

**Request for Proposal
for
Selection of an Agency for
Support in Implementation of Next-Gen CPGRAMS**

(Volume 2 of 3 - General & Financial Specifications)

RFP No.: S-15/35/2024-PG dated 23.10.2024



प्रशासनिक सुधार और लोक शिकायत विभाग

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ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES**

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DISCLAIMER

This Request for Proposal (RFP) for Selection of System Integrator for **“Request for Proposal for Selection of an Agency for Support in Implementation of Next-Gen CPGRAMS” bearing RFP No S-15/35/2024-PG Dated 23.10.2024** for Department of Administrative Reforms and Public Grievances (DARPG) under Ministry of Personnel, Public Grievances & Pensions, Govt. of India.

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither DARPG, nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions, or misstatements, negligent or otherwise, relating to the proposed. Project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of DARPG. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed project, the regulatory regime which applies thereto and by and all matters pertinent to the project and to seek its own professional advice on the legal, financial, and regulatory consequences of entering into any agreement or arrangement relating to the Project. DARPG shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

This RFP includes certain statements, estimates, projections, targets, and forecasts with respect to the proposed project. Such statements, estimates, projections, targets, and forecasts reflect various assumptions made by the management, officers, employees, consultants, and experts, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation, or warranty.

DARPG shall be the final authority with respect to qualifying a bidder through this RFP. The decision in selecting the System Integrator who qualifies through this RFP shall be final and DARPG reserves the right to reject any or all the bids without assigning any reason thereof. DARPG further reserve the right to negotiate with the selected agency to enhance the value through this project and to create a more amicable environment for the smooth execution of the project.

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ABBREVIATIONS

SN	Abbreviation	Explanation
1.	BG	Bank Guarantee
2.	CA	Chartered Accountant
3.	CMMI	Capability Maturity Model Integration
4.	CPGRAMS	Centralized Public Grievance Redress and Monitoring System
5.	CSP	Cloud service provider
6.	CV	Curriculum Vitae
7.	DARPG	Department of Administrative Reforms and Public Grievances
8.	DD	Demand Draft
9.	DSC	Digital Signature Certificate
10.	EMD	Earnest Money Deposit
11.	GoI	Government of India
12.	GST	Goods and Services Tax
13.	ICT	Information and Communication Technology
14.	INR	Indian National Rupee
15.	ISO	International Organization for Standardization
16.	IT	Information Technology
17.	ITeS	Information Technology enabled Services
18.	LLP	Limited Liability Partnership
19.	LoA	Letter of Acceptance
20.	Lol	Letter of Intent
21.	OEM	Original Equipment Manufacturer
22.	O&M	Operations and Maintenance

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SN	Abbreviation	Explanation
23.	PBG	Performance Bank Guarantee
24.	PSU	Public Sector Undertaking
25.	QCBS	Quality cum Cost Based Selection
26.	RFP	Request for Proposal
27.	SI	System Integrator
28.	SLA	Service Level Agreement

1. The RFP Process

Below Section describes the structural and functional components of the RFP.

1.1 Content of the RFP Document

1.1.1. The RFP documents are those stated below and should be read in conjunction with any Addenda issued in accordance with **Clause 2.8 (Amendment in RFP Documents)** of this Volume and proceedings of Pre-bid Meeting issued in accordance with **Clause** Error! Reference source not found. **(Pre-Bid Meeting)**:

- (i) **RFP Volume I:** Scope of Services
- (ii) **RFP Volume II:** General & Financial Specifications
- (iii) **RFP Volume III:** Master Service Agreement

1.1.2. The bidder is expected to examine all instructions, forms, terms, DARPG's requirements and other information in the RFP documents. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every aspect would be at the bidder's risk and may result in rejection of the proposal.

