

**Government of India**  
**Ministry of Electronics & Information Technology (MeitY)**  
**National Informatics Centre Services Incorporated**  
**(A Government of India Enterprise under NIC)**

**Request for Empanelment**  
**of Agencies**  
**for deployment of Resources for**  
**Office Support, and Project Management Support and Roll Out**



**RFE NO. NICSI /Office Support and PMS /2025/14**

**1st FLOOR, NBCC TOWER,**  
**15 BHIKAJI CAMA PLACE,**  
**NEW DELHI - 110066.**  
**TEL - 011-22900525,535**

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## **DISCLAIMER**

The sole objective of this document (Request for Proposal or RFP) is to solicit Techno commercial offers from interested parties for taking part in the empanelment process leading to empanelment of vendor(s) for the scope of work as mentioned in this document. While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by NICS I or any of their employees, including deputed officials/contractual staff, advisors, or agents as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFP document and wherever necessary, obtain independent advice from appropriate sources.

Interested parties may carry out their own study/ analysis/ investigation as required before submitting their techno commercial proposals.

This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any agreement or commitment whatsoever.

NICS I representatives, its employees including deputed officials/contractual staff, agents and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

Some of the activities listed to be carried out by NICS I subsequent to the receipt of the responses are indicative only. NICS I has the right to continue with these activities, modify the sequence of activities, add new activities or remove some of the activities, in the best interests of NICS I.

It is advised through this RFE that materialistic misrepresentation of facts shall be dealt with seriously and may lead to barring of the bidder from all NICS I empanelment/tender for a period of 2 (two) years. Bidders are requested to share information, which is true and based on some tangible proofs.

# 1. FACTSHEET

Particulars	Details											
RFE No.	NICSI /Office Support and PMS/2025/14											
Name of Organization	National Informatics Centre Services . Incorporated (NICSI)											
Empanelment Type	Open											
Empanelment Category	Services											
Type of Contract	Empanelment											
Contract (Empanelment) Period	The contract shall be valid for an initial period of <b>three (03) years</b> from the date of award, extendable by up to <b>two (02) additional terms</b> of one <b>(01) year each</b> , subject to mutual consent and requirement.											
Vendor Panel Size	<table><tr><td>Categories</td><td>Agencies other than MSE's/ Start-up companies</td><td>MSE's/ Start-up companies</td></tr><tr><td>Office Support Services</td><td>Upto 10 (Ten)</td><td>Upto 5 (Five)</td></tr><tr><td>Project Management Support &amp; Rollout Services</td><td>Upto 10 (Ten)</td><td>Upto 5 (Five)</td></tr></table>			Categories	Agencies other than MSE's/ Start-up companies	MSE's/ Start-up companies	Office Support Services	Upto 10 (Ten)	Upto 5 (Five)	Project Management Support & Rollout Services	Upto 10 (Ten)	Upto 5 (Five)
Categories	Agencies other than MSE's/ Start-up companies	MSE's/ Start-up companies										
Office Support Services	Upto 10 (Ten)	Upto 5 (Five)										
Project Management Support & Rollout Services	Upto 10 (Ten)	Upto 5 (Five)										
Earnest Money Deposit (EMD)	<b>EMD Amount (INR) 20 Lakhs</b> <b>Instrument:</b> In the form of Bank Guarantee (BG) or E Bank Guarantee (ePBG) from any of the Commercial Banks or payment online in an acceptable form, valid for a period of 06 months from the date of publication of the RFE document											
Security Deposit for Empanelment	<table><tr><td>Category</td><td>Security Amount (INR)</td></tr><tr><td>Office Support Services</td><td>25 Lakhs</td></tr><tr><td>Project Management Support &amp; Rollout Services</td><td>25 Lakhs</td></tr></table>			Category	Security Amount (INR)	Office Support Services	25 Lakhs	Project Management Support & Rollout Services	25 Lakhs			
Category	Security Amount (INR)											
Office Support Services	25 Lakhs											
Project Management Support & Rollout Services	25 Lakhs											
Bid Validity	180 days from the date of bid Opening											
Date of Publication	24.10.2025 at e-procurement portal site <a href="https://etenders.gov.in">https://etenders.gov.in</a>											
Pre-Bid queries submission last date:	31.10.2025 till 15:00 Hours <i>Note: Bidder who had sent their queries / request to participate, through e- mail (tender-nicsi@nic.in), will only be allowed to attend the pre-bid meeting.</i>											
Pre-bid Meeting Date & Venue:	04.11.2025 at 11:30 Hrs. at NICSI through Video Conference.											
Last date and time for Bid submission	25.11.2025 at 15:00 Hrs. Proposals that are received late WILL NOT be considered in this procurement process											
Opening of Bids	26.11.2025 at 15:30 Hrs.											
Number of Packets	Two packet online bid submission as under: <b>Packet-1 Technical Bid</b> (EMD, Eligibility Criteria, etc.) <b>Packet-2 Financial Bid</b> (Detailed Financial Bid)											

<b>Re-Bid Submission allowed?</b>	<b>Yes</b> (Before last date of bid submission)
<b>Bid Withdrawal allowed?</b>	<b>Yes</b> (Before last date of bid submission)
<b>Address for Communication</b>	<b>Tender Division</b> National Informatics Centre Services Incorporated (NICSi) 1stFloor, 15 NBCC Tower, Bhikaji Cama Place, New Delhi-110066 Email: <b>tender-nicsi@nic.in</b> , Phone: 011-22900534/35

## 2. ABOUT NICSI

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National Informatics Centre Services Inc. (NICSI) was set up in 1995 as a section 25 Company (now Section 8 Company) under National Informatics Centre, Ministry of Electronics & Information Technology, Government of India to provide total IT solutions to the Government organizations. NICSI provides services for several e-Governance projects undertaken by NIC, MeitY, Central/State Governments and Government Organizations (like Public Sector Undertakings).

Main Objectives:

- To provide economic, scientific, technological, social and cultural development of India by promoting the utilization of Information Technology. Computer-Communication Networks, Informatics etc. by a spin-off of the services, technologies, infrastructure and expertise developed by the NIC of the Government of India including its Computer-Communication Network, NICNET and associated infrastructure and services.
- To promote further development of services, technologies, infrastructure and expertise supplementing that developed by NIC in directions which will increase the revenue earning capacity of NIC.
- To develop and promote value added computer and computer-communications services over the basic infrastructure and services developed by NIC including NICNET.

In furtherance of these objectives, NICSI has been providing various products & services to organizations in the Central Government, State Governments and PSUs etc. Products and Services include Hardware, Systems Software, Application Software, Software Development, Intra-Networking, Wide Area Networking, Video Conferencing, IT Consultancy, IT Implementation Support among others.

### 3. DEFINITIONS

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In this document, the following terms shall have respective meanings as indicated:

- **"NIC"** shall mean National Informatics Centre
- **"NICSI"** shall mean National Informatics Centre Services Incorporated
- **"Authorized Representative / Vendor"** shall mean any person/vendor authorized by NICSI.
- **"Bidder"** means the firm offering the solution(s), services and/or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after intimation of Successful Bidder shall mean the Successful bidder called "Vendor", on whom NICSI places Work Order for Delivery of services.
- **"Client/User"** shall mean the department/organisation for which order(s) will be issued.
- **"Consulting Service"** means any subject matter of procurement (which as distinguished from 'Non Consultancy Services' involves primarily non-physical project-specific, intellectual and procedural processes where outcomes/ deliverables would vary from one consultant to another), other than goods or works, except those incidental or consequential to the service, and includes professional, intellectual, training and advisory services or any other service classified or declared as such by a procuring entity.
- **"Contract"** shall mean the Work / Purchase Order placed by NICSI to successful Bidder and all attached exhibits and documents referred to therein and all terms and conditions thereof together with any subsequent modifications thereto.
- **"GFR"** shall means General Financial Rules
- **"e-Governance"** ICT (Information and Communication Technology) based projects in government sector
- **"Financial Year" (FY)** is the period from 1<sup>st</sup> of April till 31<sup>st</sup> of March of a year.
- **"FPP"** shall mean Fixed Price Project
- **"GOI"** shall mean Government of India
- **"HDM"** shall mean Hybrid Delivery Mode
- **"Offices"** means any establishment described as a Registered Office, Corporate Office or Branch offices by the bidder.
- **"Party"** shall mean either NICSI or Bidder individually and **"Parties"** shall mean both NICSI and Bidder collectively.
- **"RFE"** shall mean Request for Empanelment, or Bidding Document including the written clarifications issued by NICSI in respect of the RFE.
- **"Services"** means requirements defined in this document including all additional services associated thereto to be delivered by the Bidder.
- **"T&M"** shall mean Time and Material project
- **"TEC"** shall mean Technical Evaluation Committee.
- **"FEC"** shall mean Financial Evaluation Committee.
- **"TOR"** shall mean Term of Reference
- **"Principal Employer"** shall mean organization or entity that engages contractors to perform work on its behalf. For manpower deployed through this empanelment, the specific user department utilizing the resources will act as the principal employer for those resources and must adhere to the guidelines as per the Contract Labour (Regulation and Abolition) Act, 1970.



## 4. SCOPE OF WORK

Below mentioned section indicates the scope of this empanelment and scope of work for vendor. Vendors are required to analyze and study this section carefully as it indicates important parameters of this empanelment vis-à-vis empanelment scope.

### 4.1. Empanelment Scope

The RFE is an attempt to select and empanel agencies of proven competence to handle the Office Support and Project Management Support and Rollout Services of NICSI/NIC projects. Primarily the services would range from management support in carrying out regular operational activities on a day-to-day basis to core project management and implementation.

- i. The Empanelment will be done under two categories as shown below:

Sr. No.	Categories
Category 1	Office Support Services
Category 2	Project Management Support and Rollout Services

- ii. Candidates deployed shall be of high performing resources and in case of non-performing candidates, once reported by NICSI shall be replaced by the vendor within 3 working days.
- iii. Candidates deployed including those re-deployed shall remain employees of the Agency and those deployed/re-deployed in NIC/NICSI/User Department shall have no claim/right to continue in the office/project after completion of period of empanelment/work order.
- iv. Associated Manpower: The agency shall be empaneled to provide support services with different levels of experience of manpower deployed for rendering services against particular service type for each category. Primarily the services would range from management support in carrying out regular operational activities on a day-to-day basis to technical support.

The following position covered under all two categories:

#### A. CATEGORY 1 - OFFICE SUPPORT SERVICES

S. No.	Sub-Category	Resource Category Covered
A	Multi-Tasking Support	Non-Matriculate
		Matriculate
B	Office Assistance Support	Non-Graduate
		Graduate
C	Accounting Support	Graduate in Commerce/Accounts
		Postgraduate in Commerce/Accounts

#### B. CATEGORY 2- PROJECT MANAGEMENT SUPPORT & ROLLOUT SERVICES

S. No.	Sub-Category	Resource Category Covered
A	Project Management	• Software Application Support Engineer

	Support & Implementation	<ul style="list-style-type: none"> <li>• System Software and Database Support Engineer</li> <li>• Networking Support Engineer</li> <li>• Information Security Support Engineer</li> <li>• Social Media Analytics Support Engineer</li> <li>• Rollout Support Engineer</li> <li>• Project Management Support Executive</li> <li>• General Management Support Executive</li> <li>• Any similar nature of works comparable to the above</li> </ul>
<b>B</b>	Core Project Management Support & Implementation	<ul style="list-style-type: none"> <li>• Senior Software Application Support Engineer</li> <li>• Senior System Software and Database Support Engineer</li> <li>• Senior Networking Support Engineer</li> <li>• Senior Information Security Support Engineer</li> <li>• Senior Social Media Analytics Support Engineer</li> <li>• Senior Rollout Support Engineer</li> <li>• Senior Project Management Support Executive</li> <li>• Senior General Management Support Executive</li> <li>• Any similar nature of works comparable to the above</li> </ul>

## 4.2. Scope of Work

Below is the list of indicative services that NICSI would like the empaneled agency to render:

### 1. OFFICE SUPPORT SERVICES

Office Support Services			
S. No.	Resource Category / Service Type	Educational Qualification	Scope of Work
1.	Accounting Support	<p><b><u>For Graduate</u></b></p> <ul style="list-style-type: none"> <li>Graduate in Commerce with relevant experience in accounting, proficiency in computers.</li> <li>Experience on any computer accounting package like ERP/TALLY experience will be preferable.</li> <li>Relevant Experience required as per levels specified in the scope, preferably in Government Central/ State/ PSU etc.</li> </ul> <p><b><u>For Post-Graduate</u></b></p> <ul style="list-style-type: none"> <li>Post Graduate in Commerce or Graduate in Commerce along with MBA(Finance) and experience in accounting, proficiency in computers.</li> <li>Experience on any computer accounting package like ERP/TALLY experience will be preferable.</li> <li>Relevant Experience required as per levels specified in the scope, preferably in Government Central/ State/ PSU etc.</li> </ul>	<ul style="list-style-type: none"> <li>Maintenance of Accounts in manual/computerized environment.</li> <li>Settling of vendor bills and raising bills on customers.</li> <li>Preparation of different types of vouchers.</li> <li>Handling cash register with receipt/expenditure entries to ascertain availability of funds.</li> <li>Settling of employee bills related to travel, medical, telephones etc.</li> <li>Stores accounting and maintenance of stores inventory.</li> <li>Other similar and related work</li> </ul>
2.	Office Assistance Support	<p><b><u>For Non-Graduate</u></b></p> <ul style="list-style-type: none"> <li>12<sup>th</sup> Class and must have 3 years relevant experience in Govt./PSU etc. and</li> <li>Must be well verse with MS Office package i.e. MS Word, MS Excel, MS PowerPoint, etc.</li> </ul> <p>Should possess a English typing speed of 30 words per minute</p>	<ul style="list-style-type: none"> <li>Handling of official communication preferably in English</li> <li>Data transcription onto computer amenable formats</li> <li>Data entry and verification, data validation, reconciliation of validation errors</li> </ul>

		<ul style="list-style-type: none"> <li>• Stenography speed of 80 words per minute is preferred.</li> <li>• Proficient in internet browsing</li> <li>• Preference shall be given to a resource having passed secretarial practice test in English from a recognized institution</li> <li>• Preferably have relevant experience of atleast One year, preferably in Government Central/State/PSU, etc.</li> </ul> <p><b>For Graduate</b></p> <ul style="list-style-type: none"> <li>• Any Graduate or 3-year Diploma in Secretarial Practice or equivalent</li> <li>• Must be well versed with MS Office package i.e. MS Word, MS Excel, MS PowerPoint, etc.</li> <li>• Should possess a English typing speed of 30 words per minute</li> <li>• Stenography speed of 80 words per minute is preferred</li> <li>• Proficient in internet browsing</li> <li>• Preference shall be given to a resource having passed secretarial practice test in English from a recognized institution</li> <li>• Should preferably have relevant experience of at least one year, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Preparation of documents, letters and tables, power point presentations, document conversion and computer file handling</li> <li>• Analyzing and taking/writing notes and office letters</li> <li>• Monitor and adjust the officer's calendar and to assist with scheduling</li> <li>• Cataloguing, filing, maintenance of files</li> <li>• Movement of files from one room to other as per instructions of the officers and staff</li> <li>• Operation of Xerox machine /Scanners/Fax Machines etc.</li> <li>• Binding work</li> <li>• Other similar and related work</li> </ul>
3.	Multi-Tasking Support	<ul style="list-style-type: none"> <li>• Minimum qualification: Matriculation or equivalent depending on nature of job.</li> <li>• Minimum age limit: 18 years</li> <li>• In case of re-deployment of resource working in same office/project, relaxation of education qualification is allowed and wage is fixed in the Lowest of wages table.</li> </ul>	<ul style="list-style-type: none"> <li>• Serving Water/Snacks/Tea etc. to officers, staff and guests as per the instructions of officers and staff</li> <li>• Manage incoming and outgoing letters and packages</li> <li>• Visiting offices distribute / receive office documents</li> <li>• Organize work areas /Desk</li> </ul>

			<ul style="list-style-type: none"> <li>• Other similar and related work</li> </ul>
4.	MTS (Skilled) Plumbing / Electrician / AC Mechanic / Drivers)	<ul style="list-style-type: none"> <li>• Minimum qualification: 10th Pass with ITI/Diploma in relevant field.</li> <li>• Should satisfy health conditions required for a driver</li> <li>• Should hold a valid driving license and not having any court cases on account of accident(s)</li> <li>• Knowledge of motor mechanism. The driver should be able to repair minor defects in vehicles</li> <li>• Person retired as a constable /hawaldar or equivalent from the Armed Forces/Para Military Forces or Police will be preferred</li> <li>• Experience of driving a motor car for at least 1 year</li> </ul>	<p>For Electrician: All electrical work in office premise.</p> <p>For Plumber: All plumbing work in all office premises where deployed</p> <p>For Driver: To drive the Govt. Vehicle</p> <p><i>*For Drivers Overtime will be applicable over and above the monthly remuneration as "Overtime Allowance (OTA)" per Details below:</i></p> <p><i>i. Overtime allowance is paid for work performed beyond the prescribed hours of work, but only after deducting one hour of free duty per day</i></p> <p><i>ii. Calculation of OTA - Double of their regular pay (Considering 26 Working Days in a month) for every hour worked after deducting one hour of free duty per day</i></p>

## 2. PROJECT MANAGEMENT SUPPORT & ROLLOUT SERVICES

### A. Project Management Support & Implementation

Project Management Support & Rollout Services - Project Management Support & Implementation			
S. No.	Resource Category	Educational Qualification	Scope of Work
1.	Software Application Support Engineer	<ul style="list-style-type: none"> <li>B.E / B.Tech /M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</li> <li>OR</li> <li>MCA/ DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> <li>OR</li> <li>M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>Web Technology: MS.NET 2.0 / JSP / J2EE / PHP / Ruby / Perl / Python etc.</li> <li>RDBMS: MS SQL / Oracle / PostgreSQL / MySQL</li> <li>Experience of writing code, testing and debugging, etc.</li> <li>Experience of preparing User/Admin Manual</li> <li>Experience of providing end user training, etc.</li> <li>Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Application Support as per the project requirements &amp; technology used like: Adobe AIR, Oracle JAVA (JDK and JRE), Microsoft .NET, PHP/PERL/CGI, Mozilla Prism XUL and XUL Runner, Mobile Platform (BREW/J2ME/JavaFX Mobile, etc.), SAP/ERP, Database Platforms (Oracle / MSSQL / PostgreSQL / MySQL) or any other frameworks as per current trends</li> <li>Coordination with maintenance agencies and providing first line of maintenance.</li> <li>Support for installation and management of application</li> <li>Software readiness test at the client sites</li> <li>Application installation and configuration</li> <li>Technical Support in management of OS, application software patches, antivirus etc.</li> <li>Other similar and related work</li> </ul>
2.	System Software Support Engineer	<ul style="list-style-type: none"> <li>B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</li> <li>OR</li> </ul>	<ul style="list-style-type: none"> <li>Backup and restoration of critical data stored on file servers</li> <li>Consultation services in support of any departmental relocation</li> </ul>

		<ul style="list-style-type: none"> <li>• MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> <li><b>OR</b></li> <li>• M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>• Experience in System Software Support</li> <li>• Experience of preparing User/Admin Manual</li> <li>• Experience of providing end user training, etc.</li> <li>• Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Operating System support on client machines for various Operating Systems: Microsoft/Open Source / Linux / Ubuntu / Macintosh etc.</li> <li>• Setup and configuration of new computers</li> <li>• Setup and configuration of network printers/copiers</li> <li>• Identification and resolution of computer problems such as system lockups, hardware failures, and connectivity problems with the network</li> <li>• Training end customers on logging onto and off the network</li> <li>• Allocating/removing redundant user-id and passwords</li> <li>• Day to day coordination with the user for software maintenance</li> <li>• Other similar and related work</li> </ul>
3.	Database Support Engineer	<ul style="list-style-type: none"> <li>• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</li> <li><b>OR</b></li> <li>• MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> <li><b>OR</b></li> <li>• M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>• Experience of working in the area of Database Administration</li> <li>• Experience of working in the area of Database support and troubleshooting</li> </ul>	<ul style="list-style-type: none"> <li>• Establishing the needs of users and monitoring user access and security of database</li> <li>• Monitoring performance and managing parameters to provide fast responses to front-end users</li> <li>• Considering both back-end organisation of data and front-end accessibility for end-users</li> <li>• Refining the logical design so that it can be translated into a specific data model</li> <li>• Further refining the physical design to meet system storage requirements</li> </ul>

		<ul style="list-style-type: none"> <li>Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Installing and testing new versions of the DBMS</li> <li>Developing, managing and testing back-up and recovery plans</li> <li>Capacity planning</li> <li>Database Backup</li> <li>Other similar and related work</li> </ul>
4.	Networking Support Engineer	<ul style="list-style-type: none"> <li>B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</li> <li><b>OR</b></li> <li>MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> <li><b>OR</b></li> <li>M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>Experience of working in the area of Network Administration</li> <li>Experience of working in the area of Network support and troubleshooting</li> <li>Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Basic Knowledge on IP Network Devices and components (Router and Switches), IP Routing Protocol (OSPF and BGP), LAN Switching (STP, VTP), WAN (Modem, Leased Line, L2 Circuit, and Ethernet Circuits) and Field level troubleshooting, Network Monitoring System, Email, L2 &amp; L3 VPN, Wi Fi and RF Communication and Network Security.</li> <li>Basic Knowledge of OS (Windows and Linux).</li> <li>To ensure ICT Infrastructure is functional at user site.</li> <li>To give suggestions for improvements in the network/ICT infrastructure, if any.</li> <li>To attend users call in respect of Networking, Desktop problems, Security Issues, Internet Problems, Anti-virus related issues.</li> <li>Other similar and related work</li> </ul>
5.	Information Security Support Engineer	<ul style="list-style-type: none"> <li>B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</li> <li><b>OR</b></li> </ul>	<ul style="list-style-type: none"> <li>Achieve security goals and objectives consistent with the department's strategic plan</li> <li>Conduct risk assessments</li> </ul>



