves the right to cancel the order in the event of the Bidder failing to deliver services as specified by IFIN as per the Service Level Agreements. IFIN reserves full right and authority to cancel such order and will also be entitled to claim liquidated damages for the same in addition to and without prejudice to all other rights and remedies that may be available to IFIN. In case of serious discrepancy in services provided, IFIN may cancel the entire purchase order.

### **Sub-Contracting**

No Sub-Contracting is allowed for this RFP.

**Annexure – 1 - Details of Bidder's Profile**

**(To be submitted on Company letter head)**

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sr. No.	Parameters	Response		
1	Name of the Firm/Company			
2	Year of Incorporation in India			
3	Names of the Partners/Directors			
4	Company PAN no			
5	Company GSTN no. (please mention for all)			
4	Name and Address of the Principal Banker			
5	Addresses of Firm/Company			
	a) Head Office			
	b) Local Office in Chennai (if any)			
6	Authorized Contact person			
	a) Name and Designation			
	b) Telephone number			
	c) E-mail ID.			
	<b>Financial parameters</b>			
	Business Results (last three years)	Annual Turnover(Rs. in Crores)	Operating Profit (Rs. in Crores)	
	2022-23			
	2023-24			
	2024-25			
	(Only Company figures need to be mentioned not to include group/subsidiary Company figures)	(Mention the above Amount in INR only)		
7	MSME Certificate if any			

8	<b>Details of Reference Customer</b>	Brief Details of Goods and services rendered	PO number and Date (Attached PO with masked price)
1			
2			
3			
4			

N.B. Enclose copies of Audited Balance Sheet along with enclosures

Dated this..... Day of .....2025

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

Note:

1. Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favour or a Director of the Board for submission of Response to RFP/Tender.
2. All self-certificates shall be duly signed and Stamped by Authorized signatory of the bidder Firm unless specified otherwise.
3. Bidder response should be complete; Yes/No answer is not acceptable.
4. Details of clients and relevant contact details are mandatory. Bidder may take necessary approval of the clients in advance before submission of related information. IFIN will not make any separate request for submission of such information.

**Annexure – 2 – Technical Criteria ( Stage 1)**

**(PLEASE REFER PAGE NUMBER 8 OF THIS DOCUMENT)**

**Annexure - 3 - Commercial bid format (In the Bidder Letter Head duly signed by the authorised signatory)**

SI	Requirement	Total Consolidated Amount in Rs. *
1.	Scope of Work Mentioned in page number 11 to 14 in this RFP document	

**\*Note:** Above prices should be exclusive of taxes & levies

**TOTAL CONSOLIDATED AMOUNT RS. :** Total consolidated amount has to be ascertained after going through the scope of work. The ascertained amount will be the final commercial agreed and accepted by you and no additional reimbursement or out of pocket expenses cannot be claimed from IFIN.

**Commercial Bid**

- a. The bidder will submit Commercial Bid as per format provided.
- b. The final price (L1) will be decided only on successful evaluation.

Dated this..... Day of.....2025

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

**Please note : Bidder has to submit the commercial quote as per the format given above  
Other than the above format will be strictly rejected and disqualified.**

**RFP for Appointment of IAAP Certified Accessibility professionals as Auditors to conduct Accessibility Audit for the Digital Platforms of IFCI Financial Services Limited**

**Annexure - 5 - Compliance Statement**

(To be submitted along with technical bid)

**Subject: RFP for Appointment of IAAP Certified Accessibility professionals as Auditors to conduct Accessibility Audit for the Digital Platforms of IFCI Financial Services Limited**

Ref: RFP No: \_\_\_\_\_ dated \_\_\_\_\_

**DECLARATION**

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by IFIN. We also agree that IFIN reserves its right to reject the bid, if the bid is not submitted in proper format as per RFP.