1.2 Clarifications on RFP Documents

1.2.1 Bidder's may raise any clarification pertaining to the RFP by mailing on partha.bhaskar@gov.in at least 15 days before the last date of bid submission. No queries/ clarifications shall be entertained after the aforesaid period. Bidders are requested to thoroughly go through the Terms & conditions and raise the queries if any within the prescribed period.

1.2.2 DARPG would try to give clarifications to the bidders over mail only.

1.2.3 The queries, suggestions and other observations will be examined and any amendments to the RFP, if required, shall be done at the sole discretion of DARPG.

1.2.4 Except for responses to request for any clarifications on the bid, the bidder shall not contact DARPG by any means for any matter related to this bid from the time of submission of the bid until the issuance of LOI to the successful bidder. Such actions may lead to disqualification as well as blacklisting of the bidder.

1.3 Proposal Preparation Cost

1.3.1 The bidders shall bear all costs associated with the preparation and submission of their bids, contract negotiation, signing and/or any activity related to this RFP like participation in the bidding process/ meetings, conduct the study, analysis, and diligence activities in order to prepare respond, presentation(s).

1.3.2 DARPG in no case will be responsible or liable for these costs. Through this RFP, DARPG neither commits to award a contract nor to engage in any negotiations regardless of the conduct or outcome of the bidding process.

1.4 Right to Terminate

- 1.4.1 DARPG may terminate the RFP process at any time and without assigning any reason. DARPG makes no commitment, express or implied, that this process will result in a business transaction with anyone.
- 1.4.2 This RFP does not constitute an offer by the DARPG. The bidder's participation in this process may result in DARPG selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by DARPG to execute a contract or to continue negotiations. DARPG may terminate negotiations at any time without assigning any reason.

2. Instructions to Bidders

2.1 Availability of RFP Document

2.1.1 This RFP document is available on the web site of DARPG, and the notice shall be published on <https://eprocure.gov.in/cppp/> to enable the interested bidders to view, download the RFP document. However, the bids/proposals against the RFP need to be submitted online **ONLY** on CPPP portal as per the last date and time mentioned in RFP document.

2.2 Preparation and Submission of Bid

2.3.1 Language of Bid

The bid document prepared by the Bidder, as well as all correspondence and documents relating to the e-Bid exchanged by the Bidder and DARPG shall be written in English.

2.3.2 Documents constituting the e-Bid:

The e-Bid prepared by the Bidder shall comprise the following components:

- i. **Technical Bid** – Technical Electronic Bid shall comprise of:
 - a) **Bidder has to submit Bid securing declaration in lieu of EMD.**
 - b) **Eligibility Details** – Includes copies of required documents in PDF format justifying that the Bidder is qualified to perform the contract if his/her bid is accepted, and the Bidder has financial & technical capability necessary to perform the contract and meets the criteria outlined in the Pre-Qualification and fulfill all the conditions of the contract.
- ii. **Technical Evaluation** – Includes copies of required documents in PDF format along with required information as outlined in Technical Evaluation Parameters in this RFP and fulfills all the technical conditions of the contract.
- iii. **Financial Bid** – The Financial Electronic Bid shall include following:
 - a) **Cover Letter** – **Financial Bid Cover Letter (Annexure 16)** to be uploaded at CPPP portal <https://eprocure.gov.in/cppp/>
 - b) **Financial Bid Summary** – in the prescribed **BoQ (Annexure-17 in xls/xlsx/pdf file format)** available for download on CPPP portal <https://eprocure.gov.in/cppp/>

2.2.3 Documents establishing Bidder's Qualification

- i. The Bidder shall furnish, as part of its technical e-Bid, documents establishing the Bidder's qualification to perform the contract if its e-Bid is accepted. The documentary evidence should be submitted by the Bidder electronically in the PDF format.
- ii. The documentary evidence of Bidder's qualification to perform the contract if its e-Bid is accepted shall be as per qualification requirements specified in e-Bid document.

- iii. All the documents submitted by the bidder shall be signed by authorized signatory and shall also put company's/authorized signatory's seal.