		<ul style="list-style-type: none"> <li>• MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> <li><b>OR</b></li> <li>• M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>• Experience of working in the area of Information Security</li> <li>• Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Manage incidents, provide internal and external reporting</li> <li>• Monitor compliance for internal and external requirements</li> <li>• Cyber Risk Management</li> <li>• Audit/Compliance</li> <li>• Certification for ISO 27001</li> <li>• Other similar and related work</li> </ul>
6.	Social Media Analytics Support Engineer	<ul style="list-style-type: none"> <li>• Bachelor's degree in public relations, marketing, social media management or business communications</li> <li>• Must have strong analytically skills to be able to interpret social media</li> <li>• Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Creating and maintaining a company's presence on social media sites</li> <li>• Increasing the overall exposure of a company through Search Engine Optimization (SEO)</li> <li>• Monitor emerging social media tools to see how they can be incorporated into a company's business, marketing and public relation strategies.</li> <li>• Study trends in social media, research popular social media platforms, study emerging social media tools and observe how often those platforms and tools are used</li> <li>• Other similar and related work</li> </ul>
7.	Rollout Support Engineer	<ul style="list-style-type: none"> <li>• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</li> <li><b>OR</b></li> <li>• MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> <li><b>OR</b></li> </ul>	<ul style="list-style-type: none"> <li>• Provide technical support in implementation of an application (after training on it) on a day to day basis to the respective user in an office(s) in a district etc. This includes on-site training of staff/officers of user department in</li> </ul>

		<ul style="list-style-type: none"> <li>• M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>• Relevant experience required as per levels specified in scope, preferably in Government Central/ State /PSU, etc.</li> </ul>	<p>the use of application with reference to input/output, how to select menu, hands on training etc.</p> <ul style="list-style-type: none"> <li>• Coordination with application division in case of problems in the field</li> <li>• Technical Support in management of OS, application software patches, antivirus etc.</li> <li>• Other similar and related work</li> </ul> <p>In addition to the above, the bidder shall further have the below responsibilities to adhere to:</p> <ul style="list-style-type: none"> <li>• Responsibility of end to end Roll Out of each instance of an application is that of the agency.</li> <li>• The Roll Out service provider will chalk out the SLAs in mutual consultation with the Application division / User department hiring the services.</li> <li>• Change Management will be part of the Roll Out services in each instance.</li> <li>• A Central Help Desk will be provisioned by the Roll Out Services provider.</li> <li>• The Application division / User department availing the Roll Out services will communicate the Scope of Work, Deliverables, and Milestones for the Roll Out Service Provider.</li> </ul>
8.	Project Management	<ul style="list-style-type: none"> <li>• B.E / B.Tech / M.Tech in Computer Science (CS) /</li> </ul>	<ul style="list-style-type: none"> <li>• Studying/analyzing the project</li> </ul>

	Support Executive	<p>Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</p> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>• Preferably Master Degree in Business Administration (MBA/PGDM)</li> <li>• Experience in Techno-managerial roles &amp; can handle execution of project with greater degree of efficiency in technical projects.</li> <li>• The experience here means continuous working experience on Government projects.</li> <li>• Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<p>requirement</p> <ul style="list-style-type: none"> <li>• Addressing day to day ad-hoc activities related to project management</li> <li>• Providing guidance to project team</li> <li>• Identifying and resolving common problems and potential risk issues across projects</li> <li>• Improving project management capabilities,</li> <li>• Conducting GAP analysis and suggesting Process Improvement</li> <li>• Standardizing project management processes and documentation</li> <li>• Designing the mechanism for tracking the progress of work-plans</li> <li>• Implementing continuous improvement to the overall project management process</li> <li>• Following up with vendors for timely delivery/installation of material/ services and deployment of resources</li> <li>• Analyze and propose Change Requests to the management.</li> <li>• Act as a communication bridge among user/ coordinators/ vendors/ management</li> <li>• Monitoring projects to ensure timely updates and performance reporting process</li> <li>• Other similar and related work</li> </ul>
9.	General Management Support Executive	<ul style="list-style-type: none"> <li>• Any Graduation with MBA</li> <li>• Experience of working in standard software like MS Office, Windows, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintaining important dates/action points of projects right from initiation until their completion</li> </ul>

		<ul style="list-style-type: none"> <li>• The experience here means continuous working experience on government projects.</li> <li>• Preference shall be given to a resource having passed secretarial practice test in English from reputed institution.</li> <li>• Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Co-coordinating with NIC/NICSI team and assisting client in implementing the application</li> <li>• Addressing day to day ad-hoc activities related to project management</li> <li>• Checking and Drafting proposals, note sheet, annexures and amendments</li> <li>• General analysis of data</li> <li>• Developing presentations for</li> <li>• Maintain MIS as per the requirement of organization</li> <li>• Preparing draft of letters and emails</li> <li>• Putting up letter/note sheet to user/coordinators /vendors / etc.</li> <li>• Act as a communication bridge among user/coordinators/ vendors/ management</li> <li>• Coordinating with Legal Department Experience with standard software applications like MS Office, Windows, Excel, etc.</li> <li>• Other similar and related work</li> </ul>
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## B) CORE PROJECT MANAGEMENT SUPPORT & IMPLEMENTATION

Under this category, the candidate must have:

- Minimum three years of experience along with recognized certification in relevant domain/area from reputed institutions like IITs, IIMs, etc. or from reputed established organizations / certifying agencies.

**OR**

- Minimum five year experience in relevant domain/area

Project Management Support & Rollout Services –Core Project Management Support & Implementation			
S.No.	Resource Category	Educational Qualification	Scope of Work
1.	Senior Software Application Support Engineer	<ul style="list-style-type: none"> <li>• B.E / B.Tech /M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• MCA/ DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>• Web Technology: MS.NET 2.0 / JSP / J2EE / PHP / Ruby / Perl / Python etc.</li> <li>• RDBMS: MS SQL / Oracle / PostgreSQL / MySQL</li> <li>• Experience of writing code, testing and debugging, etc.</li> <li>• Experience of preparing User/ Admin Manual</li> <li>• Experience of providing end user training, etc.</li> <li>• Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Application Support as per the project requirements &amp; technology used like: Adobe AIR, Oracle JAVA (JDK and JRE), Microsoft .NET, PHP/PERL/CGI, Mozilla Prism XUL and XUL Runner, Mobile Platform (BREW/J2ME/JavaFX Mobile, etc.), SAP/ERP, Database Platforms (Oracle / MSSQL / PostgreSQL / MySQL) or any other frameworks as per current trends</li> <li>• User/Hardware/Software Requirement Analysis based on project needs</li> <li>• Coordination with maintenance agencies and providing first line of maintenance.</li> <li>• Support for installation and management of application</li> <li>• Software readiness test at the client sites</li> <li>• Application installation and</li> </ul>

			<p>configuration</p> <ul style="list-style-type: none"> <li>• Technical Support in management of OS, application software patches, antivirus etc.</li> <li>• Determining scope of support</li> <li>• Selection and application of appropriate technology</li> <li>• Overall responsibility of user's application.</li> </ul>
2.	Senior System Software Support Engineer	<ul style="list-style-type: none"> <li>• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>• MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>• M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>• Experience in System Software Support</li> <li>• Experience of preparing User/ Admin Manual</li> <li>• Experience of providing end user training, etc.</li> <li>• Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Backup and restoration of critical data stored on file servers</li> <li>• Onsite Facility Management Services including Local Area Network, Communication Services, Anti-virus, Patch Management, Proxy Server/UTM and implementation of Security Policy</li> <li>• Consultation services in support of any departmental relocation</li> <li>• Operating System support on client machines for various Operating Systems: Microsoft/Open Source / Linux / Ubuntu / Macintosh etc.</li> <li>• Setup and configuration of new computers</li> <li>• Setup and configuration of network printers/copiers</li> <li>• Identification and resolution of computer problems such as system lockups, hardware failures, and connectivity problems with the network</li> <li>• Training end customers on logging onto and off the network</li> <li>• Allocating/removing redundant</li> </ul>

			user-id and passwords <ul style="list-style-type: none"> <li>• Day to day coordination with the user for software maintenance</li> <li>• Coordination with maintenance agencies to handle situations like network chocking, network viruses, hard disk crashes etc.</li> </ul>
3.	Senior Database Support Engineer	<ul style="list-style-type: none"> <li>• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>• MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>• M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>• Experience of working in the area of Database Administration</li> <li>• Experience of working in the area of Database support and troubleshooting</li> <li>• Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Establishing the needs of users and monitoring user access and security of database</li> <li>• Monitoring performance and managing parameters to provide fast responses to front-end users</li> <li>• Considering both back-end organisation of data and front-end accessibility for end-users</li> <li>• Refining the logical design so that it can be translated into a specific data model</li> <li>• Further refining the physical design to meet system storage requirements</li> <li>• Installing and testing new versions of the DBMS</li> <li>• Developing, managing and testing back-up and recovery plans</li> <li>• Capacity planning</li> <li>• Database Backup and recovery</li> <li>• Maintaining data standards, including adherence to the Data Protection Act</li> <li>• Writing database documentation, including</li> <li>• Controlling access permissions and privileges</li> </ul>

			<ul style="list-style-type: none"> <li>Ensuring that storage and archiving procedures are functioning correctly</li> </ul>
4.	Senior Networking Support Engineer	<ul style="list-style-type: none"> <li>B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>Experience of working in the area of Network Administration</li> <li>Experience of working in the area of Network support and troubleshooting</li> <li>Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Advanced Knowledge on IP Network Devices and components (Router and Switches), IP Routing Protocol (OSPF and BGP), LAN Switching (STP, VTP), WAN (Modem, Leased Line, L2 Circuit, and Ethernet Circuits) and Field level troubleshooting, Network Monitoring System, Email, L2 &amp; L3 VPN, Wi Fi and RF Communication and Network Security.</li> <li>Basic Knowledge of OS (Windows and Linux).</li> <li>To ensure ICT Infrastructure is functional at user site.</li> <li>To give suggestions for improvements in the network/ICT infrastructure, if any.</li> <li>To attend users call in respect of Networking, Desktop problems, Security Issues, Internet Problems, Anti-virus related issues.</li> <li>Ensuring complete Network infrastructure availability as per SLA and Scope of work.</li> <li>Analyzing the frequent incidents and conduct detailed analysis of the same.</li> <li>Perform asset and configuration management.</li> <li>Perform release management.</li> </ul>



5.	Senior Information Security Support Engineer	<ul style="list-style-type: none"> <li>• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>• MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>• M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>• Experience of working in the area of Information Security</li> <li>• Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve security goals and objectives consistent with the department's strategic plan</li> <li>• Conduct risk assessments</li> <li>• Manage incidents, provide internal and external reporting</li> <li>• Monitor compliance for internal and external requirements</li> <li>• Cyber Risk Management</li> <li>• Audit/Compliance</li> <li>• Certification for ISO 27001</li> <li>• Implements security measures that effectively safeguard sensitive data in the event of a cyber-attack.</li> <li>• Research and investigate the potential impact of new threats and exploits.</li> <li>• Document the configurations and network designs to help in the effective execution.</li> <li>• Conducts log analysis and other network forensic investigations.</li> <li>• Provide full cooperation to the appropriate teams for participating in cyber investigations.</li> <li>• Creates security tools and processes for scanning, testing, monitoring, and reporting</li> </ul>
6.	Senior Social Media Analytics Support Engineer	<ul style="list-style-type: none"> <li>• Bachelor's degree in public relations, marketing, social media management or business communications</li> <li>• Must have strong analytically skills to be able to interpret social media</li> <li>• Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Creating and maintaining a company's presence on social media sites</li> <li>• Increasing the overall exposure of a company through Search Engine Optimization (SEO)</li> </ul>

			<ul style="list-style-type: none"> <li>• Monitor emerging social media tools to see how they can be incorporated into a company's business, marketing and public relation strategies.</li> <li>• Study trends in social media, research popular social media platforms, study emerging social media tools and observe how often those platforms and tools are used</li> <li>• Monitor and evaluate social media results on a daily basis in coordination with client goals and benchmarks</li> <li>• Communication to team and management on project development, timelines, and results</li> <li>• Keep pace with social media and internet marketing industry trends and developments</li> <li>• In-depth understanding of SEO, keyword research and Google Analytics</li> </ul>
7.	Senior Rollout Support Engineer	<ul style="list-style-type: none"> <li>• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</li> </ul> OR <ul style="list-style-type: none"> <li>• MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> </ul> OR <ul style="list-style-type: none"> <li>• M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>• Relevant experience required as per levels specified in scope,</li> </ul>	<ul style="list-style-type: none"> <li>• Provide technical support in implementation of an application (after training on it) on a day to day basis to the respective user in an office(s) in a district etc. This includes on-site training of staff/officers of user department in the use of application with reference to input/output, how to select menu, hands on training etc.</li> <li>• Coordination with application division in case of problems in the</li> </ul>

		preferably in Government Central/State/PSU, etc.	<p>field</p> <ul style="list-style-type: none"> <li>• Technical Support in management of OS, application software patches, antivirus etc.</li> <li>• Coordinates resources to effectively ensure successful execution of the project plan and deliver a quality project</li> <li>• Support the performance of defining project scope and requirements</li> <li>• Assist the users in acceptance testing, developing procedures, and updating documentation</li> </ul> <p>In addition to the above, the bidder shall further have the below responsibilities to adhere to:</p> <ul style="list-style-type: none"> <li>• Responsibility of end to end Roll Out of each instance of an application is that of the agency.</li> <li>• The Roll Out service provider will chalk out the SLAs in mutual consultation with the Application division / User department hiring the services.</li> <li>• Change Management will be part of the Roll Out services in each instance.</li> <li>• A Central Help Desk will be provisioned by the Roll Out Services provider.</li> <li>• The Application division / User department availing the Roll Out services will communicate the Scope of Work, Deliverables, and</li> </ul>
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			Milestones for the Roll Out Service Provider.
8.	Senior Project Management Support Executive	<ul style="list-style-type: none"> <li>• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</li> </ul> OR <ul style="list-style-type: none"> <li>• MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent</li> </ul> OR <ul style="list-style-type: none"> <li>• M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent</li> <li>• Preferably Master Degree in Business Administration (MBA/PGDM)</li> <li>• Experience in Techno-managerial roles &amp; can handle execution of project with greater degree of efficiency in technical projects.</li> <li>• The experience here means continuous working experience on Government projects.</li> <li>• Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Studying/analyzing the project requirement</li> <li>• Addressing day to day ad-hoc activities related to project management</li> <li>• Providing guidance to project team</li> <li>• Identifying and resolving common problems and potential risk issues across projects</li> <li>• Improving project management capabilities,</li> <li>• Conducting GAP analysis and suggesting Process Improvement</li> <li>• Standardizing project management processes and documentation</li> <li>• Designing the mechanism for tracking the progress of work-plans</li> <li>• Implementing continuous improvement to the overall project management process</li> <li>• Following up with vendors for timely delivery/installation of material/ services and deployment of resources</li> <li>• Analyze and propose Change Requests to the management.</li> <li>• Act as a communication bridge among user/ coordinators/ vendors/ management</li> <li>• Monitoring projects to ensure timely updates and performance reporting process</li> <li>• Project implementation at single or</li> </ul>

			<p>multiple sites</p> <ul style="list-style-type: none"> <li>• Providing oversight to ensure projects are in compliance with establish standards.</li> <li>• Providing up-to-date status reporting to executive management</li> <li>• Conducting post project reviews and documenting lessons learned</li> <li>• Managing overall project by way of interaction with user, vendors, NIC, NICSI, Operational Manager, Business Analyst, Network Administrator, Security Administrator and related stakeholders</li> <li>• Assist the users in acceptance testing, developing procedures, and updating documentation</li> </ul>
9.	Senior General Management Support Executive	<ul style="list-style-type: none"> <li>• Any Graduation with MBA</li> <li>• Experience of working in standard software like MS Office, Windows, etc.</li> <li>• The experience here means continuous working experience on government projects.</li> <li>• Preference shall be given to a resource having passed secretarial practice test in English from reputed institution.</li> <li>• Relevant experience required as per levels specified in scope, preferably in Government Central/State/PSU, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintaining important dates/action points of projects right from initiation until their completion</li> <li>• Co-coordinating with NIC/NICSI team and assisting client in implementing the application</li> <li>• Addressing day to day ad-hoc activities related to project management</li> <li>• Checking and Drafting proposals, note sheet, annexures and amendments</li> <li>• General analysis of data</li> <li>• Developing presentations for</li> <li>• Maintain MIS as per the requirement of organization</li> </ul>

			<ul style="list-style-type: none"> <li>• Preparing draft of letters and emails</li> <li>• Putting up letter/note sheet to user/coordinators/vendors/ etc.</li> <li>• Act as a communication bridge among user/coordinators/vendors/ management</li> <li>• Coordinating with Legal Department Experience with standard software applications like MS Office, Windows, Excel, etc.</li> <li>• Following up with vendors for timely delivery/installation of material/ services and deployment of resources.</li> <li>• Design and Update MIS as per the requirement of organization</li> <li>• Managing internal staff/external stakeholders looking to set up meetings</li> </ul>
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**Note:**

- **Age:** The manpower deployed for the above said service categories shall at all times be within the age group of 18 years – 60 years.
- The above lists are non-exhaustive, and tasks of similar competency can be assigned to the selected bidder's list of services.

### 4.3. Resource Management

The resource management for different engagements lies within the scope of empanelled vendor.

- a) The selected agency needs to have skilled manpower in sufficient numbers, capable of supporting the requirement in a manner desired by NICS/NIC/user and adhere to the Scope of work.
- b) Whatever be the assignment, the responsibility of effective and efficient delivery of service by the staff deployed shall rest with the empaneled agency. Agency must ensure to deploy appropriate experienced resources as desired from time to time. The initial quality assessment must be done at the vendor side before sponsoring a resource, followed by interviews conducted at the user site. The candidate of any resource will be accepted as per NICS/NIC/User discretion. Further, NICS/NIC/User shall have the right to seek replacement of deployed person in case of unsatisfactory performance.
- c) The agency should provide the documentary proof for the qualifications and experience for the manpower being provided by them. The agency should also certify that the bio-data, qualifications and experience of the manpower is as per the terms and conditions of the bid.
- d) The empaneled agency shall ensure that all the Labor Law regulations of the Government are fully complied with, in matters of deployment of manpower to NICS/NIC/User Department.
- e) If, at any time during the empanelment or its extension, the pay for the lowest category of resources becomes less than the minimum wages due to a revision of wages by the Government under the Minimum Wages Act, their pay shall be increased from the date of such revision to match the new minimum wages. They will be eligible for their next increment only after completing at least one year of service at the revised pay.  
Further, if this increase makes the pay of the lowest category equal to or higher than the starting pay of the next higher category, then the pay of the next higher category (and any above) shall also be increased by the same amount so that it remains higher than the lowest category. The next increment for such higher categories will also be payable only after completing at least one year of service at the revised pay.
- f) The working hours for the deployed manpower shall be governed by the standard office hours of the user department where they are deployed. As a general guideline, this typically includes 8½ hours for offices observing a 5-day work week, and 7½ hours for offices observing a 6-day work week. However, in all cases, the manpower shall adhere to the working hours as followed by the user department.
- g) In case of support service to critical services, where support services are required round the clock, the service rendered on National Holidays shall entitle compensatory off.
- h) The empaneled Agency shall have to open its offices, within 2 months, after receiving the work order from NICS for implementation in locations as per the defined zones, failing which NICS reserves the right to cancel the empanelment and also forfeit the Security Deposit;

Zones	Office Location	Area Covered
Zone-1	Chennai	Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Telangana, Andaman and Nicobar Islands(Port Blair), Puducherry, Lakshadweep
Zone-2	Mumbai	Goa, Dadra and Nagar Haveli, Gujarat, Daman & Diu, Maharashtra, Madhya Pradesh, Chhattisgarh

Zone-3	Guwahati	Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura
Zone-4	Kolkata	Bihar, Jharkhand, West Bengal, Odisha
Zone-5	Delhi & Chandigarh	Delhi, Uttarakhand, Uttar Pradesh, Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab, Rajasthan, Chandigarh



## 5. ELIGIBILITY CRITERIA

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The eligibility criteria given in this section must be met and to be submitted along with supporting documents towards eligibility compliance and checklist sheet as per **Annexure-4**. In the documents submitted in pursuance of eligibility criterion (as referred above), relevant portions shall be highlighted. Documentary evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with the references as required.

If the bid is not accompanied by all the requisite supporting documents, the same may be rejected. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. NICS I reserves the right to seek clarifications on the already submitted documents.

**Note:**

- a) Wherever, the term PO (Purchase order) is mentioned in this RFE, it is to be read as PO/WO (Purchase Order/Work Order).
- b) To demonstrate an experience, multiple work orders which are the extension of the same project (in continuation) may be considered.
- c) All pages of bid documents must be clearly signed and stamped by the Authorized Signatory of the bidder.
- d) Only those bidders, who satisfy the eligibility requirements and accept the terms and conditions of this RFE document without any pre-condition shall be short-listed for further bid evaluation. Copy of RFE document clearly signed and stamped by the Authorized Signatory of the bidder to be attached.
- e) Confirm in Yes or No, whether it falls under the Small and Medium Enterprises Development Act, 2006. If yes, a copy of the Registration Certificate must be provided to NICS I. Further, keep informed to NICS I whether there is any change of the status of the company.
- f) Confirm in Yes or No, whether it falls under Start-up as per Department of Industrial Policy and Promotion (DIPP) notifications/guidelines. Startup certificate should not have incorporation/registration date of agency prior to 01-04-2020. Duly signed & stamped copy DIPP Registration Certificate must be furnished. Further, keep informed to NICS I whether there is any change of the status of the company.

**The bids consisting of documents in support of the above should be uploaded electronically and document properly page numbered and indexed.** Undertaking for subsequent submission of any of the required document/Deviations will not be entertained under any circumstances. NICS I reserves the right to seek clarifications on the already submitted documents; however, no fresh documents shall be accepted. The time limit, in which the Bidders have to submit the additional information or present their projects, will be decided by the TEC and its decision will be final in this regard. Bidders failing to adhere to the specified time limit will be rejected."

Decision of the NICS I will be final and binding on the bidders.

## 6. BIDDING PROCESS

Bidders are advised to study the Empanelment Document carefully. Submission of the Bid shall be deemed to have been done after careful study and examination of Empanelment document (including corrigendum, if any) all instructions, eligibility norms, terms and requirement specifications with full understanding of its implications. Bids not complying with all the given clauses in this Empanelment document or failure to furnish all information required or submission of a bid not substantially responsive in every respect will be at bidder's risk and may result in the rejection.