<b>Sr. No.</b>	<b>Item / Clause of the RFP</b>	<b>Confirmed and Accepted by Bidder (Yes / No) please tick</b>	
1	Eligibility Criteria	Yes <input type="checkbox"/>	NO <input type="checkbox"/>
2	Service Level Agreement (SLA) / Scope of Work	Yes <input type="checkbox"/>	NO <input type="checkbox"/>
3	Non-Disclosure Agreement	Yes <input type="checkbox"/>	NO <input type="checkbox"/>
4	Payment Terms	Yes <input type="checkbox"/>	NO <input type="checkbox"/>
5	Bid Validity, Order Cancellation, Exit Clause	Yes <input type="checkbox"/>	NO <input type="checkbox"/>
6	IFIN's Right to alter RFP	Yes <input type="checkbox"/>	NO <input type="checkbox"/>
7	No Commitment from IFIN to Accept Lowest or Any Other Bid (RFP)	Yes <input type="checkbox"/>	NO <input type="checkbox"/>
8	Force Majeure	Yes <input type="checkbox"/>	NO <input type="checkbox"/>
9	Penalty Clause	Yes <input type="checkbox"/>	NO <input type="checkbox"/>
10	All General & Other Terms & Conditions in the RFP	Yes <input type="checkbox"/>	NO <input type="checkbox"/>
11	Requirement with terms and conditions	Yes <input type="checkbox"/>	NO <input type="checkbox"/>
12	Bid Formats Technical & commercial (Indicative Price) Bid	Yes <input type="checkbox"/>	NO <input type="checkbox"/>
13	Annexures in the RFP	Yes <input type="checkbox"/>	NO <input type="checkbox"/>

Dated this..... Day of 2025

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

**RFP for Appointment of IAAP Certified Accessibility professionals as Auditors to conduct Accessibility Audit for the Digital Platforms of IFCI Financial Services Limited**

**Annexure – 6 - Letter of Acceptance**  
**(To be submitted along with Technical Bid)**

To,  
IFCI Financial Services Limited  
Kamak Towers, 4th Floor, Plot No. 12-A South Phase,  
Thiru-Vi-Ka Industrial Estate, Ekkatuthangal,  
Guindy, Chennai-600 032

Dear Sir,

**Sub: RFP No: dated for RFP for Appointment of IAAP Certified Accessibility professionals as Auditors to conduct Accessibility Audit for the Digital Platforms of IFCI Financial Services Limited**

With reference to the above RFP, having examined and understood the instructions, annexures, terms and conditions forming part of the RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP. We also confirm that the offer shall remain valid for the entire Agreement Period from the date of the offer.

We also understand and accept that IFIN can modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. We further understand and accept that IFIN's decision in this regard will be final and binding on us.

We also accept that IFIN's decisions with reference to this RFP pertaining to evaluation process of bidder responses will be final and binding on us. We also understand and accept that no queries will be entertained in this regard by IFIN.

IFIN is not bound to accept the lowest or any bid received by IFIN, and it may reject all or any bid. If our bid is accepted, we are responsible for the due performance of the contract.

Dated this..... Day of 2025

(Signature) (In the capacity of) Duly authorized to sign bid with seal for & on behalf of  
(Name & Address of the Bidder

## ANNEXURE

### **Declaration regarding - Bidder having prior audit experience to conduct Accessibility Audit for the Digital Platforms**

*(To be given on Company Letter Head)*

Date:

**To,**

**IFCI Financial Services Limited  
Kamak Towers, 4th Floor, Plot No. 12-A South Phase,  
Thiru-Vi-Ka Industrial Estate, Ekkatuthangal,  
Guindy, Chennai-600 032**

#### **Sub: Declaration regarding prior audit experience to conduct Accessibility Audit for the Digital Platforms**

Dear Sir,

I/We hereby certify that \_\_\_\_\_ (Company Name) having capability and conduct Accessibility Audit for the Digital Platforms for more than \_\_\_\_\_ number of years.

**Signature:**

**Name of the Authorized Person:  
(Authorized for this RFP)**

**Designation:**

**ANNEXURE**

**Declaration regarding Bidder's not has been blacklisted in any Government / Government undertaking / public sector companies.  
(To be given on Company Letter Head)**

Date:

**IFCI Financial Services Limited  
Kamak Towers, 4th Floor, Plot No. 12-A South Phase,  
Thiru-Vi-Ka Industrial Estate, Ekkatuthangal,  
Guindy, Chennai-600 032**

**Sub: Declaration regarding Bidder's not having been blacklisted in any  
Government / Government undertaking / public sector companies.**

Dear Sir,

I / We hereby certify that \_\_\_\_\_ (Company Name) is not have been blacklisted in any Government / Government undertaking / Public sector companies on date of submission of bid.

**Signature:**

**Name of the Authorized Person (Authorized for this RFP)**

**Designation:**