2.2.4 e-Bid Currency

The prices quoted in the proposal shall be in Indian Rupees only. Proposal in any currency other than Indian Rupee (INR) shall be treated as non-responsive and hence shall be rejected.

2.2.4.1 Formats and signing of e-Bid:

The Bidder shall prepare one electronic copy each of the technical bid and financial bid separately.

- i. The e-Bid document shall be digitally signed, at the time of uploading, by the Bidder or a person or persons duly authorized to bind the Bidder to the contract.
- ii. The bidder's authorization shall be supported by attaching a scanned copy of valid proof of authorization like Power of Attorney/Board Resolution etc.

2.2.4.2 Deadline for submission of e-Bid

- i. E-Bid (Technical and Financial) must be submitted by the Bidder at CPPP portal <https://eprocure.gov.in/cppp/> not later than the time specified on the prescribed date (as the server time displayed on the CPPP portal).
- ii. The DARPG may, at its discretion, extend this deadline for submission of e-Bid by issuing and publishing a corrigendum on CPPP portal <https://eprocure.gov.in/cppp/> in such case all rights and obligations of DARPG and the Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

2.2.4.3 Submission of e-Bid

- i. The bid submission enables the Bidders to submit the e-Bid online in response to the RFP published by the DARPG.
- ii. Bid submission can be done only from the bid submission start date and time till the bid submission end date and time given in the RFP. Bidders should start the bid submission process well in advance so that they can submit their e-Bids in time.

2.2.5 Advisory for using Digital Signatures:

- i. On CPPP, Prospective bidders can upload their supporting documents against respective fields/criteria.
- ii. The Authorized Signatory can sign digitally on each PDF document (Preferably on last page of each PDF). Signing Digitally on each page of a PDF document shall not be required.
- iii. However, Prospective bidders may ensure that once digitally signed, there must be no editing on the signed PDF such as merging with other files/ de-merging etc.

2.3 Period of validity of e-Bid

- 2.2.1 E-Bid shall remain valid for 180 days (One Hundred Eighty Days) from the bid submission date. An e-Bid valid for a shorter period shall be rejected as non-responsive.
- 2.2.2 In exceptional circumstances, DARPG may solicit the Bidder's consent to an extension of the period of e-Bid validity. The request and the response thereto shall be made in writing. A Bidder may refuse the request without forfeiting its e-Bid security. A Bidder granting the request will not be required nor permitted to modify its e-Bid.
- 2.2.3 During the bid validity period, the bidder is expected to keep available the personnel proposed for the assignment.
- 2.2.4 DARPG will make its best effort to evaluate the bids and get the acceptance of contract from successful bidder.

2.4 Correspondence with the Bidder

- 2.4.1 No Bidders or its technical partners shall contact DARPG on any matter relating to his e-Bid from the time of Bid opening to the time contract is awarded.
- 2.4.2 Any effort by the Bidder or by its technical partners to influence DARPG in the Bid evaluation, bid comparison or contract award decisions, may result in the rejection of his bid.

2.5 Amendments in RFP Document

- 2.5.1 DARPG may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.
- 2.5.2 At any time, DARPG may issue addendum/corrigendum to the RFP document as decided by the RFP committee. Any addendum issued shall be part of the bidding document and shall be communicated on CPPP portal. In case of issuing addendum/ corrigendum, the last date of bid submission may be extended by DARPG, if felt necessary.
- 2.5.3 No clarification obtained through verbal communication by the bidder with any employee of DARPG will be deemed as addendum/corrigendum to this RFP document. The bidder acting on such a verbal communication will do so at his own risk and DARPG shall bear no responsibility for any outcome arising out of this.

2.6 Compliance with Mandatory Requirements

All proposals will be reviewed for compliance with the mandatory requirements as contained within the RFP. Proposals deemed non-responsive will be eliminated from further consideration.