### 6.1 Availability of Empanelment

- (i) The Empanelment document is available at NICSI e-procurement site <http://etenders.gov.in>
- (ii) Prospective bidders desirous of participating in this Empanelment may view and download the tender document free of cost from the above-mentioned website.
- (iii) The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFE documents. Failure to furnish all information required as mentioned in the RFE documents or submission of a proposal not substantially responsive to the RFE documents in every respect will be at the bidder's risk and may result in rejection of the proposal.
- (iv) Online bidding can be done through NICSI e-Procurement System at NICSI e-procurement site <http://etenders.gov.in>

### 6.2 Pre-Bid Meeting

- (i) NICSI shall hold a pre bid meeting with the prospective bidders as per the schedule provided in **Section- FACTSHEET**. Queries received from the bidders regarding bidding conditions, bidding process, item specifications, evaluation criteria, etc., in writing, or over email (**in an excel file**), **up till two days prior to the pre bid meeting**, shall be addressed. The queries can be sent to NICSI through email at [tender-nicsi@nic.in](mailto:tender-nicsi@nic.in)
- (ii) **Only those pre-bid queries which are received in the following prescribed format with subject as "Empanelment of Agencies for deployment of Resources for Office Support and, Project Management Support and Roll Out " in excel file, shall be entertained:**

Company name		M/s.....		
S. No.	Relevant Section / Annexure of RFE	RFE Page No.	Relevant Content from RFE	Vendor's Query / Comment

- (iii) NICSI is not bound to clarify any query received after the day as described above. NICSI will review every query and on due consideration will issue corrigendum (if require). However, NICSI does not undertake to answer each individual query(ies). Bidders shall not assume that their unanswered queries have been accepted by NICSI.
- (iv) The Pre-Bid meeting will be conducted online via video conference (VC). All interested prospective bidders may participate, with a maximum of two authorized representatives per bidder. The VC link will be shared with all bidders who submit pre-bid queries or

express interest in attending the meeting.

- (v) To join the Pre-bid meeting, interested bidders are required to provide following details on email id at “tender-nicsi@nic.in” **two days before the schedule pre-bid meeting date**. The meeting detail will be shared later over the email to the bidder.

**Name of the company:** M/s \_\_\_\_\_

**Name of the authorised representatives to attend:** \_\_\_\_\_

**Email Id of the representative:** \_\_\_\_\_

**Contact No. of representative:** \_\_\_\_\_

### **6.3 Amendment of Empanelment Documents**

- i. At any time prior to the last date for receipt of bids, NICSI, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Empanelment documents through an amendment/corrigendum. The amendment will be notified through CPP portal, which will be binding on all prospective bidders to consider the amendment and accordingly submit their proposal/ quotation.
- ii. To give prospective bidders reasonable time to take the amendment into account in preparing their bids, NICSI may, at its discretion, extend last date for the receipt of bids.
- iii. No bid may be modified after the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval may result execution of Bid Securing Declaration.

### **6.4 Language of Bid**

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and NICSI, shall be written in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

### **6.5 Bidding Cost**

The Bidder shall bear all costs associated with the preparation/submission of the Bid. NICSI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### **6.6 Earnest Money Deposit/ Bid Security Declaration**

- a. Bidders shall submit, along with their Proposals, an EMD as per the details given in “FACT SHEET”.
- b. EMD shall be exempted for Start Ups/MSEs. However, they need to submit Bid security declaration as per Annexure - 14.
- c. The Original EMD must be deposited at the Tender Division, NICSI, New Delhi **within 5 (five) calendar days from the date of bid submission**. A scanned copy of the EMD must also be uploaded along with all other technical documents at the time of online bid submission.

- d. The EMD is the **only document** to be submitted physically. All other documents are required to be submitted **online only**.
- e. **The amount of EMD to be submitted is INR 20 Lakhs.**
- f. In case the EMD is not received by the stipulated time then the NICSI reserves the right to forth with and summarily reject the Proposal of the concerned Bidder without providing any opportunity for any further correspondence by the concerned Bidder.
- g. The bid security may be accepted in the form of Bank Guarantee (BG) or eBank Guarantee (eBG) from any of the Commercial Banks or payment online in an acceptable form.
- h. Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the signing of contract to the successful bidder.
- i. However, in case of two packet or two stage bidding, Bid securities of unsuccessful bidders during first stage i.e. technical evaluation etc should be returned within 30 days of declaration of result of first stage i.e. technical evaluation etc.
- j. The EMD of successful Bidder would be returned upon submission of Security Deposit.
- k. No interest shall be payable on EMD, in any case.
- l. The EMD may be forfeited in the event of:
  - If a bidder withdraws its bid during the period of bid validity.
  - If a bidder modifies its quoted prices during the period of bid validity or its extended period, if any.
  - In case of a successful bidder, if the bidder fails to sign the contract or to furnish bank guarantee for security deposit for empanelment (including e-BG) within specified time, in accordance with this RFE
- m. The EMD as Bank Guarantee shall be valid for a period equal to the bid validity date plus an additional 60 days.

## 6.7 NICS Banking Details

### (RTGS/NEFT) Facility for Receiving Payment

<u>Details of Account Holder</u>		
1	Name of the Company	National Informatics Centre Services Inc.
2	Bank A/c No	100242623620
3	RTGS/NEFT Branch Code	INDB0001555
4	Name of Bank	INDUSIND BANK
5	Branch Name	AFRICA AVENUE SAFDARJUNG NEW DELHI
6	Account Type	Saving
7	MICR Code	110234116
8	Swift Code	INDBINBBNDH
9	Pan No. of Company	AAACN2185J
10	Tan No. of Company	DELN02788C
11	GSTIN No. of Company	07AAACN2185J1ZE
12	Mail Id of the NICS	payment-nicsi@nicsi.nic.in
13	Mail id of the Bank	dear@indusind.com
14	Address of the Bank	PREMISES BEARING NO A 2 3 AFRICA AVENUE SAFDARJUNG NEW DELHI

## 7. BID SUBMISSION

- (i) Bidder shall adhere to the timelines as mentioned in the Section: FACT SHEET. No bids shall be accepted post the deadline as mentioned in this schedule.
- (ii) Bids submitted in Online will be only considered for the Empanelment opening process and further evaluation.
- (iii) Incomplete bids will be rejected straight away and will not be considered.

### 7.1 Online Bid Submission

- (i) Online bids (complete in all respect) must be uploaded on <https://etenders.gov.in> latest by the time & date mentioned in **the Section FACTSHEET**.
- (ii) The Online bids should be submitted as under with mentioned one packet online:

Packet Number	Documents to be uploaded	Packet File Format
Packet-1 (Technical Bid)	<p>The files should be saved in a PDF version as '<i>packet1&lt;BidderName&gt;".pdf</i>'</p> <ol style="list-style-type: none"> <li>Scanned copy of Covering Letter in Company Letter Head as per <b>Annexure-2: COVERING LETTER</b> for Bid duly sealed &amp; signed (PDF)</li> <li>Earnest Money Deposit (EMD) as Bank Guarantee as per format given in <b>Annexure-3: FORMAT FOR BID SECURITY</b> (<i>Original EMD to be submitted at NICSI before last date &amp; time of bid submission</i>)</li> <li>Scanned copy of Original Power of Attorney letter in a Non-Judicial Stamp Paper of at-least Rs.100/- or Board Resolution in Letter Head in original in case of Registered Limited Companies Or <b>Original Authorization in Letter Head</b> in case of Partnership Firm</li> <li>Scanned copy of <b>Bidder's Profile</b> as per <b>Annexure-1</b> duly filled in, signed and stamped along with all supporting documents.</li> <li>Scan copy of duly filled signed and stamped <b>Eligibility Compliance Sheets</b> as per <b>Annexure-4</b> and all the <b>supporting/mandated documents</b> and <b>Annexures</b> required for eligibility criteria.</li> </ol> <p>Note:</p> <ol style="list-style-type: none"> <li>The PDF file not containing the above documents or containing the financial bid in the explicit/implicit form will lead to rejection of the bid.</li> <li>Provide other document(s), as asked/mentioned anywhere in the RFE to be submitted along with technical proposal/bid.</li> <li>All the bid documents duly signed by the authorized signatory of the company and stamped with company seal</li> </ol>	PDF
Packet-2 (Financial Bid)	<p>Financial Bids to be uploaded as:</p> <ol style="list-style-type: none"> <li>As per BoQ: <b>Financial bid</b> as per <b>Annexure-8: FINANCIAL BID PROFORMA</b>(in .xls format).</li> </ol>	XLS

## **Instructions for Online Submission**

### **I. Instructions for Packet-1**

- a. It shall be the sole responsibility of the bidder to check (and double-check) the page number referencing made for supporting documents in the checklist indicated under Annexure-4: Eligibility Compliance sheet.
- b. No relevant information/ document should be left, whether listed above or not
- c. Bidder must provide all documents mandated for bidder's profile, prequalification criteria and for technical evaluation criteria.
- d. All pages of the bid being submitted must be sequentially numbered by the bidder.
- e. Relevant referencing shall be done by the bidder, clearly indicating all page numbers where supporting documents are provided.
- f. The document should have a Table of Contents indicating page no. where supporting document are placed. All pages in the bid document should be sequentially numbered, stamped and signed by the authorized signatory.

### **II. Instructions for Packet-2**

- a. The Bidder must upload the Financial Bid as per the format provided. The bidder must adhere to terms and conditions.
- b. The bidder must strictly follow the prescribed format as mentioned in the detailed Financial Bids.
- c. During financial opening, Financial Bid shall be opened for determining the L1 bidder based on the lowest value of respective Category.
- d. All the bid documents should be duly signed by the authorized signatory of the company and stamped with company seal.

### **7.2 General Instructions for Bid Submission**

- i. NICSI will not be responsible for any delay on the part of the vendor in submission of bid.
- ii. Bids submitted by Fax/E-mail /Post / Physical mode, etc. shall not be considered. No correspondence will be entertained on this matter.
- iii. Conditional Bids shall not be accepted on any ground and shall be rejected straightway. (A bid is conditional when bidder submits its bid with his own conditions & stipulations extraneous to the terms and conditions specified in this Empanelment) If any clarification is required, same should be obtained before submission of bids i.e., during pre-bid meeting.
- iv. No bids will be accepted after the expiry of the deadline as stated in the Fact Sheet.
- v. In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
- vi. All pages of the bid being submitted must be signed by the authorized signatory, stamped and sequentially numbered by the bidder irrespective of the nature of content of the documents. Un-signed & un-stamped bid shall be summarily rejected.
- vii. At any time prior to the last date for receipt of bids, NICSI, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Empanelment Document by publishing an amendment/corrigendum. The amendment will be notified on NICSI's CPP portal <https://etenders.gov.in> and should be taken into consideration by the prospective

- agencies while preparing their bids. It is the responsibility of the bidder to check website for any such notice/changes and submit its bid accordingly.
- viii. In order to give prospective agencies reasonable time to take the amendment into account in preparing their bids, NICSI may, at its discretion, extend the last date for the receipt of bids. No bid may be modified after the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the Empanelment. Withdrawal of a bid during this interval may result in execution of Bid Securing Declaration.
  - ix. Printed terms and conditions of the vendors will not be considered as forming part of their bid. In case any terms and conditions of the Empanelment document is/are not acceptable to the bidder or submitted any deviation, the bid shall be rejected summarily.
  - x. Bids not submitted as per the specified format and nomenclature may be rejected.
  - xi. Ambiguous/Incomplete/Illegible bids may be out rightly rejected. Not quoted bids shall be consider as non-responsive and shall be rejected.
  - xii. Any alteration/overwriting/cutting in the bid should be duly countersigned else it will be out rightly rejected.
  - xiii. Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and required specifications in the Empanelment document with full understanding of its implications. Bids not complying with all the given clauses in this Empanelment document are liable to be rejected. Failure to furnish all information required in the Empanelment Document or submission of a bid not substantially responsive to the Empanelment document in all respects will be at the vendor's risk and may result in the rejection of the bid.
  - xiv. Empanelment process will be over after the issuance of empanelment letter(s) to the selected agency (ies).
  - xv. For additional instructions, refer to the Section Bid Evaluation, Technical Evaluation and Financial Bid Evaluation, etc.
  - xvi. Submission of false/forged documents will lead to execution of Bid Securing Declaration and blacklisting of agency for a maximum period of 3 years from participating in NICSI Empanelment/tenders.

### **7.3 Bid Opening**

- i. NICSI shall convene a bid opening session as given in the **FACTSHEET**, where one representative from the agencies, who have successfully uploaded the bid, can participate.
- ii. NICSI will download the **Packet-I** from e-tender portal at first. Agencies' representatives can remain present during the bids download process.
- iii. Bids will then be passed on to a duly constituted Technical Evaluation Committee (TEC).
- iv. Financial bids of only those bidders whose bids are found qualified by the Evaluation Committee as per both Pre-Qualification & Technical criteria will be opened in the presence of the bidder's representatives subsequently for further evaluation.
- v. Financial bids, original and revised, if any, of only technically qualified agencies shall be opened on a notified date and time in the presence (physical/ Video Conference) of agency's representatives who chose to remain present.



- vi. Financial bids will then be passed on to a duly constituted Financial Evaluation Committee (FEC) for evaluation.

#### **7.4 Bid Validity**

- i. All the bids must be valid for a period of **180 days** from the last date of bid submission.
- ii. If necessary, NICS shall seek extension in the bid validity period (as required).
- iii. The bidders, not agreeing for such extensions will be allowed to withdraw their bids.

## 8. BID EVALUATION

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- a) Any effort by a bidder to influence NICS's bid evaluation, bid comparison, or contract award decisions may result in the rejection of the bidder's bid and execution of Bid Securing Declaration. No enquiry shall be made by the bidder(s) during the course of evaluation of the empanelment, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee / its authorized representative and office of NICS can make any enquiry / seek clarification from the bidders, which the bidders must furnish within the stipulated time else the bids of such defaulting bidders will be rejected.
- b) NICS reserves the right to accept any bid, and to cancel/abort the Empanelment process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders, of any obligation to inform the affected bidder of the grounds for NICS's action and without assigning any reasons.
- c) Printed terms and conditions of the vendors will not be considered as forming part of their bid. In case any terms and conditions of the empanelment document are not acceptable to the bidder, the bid shall be summarily rejected.
- d) The Committee reserves the right to call for the originals of any documents submitted online, at any stage of the evaluation process, for verification purposes. The bidder shall be responsible for producing such original documents within the prescribed timeframe when requested. Failure to do so may result in rejection of the bid.
- e) The bid evaluation process shall be conducted in three steps:
  - Pre-Qualification (PQ) - Eligibility
  - Technical Evaluation
  - Financial Evaluation

### 8.1 Pre-Qualification and Technical Evaluation

- a) The Bidders must have furnished all the necessary and supporting documents to establish their eligibility (indicating the page number in the bid for each of the items given in Annexure-4 (Technical Criteria). Relevant portions in the documents should be highlighted. If a bid is not accompanied by all the necessary documents, it will be summarily rejected.
- b) Undertaking for subsequent submission of any of the eligibility documents will not be entertained. However, NICS reserves the right to seek further proof in the form of document or seek clarifications on the already submitted documents.
- c) All bid proposal documents must be submitted electronically in PDF format. Upon verification, evaluation/assessment, if in case any information furnished by the Bidder is found to be false / incorrect, their bid will be summarily rejected and no correspondence on the same shall be entertained. Submission of false/forged documents will lead to execution of Bid Securing Declaration /forfeiture of Security Deposit and blacklisting of agency for a maximum period of 2 years from participating in NICS empanelment/tenders.
- d) Bidders are allowed the flexibility to submit bids for one or both Category in the RFE. Bidders must ensure that they do not leave any fields blank for the Category/ies they select to bid on.
- e) A Technical Evaluation Committee (TEC) will evaluate bidders based on their technical responses against the criteria outlined in the RFE document.
- f) The TEC reserves the right to verify quoted resources against specified RFE specifications for

all resource categories listed in the Scope of Work for Manpower Support.

- g) Any bidder who fails to meet any of the Pre-Qualification (PQ) criteria as specified in Annexure 4 shall be summarily rejected and shall not be considered for further evaluation under the remaining PQ criteria, Technical Qualification (TQ), or any subsequent stages of the evaluation process.
- h) Two-Stage Technical Evaluation Process: The Technical Evaluation is divided into two sequential stages:
  - 1) Pre-Qualification (PQ):
    - a) Only bidders who successfully meet the Pre-Qualification (PQ) criteria, as specified in ANNEXURE-4, will proceed to the next stage of technical evaluation.
    - b) Bidders must furnish all necessary supporting documents to establish their eligibility. Each document must indicate the corresponding page number in the bid and highlight relevant portions. Failure to provide all required documents will result in summary rejection of the bid.
  - 2) Technical Evaluation:
    - a. Bidders who qualify in the PQ stage will be evaluated against the criteria outlined in Annexure-6.
    - b. To be declared technically qualified, a bidder must obtain a minimum of 70% marks in the category for which they are submitting a bid (i.e., Category 1 or Category 2). In case a bidder is submitting bids for both categories, they must score at least 70% marks in each category.  
The Committee reserves the right to revise the minimum qualifying marks criteria at its discretion.
- i) The TEC may request written clarifications deemed necessary, with bidders required to submit details within specified timelines. Failure to comply will result in bid rejection.
- j) TEC reserves the right to seek clarifications on the already submitted documents. Additional documents may be asked in this regard.
- k) Declaration of Technically Qualified Bidders  
A bidder shall be declared technically qualified by the Technical Evaluation Committee (TEC) only if the bidder:
  - a. Successfully meets all the Pre-Qualification (PQ) criteria; and
  - b. Scores a minimum of 70% marks in Category 1 or Category 2, depending on the category for which the bid is submitted.  
In case a bidder is submitting bids for both categories, they must score at least 70% marks in each category to be considered technically qualified.
- l) Technically qualified bidders will be eligible for the subsequent Financial Evaluation.

## **8.2 Financial Evaluation**

- a) On the designated day and time, the Detailed Financial Bids (Annexure-8: Financial Bid) of only those bidders who have satisfied all eligibility criteria and successfully passed the Technical Evaluation Stage will be opened electronically. Representatives of the technically qualified bidders may be present during this process.
- b) If NICSI considers necessary, revised Financial Bids could be called from the eligible Bidders, before opening the original financial bids for recommending final empanelment.
- c) In the event of revised financial bids being called, the revised bids must not be higher than the original bids. Any such bid will be rejected.

- d) The quoted rates will be applicable across all locations in India.
- e) The combined panel size shall be as follows:
  - i. General (Bidders apart from MSE and Start-up): Upto 10 agencies will be empaneled
  - ii. MSE/Start-up: Upto 10 agencies will be empaneled.
- f) The final rates submitted by the bidders must be in percentage point which can also be up to 2 decimal points only.
- g) The FEC will examine all financial bids and seek clarifications if necessary. Below are a few reasons that may lead to the rejection of financial bids:
  - i. Bids found lacking in strict compliance to the Detailed Financial bid format (Annexure-8) shall be rejected straightaway.
  - ii. Quoting NIL or '0' (Zero) value of an item with a view to subverting the Empanelment process shall be rejected straight away and NICSII shall execute Bid Securing Declaration of such bidders.
  - iii. Any quotation below 4.85% for the agency fee in a given category shall lead to cancellation of the bid for that category. If the bidder quotes below 4.85% in both categories, the entire bid shall be rejected.
  - iv. NICSII reserves the right to reject the bid of a bidder if there is a wide disparity in the category-wise or sub-category-wise percentages.
- h) Further FEC will rectify Arithmetical error, if necessary, on the following basis.
  - i. If there is a discrepancy between the percentage quoted in figures and words, the percentage in words shall prevail.
- i) After evaluation, the Financial Evaluation Committee (FEC) will identify the L1 rate separately for each Category (i.e., one L1 rate for Category 1 – Office Support Services and one L1 rate for Category 2 – Project Management Support & Rollout Services).
  - i. The bidder whose financial bid is deemed correct and who has quoted the lowest agency percentage for a particular category will be declared L1 for that category.
- j) Agency Percentage for Sub-Categories:  
The agency percentage quoted and finalized for a category shall uniformly apply to all its sub-categories, and no separate agency percentage shall be quoted or considered for individual sub-categories.
- k) The Financial Evaluation Committee reserves the right to negotiate with the respective L1 bidder of that category.
- l) For each category, once L1 is identified:
  - i. The bidder quoting the second-lowest agency percentage for that category will be declared L2 for that category and will be asked to match the L1 rate of that category within a prescribed timeframe.
  - ii. If L2 does not agree to match the L1 rate for that category, then L3 of that category will be asked, and so on in succession, until the required panel size for that category is achieved.
  - iii. This process will be done independently for each category till the desired number of empanelment is achieved.
- m) If none of L2, L3, L4, etc. in a category agree to match the L1 rate for that category, then only the L1 bidder may be empanelled for that category.
  - i. The decision of NICSII as per the above process will be final and binding, and no representation of any kind shall be entertained.
- n) In the event of a tie (i.e., two or more bidders quoting the same agency percentage), the following tie-breaker criteria will be applied sequentially:
  - i. The bidder scoring higher marks in the technical evaluation shall be given a higher rank.
  - ii. If the technical scores are also the same, the bidder with the higher average annual turnover from manpower services during the last five financial years will be given the higher rank.
- o) If there is only one bid, NICSII reserves the right to process the single bid or take recourse to

the process of re-empanelment/re-tendering.

- p) NICS I reserves the right to use this Empanelment to service its clients'/NIC/NICS I needs.
- q) No enquiry shall be made by the bidder(s) during the course of evaluation of the Empanelment, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and office of NICS I can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time else bid of such defaulting bidders will be rejected.

## 9. EMPANELMENT

### 9.1 Signing of Contract

- a) Empanelment will be initially for a period of 03 (three) years extendable for next 01 (one) more year [3+1] , solely at the discretion of NICS I on same terms and conditions or additional mutually agreeable conditions.
- b) The empanelment letter will be issued for an initial period of 03 (three) years. After a periodic review, the empanelment may be renewed for 01 (one) year, subject to satisfactory performance.
- c) During the tenure of empanelment, NICS I will conduct periodic reviews of the empaneled vendors and reserves the right to remove any vendor based on performance or non-compliance with the terms and conditions of the contract.
- d) NICS I will form a panel of Agencies as detailed below:

Sl. No.	Categories	Agencies other than MSE's/ Start-up companies	MSE's/ Start-up companies
1	2	3	4
1	Office Support Services	Upto 10 (Ten)	Upto 5 (Five)
2	Project Management Support & Rollout Services	Upto 10 (Ten)	Upto 5 (Five)

*In case of non-availability of sufficient vendors for empanelment as required in Col. 3 and 4 of the Table above, NICS I reserves its right to empanel additional agencies from other category of Agencies as may be available i.e. If sufficient agencies are not available under Col.3, Agencies of Col.4 can, if available, be empanelled to cover the shortfall in Col.3 and vice versa.*

- e) NICS I reserves the right to modify the number of empaneled vendors or the distribution across Service Groups based on the quality of proposals received and the strategic needs of the organization. Empaneled vendors will be expected to adhere to the terms and conditions outlined in the contractual agreement with NICS I.
- f) The empanelment is for the exclusive use by both NICS I and NIC for their users/departments. This empanelment cannot be used by any vendor/user/department directly without the written permission of the Competent Authority NICS I.
- g) The rates finalized shall remain valid during empanelment/extended empanelment.
- h) The incidental expenses of execution of agreement/contract shall be borne by the empanelment vendor.
- i) After empanelment, selection procedure for issuance of Work Order / Purchase Order will be at the sole discretion of NICS I/User Department. The Bidder will provide services as per NICS I/User Department's requirements.
- j) Escalation Matrix for Problem solving: The Empanelled agency should provide an escalation matrix for problem resolution to the user by providing the Names, Designations, Contact

Number(s) and Email ID's of the persons to be contacted. The Empanelled agency should also provide website URL for such purpose.