2.7 Technical Proposal

- 2.7.1 For preparing the technical proposal, the bidders are advised to thoroughly examine this RFP in detail. Any deficiencies in providing the information requested may result in rejection of the Proposal/e-bid.

- 2.7.2 While preparing the technical proposal, the bidder must give particular attention to the following:
- i. Understanding of scope of work
 - ii. Features of the proposed IT system
 - iii. Approach and Methodology for implementation and roll-out
 - iv. Project plan
 - v. Data Security
 - vi. Training plan
 - vii. Hosting of on cloud
 - viii. Number and suitability of personnel planned to be deployed for this project. It is desirable that these personnel be permanent employees of the firm or have an extended and stable working relation with it.
 - ix. Operational Support & Management
- 2.7.3 The technical proposal shall not include any financial information. Bid which encloses financial bid information/ part of financial bid in the technical bid shall be rejected outright by DARPG as being non-responsive.
- 2.7.4 The bidder shall submit the following documents with its technical proposal:
- i. A forwarding letter on company letterhead of the bidder indicating the submission of the bid signed by an authorised person holding the power of attorney (as per **Annexure- 1**).
 - ii. Copy of demand draft of RFP Document Fee.
 - a) Copy of Power of Attorney (as per the format provided at **Annexure – 11**).
 - b) Particulars of bidder as per **Annexure-2**.
 - c) Profile of Key Personnel as per **Annexure-10**.
 - d) Details of past projects implemented by the bidder as per **Annexure- 8 & 9** (Details of Past Projects Implemented by bidder).
 - e) Response to the Pre-Qualification Criteria given in the **Annexure-4** (Pre-Qualification Criteria for bidders) along with supporting documents.
 - f) Response to the Technical Evaluation Parameter given in the **Annexure- 5** (Technical Evaluation Criteria for bidders) along with supporting documents.
 - g) Undertaking and Self-Declaration by the bidder (as per the formats provided at **Annexure – 12 & 13**).
 - h) Signing of Integrity Pact (as per the format provided at **Annexure – 13**).
 - i) Project Approach & Methodology
 - j) High level description of the proposed system
 - k) Project Implementation Plan
 - l) Training Schedule – including resources required for conducting the training.
 - m) Operations and Maintenance Plan
 - n) Any other relevant form(s) and document(s) in compliance to the RFP requirements.

2.8 Financial Proposal

Financial e-bid shall include the following document:

SN	Document Type	Document Format
1	Cover Letter - Include Annexure-16 as annexure at the time of upload at CPPP portal https://eprocure.gov.in/cppp/	On bidder's letter head duly signed by authorized signatory
2	Financial Bid Summary	In the prescribed format (Annexure 17 , xls/xlsx/pdf file) provided at CPPP portal https://eprocure.gov.in/cppp/

- 2.8.1 The bidder as part of its financial bid should account for all out of pocket and other expenses including all permits, approvals, travel cost and licenses etc. that may be required for completion of all items as mentioned in the scope of work of this RFP document.
- 2.8.2 The Financial Proposal should include all the taxes, GST, Duties, CESS, etc.
- 2.8.3 The prices/rates quoted by the bidder shall remain firm (fixed) during the entire Contract Period and shall not be subject to any variation on any account. A bid submitted with variable price quotation will be treated as non-responsive and hence shall be liable to be rejected.
- 2.8.4 The Financial bid as prescribed in **Annexure 17** is composed of four components mentioned below:
- Component A:** Design & Development of NextGen CPGRAMS along with all other associated components.
 - Component B:** Operational support for NextGen CPGRAMS all other associated components.
 - Component C:** Deployment of Onsite Team & Helpdesk Team as per scope of work.
 - Component D:** Deployment of the proposed system in cloud-based environment as per scope of work (**However, this cost will not be included for financial bid evaluation purpose**).
 - The **Total Cost (A+B+C) depicted in Table 9.17.1 (Financial Bid Summary)** quoted by the bidder shall be considered for bid evaluation.
- 2.8.4.1 A: Cost of Design & Developing the Next Gen CPGRAMS Software core including dashboard, LLM Integration, any other integration so desired by DARPG. (One-time cost)**
- 2.8.4.2 B: Cost of O&M (Including LLM Cost, Stabilization cost etc.).** This is a recurring Cost
- 2.8.4.3 C: Cost of Manpower to be deployed:** As outlined in the Scope of Work, DARPG requires 9 manpower to be deployed after the go live of the Next Gen CPGRAMS. This 9-member team will be tasked to work on the analytical tools and LLM enabled dashboard developed for Next gen CPGRAMS. This manpower will be deployed only after a