- k) On written communication from NICSI for having qualified for empanelment the bidder shall sign contract (letter of empanelment) within 7 days of such communication. Failing which the offer shall be treated as withdrawn and NICSI shall execute Bid Securing Declaration.
- l) Empanelled agencies must honour all RFE/empanelment conditions and adherence to all aspect of fair-trade practices in executing the purchase orders placed by NICSI on behalf of its clients. Failing this, NICSI may execute Bid Securing Declaration and stop further participation of such agency(ies) in NICSI empanelment/tendering process as per the Bid Securing Declaration.
- m) In the event, an Empanelled Company or the concerned division of the Company is taken over /bought over by another company, all the obligations and execution responsibilities under the agreement with NICSI, should be passed on for compliance by the new company in the negotiation for their transfer.
- n) During the empanelment, NICSI may ask the agency to submit the supporting documents which may be required to ensure that the empanelment terms and conditions are fulfilled.
- o) The agency should not assign or sublet the empanelment or any part of it to any other agency in any form. Any such attempt shall result in termination of empanelment and forfeiture of security deposit, revocation of bank guarantees (including the ones submitted for other work orders)
- p) NICSI may, at any time, terminate the empanelment by giving written notice to the Empanelled agency without any compensation, if the Empanelled agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to NICSI.
- q) NICSI may, at any time, terminate the empanelment by giving written notice to the Empanelled agency without any compensation, if the Empanelled agency is found to have misrepresented information, engaged in unethical practices, or failed to perform as per the agreed terms. Such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to NICSI.
- r) Reasons for rejecting empanelment/bid will be disclosed to a bidder only where written enquiries are made.
- s) NICSI may verify the CA certificate along with required supporting documents submitted as part of bid by the bidder 'as and when required' during bid evaluation or/and the course of empanelment.
- t) During the tenure of empanelment, NICSI will conduct periodic reviews of empaneled vendors and reserves the right to add new vendors under the following conditions:
  - i. To meet any emergent or unforeseen needs.
  - ii. To ensure continuity of service in case of unsatisfactory performance by the existing empaneled vendors.

## **9.2 Security Deposit for Empanelment**

- a. Selected bidder(s) must submit the security deposit in the form of an unconditional and irrevocable Bank Guarantee or eBank Guarantee, from a scheduled Commercial bank in the name of National Informatics Centre Services Inc. (NICSI), New Delhi.
- b. Empanelled agency shall be required to submit Security Deposit within 14 days of issuance of Empanelment letters by NICSI. Empanelment will not be activated till

Security Deposit is submitted.

- c. The Security Deposit shall remain valid for a period of **15 months** in addition to the empanelment duration.
- d. **The Security Deposit amount for the empanelment is**

S No.	Category	Security Amount (INR)
1	Office Support Services	25 Lakhs
2	Project Management Support & Rollout Services	25 Lakhs

- e. In the event of default/delay in submission of security deposit within the stipulated time, the agency shall be liable for a penalty amounting to 0.01% (Zero Point Zero One Percent) of the Security Deposit value per day delay with a Maximum penalty capping of 1% (One Percent) of security Deposit value.
- f. NICS I will have the right to forfeit the security deposit if the empanelled agency fails to meet the terms and conditions of the RFE document or fails to perform any other obligation under the contract, fails to execute the work orders issued by NICS I.
- g. Apart from this NICS I also reserves the right to cancel the empanelment / purchase / work order of the selected agency in case of repeated default.
- h. In the event that NICS I extends the empanelment beyond 2 years, the selected agency must submit a fresh Security Deposit within **14 days** of receiving the letter of extension from NICS I. The validity of this new Security Deposit shall be **15 months** from the day of extension.
- i. Security Deposit would be returned (without any accrued interest) only after successful completion of tasks/deliverables assigned to them as per PO and only after adjusting/recovering any dues recoverable/payable from/by the Service Provider on any account under the contract.
- j. The security deposit will be released without any accrued interest after the empanelment or execution of all pending POs whichever is later.
- k. If the security deposit is not refunded and is held back on account of any dispute, no interest shall be payable to the Bidder on the Security Deposit until the resolution of the dispute, if any.

### 9.3 Performance Bank Guarantee (PBG)

- a. The selected Service Provider shall be required to furnish a **Performance Bank Guarantee (PBG)** equivalent to **04% (Four Percent)** of the Work Order/Purchase Order value within 28 days of issuance of PO by NICS I
- b. PBG will be in the form of an unconditional and irrevocable Bank Guarantee or eBank Guarantee, from a scheduled Commercial bank in the name of National Informatics Centre Services Inc. (NICS I), New Delhi.
- c. PBG should remain a period of 60 (Sixty days) beyond the date of completion of all contractual obligations of the agency for that project.
- d. The requirement to furnish a Performance Bank Guarantee (PBG) is waived for work orders where the final delivery date falls within one month from the date of the work order. Any liabilities arising from such work orders will be recovered from the security deposit.
- e. PBG must be submitted after award of contract but before signing of contract.
- f. The successful service provider must renew the PBG on same terms and conditions for



the period up to contract including extension period, if any.

- g. PBG would be returned (without any accrued interest) only after successful completion of tasks/deliverables assigned to them as per PO/WO and only after adjusting/recovering any dues recoverable/payable from/by the Service Provider on any account under the contract.
- h. NICS I will have the right to forfeit the PBG along with the Security Deposit without assigning any reasons if selected agency defaults or deemed to have defaulted or in case of non-acceptance of purchase orders and thereafter the empanelment will be cancelled.
- i. In the event of default in submission of PBG within the stipulated time, the agency shall be liable for a penalty amounting to 0.1% (Zero Point One Percent) of the PO value per day of delay with a maximum penalty capping of the PBG value. No payment against the PO will be made till the PBG is submitted. *This condition shall not be applicable in cases where exemption from submission of PBG has been provided as per clause mentioned above.*
- j. In the event wherein a PO/WO is released by the Purchaser for project renewal, or a fresh PO/WO is released, the bidder shall ensure extension/submission of PBG with 28 days of issuance of the PO/WO.

#### **9.4 Information Security**

- a. Service Provider shall not carry and/or transmit any material, information, application details, equipment or any other goods/material in physical or electronic form, which are proprietary to or owned by NICS I, out of premises without prior written permission from NICS I.
- b. Service Provider acknowledges that NIC's business data and other NICS I proprietary information or materials, whether developed by NICS I or being used by NICS I pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to NICS I; and Service Provider agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Service Provider to protect its own proprietary information.
- c. Service Provider recognizes that the goodwill of NICS I depends, among other things, upon Service Provider keeping such proprietary information confidential and that unauthorized disclosure of the same by Service Provider could damage NICS I and that by reason of Service Provider's duties hereunder. Service Provider may come into possession of such proprietary information, even though Service Provider does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Service Provider shall use such information only for the purpose of performing the said services.
- d. Service Provider shall, upon termination of this agreement for any reason, or upon demand by NICS I, whichever is earliest, return all information provided to Service Provider by NICS I, including any copies or reproductions, both hardcopy and electronic.
- e. The Appointed agency will not disclose any information, to anyone in any form about software, hardware, network topology, IP Schema, and network security policies of



NICSI/user. Information disclosure to anyone shall be only with prior written consent of NIC/NICSI/User.

- f. NDA needs to be signed as per annexure -10

## 10. PLACEMENTS OF WORKORDERS

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- i. Only NICS/NI is authorized to place Work Orders under this empanelment. User departments or ministries that wish to deploy manpower using this empanelment must coordinate directly with NICS to initiate the process.
- ii. NI/NICS may place work orders on empanelled agencies for its own requirements or for projects on behalf of its clients. Work may be awarded on a Man-Month basis. This empanelment is for support services only; orders cannot be placed in Project Mode under this empanelment.
- iii. This RFE is for empanelment of multiple agencies. NICS/User will follow the NICS SOP (available on its website) for selection and award of projects (purchase orders)/work to any empaneled vendor.
- iv. Work Order may encompass the complete scope of work or may require few services. Depending on requirement, the work orders may be placed to anyone of the empanelled agency; more than one depending on the project requirement or the TOR may be given to more than one empanelled agency for their proposals for the specific scope of work using the rates agreed upon. In the document, work order can be read as work order/Purchase order.
- v. On receipt of request from a User department, NICS would inform the User Department/ Agency/Institution about the Empanelled agencies and GFR compliant procedure followed in the empanelment.
- vi. In case User Department clearly and specifically states in writing the name of a particular agency, NICS may assign the work to that agency. In such cases, the responsibility for adhering to relevant financial/procurement rules would be that of Department concerned.
- vii. Manpower requirements will be forwarded to NICS by user department for issuance of Proforma Invoice (PI).
- viii. Once the requisite funds are transferred to NICS against issued PI, Work Order will be placed on selected agency as per terms and conditions of empanelment and scope of work.
- ix. In addition to NDA signed along with empanelment, for every Work Order issued by NICS to the selected Empanelled vendor, the vendor needs to sign a mutually agreed Non-Disclosure Agreement (NDA) with the User Department. Such NDA shall be mutual and subject to standard confidentiality exclusions and with a clear survival period. A copy of the signed NDA shall be provided by the selected Empanelled vendor to NICS/ NI for record keeping / reference purpose.
- x. NICS/NI may issue a Work Order (WO) to empaneled vendors up until the last day of the empanelment period, with the duration of the WO extending up to a maximum of one year beyond the empanelment end date. On the same rate and terms and condition. However, no new Work Orders will be issued after the empanelment period has concluded.

## 11.DELIVERY OF SERVICES

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- (i) The empanelled agency will undertake all the indicative activities defined in the detailed Scope and any other associated activities.
- (ii) To discharge its responsibility, the agency will deploy experienced people with proven competence and rich working experience.
- (iii) In case additional resources or services need to be added by the user department during the empanelment tenure, which are not listed in this RFE document, a quotation for that specific work/resources/service can be obtained from empanelled vendors only. The order will be awarded to the lowest quoted vendor. If it becomes a recurring requirement, the new service/project requirement will be added to this empanelment, and bidders who agree to match the L1 (lowest) quote will be empanelled for that new service/project.

## 12. DEPLOYMENT OF MANPOWER/RESOURCES

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### 12.1 Manpower/ Resources Related Terms & Conditions

- a) It is the responsibility of vendor that prior to the deployment; it shall undertake all required verification of the resources considering both this empanelment and project specific requirement(s). The manpower provided by the vendor shall work as per user department's work schedule.
- b) NICS/ NIC/ User Department shall examine the qualification, experience etc. of the personnel provided before/ during they are put on area positions. The selected vendor has to take approval for the staff deployed from NICS/ NIC/ User department before deployment. NICS/ NIC/ User department has every right to reject the personnel, if the same is not acceptable, before or after commencement of the awarded work/ project.
- c) The professionals deployed by the vendors for project requirements/ assignments should have requisite qualifications and experienced with specialization in identified required technologies. The Non-Technical resources deployed by the selected vendor should be well versed (both reading and writing) with target Language. The staff provided by the bidder will perform their duties in accordance with the instructions given by the officers of NICS/ NIC/ User department from time to time.
- d) The manpower provided by the agency shall work as per user department's work schedule.
- e) The salary specified in Annexure 11 is consolidated, inclusive of all statutory and customary deductions,
- f) ID Card: The vendor must provide ID cards to all its resources deployed at the client location. The ID cards must prominently display the resource's name, contact information, and the vendor company's name.
- g) Email ID: The vendors are required to provide deployed resources with official email addresses using the vendor's domain name upon request by the resource.
- h) **Salary Slip :** The vendor must provide a detailed salary slip every month to all resources deployed at the client location. The salary slip must include a clear breakdown of salary components and deductions.
- i) **Form 16:** The vendor must provide Form 16 to all resources deployed at the client location.
- j) If the User Department/ NIC/ NICS so recommends, a deployed resource must be replaced by the agency within a period of 10 working days.
- k) At no time there be more than 10% of the provided manpower on leave or absent from the duty.
  - I. In case of long-term absence due to sickness, leave etc., if user demands, the selected vendor shall ensure replacements and manning of all manpower posts by without any additional liabilities to NICS/ NIC/ User department.
  - II. Substitute will have to be provided by the selected vendor against the staff proceeding on leave/ or remaining absent.
- l) Vendor needs to inform User Department/ NIC and NICS, 1(one) month [WO end date or 1 month, whichever is lesser] in advance before the deployed manpower will leave any ongoing project (under any circumstances).

**Note:** It will be the responsibility of the vendor to make necessary changes in the existing contract/ agreement with the manpower, before deployment of him/ her in the project.

- m) Depending upon the nature and complexity of the Application Software work/ project assigned to the selected Vendor under the Empanelment, various website support resources would be required to be deployed on-site/ off-site by the firm/ Vendor.
- n) Compliance with Labour Laws:  
The vendor must strictly adhere to all applicable labour laws and regulations in force. This includes but is not limited to working hours, leave policies, and any other provisions stipulated by relevant labour legislation.
- o) Health Insurance Benefit:  
The empaneled vendor is obligated to provide minimum comprehensive Health Insurance, covering medical expenses arising from illness or accidents, for all resources deployed by the respective bidders. The entire cost associated with the Insurance is the sole responsibility of the vendor. For married resources, the insurance coverage extends to 2+2 i.e., including the employee, their spouse, and up to two dependent children (up to 25 years age). For unmarried resources, the coverage includes the employee. The employees can get their dependent parents also insured on full payment by the employee. The empaneled vendor will ensure to have an arrangement with their insurance company wherein an employee on payment basis can get his parents insured under the similar insurance scheme/plan in which the employee is being covered.  
**Sum Insured: Rs 5,00,000/- per employee.**
- p) Hospitalization: In the event that a deployed resource is hospitalized for an extended period or is unable to report to the deployment location/office due to doctor-recommended bed rest or any other compelling medical reason, the vendor is required to provide a replacement for that resource.
- q) Timely Salary Disbursement:  
This clause aims to ensure that salary disbursement is done in a timely manner, and any deductions are communicated in advance, providing transparency and accountability in the payroll process. Failure to comply with these provisions may result in penalties.
- i. Timely Salary Disbursement:  
Under no circumstances should the salaries of the resources deployed by the vendor be delayed beyond the 7th of each month. The vendor is required to ensure prompt and timely salary disbursement.
  - ii. MPR (Monthly Performance Report) Sign-off:
    - The MPR cycle will cover the full calendar month, from the 1st to the last day of each month (30th, 31st, or as applicable).
    - The failure to obtain the signed Monthly Performance Report (MPR) from the user is not considered a valid reason to withhold the salary of the deployed resources.
  - iii. User Responsibility for MPR:
    - It is the user's responsibility to provide MPR to the vendor by 1<sup>st</sup> working day of each month, in case of any delay, vendor may make payment based on last MPR. User will have to pay NICSI accordingly.
  - iv. User Responsibility for Deductions:
    - It is the user's responsibility to inform the vendor in advance, by the 5th of the month, in case of any salary deductions for a particular resource.

- If the user informs the vendor about any salary deduction after the 5th of the month, the deduction will be implemented from the following month's salary of the concerned resource.
- r) The deployed supporting staff shall be entitled to a maximum of eighteen (18) days of leave in a calendar year, calculated at the rate of 1.5 days per completed month on a pro-rata basis. A maximum of five (05) days of leave may be availed at a time. Unavailed leave shall not be carried forward to the next calendar year or to any subsequent assignment/project. The work week may consist of five (05) or six (06) days, as per client requirements, and working hours shall be determined by the client.
- s) Compensatory off is also available in case of work during holidays.
- t) Maternity Leave Benefit:  
As per the Maternity Benefit Act, 1961 and Section 2(g) of the CLRA Act the Principal Employer (user department) is responsible for ensuring that maternity benefits are provided to eligible female contract workers engaged through this empanelment. This includes paid maternity leave, medical bonus, and other entitlements as mandated by the Act. Accordingly, the liability for maternity benefits lies with the user department (Principal Employer).  
In case the user requests a replacement for a resource proceeding on maternity leave, the user shall bear all expenses and payments associated with the deployment of the replacement resource.
- u) The salary mentioned in Annexure 11 refers to the in-hand salary for the resources, which must be credited directly to the resource's bank account. Only deductions for ESIC (if applicable) and EPF, or any other future government-mandated compliance from the employee's share, are allowed. Any other deductions from employee's share will result in penalties. In all reported cases, penalties will be imposed at the rate of INR 100 per day per resource until the incorrect deduction is rectified, and the deducted amount is returned to the concerned resource. This penalty will apply from the date the discrepancy is identified until the resolution is confirmed.
- v) NICS I reserves the sole right (based on user recommendation) to provide slab/post upgradation, including promotion, to manpower deployed through this RFP.

## **12.2 Leave Policy for Deployed Manpower/Resources In T&M Mode**

- a) The Resources should be stationed in NICS I/ NIC/ User department/ Project Location for the entire project period (as per project requirement). The Resource has to follow the working hours, working days and Holidays of NICS I/ NIC/ User department.
- b) Resource shall get prior approval of NICS I/ NIC/ User department before leaving NICS I/ NIC/ User department/ project location as the case may be. Leave entitlement and computation will be effective from date of start of project. The resources can avail maximum 18 leaves per year on pro-rata basis. These leaves are to be availed during the year, if not availed, shall not be carried forward to the next duration (leaves will expire). No payment shall be made against un-availed leaves.
- c) Leave cannot be claimed as an employee's right. Except in case of emergencies, all leave will be granted subject to organization's requirements. A situation will be considered an emergency on a case-by-case basis and will be decided by the Nodal Officer of NICS I/NIC/User department/Project Head.

### **12.3 SCREENING TEST OF VENDOR'S MANPOWER**

- a) Before deploying manpower, NICSI will conduct a screening test as per the requirements. It is mandatory for the offered manpower to pass this screening test.
- b) The screening test shall be valid for the duration of the empanelment or till the resource is with the same vendor.
- c) Empanelled vendor to ensure to provide quality manpower. The vendor must ensure quality of the manpower by conducting similar screening examination at their end.

## 13. GENERAL TERMS & CONDITIONS

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### 13.1 General Conditions

- a) Restrictions and Penalties on Unauthorized Direct Engagement
  - i. If any empanelled vendor intends to engage directly with any Government Department(s), Ministry(ies), Public Sector Undertaking (PSUs), Public Sector Bank (PSB) or other Government entity(ies) (hereinafter referred to as "User Department") using this empanelment (for execution of projects or issuance of work orders/purchase orders), the empanelled vendor must obtain explicit prior written permission from NICSI. Upon granting such permission, NICSI shall levy a usage fee amounting to 5% of the total value of the order(s) placed by User Department to the empanelled vendor under this empanelment (rate contract). The empanelled vendor shall also be required to submit quarterly returns/reports detailing the work orders or sanction letters received by them directly from the User Department.
  - ii. Any empanelled vendor engaging directly with User Department under this empanelment without obtaining prior written permission from NICSI, shall be liable for penal action, including debarment from future empanelment(s) for a period as determined by NICSI. Such unauthorized engagement may also result in invocation of the exit clause, forfeiture of Security Deposit and/or Performance Bank Guarantee (PBG), and immediate termination of the empanelment agreement.
- b) Consortiums are not allowed for the scope of this RFE.
- c) All panel agencies automatically agree with NICSI for honouring all aspects of fair-trade practices in executing the work orders placed by NICSI.
- d) All the deployed requisite manpower by the empanelled agency against various work orders as per the terms and conditions of the RFE must be an employee of the empanelled agency and no subcontracting is allowed.
- e) The agency must have proven IT enablement through which NICSI should be provided access to view individual work order details, payment of salaries/wages for the deployed manpower. NICSI may ask the bidders to demonstrate their capability as per this clause at point in time during the empanelment.
- f) In the event of the bidding company's or the concerned division of the company being taken over/bought over by another company, it shall be ensured in the negotiation for their transfer that all the obligations under the agreement with NICSI, are passed on for compliance by the new company/new division.
- g) The selected bidder will be responsible for any damage to equipment, property and third party liabilities caused by acts on the part of its deployed manpower. All equipment will be used only for the purpose of carrying out legitimate business and will not be put into any other use.
- h) NICSI will be free to allocate the work to any of the empaneled agencies.
- i) The agency should furnish copies of all appointment documents of the deployed manpower to NICSI for its records from time to time.
- j) The empaneled agencies will be required to undertake the work in any part of India.
- k) Work order will be placed on the empaneled bidder(s) in hardcopy format or in softcopy mode either through e-mail containing the scanned copy of the Work Order or an alert through e-mail for downloading the Work Order from the official Web Site of NICSI.
- l) Objection, if any, to the Work Order must be reported to NICSI by the selected bidder



within two (2) working days counted from the Date of Issue of Work Order for modifications, otherwise it is assumed that the selected bidder has accepted the Work Order in totality. This is applicable in case of electronic publishing/delivery of Work Order also.