functional dashboard is developed. The Next Gen CPGRAMS also includes a 5-member call centre (to be located on premises of DARPG) who will be in charge of constantly interacting with the GROs and resolving any issues related to them. This manpower to be deployed only after the Next Gen CPGRAMS is live. This is a recurring cost

2.8.4.4 **D: Cost of Cloud:** This cost to be calculated by the SI on actuals on monthly basis. The actual cloud consumption for the solution will be audited by an expert agency appointed by DARPG for guiding the usages of cloud.

2.8.4.5 The cost quoted here by the bidder in the Annexures mentioned above include the lumpsum cost for component A- for design & development and Go- live for Next Gen CPGRAMS, Dashboards and a recurring cost for O&M support (component B), Manpower (component C), and Cloud management (component D). The total project cost will however be A+B+C only. (Cloud cost will not be considered for evaluation of financial bid).

2.8.4.6 *The recurring cost on components B, C & D will be applicable after successful Go-live of next Gen CPGRAMS and will be paid on a quarterly basis on actuals. The SI may be considered a yearly increment maximum within 8 % of the recurring cost quoted for the components B & C depending on the performance and after due approvals of the competent authorities.*

2.8.4.7 *Payment towards Operational support & Deployment of Team shall be made from the date of actual deployment of the resources for DARPG.*

2.9 Terms & Conditions of Bidders

2.9.1 Any terms and conditions of the bidder will not be acceptable at any stage of bidding process.

2.9.2 Any terms and conditions of the bidders mentioned in the bid will not be considered as a part of their bids and/or contract.

2.10 Right to Publish

Throughout the duration of this bidding process and contract term, bidders must secure from DARPG, written approval prior to the release of any information that pertains to the potential work, or activities covered by this procurement or the subsequent contract. Failure to adhere to this requirement may result in disqualification of the bid or termination of the contract.

2.11 Clarifications from Bidders

2.11.1 DARPG may at its sole discretion contact the bidder for clarification of the response.

2.11.2 DARPG reserves the right to verify the credentials (including documents, declarations, self-certifications) provided by the bidders by its own means and methods.

2.11.3 Evaluation Committee may use other sources of information in proposal evaluation as required.

2.12 Due diligence by Bidders

- 2.12.1 Each bidder should conduct its own study and analysis in order to respond to this RFP document.
- 2.12.2 DARPG makes no representation and shall incur no liability under any law, statute, rules or regulations on any claim the potential bidder may make in case of failure to understand the requirement and respond to the RFP document.

2.13 Collusive Proposal

- 2.13.1 Bidders and their employees, agents, advisors, and any other person associated with the bidder, must not engage in any collusive proposal, anti-competitive conduct or any other similar conduct with any other bidder or any other person in relation to the preparation or submission of bid.
- 2.13.2 In addition to any other remedies available under any law or any contract, DARPG reserves the right, in its sole and absolute discretion, to reject any submission lodged by a bidder that engaged in any collusive proposal, anti-competitive conduct or any other similar conduct with any other bidder or any other person in relation to the preparation or lodgment of proposals, and further the PBG may be invoked.