- m) The bidder will get the police verification done of the deployed manpower on request by user.
- n) Retaining a candidate deployed by the agency shall be the prerogative of NICSI and no resource change shall be made without written consent of the concerned Project Coordinator/NICSI.
- o) For the manpower deployed, the bidder will keep with them, their Aadhaar Number, Permanent Account Number (PAN), present and permanent address, educational and technical qualification details, character verification certificates, specimen signature and two passport size photographs and furnish these details/information to NICSI at the time of deployment or soon thereafter as the case may be.
- p) The bidder shall be solely responsible for discharge of all the legal obligations/statutory requirements under various labour legislations as may be in force from time to time in so far as the workmen engaged by him for this work are concerned. Such deployed manpower or the bidder will have no right or claim of any kind from NICSI.
- q) Staff of the agency must carry Identity card issued by the agency while on duty at NICSI/ NIC/User Department. Be it private or public areas, the employees are to be frisked/checked by the security personnel, both while entering and leaving the premises.
- r) The empanelment will be reviewed annually to assess the performance of vendors based on various criteria, including the number of orders, total Work Order value, number of defaults, penalties, complaints/issues raised by stakeholders, etc. NICSI reserves the right to suspend/discontinue the empanelment of non-performing vendors. Their security deposit will be refunded after the execution of their existing Work Orders as per the terms and conditions of the empanelment.
- s) Additionally, during the annual review, any changes to the status of the company as per the mentioned act/guidelines will be assessed. If their status changes (e.g., they no longer qualify as an MSE or Start-up) during the empanelment, their empanelment will be suspended/discontinued. They will be required to complete their ongoing assignments, and their security deposit will be refunded after the execution of their existing Work Orders, in accordance with the terms and conditions of the empanelment.
- t) NICSI will not reimburse any amount, other than the value/amount approved in the RFE finalized, towards any statutory contributions which Government may make it mandatory or introduce in future. These issues must be settled between the empanelled agencies and the manpower supplied by them from time to time as per the government rules and regulations.
- u) The responsibility of fulfilling the requirements of EPF, ESIC and other allowances of the deployed manpower shall be of the empanelled agency. NICSI shall remain indemnified of any conflict of such nature arising between the agency and its employees. However, NICSI may ask the empanelled agency to submit documentary proofs of such nature along with the monthly bills raised by the Agency.
- v) The selected bidder will provide escalation matrix for problem resolution.
- w) Bid documents submitted by the bidder in hard copies (if any, as per the requirements of the RFE document) have to be signed and stamped by the authorized signatory of the bidder.
- x) The bidder must comply with the guidelines and requirements of OM no. 6/18/2019-PPD dated 23rd July 2020 issued by Department of Expenditure, Ministry of Finance,

Government of India. These guidelines impose restrictions on public procurement from entities based in countries that share a land border with India.

- y) This empanelment is for exclusive use of NIC/NICSI for their own or client's projects. Empanelled vendors are strictly prohibited from using this empanelment to deploy resources or provide services to any client directly on their own. Violation of this clause may result in taking legal action, imposing penalty, and forfeiting of Security deposit and/or PBG.
- z) The annual rate revision for deployed resources shall take effect on the predetermined date.

### **13.2 Applicable Law**

The Agreement/Contract/work-order will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

The bidder and their deployed personnel either during the contract or after its completion, shall not disclose any proprietary or confidential information relating to the services, contract or business or operations of NICSI without the prior written consent of NICSI.

### **13.3 LABOUR LAWS**

- a) The empanelled vendor shall, and hereby agrees to, comply with all the provisions of Indian Labour Laws and industrial laws in respect of the manpower employed thereof.
- b) The vendor shall be solely responsible for the payment of wages to the deployed manpower and ensure its timely payment thereof.
- c) The vendor shall also ensure compliance to the following labour legislations:
  - i. Minimum Wages Act \*
  - ii. Employees Provident Fund Act
  - iii. Employees State Insurance Act \*
  - iv. Workmen's Compensation Act, if the ESI Act does not apply \*
  - v. Maternity Benefit Act.
  - vi. Payment of Gratuity Act.
  - vii. Any other laws, as applicable, time to time\*

*\*Applicable as per respective state*
- d) The vendor shall be solely responsible to adhere to all the rules and regulations relating to labour practices and service conditions of its workmen and at no time shall it be the responsibility of NICSI.
- e) The resources deployed under this empanelment should be on pay roll and full-time employee of the empanelled vendor.
- f) It is expressly understood and agreed to between the parties to this agreement that the manpower deployed by the agency shall be the employees of the agency for all intents and purposes. In any case, there shall not be a relationship of employer and employee between the NICSI/NIC/user department and the said manpower.

- g) The manpower employed by the agency shall have no right, whatsoever, for any appointment in the NICSI/NIC/user department in temporarily /ad-hoc/daily wages/regular capacity on the basis of their work in the NICSI/NIC/user department
- h) The said manpower/workmen are not entitled for any claim, right, preference, etc. over any job/regular employment of NICSI or NIC or its users. The agency or its workmen.
- i) shall not at any point of time have any claim whatsoever against NICSI/NIC/User Department. The Agency should submit undertaking received from the respective deployed manpower in NICSI/NIC/User Department regarding the same.
- j) The Agency should submit undertaking received from the respective deployed manpower in NICSI/NIC/User Department regarding the same along with Employment certificate by HR issued to those manpower(s).
- k) In case any employee of the agency so deployed enters in dispute of any nature whatsoever, it will be sole responsibility of the agency to contest the same at appropriate forum(s).
- l) Contract Labour Compliance
  - i. As per the Contract Labour (Regulation and Abolition) Act, 1970, the user department shall be considered the Principal Employer for its respective establishment(s).
  - ii. A Principal Employer is an organization or entity that engages contractors to carry out work on its behalf. Accordingly, for manpower deployed through this empanelment, the specific user department (e.g., Ministries, Departments, academic institutions, etc.) utilizing the resources shall act as the Principal Employer and must comply with the provisions of the Contract Labour (Regulation and Abolition) Act, 1970.

#### **13.4 LIMITATION OF LIABILITY**

- a) Except conditions enumerate in Indemnity Clause, the damage caused by the empanelled vendor to User Department / NICSI / NIC under any work order issued pursuant to this empanelment, the empanelled vendor shall be liable to end user / NICSI / NIC for damage and loss to the maximum extent of the work order value. However, the total value of damages, during the period of empanelment that can be levied on the empanelled vendor shall not exceed the total contract value of the work entrusted to them.
- b) Empanelled Vendor shall be liable for all acts of omission and commission by its employees deployed under this empanelment and User Department / NIC / NICSI stand and insulation against aggrieved third-party complaints against any civil or criminal actions of the empanelled vendor or its employees.
- c) In no event will empanelled vendor be liable for any incidental, indirect, special or consequential costs or damages including, without limitation, downtime cost, unavailability of or damage to data, or software restoration. To the extent allowed by local law, these limitations shall apply regardless of the basis of liability, including negligence, misrepresentation, breach of any kind, or any other claims in contract, tort or otherwise."

### **13.5 INDEMNITY**

- a) The vendor shall indemnify NICSI/NIC against any liability incurred by NICSI/NIC on account of any default by the vendor or manpower deployed by it.
- b) The selected vendor shall indemnify and defend the NICSI/User departments against all third-party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware, documents, other artefacts, deployed resources and related services or any part thereof ("Deliverables"). The selected vendor shall have no obligations with respect to any claims to the extent such claim results from:
  - i. the selected vendor's compliance with NICSI/User departments specific technical designs, specifications or instructions where the selected vendor has notified NICSI / User department in writing (with proper reasons) prior to implementation of such specific technical designs, specifications or instructions that the implementation of such specific technical designs, specifications or instructions will result in infringement claims;
  - ii. inclusion in a Deliverable of any content or other materials provided by NICSI/User departments and the infringement relates to or arises solely from such NICSI/User departments materials or provided material;
  - iii. modification of a Deliverable after delivery by the selected vendor to NICSI/User departments if such modification was not made by or on behalf of the selected vendor and the claim arises solely due to such modification;
  - iv. operation or use of some or all of the Deliverable in combination with materials not provided by the selected vendor and the claim arises solely due to such reason; or
  - v. use of the Deliverable for any purposes for which the NICSI/ User department have been advised in advance in writing that the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided by the selected vendor; or
  - vi. use of a superseded release of some or all of the Deliverables or NICSI/User departments' failure to use any modification of the Deliverable furnished under the contract including, but not limited to, corrections, fixes, or enhancements made available by the selected vendor provided that such modifications or new releases are made available by selected vendor free of cost and the use of such
  - vii. modifications or new releases does not adversely impact the performance / service levels
- c) NICSI/User department stand indemnified from any employment claims that the hired manpower /Resources / vendor's manpower may opt to have towards the discharge of their duties in the fulfilment of the Work Orders.
- d) Each party also stands indemnified from any compensation arising out of accidental loss of life or injury sustained by such party's manpower while discharging their duty towards fulfilment of the Work Orders caused by the negligence or wilful misconduct of the other Party or its agents and representatives.

### **13.6 INTELLECTUAL PROPERTY RIGHTS**

- a) Subject to the other provisions contained in this Clause, the Empanelled Vendor shall agree that all deliverables created or developed by the Empanelled Vendor, specifically for the User Department/NIC/NICSI, together with any associated copyright and other

intellectual property rights, shall be the sole and exclusive property of National Informatics Centre (hereafter NIC).

b) The User Department/NIC/NICSI shall acknowledge that:

- i. In performing services under the Contract, the Empanelled Vendor may use Empanelled Vendor's proprietary materials including without limitation any software (or any part or component thereof), tools, methodology, processes, ideas, know-how and technology that are or were developed or owned by the Empanelled Vendor prior to or independent of the services performed hereunder or any improvements, enhancements, modifications or customization made thereto as part of or in the course of performing the services hereunder, ("the Empanelled Vendor's Pre-Existing IP").
- ii. Notwithstanding anything to the contrary contained in the Contract, the Empanelled Vendor shall continue to retain all the ownership, the rights title and interests on all the Empanelled Vendor's Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting the Empanelled Vendor from using the Empanelled Vendor's Pre-Existing IP in any manner.
- iii. If any of the Empanelled Vendor's Pre-Existing IP or a portion thereof is incorporated or contained in a deliverable under the Contract, the Empanelled Vendor hereby grants to the User Department/NIC/NICSI a non-exclusive, perpetual, royalty free, fully paid up, irrevocable license of the deliverables with the right to sublicense through multiple tiers, to use, copy, install, perform, display, modify and create derivative works of any such deliverables and only as part of the deliverables in which they are incorporated or embedded.
- iv. NIC being the owner of all the IPs created in the deliverables, except the Pre- Existing IPs of the Empanelled Vendor used in the development and deployment, shall have exclusive rights to use, copy, license, sell, transfer, share, deploy, develop, modify or any such act that the user department/NIC/NICSI may require or find necessary for its purpose. The IP rights of the /NIC shall indefinitely subsist or continue in all future derivatives of the deliverables.
- v. The Empanelled Vendor or its deployed resources shall have no claims whatsoever on the deliverables and all the IPs created in deliverables or in course of development of the applications except its Pre-Existing IPs for which it shall grant all authorizations to the User department/NIC/NICSI for use as detailed in the Clause b (iii) above.
- vi. Except as specifically and to the extent permitted by the Empanelled Vendor, the User department/NIC/NICSI will not engage in reverse compilation or in any other way arrive at or attempt to arrive at the source code of the Vendor's Pre-Existing IP, or separate Empanelled Vendor's Pre-Existing IP from the deliverable in which they are incorporated for creating a standalone product for marketing to others.
- vii. The User Department/NIC/NICSI shall warrant that the materials provided by the User Department/NIC/NICSI to Empanelled Vendor for use during development or deployment of the application shall be duly owned or licensed by the User Department/NIC/NICSI.

### **13.7 INTEGRITY PACT**

As per Central Vigilance Commission (CVC) guidelines issued vide circular no. 02/1/2017 dated 13.01.2017 and amendment issued from time to time an Integrity Pact should be signed between the prospective vendor and the procurement agency

### **13.8 CODE OF INTEGRITY**

Procuring authorities as well as Consultants, suppliers, contractors, and consultants - should observe the highest standard of ethics and should not indulge in prohibited practices, either directly or indirectly, at any stage during the Procurement Process or during the execution of resultant contracts as per Annexure 8: Code of Integrity

### **13.9 CONFIDENTIALITY**

- a) The empanelled vendor (the "Receiving Party") shall acknowledge and agree to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the NICSI/ user department (the "Disclosing Party"). The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under the Contract/ Agreement.
- b) The term "Confidential Information", as used herein, shall mean all business strategies, plans and procedures, proprietary information, software, tools, processes, methodologies, data and trade secrets, and other confidential information and materials of the Disclosing Party, its affiliates, their respective clients or suppliers, or other persons or entities with whom they do business, that may be obtained by the Receiving Party from any source or that may be developed for the Disclosing Party as a result of the Contract Agreement.
- c) The provisions respecting confidentiality shall not apply to the extent, but only to the extent, that the information or document is: (i) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (ii) subsequently learned from an independent third party free of any restriction and without breach of this provision; (iii) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (iv) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (v) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange (provided, however, that the Receiving Party shall advise the Disclosing Party of such required disclosure promptly upon learning thereof in order to afford the Disclosing Party a reasonable opportunity to contest, limit and/or assist the Receiving Party in crafting such disclosure).
- d) The obligations under this clause shall survive for three years from termination or expiration of this Contract/agreement.
- e) The empanelled vendor and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or business or operations of NICSI or its clients without the prior written consent of NICSI.

- f) The work order/contract with the user department may define more stringent confidentiality obligations depending on the nature of information / data being shared. In such event, the more stringent obligations shall prevail.

### **13.10 NON-SOLICITATION**

The Empanelled vendor and User Department / NICSI each agree that during the term, Empanelled vendor's personnel or User Department / NICSI employee is associated with the services under the Contract and for a period of twelve months after such person ceases to be so associated, neither the Empanelled vendor nor User Department / NICSI shall, directly or indirectly, solicit for hire or knowingly hire or retain such personnel of the other party as an employee or independent contractor, except with prior written consent of the other party.

### **13.11 ARBITRATION**

- i. NICSI and the empanelled vendor/ agency will make every effort to resolve amicably any dispute arising between them under or in connection with the agreement/empanelment/work order/ purchase order etc.
- ii. If any dispute could not be settled between the parties amicably, then such dispute shall be referred to arbitration.
- iii. The authority to appoint arbitrator(s) shall be the India International Arbitration Centre (IIAC). The India International Arbitration Centre shall provide administrative services.
- iv. The award of the arbitration, as the case may be, will be final and binding on both the parties. Such arbitration in all respects will be governed by the provisions of Arbitration and Conciliation Act, 1996 (amended upto date) and the rules made there under.
- v. The arbitration proceedings will be held at India International Arbitration Centre (IIAC), New Delhi, India.
- vi. The fee of the Arbitrator(s) and the administrative charges of IIAC shall be borne equally by the Parties.

In addition, NICSI reserves its rights to deal with dispute resolution as per OM No. F 1/2/2024-PPD dated 03/06/2024 issued by Government of India, Ministry of Finance, Department of Expenditure, Procurement Policy Division or any subsequent modifications made from time to time in this regard.

### **13.12 TERMINATION OF CONTRACT**

#### **13.12.1 Termination by NICSI**

NICSI reserves the right to suspend any of the services and/or terminate this agreement in one or more of the following circumstances by giving 30 days' notice in writing:

- In case NICSI/NIC/User Department finds the illegal use of connections, hardware and software tools that are dedicated to NICSI or its clients only.
- In case the empanelled agency is not meeting the Qualification, experience of the manpower as per the terms and conditions of the RFE or is not delivering the assignment up to the satisfaction of the user department.

NICSI reserves the right to suspend any of the services and/or terminate this agreement in the following circumstances by giving 90 days' notice in writing:

#### **13.12.2 Termination for Insolvency, Dissolution etc.**

NICSI may at any time terminate the contract by giving written notice to the qualified bidder without compensation to the qualified bidder, if the qualified bidder becomes



bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or affect any right of action or remedy which has accrued thereafter to NICS I.

### **13.12.3 Termination for Default**

NICS I may without prejudice to any other remedy for breach of contract, (including forfeiture of security deposit) by written notice of default issued to the empanelled agency, terminate the contract in whole or in part after sending a notice to the empanelled agency in this regard.

- a) If the empanelled agency fails to deliver any or all the services within the time period(s) specified in the contract, or any extension thereof granted by NICS I, or
- b) If the empanelled agency fails to perform any other obligation under the contract.

### **13.12.4 TERMINATION FOR CONVENIENCE**

NICS I may by written notice, sent to the selected bidder, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination will specify that termination is for NICS I's convenience, the extent to which performance of work under the work-order and/or the contract is terminated and the date upon which such termination becomes effective. NICS I reserves the right to cancel the remaining part and pay to the selected bidder an agreed amount for partially completed Services.

### **13.12.5 CONDITIONS FOR TERMINATION**

- a) Upon occurrence of an event of default as set out in above clauses, NICS I will deliver a default notice in writing to the Agency which shall specify the event of default and give the Agency an opportunity to correct the default.
- b) At the expiry of notice period, unless the party receiving the default notice remedied the default, the NICS I may terminate the agreement.

### **13.12.6 NO CLAIM CERTIFICATE**

The qualified bidder shall not be entitled to make any claim, whatsoever, against NICS I /NIC or its clients under or by virtue of or arising out of this contract nor shall NICS I/NIC or its clients entertain or consider any such claim after Bidder shall have signed a "no claim" certificate in favour of NICS I/NIC or its client in such forms as shall be required by NICS I after the works are finally accepted.

### **13.12.7 SUSPENSION**

NICS I may by a written notice of suspension, suspend all payments to the qualified bidder under the contract, if the qualified bidder failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that such notice of suspension:

- Shall specify the nature of the failure and
- Shall request the qualified bidder to remedy such failure within a specified period from the date of issue of such notice of suspension.



### **13.13 EXIT MANAGEMENT**

In the event of end of the project/termination of contract, the vendor should prepare and present a detailed exit plan within five calendar days. The User Department along with user department/NICSI/NIC will review the Exit plan. If approved, the vendor shall start working on the same immediately. If the plan is rejected, the vendor shall prepare alternate plan within two calendar days. If the second plan is also rejected, the user department/NICSI/NIC will provide a plan for the vendor, and it should be adhered to in totality. The Exit Plan should cover at least the following

- a. Execute all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties in respect of all equipment (as applicable).
- b. Handover all developed codes, related documentation and other Configurable Items, if any in his possession.
- c. Handover the list of all IT Assets, passwords at all locations.
- d. The vendor and user department will sign a completion certificate at the end of successful completion (all points tracked to closure) of the Exit Plan.

### **13.14 FORCE MAJEURE**

- a) Force majeure clause will mean and be limited to the following in the execution of the contract/work-orders placed by NICSI:
  - War/hostilities.
  - Riot or Civil commotion.
  - Earthquake, flood, tempest, lightning or other natural physical disaster.
  - Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agencies, which prevent or delay the execution of the order by the agency.

The agency will advise NICSI in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, NICSI reserve the right to cancel the order without any obligation to compensate the agency.

## 14. PAYMENT TERMS

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- a) The payment to the agency will be made on monthly basis depending upon the actual duration of the support services rendered at NICSI/User Office after availing service.
- b) All aspects of service delivery shall be the exclusive responsibility of the vendor.
- c) Proof of Satisfactory Delivery of services duly signed by the NIC/ NICSI Project Coordinator/User Department, should be submitted along with bills.
- d) The agency will submit pre-receipted bills in triplicate (having details of concerned work-order number, Date and Project-Number of NICSI) in the name of National Informatics Centre Services Incorporated, New Delhi along with relevant supporting documents. Payment will be made only upon submission of the Bill along with all the completed documents. An invoice will contain the items ordered under one Purchase Order only. Bill / Invoice shall not be combined for more than one purchase order.
- e) NICSI shall make payments to the vendor after the service is completed for the respective event and client. Bidder will furnish Satisfaction Certificate duly signed by the client along with the bill.
- f) TA/DA shall be payable directly by the client on production of travel documents in original and prior approval of competent authority for undertaking such tour in project interest. TA/DA component reimbursement shall be limited to entitlement of Govt. of India Group-B Officers. However, no TA/DA is admissible for the deployment of agency resources on projects anywhere in India.
- g) Payments shall be subject to deductions of any amount for which the vendor is liable under the empanelment or RFE conditions. Further all payments to agency will be made subject to deduction of applicable penalty and TDS (Tax deduction at Source) as per the income Tax Act, 1961, and other taxes, if any, as per Government of India rules
- h) In case the submission of bills to NICSI, along with the necessary documents, is delayed by the agency beyond 30 days from the date of issue of bill, the entire liability towards payment of interest/penalty to the tax authorities would be on the cost of respective agencies. The entire amount will be deducted from the payment due to respective vendor.
- i) All payments will be made through RTGS only.
- j) GST / Applicable Taxes would be paid as may be applicable from time to time.
- k) The empanelled agency shall timely pay the deployed manpower their monthly salaries / wages and all statutory entitlements like EPF/ESI/Bonus/ Gratuity / Maternity Benefits, etc. as may be applicable and submit the proof of transaction, thereof to NICSI with Vendor Invoices for the processing of the bills.

## 15. PENALTY

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- a) Failure in abiding by the scope of work, for reasons accountable to the vendor, shall render the vendor liable for penalty.
- b) Whether the agencies get their personnel trained after receipt of the work order from NICSI/User or in advance, the support service in response to a work order (viz the deployment of all the manpower resources mentioned in the work-order as per the date-of-joining mentioned against each in the work-order) should start as under:
  - i. **Within 10 days of** the “Date-of-Joining mentioned in the work-order against each support service/positions” in **all the Locations**. Any delay in extending the support service as mentioned above will render the agency liable to pay Penalty Charges @1% per day of the total value (excluding GST etc.) of that resource mentioned in the work-order for next 15 days, beyond which NICSI will be free to cancel the work order and get the work done through alternate sources at the cost and risk of the defaulting agency. The work order will be cancelled and work order cancellation charges @10% of the work order value will be applicable, which will be realized from pending payments of the agency or from the security deposit or by raising claims.
- c) Vendor needs to inform User Department and NICSI, preferably 1(one) month or as early as possible in advance before the deployed manpower will leave any ongoing project (under any circumstances). Vendor will arrange for a replacement.
- d) Replacement/substitute of resource: The Agency will be responsible to provide a suitable substitute in the event of absence of outsourced manpower due to reasons viz. leave, illness, leaving the job due to his/ her personal reasons etc. The delay in providing a substitute beyond 10 working days from the date of intimation to the agency would attract a penalty @1% per day per person on the agency computable from 11<sup>th</sup> day of the absence of the worker. Delay in providing resources beyond the stipulated timeframe, mentioned above, will be counted as a default.
- e) It is the bounden duty of the agency empaneled to regularly pay the deployed manpower their entitlements, such as monthly salaries/wages, before the 7<sup>th</sup> of every month. NICSI expects proactive resolution of any employee-related issues, and any complaints are not anticipated to escalate to NICSI. In the event of a delay in salary disbursement beyond the stipulated date of the 7<sup>th</sup> of every month for any resource, the vendor shall incur a penalty of @1% per day per person for each day of delay. This penalty is applicable from the 8<sup>th</sup> day of the month until the salary is disbursed. Additionally:
  - MPR (Monthly Performance Report) Sign-off: The failure to obtain the signed Monthly Performance Report (MPR) from the user is not considered a valid reason to withhold the salary of the deployed resources. Previous Month’s MPR may be used for the disbursement of Salary for the current month. Any necessary adjustments will be addressed in the next month’s cycle.
  - If the 7<sup>th</sup> falls on a designated holiday, the payment should be processed on the preceding working day.
  - No reason for delay in payment to resource will be acceptable.
- f) The vendor is solely responsible for conducting the initial scrutiny of CVs, as required by the Project Manager/NICSI/user department. Failure to submit CVs or provide manpower in

response to Project Manager/user/NICSI requests on three occasions within a calendar year will result in the Project Manager/NICSI reserving the right to suspend or withhold the vendor's empanelment for a period of 6 months. During this 6-month period, the issuance of new orders to the vendor will be suspended.

- g) The penalty will also be applicable in case of misuse/damage of NICSI/user equipment. The decision of Project Manager /NICSI on the quantum of penalty will be final and binding in such cases. Further, the penalty will be applicable for established negligence of a resource and not for the delay/damage otherwise.
- h) The agency staff would strive to render the support services to the satisfaction of NICSI/user department within the timeline agreed in consultation with NICSI. For three defaults on the time- frame, Project Manager/NICSI will have the option to cancel the contract/work-order and forfeit the PBG/Security Deposit and get the work done through alternate sources at the cost and risk of the agency. The work order will be cancelled and work order cancellation charges @10% of the work order value will be applicable, which will be realized from pending payments of the agency or from the security deposit or by raising claims.

**i) Defaults and Complaints:**

NICSI Project Manager reserves the right to take necessary action against any vendor based on the receipt of complaints from ministries, or departments or any other source. Such actions may include imposing fines, suspending the empanelment, forfeiting of PBG/Security Deposit. The penalty/fine amount will be determined by the Project Manager based on the severity and impact on NICSI's business. The following incidents may serve as the basis for taking punitive actions:

- i. Failure to provide manpower/CVs within the stipulated timeline.
- ii. Inadequate performance in the initial scrutiny of CVs.
- iii. Failure to provide salaries to deployed manpower/resources on time.
- iv. Quality of work/service or resources provided not satisfactory.
- v. Failure to fulfill any other terms and conditions of the empanelment agreement.

## 16. ANNEXURES

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*The Annexures are given in the following pages*

**ANNEXURE-A ENCLOSURE CHECKLIST / SEQUENCE OF DOCUMENTS TO BE  
SUBMITTED**

1. Bids shall be evaluated strictly based on the Table of Contents (ToC) and the index page submitted for this purpose.
2. Any document not listed or not placed as per the index will be excluded from consideration during the evaluation process. Such discrepancies or oversights on the part of bidder may lead to rejection of the bid.
3. Any subsequent clarification in this regard may not be accepted by the evaluation committee

S No.	Documents	Submitted (Y/N)	Page No.
1	Annexure-1: Bidder's Profile		
2	Annexure-2: Covering Letter		
3	Annexure-3: Format For Bid Securing Declaration Form/ Earnest Money Deposit (EMD)		
4	Annexure-4: Eligibility Compliance Sheet (completely filled with "Bidder Compliance (Y/N)" & "List of Documents/Proofs with Page No.")		
5	Company Certificate of Registration		
6	MSE Registration Certificate [If applicable]		
7	Startup certificate [If applicable]		
8	Power of Attorney		
9	Certificate by authorized signatory confirming acceptance of all Empanelment terms and conditions. (Annexure-12)		
10	Pan Card		
11	GST Certificate		
12	Valid EPF registration		
13	Valid ESIC registration		
14	Valid state labour registration, as applicable		
15	Bidder providing services (based on the category they are bidding for)		
16	Annexure-5: Self-Declaration		
17	Positive net worth: Copy of the certificate from CA		
18	Annual Turnover CA certificate		
19	Annual Turnover (Manpower Services) CA certificate		
20	Manpower Annexure-9: Employees Detail Undertaking		
21	Certifications (like ISO 9001:2015, ISO/IEC20000-1:2018 etc)		
22	Income Tax Returns		
23	Declaration-Cum-Undertaking Regarding Blacklisting / Non-Blacklisting (Annexure-13)		
24	Mandatory Undertaking: • not be an insolvent		

	<ul style="list-style-type: none"> <li>• not have been convicted of any criminal offence</li> <li>• have/ undertake to open branch offices as per the provisions of the RFE document</li> <li>• requirements of Registration under contract labour (Regulation &amp; Abolish) Act, wherever applicable</li> </ul>		
25	compliance with the guidelines and requirements of OM no. 6/18/2019-PPD dated 23rd July 2020 (Annexure 15)		
26	Annexure-6: Technical Evaluation Criteria Sheet (Duly filled, signed, stamped)		
27	Supporting Documents for Technical Criteria: Annexure-16: Combined Project List & Client Certificates		
28	Annexure 16 A & B - Project Certificate		
29	Annexure 17 - Combined CA Certificate for financial strength		
30	Annexure-10: Performa For Non-Disclosure and Confidentiality Agreement		

## ANNEXURE-1: BIDDER'S PROFILE

<On Company's Letter Head>

Name of the Bidder (in CAPITAL letters only): \_\_\_\_\_

Date of Incorporation in India as: \_\_\_\_\_

Registration No: \_\_\_\_\_

Complete Address with PIN: \_\_\_\_\_

Contact Person Name:							
Designation:							
Telephone:							
Fax:							
E-mail:							
Goods & Service Tax No. (GSTN):							
Whether Bidder is MSE: (Yes/No) (if Yes, please attach Udyam Registration)	If yes, a) Type of Enterprise: _____ b) Udyam Registration No.: _____						
Whether Bidder is DPIIT Recognised Start-up Enterprise: (Yes/No) (if Yes, please attach DPIIT Recognition Certificate)	if Yes, Enter DIPP Certificate No. _____						
PAN No.:							
ISO Certification(s):							
Total Number of employees							
Annual Turnover (in INR Crores)	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	Average Turnover
Overall Annual turnover							
Turnover from deployment of manpower/project services							
Whether Bidder is blacklisted: (Yes/No)							
Whether any Litigation Arbitration/proceeding: (Yes/No)							

**Note:** Copies of the supporting documents should be attached along with the proposal.

Signature

(Bidder Seal)

In the capacity of

Duly authorized to sign proposals for and on behalf of:



## ANNEXURE-2: COVERING LETTER

(To be submitted on the letterhead of the bidder)

<Place>

<Date>

To

The Managing Director,

National Informatics Centre Services Incorporated (NICSI)

1st Floor, NBCC Tower,

Bhikaji Cama Place, New Delhi-110066

Subject: Submission of Bid for Empanelment of RFE No. ....

Dear Sir,

This is to notify that our company is submitting technical bid in response to RFE No <.... RFE No....> for <...Name of the Empanelment...> for <...**Names of Categories bidder is bidding**...>

Primary & Secondary contact for our company are as follows:

<M/s Company Name>	Primary Contact	Secondary Contact
<b>Name</b>		
<b>Title</b>		
<b>Address</b>		
<b>Phone</b>		
<b>Mobile</b>		
<b>Fax</b>		
<b>E-mail</b>		

We are responsible for communicating to the NICSI in case of any change in the Primary or/and Secondary contact information mentioned above. We shall not hold NICSI responsible for any non-receipt of bid process communication in case such change of information is not communicated and confirmed with NICSI on time.

We are submitting our bid for \_\_\_\_\_ as per the scope and requirements of the RFE document:

By submitting the proposal, we acknowledge that we have carefully read all the sections of this RFE document including all forms, scheduled and appendices hereto, and are fully informed to all existing conditions and limitations. We also acknowledge that the company agrees with terms and conditions of the Empanelment and the procedure for bidding and evaluation.

### Deviations:

We declare that all the services shall be performed strictly in compliance with the RFE document. Further, we agree additional conditions, if any, found in the bid documents, other than those stated in the RFE document, shall not be given effect to.

### Bid Pricing:

We do hereby confirm that our bid prices exclusive all taxes, as applicable on the last date of submission of bid. We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the bidding document.

**Qualifying Data:**

We confirm having submitted in qualifying data as required by you in your RFE document. In case you require any further information/ documentary proof in this regard before evaluation of bid, we agree to furnish the same in time to your satisfaction.

We confirm that information contained in this response or any part thereof, including documents and instruments delivered or to be delivered to NICSI are true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part misled NICSI in its evaluation process.

We fully understand and agree that on verification, if any of the information provided here is found to be misleading the evaluation process or result in unduly favours to our company in evaluation process, we are liable to be dismissed from the selection process or termination of the contract during the empanelment with NICSI.

We understand that you are not bound to accept the lowest or any bid you may receive.

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

Yours sincerely,

On behalf of [bidder's name]

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

Place:

Date:

### ANNEXURE-3: Sample Format for EARNEST MONEY DEPOSIT (EMD)

(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF APPROPRIATE VALUE,  
PURCHASED IN THE NAME OF ISSUING BANK)

WHEREAS M/s. <Bidder Name> having their registered office at <Bidder Address> (Hereinafter called the "Bidder") wish to participate in the RFE number <RFE Number> for Empanelment of Agencies to provide manpower for Office Support, Project Management Support and Rollout Services for National Informatics Centre Services Incorporated (NICSI) (Hereinafter called the "Beneficiary") and WHEREAS a Bank Guarantee (including eBG) towards Earnest Money Deposit for INR <Amount in figures> valid till <BG Validity Date>, which is required to be submitted by the bidder along with the Empanelment.

We, <Bank Name and Branch Address> having our registered office at <Registered Office Address> hereby give this Bank Guarantee Number: <BG Number> dated <BG Date> and hereby agree unequivocally and unconditionally to pay immediately on demand in writing from the National Informatics Centre Services Incorporated (NICSI) or any officer authorized by it on its behalf, any amount not exceeding INR <Amount in figures> (Rupees <Amount in words>) to the said beneficiary on behalf of the bidder.

This agreement shall be valid and binding on this Bank up to and inclusive of <BG Validity Date> and shall not be terminable by notice or by Guarantor change in the constitution of the Bank or the firm of bidder or by any reason whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alternations made, given, conceded with or without our knowledge or consent by or between the bidder and the National Informatics Centre Services Incorporated (NICSI).

Notwithstanding anything contrary contained in any law for the time being in force or banking practice, this Bank Guarantee shall not be assignable, transferable by the beneficiary. Notice or invocation by any person such as assignee, transferee or agent of beneficiary shall not be entertained by the Bank. Any invocation of the Guarantee can be made only by the beneficiary directly.

Notwithstanding anything contained hereinbefore, our liability under this guarantee is restricted to INR <Amount> (Rupees <Amount in words>). Our guarantee shall remain in force till <BG Validity Date>. Unless demands or claims under this Bank Guarantee are made to us in writing on or before <BG Validity Date>, all rights of beneficiary under this Bank Guarantee shall be forfeited, and we shall be released and discharged from all liabilities there under.

Dated the day of for <Bank Name>

(Signature, name, and designation of the  
authorized signatory)

(Signature, name, and designation of the  
authorized signatory)

For .....

Name of Bank:

Seal of the Bank:

Dated, the .....day of ....., 20.....

**NOTE:**

1. *The BG (including e-BG) shall contain the names, designations and code numbers of the officers signing the Guarantee.*
2. *The address, telephone number and other details of the Head Office of the bank as well as of issuing branch shall be mentioned on the covering letter of the issuing branch.*

## ANNEXURE-4: ELIGIBILITY COMPLIANCE SHEET

Bidders can choose to bid for any or all categories listed in the table below.

S No.	Service Group	Category	Bid submitted for Category (Yes/No)
1	Category1	Office Support Services	(Yes/No)
2	Category 2	Project Management Support & Rollout Services	(Yes/No)

*Any bidder who fails to meet any of the Pre-Qualification (PQ) criteria as specified in Annexure 4 shall be summarily rejected and shall not be considered for further evaluation under the remaining PQ criteria, Technical Qualification (TQ), or any subsequent stages of the evaluation process.*

## Pre-Qualification Criteria for the bidders

S. No.	Eligibility Requirements	Documents Required	Bidder Compliance (Y/N)	List of Documents/ Proofs with Page No.
1	The bidder should be a company registered in India under the relevant act such as Companies Act 1956/2013, <b>OR</b> a partnership registered under the India Partnership Act 1932 <b>OR</b> Partnership firm registered under Limited Liability Partnership Act 2008	<ul style="list-style-type: none"> <li>• Certificate of Registration attested by Signing Authority/Certificate of Incorporation</li> <li><b>OR</b></li> <li>• Copies of Articles of Association (in case of registered firms)</li> <li><b>OR</b></li> <li>• Partnership deed (in case of partnership firm)/summary for partnership should be submitted.</li> </ul>		
2	To confirm in Yes or No, whether the agency falls under <b>MSE</b> as per <b>Small and Medium Enterprises Development Act, 2006</b> and notification dated 23.03.2012 and stipulated guidelines and subsequent amendments thereto and registered in India under the companies Act 1956 or a partnership registered under the Indian Partnership Act 1932 or a Limited Liability Partnership registered under the Limited Liability Partnership Act, 2008 or Proprietary firm with their registered office in India	<ul style="list-style-type: none"> <li>• Duly signed &amp; stamped copy of Registration Certificate / NSIC Certificate/UDYAM certificate must be furnished. Mere registration as SSI Unit will not be acceptable.</li> </ul> <p>NICSI must be kept informed of any change to the status of the company as per the mentioned act/guidelines.</p>		
3	To confirm in Yes or No, whether the agency falls under <b>Start-up</b> as per <b>Department of Industrial Policy and Promotion</b> notifications/guidelines. Bidder must be a Company registered in India under the Companies Act 1956 or a partnership registered under the Indian Partnership Act 1932 or a Limited Liability Partnership registered under the Limited Liability	<ul style="list-style-type: none"> <li>• Startup certificate should not have incorporation/registration date of agency prior to 01-04-2017.</li> <li>• Duly signed &amp; stamped copy DIPP Registration Certificate must be furnished.</li> </ul> <p>NICSI must be kept informed of any change to the status of the company as per the mentioned act/ guidelines.</p>		

	Partnership Act, 2008 or Proprietary firm with their registered office in India			
4	<b>Power of Attorney</b> in the name of authorized signatory authorizing him for signing the bid documents	Scanned copy of Original Power of Attorney letter in a Non-Judicial Stamp Paper of at-least Rs.100/- <b>or</b> Board Resolution in Letter Head in original in case of Registered Limited Companies <b>Or</b> Original Authorization in Letter Head in case of Partnership Firm		
5	Certificate by authorized signatory confirming acceptance of all Empanelment terms and conditions.	Annexure -12 by the authorized signatory.		
6	The bidder must have: i. Valid <b>PAN</b> ii. Valid <b>GST</b> registration number	Duly signed & stamped copy of: i. PAN (card / certificate) ii. GST Registration certificate		
7	The bidder must have valid <b>EPF registration</b> .	Duly signed & stamped copies of relevant certificates of registration. If exempted, valid proof should be provided.		
8	The bidder must have valid <b>ESIC registration</b> .	Duly signed & stamped copies of relevant certificates of registration. If exempted, valid proof should be provided.		
9	The bidder should provide valid state labour <b>registration</b> , as applicable.	Duly signed & stamped copies of relevant certificates of registration.  If exempted, valid proof should be provided.		
10	The bidder must be providing, based on the category they are bidding for, the following services: • <u>CATEGORY 1</u> : Support Services ( <i>as defined under Section 4.2 → Scope of Work → Office Support Services</i> ) or similar services for at least 3 financial years from date of publication of RFE document and must have successfully completed at least 3 projects/PO/WO, each with a minimum	Copy of the authorized CA certificate		

	<p>project value of ₹50 lakh or above.</p> <ul style="list-style-type: none"> <li><b>CATEGORY 2:</b> ITeS for at least 3 financial years from date of publication of RFE document, and must have successfully completed at least 3 projects/PO/WO, each with a minimum project value of ₹50 lakh or above.</li> </ul> <p><b>Relaxation for MSE/Start-up:</b> The bidder must be providing, based on the category they are bidding for, the following services:</p> <ul style="list-style-type: none"> <li><b>CATEGORY 1:</b> Support Services (<i>as defined under Section 4.2 → Scope of Work → Office Support Services</i>) or similar services for at least 1 year during the past 3 financial years from date of publication of RFE document, and must have successfully completed at least 1 project/PO/WO with a minimum project value of ₹10 lakh or above.</li> <li><b>CATEGORY 2:</b> ITeS for at least 1 year during the past 3 financial years from date of publication of RFE document, and must have successfully completed at least 1 project/PO/WO with a minimum project value of ₹10 lakh or above.</li> </ul>			
11	<p>The bidder should have positive net worth in any three out of past five Financial Years i.e. 2020-21, 2021-22, 2022-23, 2023-24, 2024-25</p> <p>Net-Worth of any parent,</p>	Copy of the certificate from CA* with registration number and seal		



	subsidiary, associated or other related entity shall not be considered.			
12	<p><b><u>Annual Turnover</u></b></p> <p>The bidder should have an average annual financial turnover of ₹50 crore or more during any 3 out of the last 5 financial years.</p> <p><b><u>Relaxation for MSE/Start-ups:</u></b> The bidder should have an average annual financial turnover of ₹2 crore or more during any 3 out of the same applicable 5 financial years.</p>	Copy of the certificate from CA* with registration number and seal		
13	<p><b>Annual Turnover (Manpower Services):</b></p> <p><b><u>CATEGORY 1:</u></b> The average Annual Turnover requirement of the bidder for last three out of the last five financial years from <b>Support services</b> (as defined under Section 4.2 → Scope of Work → Office Support Services) or <b>similar services</b> should be <b>Rs. 20 crores.</b></p> <p><b>Relaxation for MSE/Start-up:</b> Annual Turnover requirement of the bidder in at least one of the last three financial years from <b>Support services</b> (as defined under Section 4.2 → Scope of Work → Office Support Services) or <b>similar services</b> should be <b>Rs. 1 crore.</b></p> <p><b><u>CATEGORY 2:</u></b> The average Annual Turnover requirement of the bidder for the last three out of five financial years from <b>ITeS or similar services</b> should be <b>Rs. 20 crores.</b></p>	<p>Duly signed &amp; stamped CA* certificate mentioning turnover from providing Manpower/project Services.</p> <p>Turnover from supply of hardware/IT infrastructure and their associated maintenance services shall <b>NOT</b> be considered</p>		

	<p><b>Relaxation for MSE/Start-up:</b> Annual Turnover requirement of the bidder at least in one of the last three financial years from <b>ITeS or similar services</b> should be <b>Rs. 1 crore.</b></p>			
14	<p><b>Manpower:</b> The bidder must exhibit a proven track record of providing a minimum of 200 contractual outsourced manpower annually for 3 out of last 5 Financial years ending 2024-2025 in projects of Central/State Government Departments/ Public Sector Companies/PSU Banks, with each deployment lasting a minimum of 3 months.</p> <p><b>Relaxation for MSE/Start-up:</b> The bidder must exhibit a proven track record of providing a minimum of 50 contractual outsourced manpower annually for 3 out of last 5 Financial years ending 2024-2025 in projects of Central/State Government Departments/ Public Sector Companies/PSU Banks, with each deployment lasting a minimum of 2 months.</p>	Submit Annexure -9 on company's letter head signed by authorised signatory.		
15	<p><b><u>Certifications:</u></b> The bidder must have at least one or more at the time of bidding possess valid <b>Certifications:</b>  <ul style="list-style-type: none"> <li>•ISO 9001:2015,</li> <li>•ISO/IEC20000-1:2018</li> <li>•ISO 27001:2018/2013</li> <li>•CMMI Level 3 or above</li> </ul> For MSE/Startup, at least One Certificate</p>	Copy of Valid certificate(s)		
16	<p>The bidder must have filed its Income Tax Returns for the last 3 financial years i.e., 2021-22, 2022-23 &amp; 2023-24 Or</p>	Digitally signed ITR acknowledgement receipt		

	The bidder must have filed its Income Tax Returns for all the FYs, since its date of incorporation if incorporated after 2020-21(Start Up)			
17	Declaration-Cum-Undertaking Regarding Blacklisting / Non-Blacklisting	Copy of self- Declaration-Cum-Undertaking Regarding Blacklisting / Non-Blacklisting is to be submitted as per format provided as per Annexure-13.		
18	<b><u>Mandatory Undertaking:</u></b> Bidder should: <ul style="list-style-type: none"> <li>• not be an insolvent</li> <li>• not have been convicted of any criminal offence</li> <li>• have/ undertake to open branch offices as per the provisions of the RFE document</li> <li>• requirements of Registration under contract labour (Regulation &amp; Abolish) Act, wherever applicable</li> </ul>	In company letter head		
19	The bidder must comply with the guidelines and requirements of OM no. 6/18/2019-PPD dated 23rd July 2020 issued by Department of Expenditure, Ministry of Finance, Government of India. <i>(regarding restrictions on bidders from countries sharing a land border with India)</i>	Submit self-declaration as per Annexure 15		

\* All CA certificate submitted for the purpose of supporting eligibility criteria and technical evaluation must contain a Unique Document Identification Number (UDIN).