2.14 Fraud and Corrupt Practices

- 2.14.1 The bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, DARPG may reject any submitted bid without being liable in any manner whatsoever to the bidder if it determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice in the bidding Process.
- 2.14.2 DARPG may also initiate appropriate legal action under relevant Indian laws against the bidder found indulging in fraud and corrupt practices.
- 2.14.3 Without prejudice to the rights of DARPG hereinabove, if an bidder is found by DARPG to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the bidding process, such bidder shall not be eligible to participate in any tender/RFP issued by DARPG for a period of 2 (two) years from the date such bidder is found by DARPG to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- 2.14.4 Misrepresentation and/or improper response by any bidder may be led to disqualification of the bidder. If any such disqualification is detected at any stage of bidding process/implementation, such bidders are liable to be blacklisted.
- 2.14.5 Bids, which in the opinion of DARPG, have been completed with the improper assistance of employees of DARPG and ex-employees of DARPG, or with the utilization of information unlawfully obtained from DARPG will be excluded from further consideration and shall be rejected.

2.14.6 For the purposes of this section, the following terms shall have the meaning hereinafter respectively assigned to them:

- i. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the bidding Process.
- ii. "Fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the bidding Process.
- iii. "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the bidding Process.
- iv. "Undesirable practice" means establishing contact with any person connected with or employed or engaged by DARPG with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the bidding Process.
- v. "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the bidding Process.

2.15 Conflict of Interest

2.15.1 DARPG requires the bidders to provide professional, objective, and impartial advice and at all times hold Govt. of India's interest's paramount.

2.15.2 The bidders should strictly avoid conflicts with other assignment or their own corporate interests and act without any consideration for future work.

2.15.3 Neither the selected bidder nor any of its personnel shall engage in any personal, business, or professional activity which conflicts or could conflict with any of their obligations in relation to this Project.

2.15.4 A bidder may be considered to be in a conflict of interest with one or more parties in this bidding process if, including but not limited to:

- a) have controlling shareholders in common; or
- b) receive or have received any direct or indirect subsidy from any of them; or
- c) have the same legal representative for purposes of this bid; or
- d) have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder, or influence the decisions of DARPG regarding this bidding process; or
- e) A bidder participates in more than one bid in this bidding process. Participation by a bidder in more than one bid will result in the disqualification of all bids in which it is involved.

- f) A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the goods and services that are the subject of the bid.

2.16 Integrity Pact

The bidder shall require signing the Integrity Pact with DARPG strictly as per **Annexure 13** of the RFP document.

2.17 Opening of e-Bids

2.17.1 Opening of technical e-Bid

The DARPG will open all technical e-Bids as per CPPP on the prescribed date and time of opening.

2.17.2 Opening of financial e-Bid

- i. After evaluation of technical e-Bid, through the evaluation committee the DARPG shall notify those Bidders through CPPP Portal <https://eprocure.gov.in/cppp/> whose technical e-Bids were considered.
- ii. Non-responsive to the conditions of the contract and not meeting the technical specifications and qualification requirements indicating that their financial e-Bids will not be opened.

2.17.3 Correction of Errors

- i. Financial Bids determined to be responsive will be checked by the DARPG for any arithmetic errors. Where there is a discrepancy between the rate quoted in the Financial Bid, in figures and in words, the amount in words will prevail over the amounts in figures, to the extent of such discrepancy.
- ii. The amount stated in the Financial Bid will be adjusted by DARPG in accordance with the above procedure for the correction of errors and shall be considered as binding upon the Bidder.
- iii. If the Bidder does not accept the corrected quoted rate of e-Bid, his e-Bid will be rejected, and his Bid Security shall be liable for forfeiture in accordance with the RFP conditions.

2.17.4 Conditions of eligibility of Bidder

Bidders must carefully examine the eligibility criteria (Pre-Qualification Criteria) as provided in **Section 6** of this RFP. The Bidder has to meet all the eligibility criteria set out to be eligible for technical & financial evaluation.

2.18 Taxes & Duties

- 2.18.1 All Custom Duties, Duties and any other Taxes, Duties, Cess and Levies payable by the bidder in respect of any transaction for procuring any services or components shall be included in the bid price and no separate claim on this behalf will be entertained by DARPG.

- 2.18.2 As regards the Income Tax, surcharge on Income Tax and other taxes including tax deduction at source, the bidder shall be responsible for such payment to the concerned authorities within the prescribed period.
- 2.18.3 Statutory variation in GST/Service Tax/Govt. Taxes in India during the contractual period shall be to DARPG account.

2.19 Return of Information

DARPG reserves the right, in its sole and absolute discretion, to demand that at any stage all information provided by DARPG (whether confidential or otherwise and without regard to the type of media on which such information was provided to any bidder, including all copies of such information) be:

- 2.19.1 Returned to DARPG, in which case the bidder must immediately return all such information to the address identified by DARPG; or
- 2.19.2 Destroyed by the bidder, in which case the bidder must immediately destroy all such information and provide DARPG with written certification that it has been destroyed.

2.20 False or Misleading Claims

DARPG may in its absolute discretion exclude or reject any proposal that contains any false or misleading claims or statements. DARPG has no liability to any person or agency for excluding or rejecting any such proposal.

2.21 Assignment/ Sub-Contract

- 2.21.1 In order to bring in Industry competencies, SI shall be allowed to sub-contract key obligation to the reputed sub-contractors. The key services and applications which are allowed for sub-contracting is as follows:
- i. **Hosting Services on Cloud:** Deployment, Implementation, and Operational Management of Next-Gen CPGRAMS Portal application hosting services on cloud provided by MeitY empaneled CSPs.
 - ii. Artificial Intelligence Component including Chatbot & Large Language Model (LLM)
 - iii. Call Centre/Helpdesk support
 - iv. Out-sourcing / Sub-Contract will be permitted only for Security and quality audit.
- 2.21.2 Bidders shall, in their technical Bids, clearly mention areas where sub-contracting is planned.
- 2.21.3 In case Bidder wants to hire sub-contractor for any of the above services as mentioned above, bidder shall share all the important details and credentials of the sub-contractors and take prior written approval from DARPG before signing the contract with the sub-contractor.
- 2.21.4 DARPG reserves the right to ask the SI for the replacement of the sub-contractor or any of its resources deployed onsite due to non-performance/ misconduct or any other reason DARPG deemed fit to do so.

2.21.5 In case of non-performance, replacement of sub-contractor and any of its resources deployed onsite shall be done within 30 (Thirty) days and 7(Seven) days respectively.

2.22 Criminal Charges and Conviction

The Bidder warrants that it has disclosed and will continue to disclose during the term of this Contract full details of all criminal convictions and all pending criminal charges against it or any of its personnel and associates that would reasonably be expected to adversely affect the Bidder and the company who owns the patent of the technology being offered or the Bidder's capacity to fulfil its obligations under this contract.

2.23 Earnest Money Deposit

2.23.1 The bidder shall submit **Earnest Money Deposit (EMD) of INR 5,00,000/- (INR Five Lakh)** by means of Bank Guarantee from scheduled commercial bank drawn in favor of DARPG valid for **45 days beyond the validity of the bid**, payable at New Delhi or through RTGS/NEFT in the bank account for which details are mentioned in the **E-Tender Notice** above.

2.23.2 Bidders need to submit original physical hardcopy of Bank Guarantee for EMD either personally or through courier/post. Hardcopy of EMD should reach DARPG within Seven (07) days post bid submission date & time. In case of non-submission of hardcopy within the stipulated time, the bid will be summarily rejected.

2.23.3 Bid must be accompanied with proof of payment of EMD remitted.

2.23.4 Bid not accompanied with EMD shall be liable for rejection and no further communication from the bidder, in this regard, shall be entertained by DARPG.