On behalf of [bidder's name]

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

**Note:**

- *Relevant portions, in the documents submitted in pursuance of eligibility criteria mentioned above, shall be highlighted and all pages of the bid document should be serially numbered.*
- *Undertaking for subsequent submission of any of the above document will not be entertained under any circumstances. However, NICS I reserves the right to seek fresh set of documents or seek clarifications on the already submitted documents.*
- *All documents should be submitted electronically in PDF format.*
- *Bidder must ensure that all required documents have been uploaded/submitted along with the bid to justify his/her eligibility.*
- *If there is any information that can't be shared due to a NDA with a client, that can be masked but the financial value and details of services provided should be mentioned.*
- *The bid submitted by any bidder not fulfilling the eligibility conditions / criteria stipulated above, will not be considered.*
- *The value of projects submitted by the bidder shall be inclusive of all applicable taxes.*

## **ANNEXURE-5: SELF-DECLARATION**

*(To be submitted on the letter head of the bidder)*

**To**

**The Managing Director,  
National Informatics Centre Services Incorporated (NICSI)  
1st Floor, NBCC Tower,  
Bhikaji Cama Place, New Delhi-110066**

In response to the RFE No. \_\_\_\_\_ dated \_\_\_\_\_ for “ \_\_\_\_\_ ”, as a Proprietor/Partner/Director/Auth. Sign. of \_\_\_\_\_, I/ We hereby declare that presently our Company/firm \_\_\_\_\_, at the time of bidding:

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/Central government/PSU/UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years;
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) Complies with requirements of Contract Labour (Regulation & Abolish) Act, wherever applicable.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoI, my/our EMD/security deposit may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder:

Authorised Signatory:

Seal of the Organization:

Date:

Place:

## ANNEXURE-6: TECHNICAL EVALUATION CRITERIA

### Category - 1

S.No.	Parameter	Criteria	Documents Required	Page No. (From – To)	Maximum Marks	Marks Received (self- Evaluation)
1	Projects / Work Orders	<p>The bidder should have completed projects/PO/WO related to Support Services (<i>as defined under Section 4.2 Scope of Work Office Support Services</i>) or similar services each of value at least <b>Rs. 50 Lakhs</b> in last 3 completed financial years ending FY 2024-25 as per the following details:</p> <ul style="list-style-type: none"> <li>• <b>3 projects/PO/WO</b> : 10 marks</li> <li>• <b>For each additional project</b>: 5 marks</li> <li>• <b>Maximum marks</b>: 25 marks</li> </ul> <p><b><u>Relaxation for MSE/Start-up:</u></b></p> <p>The bidder should have completed projects/PO/WO related to Support Services (<i>as defined under Section 4.2 Scope of Work Office Support Services</i>) or similar services each of value at least <b>Rs. 10 Lakhs</b> in last 3 completed financial years ending FY 2024-25 as per the following details:</p> <ul style="list-style-type: none"> <li>• <b>1 project/PO/WO</b> : 10 marks</li> <li>• <b>For each additional project</b>: 5 marks</li> </ul>	<p>Annexure 16-A along with-</p> <ul style="list-style-type: none"> <li>• Copies of PO/WO and project completion certificate from the client must be submitted as supporting document for each project.</li> <li>• Project completion certificate duly acknowledged by the client/ customer preferably be given on duly signed &amp; stamped Letter Head or Normal Paper</li> <li>• In case of ONGOING projects, the letter from the client /customer stating the same should be submitted and no self-declaration by the bidder will be considered.</li> </ul> <p><b>Note:</b> Project(s) / Work orders related to supply of hardware / IT infrastructure and their associated maintenance services shall NOT be considered.</p>		25	

		<ul style="list-style-type: none"> <li>• <b>Maximum marks:</b> 25 marks</li> </ul>				
2	Annual Turnover	<p>Average annual financial turnover of bidder for 3 out of last 5 Financial years ending 2024-2025 should be Rs. 50 Cr or more.</p> <p>Marks will be given as follows:</p> <ul style="list-style-type: none"> <li>• Rs. 50 Cr – <b>5marks</b></li> <li>• &gt;Rs. 50Cr to Rs.75 Cr – <b>10 marks</b></li> <li>• &gt;Rs. 75Cr to Rs.100 Cr – <b>15 marks</b></li> <li>• More than Rs. 100 Cr – <b>20 marks</b></li> </ul> <p><b>Relaxation for MSE/Start-up:</b> Average annual financial turnover of bidder for 3 out of last 5 Financial years ending 2024-2025 should be Rs. 2 Cr or more.</p> <p>Marks will be given as follows:</p> <ul style="list-style-type: none"> <li>• Rs. 5 Cr – <b>5 marks</b></li> <li>• &gt;Rs. 5Cr to Rs.7.5 Cr – <b>10 marks</b></li> <li>• &gt;Rs. 7.5Cr to Rs.10 Cr – <b>15 marks</b></li> <li>• More than Rs. 10 Cr – <b>20 marks</b></li> </ul>	<p>Copy of the certificate from CA with registration number and seal [Annexure-17]</p> <p><i>Note: Turnover from supply of hardware / IT infrastructure and their associated maintenance services shall NOT be considered</i></p>		20	
3	Annual Turnover (Manpower Services)	<p><b><u>Annual Turnover</u></b> (Manpower Services):</p> <p>The Bidder should have had a minimum Rs. 20 Crore Average annual financial turnovers for 3 out of last 5 Financial years ending 2024-2025 from providing Support Services (<i>as defined under Section 4.2 → Scope of Work → Office Support Services</i>) or similar services</p> <p>Marks will be given as follows:</p>	<p>Duly signed &amp; stamped CA certificate mentioning turnover from providing Manpower Services.</p> <p>[Annexure 17]</p> <p>Turnover from supply of hardware/IT infrastructure and their associated maintenance services shall <b>NOT</b> be considered</p>		20	



		<p>a) 20 Crore: 05 Marks;  b) &gt;20 crores to 30 crores: 10 Marks;  c) &gt;30 crores to 40 crores: 15 Marks  d) &gt; 40 Crores: 20 Marks</p> <p><b>Relaxation for MSE/start-up:</b>  The Bidder should have had a minimum annual turnover of Rs. 2 Crore during 3 out of last 5 Financial years ending 2024-2025 from providing Support Services (<i>as defined under Section 4.2 → Scope of Work → Office Support Services</i>) or similar services</p> <p>Marks will be given as follows:  a) 02 Crore: 05 Marks;  b) &gt;2 crores to 4 crores: 10 Marks;  c) &gt;4 crores to 6 crores: 15 Marks  d) &gt; 6 Crores: 20 Marks</p> <p><b>Note:</b> Turnover from supply of hardware/IT infrastructure and their associated maintenance services shall NOT be considered.</p>				
4	Manpower	<p>Manpower:</p> <p>The bidder must exhibit a proven track record of providing a total of 200 contractual outsourced manpower annually for 3 out of last 5 Financial years ending 2024-2025 in projects of Central/State</p>	Submit Annexure -9 on company's letter head signed by authorized signatory.		25	

		<p>Government Departments/ Public Sector Companies/PSU Banks, with each deployment lasting a minimum of 3 months.</p> <p>Marks will be given as follows: Total outsourced manpower a) 200 per year: 10 marks b)&gt;200 to 300 per year: 15 Marks c)&gt;300 to 400 year: 20 Marks d)More than 400 per year: 25 Marks</p> <p><b>Relaxation for MSE/Start-up:</b> The bidder must exhibit a proven track record of providing a total of 50 contractual outsourced manpower annually for 3 out of last 5 Financial years ending 2024-2025 in projects of Central/State Government Departments/ Public Sector Companies/PSU Banks, with each deployment lasting a minimum of 2 months.</p> <p>Marks will be given as follows: Total outsourced manpower a) 50 per year: 10 marks b)&gt;50 to 100 per year : 15 Marks; c)&gt;100 to 150 per year: 20 Marks; d)More than 150 per year: 25 Marks</p>				
		<p>The bidder must at the time of bidding possess valid <b>Certifications</b></p> <p><input type="checkbox"/> ISO 9001:2015, or <input type="checkbox"/> ISO/IEC20000-1:2018 or</p>				

5	Certifications	<input type="checkbox"/> ISO 27001:2018/2013, or <input type="checkbox"/> CMMI Level 3 or above  Marks will be given as follows: <ul style="list-style-type: none"> <li>• 1 certification- 3 <b>marks</b></li> <li>• 2 certifications- 6 <b>marks</b></li> <li>• 3 or more than 3 certifications- 10 <b>marks</b></li> </ul> For MSE/Startup, at-least One Certificate  Marks will be given as follows: <ul style="list-style-type: none"> <li>• 1 certification- 3 <b>marks</b></li> <li>• 2 certifications- 6 <b>marks</b></li> <li>• 3 or more than 3 certifications- 10 <b>marks</b></li> </ul>	Copy of Valid certificate(s)		10	
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### Category-B

S.No.	Parameter	Criteria	Documents Required	Page No. (From – To)	Maximum Marks	Marks Received (self- Evaluation)
1	Projects / Work Orders	<p>The bidder should have completed projects/PO/WO related to <b>ITeS in relevant field/scope of work</b> each of value at least <b>Rs. 50 Lakhs</b> in the last 3 completed financial years from date of publication of RFE document as per the following details:</p> <ul style="list-style-type: none"> <li>• <b>3 projects/PO/WO : 5 marks</b></li> <li>• <b>For each additional project: 5 marks</b></li> <li>• <b>Maximum marks: 25 marks</b></li> </ul> <p><u><b>Relaxation for MSE/Start-up:</b></u></p> <p>The bidder should have completed projects related to <b>ITeS in relevant field/scope of work</b> each of value at least <b>Rs. 10 Lakhs</b> in last 3 completed financial years from date of publication of RFE document as per the following details:</p> <ul style="list-style-type: none"> <li>• <b>1 project/PO/WO : 10 marks</b></li> <li>• <b>For each additional project: 5 marks</b></li> <li>• <b>Maximum marks: 25 marks</b></li> </ul>	<p>Annexure 16-A along with-</p> <ul style="list-style-type: none"> <li>• Copies of PO/WO and project completion certificate from the client must be submitted as supporting document for each project.</li> <li>• Project completion certificate duly acknowledged by the client/ customer preferably be given on duly signed &amp; stamped Letter Head or Normal Paper</li> <li>• In case of ONGOING projects, the letter from the client /customer stating the same should be submitted and no self-declaration by the bidder will be considered.</li> </ul> <p><b>Note:</b> Project(s) / Work orders related to supply of hardware / IT infrastructure and their associated maintenance services shall NOT be considered.</p>		25	
2	Annual	Average annual financial turnover of bidder			20	

	Turnover	<p>for 3 out of last 5 Financial years ending 2024-2025 should be Rs. 50 Cr or more.</p> <p>Marks will be given as follows:</p> <ul style="list-style-type: none"> <li>Rs. 50 Cr – <b>5marks</b></li> <li>&gt;Rs. 50Cr to Rs.75 Cr – <b>10 marks</b></li> <li>&gt;Rs. 75Cr to Rs.100 Cr – <b>15 marks</b></li> <li>More than Rs. 100 Cr – <b>20 marks</b></li> </ul> <p><b>Relaxation for MSE/Start-up:</b> Average annual financial turnover of bidder for 3 out of last 5 Financial years ending 2024-2025 should be Rs. 2 Cr or more.</p> <p>Marks will be given as follows:</p> <ul style="list-style-type: none"> <li>Rs. 5 Cr – <b>5 marks</b></li> <li>&gt;Rs. 5Cr to Rs.7.5 Cr – <b>10 marks</b></li> <li>&gt;Rs. 7.5Cr to Rs.10 Cr – <b>15 marks</b></li> <li>More than Rs. 10 Cr – <b>20 marks</b></li> </ul>	<p>Copy of the certificate from CA with registration number and seal [Annexure-17]</p> <p><i><b>Note:</b> Turnover from supply of hardware / IT infrastructure and their associated maintenance services shall NOT be considered</i></p>			
3	Annual Turnover (Manpower Services)	<p><b><u>Annual Turnover</u></b> (Manpower Services) :</p> <p>The Bidder should have had a minimum Rs. 20 Crore Average annual financial turnovers for 3 out of last 5 Financial years ending 2024-2025 from Support Services (<i>as defined under Section 4.2 → Scope of Work → Office Support Services</i>) or similar services from ITeS</p> <p>Marks will be given as follows:</p> <p>a) 20 Crore: 05 Marks; b) &gt;20 crores to 30 crores: 10 Marks; c) &gt;30 crores to 40 crores: 15 Marks</p>	<p>Duly signed &amp; stamped CA certificate mentioning turnover from providing Manpower Services.</p> <p>[Annexure 17]</p> <p>Turnover from supply of hardware/IT infrastructure and their associated maintenance services shall <b>NOT</b> be considered</p>		20	

		<p>d) &gt; 40 Crores: 20 Marks</p> <p><b>Relaxation for MSE/start-up:</b> The Bidder should have had a minimum annual turnover of Rs. 2 Crore during 3 out of last 5 Financial years ending 2024-2025 from Support Services (<i>as defined under Section 4.2 → Scope of Work → Office Support Services</i>) or similar services from ITeS</p> <p>Marks will be given as follows: a) 02 Crore: 05 Marks; b) &gt;2 crores to 4 crores: 10 Marks; c) &gt;4 crores to 6 crores: 15 Marks d) &gt; 6 Crores: 20 Marks</p> <p><b>Note:</b> Turnover from supply of hardware/IT infrastructure and their associated maintenance services shall NOT be considered.</p>				
4	Manpower	<p>Manpower:</p> <p>The bidder must exhibit a proven track record of providing a total of 200 contractual outsourced manpower annually for 3 out of last 5 Financial years ending 2024-2025 in relevant field/scope of work in ITeS in projects of Central/State Government Departments/ Public Sector Companies/PSU Banks, with each deployment lasting a minimum of 3</p>	Submit Annexure -9 on company's letter head signed by authorized signatory.		25	

		<p>months.</p> <p>Marks will be given as follows: Total outsourced manpower a) 200 per year: 10 marks b)&gt;200 to 300 per year: 15 Marks c)&gt;300 to 400 year: 20 Marks d)More than 400 per year: 25 Marks</p> <p><b>Relaxation for MSE/Start-up:</b> The bidder must exhibit a proven track record of providing a total of 50 contractual outsourced manpower annually for 3 out of last 5 Financial years ending 2024-2025 in relevant field/scope of work in ITeS in projects of Central/State Government Departments/ Public Sector Companies/PSU Banks, with each deployment lasting a minimum of 2 months.</p> <p>Marks will be given as follows: Total outsourced manpower a) 50 per year: 10 marks b)&gt;50 to 100 per year : 15 Marks; c)&gt;100 to 150 per year: 20 Marks; d)More than 150 per year: 25 Marks</p>				
5		<p>The bidder must at the time of bidding possess valid <b>Certifications</b></p> <ul style="list-style-type: none"> <li>•ISO 9001:2015, or</li> <li>•ISO/IEC20000-1:2018 or</li> <li>•ISO 27001:2018/2013, or</li> <li>•CMMI Level 3 or above</li> </ul>	Copy of Valid certificate(s)			

	Certifications	<p>Marks will be given as follows:</p> <ul style="list-style-type: none"> <li>• 1 certification- 3 <b>marks</b></li> <li>• 2 certifications- 6 <b>marks</b></li> <li>• 3 or more than 3 certifications- 10 <b>marks</b></li> </ul> <p>For MSE/Startup, at-least One Certificate</p> <p>Marks will be given as follows:</p> <ul style="list-style-type: none"> <li>• 1 certification- 3 <b>marks</b></li> <li>• 2 certifications- 6 <b>marks</b></li> <li>• 3 or more than 3 certifications- 10 <b>marks</b></li> </ul>			10	
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## **ANNEXURE-7: CODE OF INTEGRITY**

### **1. Code of Integrity**

Procuring authorities as well as Consultants, suppliers, contractors, and consultants – Should observe the highest standard of ethics and should not indulge in following Prohibited practices, either directly or indirectly, at any stage during the Procurement Process or during the execution of resultant contracts:

- 1.1. “Corrupt practice” - making an offer, solicitation or acceptance of a bribe, reward or gift or any material benefit in exchange for an unfair advantage in the Procurement Process or to otherwise influence the Procurement Process;
- 1.2. “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. Such practices include a false declaration or false information for participation in a Procurement Process or to secure a Contract, or in the execution of the contract;
- 1.3. “Anti-competitive practice” - any collusion, Proposal-rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more Consultants, with or without the knowledge of the Procuring Entity, that may impair the transparency, fairness, and the progress of the Procurement Process or to establish Proposal prices at artificial, non-competitive levels;
- 1.4. “Coercive practice” - harming or threatening to harm persons or their property to influence their participation in the Procurement Process or affect the execution of a contract;
- 1.5. “Conflict of interest” –participation by a bidding firm or any of its affiliates who are either involved in the Consultancy Contract to which this procurement is linked; if they are part of more than one Proposal in the procurement; or if their personnel have a relationship or financial or business transactions with any official of procuring entity who are directly or indirectly related to RFE or execution process of contract; or improper use of information obtained by the (prospective) Consultant from the Procuring Entity with an intent to gain unfair advantage in the Procurement Process or for personal gain;
- 1.6. “Obstructive practice” - materially impede procuring entity’s investigation into allegations of one or more of the above-mentioned prohibited practices either by deliberately destroying, falsifying, altering; or concealing evidence material to the investigation; or by making false statements to investigators and/ or by coercive practices mentioned above, to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or by impeding the Procuring Entity’s rights of an audit or access to information;

### **2. Obligations for Proactive Disclosures:**

- 2.1. Procuring authorities, Consultants, suppliers, contractors, and consultants are obliged under this Code of Integrity to suo-moto proactively declare any conflict of interest (coming under the definition mentioned above - pre-existing or as and as soon as these arise at any stage) in any Procurement Process or execution of the contract. Failure to do so shall amount to a violation of this code of integrity.

- 2.2. Any Consultant must declare, whether asked or not in a Proposal-document, any previous transgressions of such code of integrity during the last three years or of being under any category of debarment by the Central Government or by the Ministry/ Department of the Procuring Organisation from participation in Procurement Processes. Failure to do so shall amount to a violation of this code of integrity.

### **3. Misdemeanours**

The following shall be considered misdemeanours - if a Consultant/ Consultant, either directly or indirectly, at any stage during the Procurement Process or during the execution of

resultant contracts:

- 3.1. commits any of the following misdemeanours:
- 3.1.1. violates the code of Integrity
- 3.1.2. any other misdemeanour, e.g., supply of sub-standard quality of material/ services/ work or non-performance or abandonment of contract or failure to abide by 'Bid Securing Declaration'.
- 3.2. commits any of the following misdemeanours:
- 3.2.1. has been convicted of an offence:
- 3.2.1.1. under the Prevention of Corruption Act, 1988; or
- 3.2.1.2. the Indian Penal Code or any other law for the time being in force for causing any loss of life or property or causing a threat to public health as part of the execution of a public procurement contract.
- 3.2.2. is determined by the Government of India to have doubtful loyalty to the country or national security considerations.
- 3.2.3. employs a government servant who has been dismissed or removed on account of corruption or employs a non-official convicted for an offence involving corruption or abetment of such an offence in a position where he could corrupt government servants or employs a government officer within one year of his retirement, who has had business dealings with him in an official capacity before retirement.

### **4. Penalties for Misdemeanours**

Without prejudice to and in addition to the rights of the Procuring Entity to other remedies As per the RFE-documents or the contract, If the Procuring Entity concludes that a (prospective) Consultant/ Consultant directly or through an agent has committed misdemeanour in competing for the RFE or in executing a contract, the Procuring Entity shall be entitled, and it shall be lawful on his part to take appropriate measures, including the following:

- 4.1. if his Proposals are under consideration in any procurement
- 4.1.1. Enforcement of Bid Securing Declaration in lieu of forfeiture or encashment of Bid Security.
- 4.1.2. calling off of any pre-contract negotiations, and;
- 4.1.3. rejection and exclusion of Consultants from the Procurement Process
- 4.2. if a contract has already been awarded
- 4.2.1. Termination of Contract for Default and availing all remedies prescribed there under;

- 4.2.2. Encashment and/ or Forfeiture of any contractual security or bond relating to the procurement;
- 4.2.3. Recovery of payments, including advance payments, if any, made by the Procuring Entity along with interest thereon at the prevailing rate (MIBID - Mumbai Interbank Proposal Rate);

4.3. Remedies in addition to the above:

In addition to the above penalties, the Procuring Entity shall be entitled, and it shall be lawful on his part, to:

- 4.3.1. File information against consultant or any of its successors with the Competition Commission of India for further processing in case of anti-competitive practices;
- 4.3.2. Initiate proceedings in a court of law against consultant or any of its successors under the Prevention of Corruption Act, 1988 or the Indian Penal Code or any other law for transgression not addressable by other remedies listed in this sub-clause.
- 4.3.3. Remove Consultant or any of its successors from the list of registered suppliers for a period not exceeding two years. Suppliers removed from the list of registered vendors or their related entities may be allowed to apply afresh for registration after the expiry of the period of removal.
- 4.3.4. Initiation of suitable disciplinary or criminal proceedings against any individual or staff found responsible.
- 4.3.5. Debar, a Consultant/ Consultant from participation in future procurements without prejudice to Procuring Entity's legal rights and remedies. Debarment shall automatically extend to all the allied firms of the debarred firm. In the case of a Joint Venture/ consortium, all its members shall also stand similarly debarred:
  - 4.3.5.1. A Ministry/ Department (or any of its CPSUs, attached offices, autonomous bodies) may debar a Consultant or any of its successors from participating in any Procurement Process undertaken by all its procuring entities for a period not exceeding two years commencing from the date of debarment for misdemeanours listed above. The Ministry/Department shall maintain such a list which shall also be displayed on their website.
  - 4.3.5.2. Central Government (Department of Expenditure (DoE), Ministry of Finance, may debar a Consultant or any of its successors from participating in any Procurement Process undertaken by all its procuring entities for a period not exceeding three years commencing from the date of debarment for misdemeanours listed above. DoE shall maintain such a list which shall be displayed on Central Public Procurement Portal (CPPP).

## ANNEXURE-8: FINANCIAL BID

Category	Bid submitted for Category (Yes/No)	Agency Percentage (%) (in numbers)	Agency Percentage (%) (in words)
Category 1 - Office Support Services			
Category 2 - Project Management Support & Rollout Services			

On behalf of [bidder's name]

Authorized Signatory

Name

Date:

Place

Company Seal

Note:

- i. All fields in the financial bid format are MANDATORY.
- ii. Leaving any field blank or writing 'nil' or zero will lead to bid rejection.
- iii. Agency Percentage should be indicated both in figures and words. The Agency Percentage mentioned in words will prevail.
- iv. Percentage quoted shall be upto two decimal points.
- v. In the event that two bidders have quoted the same percentage up to two decimal places, the bidder with the higher score in the technical evaluation will be given preference.
- vi. Financial Bid Evaluation shall be done based on RFE conditions.

## ANNEXURE-9: EMPLOYEES DETAIL UNDERTAKING

<On Company's Letter Head>

<Date>

To  
The Managing Director,  
NICSI, 1st Floor, NBCC Tower  
Bhikaji Kama Place,  
New Delhi

Sub: Undertaking for employees on company pay-roll for the past one year

Dear Sir,

This is to certify that <Mention Bidder's company Name> have outsourced \_\_\_\_ number of manpower per year in projects of Central/State Government/ Departments/ Public Sector Companies/PSU Banks with each deployment lasting a minimum of 3 months.

Category	Sub-Category	No. of Manpower on payroll
Category 1 - Office Support Services	Multi-Tasking Staff (MTS)	
	Office Assistance Support	
	Accounting Support	
Category 2 - Project Management Support & Rollout Services	Project Management Support & Implementation	
	Core Project Management Support & Implementation	

Signature: [Authorized Signatory]

Name:

Designation:

Date and Company Seal:

Note:

- 1) For Eligibility and Technical bid evaluation the proposed number of employees for both the profiles should be on company's payroll from past 1 year.

## ANNEXURE-10: PERFORMA FOR NON-DISCLOSURE AND CONFIDENTIALITY AGREEMENT

<To be submitted on the letterhead of the bidder>

**WHEREAS**, we the undersigned Service Provider, \_\_\_\_\_, having our principal place of business/ registered office at \_\_\_\_\_, are desirous of providing services under the terms and conditions as stipulated under RFE No. NICSI/ \_\_\_\_\_ dated <dd-mm-yyyy> "Empanelment of \_\_\_\_\_" (hereinafter called the said 'RFE') to NICSI, having its office at 1<sup>st</sup> FLOOR, NBCC TOWER, 15 BHIKAJI CAMA PLACE, NEW DELHI - 110066., hereinafter referred to as 'Purchaser' and,

**WHEREAS**, the Service Provider is aware and confirms that the Purchaser's business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents made available by the Purchaser in the RFE documents during the bidding process and thereafter, or otherwise (confidential information for short) is privileged and strictly confidential and/or proprietary to the Purchaser,

**NOW THEREFORE**, in consideration of disclosure of confidential information, and in order to ensure the Purchaser's grant to the Service Provider of specific access to Purchaser's confidential information, property, information systems, network, databases and other data, the Service Provider agrees to all of the following conditions.

It is hereby agreed as under:

1. The confidential information to be disclosed by the Purchaser under this Agreement ("Confidential Information") shall include without limitation, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to processes, methodologies, algorithms, risk matrices, thresholds, parameters, reports, deliverables, work products, specifications, architecture, project information, money laundering typologies, related computer programs, systems, trend analysis, risk plans, strategies and information communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site to which access is permitted by the Purchaser.
2. Confidential Information does not include information which:
  - a. the Service Provider knew or had in its possession, prior to disclosure, without limitation on its confidentiality.
  - b. information in the public domain as a matter of law.
  - c. is obtained by the Service Provider from a third party without any obligation of confidentiality.
  - d. the Service Provider is required to disclose by order of a competent court or regulatory authority.
  - e. is released from confidentiality with the written consent of the Purchaser.

The Service Provider shall have the burden of proving hereinabove are applicable to the information in the possession of the Service Provider.

3. The Service Provider agrees to hold in trust any Confidential Information received by the Service Provider, as part of the Empanelment process or otherwise, and the Service Provider

shall maintain strict confidentiality in respect of such Confidential Information, and in no event a degree of confidentiality less than the Service Provider uses to protect its own confidential and proprietary information. The Service Provider also agrees:

- a. to maintain and use the Confidential Information only for the purposes of bidding for this RFE and thereafter only as expressly permitted herein.
  - b. to only make copies as specifically authorized by the prior written consent of the Purchaser and with the same confidential or proprietary notices as may be printed or displayed on the original.
  - c. to restrict access and disclosure of Confidential Information to their employees, agents, consortium members and representatives strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this clause; and
  - d. to treat Confidential Information as confidential unless and until Purchaser expressly notifies the Service Provider of release of its obligations in relation to the said Confidential Information.
4. Notwithstanding the foregoing, the Service Provider acknowledges that the nature of activities to be performed as part of the Empanelment process or thereafter may require the Service Provider's personnel to be present on premises of the Purchaser or may require the Service Provider's personnel to have access to software, hardware, computer networks, databases, documents, and storage media of the Purchaser while on or off premises of the Purchaser. It is understood that it would be impractical for the Purchaser to monitor all information made available to the Service Provider's personnel under such circumstances and to provide notice to the Service Provider of the confidentiality of all such information. Therefore, the Service Provider shall disclose or allow access to the Confidential Information only to those personnel of the Service Provider who need to know it for the proper performance of their duties in relation to this project, and then only to the extent reasonably necessary. The Service Provider will take appropriate steps to ensure that all personnel to whom access to the Confidential Information is given are aware of the Service Provider's confidentiality obligation. Further, the Service Provider shall procure that all personnel of the Service Provider are bound by confidentiality obligation in relation to all proprietary and Confidential Information received by them which is no less onerous than the confidentiality obligation under this agreement.
5. The Service Provider shall establish and maintain appropriate security measures to provide for the safe custody of the Confidential Information and to prevent unauthorised access to it.
6. The Service Provider agrees that upon termination/expiry of this Agreement or at any time during its currency, at the request of the Purchaser, the Service Provider shall promptly deliver to the Purchaser the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Service Provider or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.
7. Confidential Information shall always remain the sole and exclusive property of the Purchaser. Upon completion of the Empanelment process and/or termination of the contract or at any time during its currency, at the request of the Purchaser, the Service Provider shall promptly deliver to the Purchaser the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Service Provider or its Affiliates or directors, officers,

employees or advisors based on the Confidential Information within a period of sixty days from the date of receipt of notice, or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of the Purchaser. Without prejudice to the above the Service Provider shall promptly certify to the Purchaser, due and complete destruction, and return. Nothing contained herein shall in any manner impair rights of the Purchaser in respect of the Confidential Information.

8. If the Service Provider hereto becomes legally compelled to disclose any Confidential Information, the Service Provider shall give sufficient notice and render best effort assistance to the Purchaser to enable the Purchaser to prevent or minimize to the extent possible, such disclosure. Service Provider shall not disclose to a third party any Confidential Information or the contents of this RFE without the prior written consent of the Purchaser. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the Service Provider applies to its own similar Confidential Information but in no event less than reasonable care.

**For and on behalf of:**  
(Service Provider)

Office Seal:

Place:

Authorised Signatory:

Date:

Name:

Designation:



## ANNEXURE-11: RESOURCES REMUNERATION SHEET

### CATEGORY 1 - OFFICE SUPPORT SERVICES

Multi-Tasking Support [Non-Matriculate]				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	0	23700	25600	27650
2		25600	27650	29860
3	5	27700	29920	32310
4		30000	32400	35000
5	10	32400	35000	37800
6		35000	37800	40830
7	15	37800	40830	44090
8		40900	44180	47710
9	20	44200	47740	51560
10		47800	51630	55760

Multi-Tasking Support [Matriculate]				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	0	25600	27650	29860
2		27700	29920	32310
3	5	30000	32400	35000
4		32400	35000	37800
5	10	35000	37800	40830
6		37800	40830	44090
7	15	40900	44180	47710
8		44200	47740	51560
9	20	47800	51630	55760
10		51700	55840	60310

Office Assistance Support [Non-Graduate]				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	0	29900	32300	34880
2		32300	34890	37680
3	5	34900	37700	40710
4		37700	40720	43980
5	10	40800	44070	47590
6		44100	47630	51440
7	15	47700	51520	55640
8		51600	55730	60190
9	20	55800	60270	65090
10		60300	65130	70340

Office Assistance Support [Graduate]				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	0	37600	40610	43860
2		40700	43960	47480
3	5	44000	47520	51330
4		47600	51410	55530
5	10	51500	55620	60070
6		55700	60160	64970
7	15	60200	65020	70220
8		65100	70310	75940
9	20	70400	76040	82120
10		76100	82190	88770

Accounting Support [Graduate in Commerce/Accounts]				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	0	37600	40610	43860
2		40700	43960	47480
3	5	44000	47520	51330
4		47600	51410	55530
5	10	51500	55620	60070
6		55700	60160	64970
7	15	60200	65020	70220
8		65100	70310	75940
9	20	70400	76040	82120
10		76100	82190	88770

Accounting Support [Post Graduate in Commerce/Accounts]				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	0	44000	47520	51330
2		47600	51410	55530
3	5	51500	55620	60070
4		55700	60160	64970
5	10	60200	65020	70220
6		65100	70310	75940
7	15	70400	76040	82120
8		76100	82190	88770
9	20	82200	88780	95880
10		88800	95910	103580

## CATEGORY 2- PROJECT MANAGEMENT SUPPORT & ROLLOUT SERVICES

Software Application Support Engineer				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	0	40700	43960	47480
2		44000	47520	51330
3	5	47600	51410	55530
4		51500	55620	60070
5	10	55700	60160	64970
6		60200	65020	70220
7	15	65100	70310	75940
8		70400	76040	82120
9	20	76100	82190	88770
10		82200	88780	95880

Project Management Support Executive				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	0	40700	43960	47480
2		44000	47520	51330
3	5	47600	51410	55530
4		51500	55620	60070
5	10	55700	60160	64970
6		60200	65020	70220
7	15	65100	70310	75940
8		70400	76040	82120
9	20	76100	82190	88770
10		82200	88780	95880

General Management Support Executive				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	0	40700	43960	47480
2		44000	47520	51330
3	5	47600	51410	55530
4		51500	55620	60070
5	10	55700	60160	64970
6		60200	65020	70220
7	15	65100	70310	75940
8		70400	76040	82120
9	20	76100	82190	88770
10		82200	88780	95880

Senior Software Application Support Engineer (Without Certification*)				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	5	59800	64590	69760
2		64600	69770	75350
3	10	69800	75390	81420
4		75400	81440	87950
5	15	81500	88020	95070
6		88100	95150	102760
7	20	95200	102820	111050
8		102900	111140	120030
9	25	111200	120100	129710
10		120100	129710	140090

Senior Software Application Support Engineer (With Certification*)				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	3	59800	64590	69760
2		64600	69770	75350
3	8	69800	75390	81420
4		75400	81440	87950
5	13	81500	88020	95070
6		88100	95150	102760
7	18	95200	102820	111050
8		102900	111140	120030
9	23	111200	120100	129710
10		120100	129710	140090

\* Recognized certification in relevant domain/area from reputed institutions like IITs, IIMs, etc. or from reputed established organizations/certifying agencies

Senior General Management Support Executive(Without Certification*)				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	5	59800	64590	69760
2		64600	69770	75350
3	10	69800	75390	81420
4		75400	81440	87950
5	15	81500	88020	95070
6		88100	95150	102760
7	20	95200	102820	111050
8		102900	111140	120030
9	25	111200	120100	129710
10		120100	129710	140090

\* Recognized certification in relevant domain/area from reputed institutions like IITs, IIMs, etc. or from reputed established organizations/certifying agencies

Senior General Management Support Executive(With Certification*)				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	3	59800	64590	69760
2		64600	69770	75350
3	8	69800	75390	81420
4		75400	81440	87950
5	13	81500	88020	95070
6		88100	95150	102760
7	18	95200	102820	111050
8		102900	111140	120030
9	23	111200	120100	129710
10		120100	129710	140090

*\* Recognized certification in relevant domain/area from reputed institutions like IITs, IIMs, etc. or from reputed established organizations/certifying agencies*

Senior Project Management Support Executive (Without Certification)				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	5	59800	64590	69760
2		64600	69770	75350
3	10	69800	75390	81420
4		75400	81440	87950
5	15	81500	88020	95070
6		88100	95150	102760
7	20	95200	102820	111050
8		102900	111140	120030
9	25	111200	120100	129710
10		120100	129710	140090

Senior Project Management Support Executive (With Certification*)				
Levels	Minimum Experience (In Years)	Remuneration per month (Consolidated) (in INR)	Rate Revision Year 2 (in INR)	Rate Revision Year 3 (in INR)
1	3	59800	64590	69760
2		64600	69770	75350
3	8	69800	75390	81420
4		75400	81440	87950
5	13	81500	88020	95070
6		88100	95150	102760
7	18	95200	102820	111050
8		102900	111140	120030
9	23	111200	120100	129710
10		120100	129710	140090

\* Recognized certification in relevant domain/area from reputed institutions like IITs, IIMs, etc. or from reputed established organizations/certifying agencies



## **ANNEXURE-12: CERTIFICATE FOR ACCEPTANCE OF EMPANELMENT TERMS AND CONDITIONS**

**RFE No.:**

**Dated:**

**To,**

The Managing Director,  
National Informatics Centre Services Incorporated (NICSI)  
1st Floor, NBCC Tower,  
Bhikaji Cama Place,  
New Delhi - 110066

**Subject: Certificate of Acceptance for all Empanelment Terms and Conditions**

Dear Sir/Madam,

This is to certify that I, **[Authorized Signatory's Name]**, holding the position of **[Designation, e.g., Director, Authorized Partner]**, and being duly authorized to sign and submit this bid on behalf of **M/s. [Bidder's Full Legal Name]**, having its registered office at **[Registered Office Address]**.

I have read, understood, and examined in detail the entire Request for Empanelment (RFE) document for "**[Insert Full Title of the RFE]**" including, but not limited to, all its annexures, schedules, terms, conditions, specifications, instructions, and any corrigendum / addendum issued.

I hereby **unconditionally accept and agree to abide by all the terms, conditions, stipulations, and obligations** set forth in the said RFE document and all published corrigendum, without any reservation or deviation.

I hereby **unconditionally accept and agree to abide by all the terms, conditions, stipulations, and obligations** set forth in the said RFE document, without any reservation or deviation.

We understand that our bid shall be construed as an offer and that any deviation or non-acceptance may lead to the rejection of our bid.

Thanking you,

**For and on behalf of [Bidder's Full Legal Name]**

**Signature:** \_\_\_\_\_

**Name:** **[Authorized Signatory's Name]**

**Designation:** **[Authorized Signatory's Designation]**

**Company Seal / Stamp**

## **ANNEXURE-13: DECLARATION-CUM-UNDERTAKING REGARDING BLACKLISTING /NON-BLACKLISTING**

*(Self-certification in company's letterhead)*

I / We, Proprietor/ Partner(s) / Director(s) of M/S. \_\_\_\_\_ hereby declare that the firm/company namely M/s. \_\_\_\_\_, as on the date of bid submission, has not been blacklisted or not under active blacklisting period/active debarred list by NICSI or any of the Central or State Government Organisation / Public Sector Undertaking / Autonomous Body etc.

In case the above information found false I/We are fully aware that the empanelment/contract will be rejected/cancelled by NICSI and execution of Bid Securing Declaration. Also, the agency will be debarred for two years to participating in any RFE/tender published through NIC/NICSI. In addition to the above NICSI will not be responsible to pay the bills for any completed / partially completed work if empanelment was allotted.

**OR**

I / We Proprietor/ Partner(s)/ Director(s) of M/S. \_\_\_\_\_ hereby declare that the firm/company namely M/s. \_\_\_\_\_ was blacklisted or debarred by NICSI, or any other Central or State Government Organisation / Public Sector Undertaking / Autonomous Body etc. for a period of \_\_\_\_ months /years w.e.f. \_\_\_\_\_. The period is over on \_\_\_\_\_ and, as on the date of bid submission the firm /company is not in active blacklisting period and now entitled to take part in Government empanelment/tenders.

In case the above information found false I/We are fully aware that the empanelment / contract will be rejected/cancelled by NICSI and execution of Bid Securing Declaration. Also, the agency will be debarred for two years to participating in any RFE/tender published through NIC/NICSI. In addition to the above NICSI will not be responsible to pay the bills for any completed / partially completed work if empanelment was allotted.

**(Signature of Bidder with Seal)**

**Name:**

**Capacity in which as signed:**

**Name & address of the Company / Firm:**

**Date:**

**Place:**

## ANNEXURE-14: FORMAT FOR BID SECURING DECLARATION FORM

*(Only for Start Ups/MSEs)*

<On Company's Letter Head>

Date: \_\_\_\_\_

RFE No.: \_\_\_\_\_

To *(insert complete name and address of the purchaser)*

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a. have withdrawn/modified/amended, impairs or derogates from the RFE, my/our Bid during the period of bid validity specified in the form of Bid; or
- b. have been notified of the acceptance of our Bid by the purchaser during the period of bid validity
  - i. fail or refuse to execute the contract, if required, or
  - ii. fail or refuse to furnish the Performance Security, in accordance with the instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

- i. the receipt of your notification of the name of the successful Bidder; or
- ii. thirty days after the expiration of the validity of my/our Bid.

**Signed:** *(insert signature of person whose name and capacity are shown)*

**in the capacity of** *(insert legal capacity of person signing the Bid Securing Declaration)*

**Name:** *(insert complete name of person signing the Bid Securing Declaration)*

**Duly authorized to sign the bid for an on behalf of:** *(insert complete name of Bidder)*

Dated on \_\_\_\_\_ day of \_\_\_\_\_ *(insert date of signing)*

Corporate Seal (where appropriate)

**ANNEXURE 15: SELF-DECLARATION FOR COMPLIANCE WITH DEPARTMENT OF EXPENDITURE OM NO. 6/18/2019-PPD DATED 23RD JULY 2020**

*(To be submitted on Bidder's Letterhead, duly signed and stamped by Authorized Signatory)*

**Date:** \_\_\_\_\_

**Tender Reference No.:** \_\_\_\_\_

**Name of Work/RFE:** \_\_\_\_\_

**DECLARATION**

I/We, M/s \_\_\_\_\_ (name and full address of the bidder), hereby solemnly affirm and declare as under:

1. That I/We have carefully read and understood the provisions of the Office Memorandum (OM) No. 6/18/2019-PPD dated 23rd July 2020, issued by the Department of Expenditure, Ministry of Finance, Government of India, regarding restrictions on public procurement from bidders of countries sharing a land border with India.
2. That I/We certify that I/We, our parent company, subsidiaries, affiliates, beneficial owners, or agents are **not from such restricted countries** as per the above OM, and are eligible to participate in this tender.
3. That in case my/our status changes with respect to the compliance requirements of the aforesaid OM during the validity of my/our bid or during the course of the contract, I/We shall immediately inform the Purchaser in writing.
4. That the information and documents furnished by me/us in support of this declaration are true and correct to the best of my/our knowledge and belief, and that I/We shall be liable for action under the applicable laws if found to have made any misrepresentation or wrong declaration in this regard.

**Authorized Signatory**

(Signature with name, designation, seal/ stamp)

Place: \_\_\_\_\_

Date: \_\_\_\_\_

## ANNEXURE 16 A- PROJECT CERTIFICATE (CA CERTIFIED)

(For Category 1- Office Support Services)

This is to certify that **M/s. [Bidder Name]** has executed the following projects related to **Support Services / Office Support Services** (as defined in the RFE) during the last 3 completed financial years ending FY 2024-25.

### Project Details

S. No.	Name of Client / Customer	PO / WO No. & Date	Project Description (Scope of work)	Project Value (₹ in Lakhs)	Date of Start	Date of Completion / Ongoing	Status (Completed / Ongoing)
1							
2							
3							
...							

### CA Certification

I hereby certify that the details of projects executed by **M/s. [Bidder Name]** as mentioned above are true and correct as per the books of accounts / records produced before me.

### Seal & Signature of Chartered Accountant

(Name, Firm Name, Membership No., UDIN, Date)

### Note:

- For **completed projects**, this CA-certified certificate is sufficient.
- For **ongoing projects**, a **client letter / confirmation** is required stating that the project is currently in progress. Self-declaration by the bidder will **not** be accepted.
- Projects related to the supply of hardware/IT infrastructure and their associated maintenance services are NOT considered.

## ANNEXURE 16 B- PROJECT CERTIFICATE [CA CERTIFIED]

((For Category 2- Project Management Support and Rollout Services)

This is to certify that **M/s. [Bidder Name]** has executed the following projects related to **ITeS / Project Management Support & Rollout Services**. (as defined in the RFE) during the last 3 completed financial years ending FY 2024-25.

### Project Details

S. No.	Name of Client / Customer	PO / WO No. & Date	Project Description (Scope of work)	Project Value (₹ in Lakhs)	Date of Start	Date of Completion / Ongoing	Status (Completed / Ongoing)
1							
2							
3							
...							

### CA Certifications

I hereby certify that the details of projects executed by **M/s. [Bidder Name]** as mentioned above are true and correct as per the books of accounts / records produced before me.

### Seal & Signature of Chartered Accountant

(Name, Firm Name, Membership No., UDIN, Date)

### Note:

- For **completed projects**, this CA-certified certificate is sufficient.
- For **ongoing projects**, a **client letter / confirmation** is required stating that the project is currently in progress. Self-declaration by the bidder will **not** be accepted.
- Projects related to the supply of hardware/IT infrastructure and their associated maintenance services are NOT considered.

## ANNEXURE 17 - COMBINED CA CERTIFICATE FOR FINANCIAL STRENGTH

### Certificate for Average Annual Turnover, Positive Net Worth, and Manpower Services Turnover (CA Certified)

RFE No.: \_\_\_\_\_

For Bidder: <Bidder's Name >

PAN: <Bidder's PAN>

I/We, <CA Firm Name>, Chartered Accountants, holding Firm Registration No. <FRN>, hereby certify that I/we have examined the books of account and other relevant records of <M/s. Bidder's Name> and provide the following certifications:

#### FINANCIAL SUMMARY FOR PAST FIVE YEARS

Financial Year	Total Annual Turnover (₹ in Crores)	Net Worth (₹ in Crores)	Annual Turnover from Manpower Services (₹ in Crores)	
			Category 1: Office Support Services  Turnover from Support Services* (₹ in Crores)	Category 2: Project Management & Rollout Services  Turnover from ITeS / Similar Services* (₹ in Crores)
(1)	(2)	(3)	(4)	(5)
2020-21				
2021-22				
2022-23				
2023-24				
2024-25				

\* Revenue generated from the provision of manpower and related support services as per the RFE scope (As defined in RFE Section 4.2 for the relevant category), excluding ineligible hardware/infrastructure-related revenue.

**Average Annual Turnover (based on highest 3 of last 5 financial years):**

- **Total Turnover (Column 2):** ₹ \_\_\_\_\_ Crores
- **Category 1 - Support Services (Column 4):** ₹ \_\_\_\_\_ Crores
- **Category 2 - ITeS Services (Column 5):** ₹ \_\_\_\_\_ Crores

**Note:** The turnover from the supply of hardware/IT infrastructure and their associated maintenance services has been *excluded* from the figures stated above in this section.

**Net Worth Status:**

We confirm that the bidder has a positive net worth in the following three financial years: \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_. <Please specify the years>

**OVERALL CERTIFICATION**

I hereby certify that the financial information provided in the table above is true and correct as per the audited financial statements / books of account of the bidder.

**Seal & Signature of Chartered Accountant**

**Name:** [CA's Name]

**Firm Name:** [CA Firm's Name]

**Membership No.:** [Membership Number]

**UDIN:** [Unique Document Identification Number]

**Date:** [Date of Certification]

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***Important Note for Bidders:***

- *Submission of the Certificate for Annual Turnover (Columns 2) and the Certificate for Net Worth (Column 3) is mandatory for all bidders. The bidder must have a positive net worth in at least three of the past five financial years.*
- *Additionally, submission of at least one of the certificates under 'Annual Turnover (Manpower Services)' (Column 4 or 5) is mandatory. If a bidder is bidding for both categories, then the turnover details for both Category 1 and Category 2 must be provided and certified.*