2.23.5 If any discrepancy is found between the hard copies of the offline documents viz. BG towards EMD and scanned copy of same uploaded online, then the online bid shall be liable for rejection.

2.23.6 EMD submitted by the bidder shall be forfeited and debarred from participating in future RFP by DARPG for a period of two (02) years, if the bidder:

- i. Withdraws or modify or impairs or derogates from the bid in any respect within the period of validity of its bid; or
- ii. If it comes to notice that the information / documents furnished in its bid is false, misleading, or forged; or
- iii. Fails to furnish requisite performance bank guarantee within stipulated time required as per e-bid.
- iv. In the event of bidder, not accepting the offer and/or not formally executing the contract after acceptance of bid/proposal by DARPG within the stipulated time period.

2.23.7 No interest shall be payable on the amount of Earnest Money in any case.

2.23.8 The bidders which are exempted to pay the EMD as per CPPP's General Terms and Conditions, shall only be exempted.

2.23.9 As per General Terms & Conditions of CPPP, bidder having turnover more than INR 500 Crore are exempted from furnishing EMD on CPPP portal. Yet the bidder must submit Bid securing declaration in lieu of EMD.

2.23.9 Refund of EMD

- i. Earnest money of unsuccessful bidders shall be returned within 15 days after the award of contract or expiry of bid validity, whichever is earlier.
- ii. In case of two packet or two stage bidding, EMD of unsuccessful bidders during first stage i.e., technical evaluation should be returned within 15 days of declaration of result of first stage itself i.e. technical evaluation.
- iii. Earnest money of successful bidder shall be returned within 15 days after receipt of Performance Bank Guarantee.

2.23.10 The EMD format is attached as **Annexure 6** of this RFP.

3. Evaluation of Bids/Proposals

Bids/Proposals will be reviewed by a committee constituted by the DARPG or its designated representative(s). The DARPG representatives shall be member of such committee, is also referred to herein as the Evaluation Committee (or "Committee").

3.1 Opening of Bids

DARPG would open the proposal as specified in **Clause 2.17** and subsequently examine and evaluate the e-bids in accordance with the provisions set out in **Clause 3.4**.

3.2 Initial Determination of Compliance with RFP Requirements

The Committee will perform an initial review of all proposals that are submitted on time. After initial review, the Committee may recommend discontinuing the evaluation of any proposal which it considers unacceptable prima facie for any reason such as:

- i. The proposal is not a reasonable effort to respond to the requirements of the RFP.
- ii. The proposal contains technical deficiencies, such as not all the requirements of the solution are addressed, and proposed solution is not in accordance with the requirements of the DARPG.
- iii. The bidder shall provide all supporting documents for all the information submitted as a part of this RFPs response. Any claim without the required supporting document would not be considered for the purpose of scoring. The supporting documents submitted must be valid as on the date of submission of the bids.

3.3 Correction of Errors

- i. Bidders are advised to exercise adequate care in quoting the prices. No modification/correction in quotations will be entertained once the bids/proposals are submitted. Even before submission of the proposal, care should be taken to ensure that any corrections/overwriting in the proposal are initiated by the person signing the proposal form.

- ii. In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall be considered final.

3.4 Bid Evaluation Procedure

To establish the bidder's competency and capabilities, it is proposed that the evaluation of the bids will be done in two stages as mentioned below:

- i. *Stage 1: Evaluation of Pre-Qualification and Technical Proposal*
- ii. *Stage 2: Evaluation of Financial Proposal*

On each of these parameters, the bidders would be required to meet the qualification/evaluation criteria as detailed in subsequent sections.

- (i) All those bids meeting the Pre-Qualification Criteria would progress to the next level of evaluation i.e. Technical Bid Evaluation.
- (ii) Post technical evaluations, only the technically qualified bids would progress to next level of evaluation i.e. Financial Bid Evaluation.

3.4.1 Opening of Proposals

- i. The Technical Bid of the bidder would be opened on the specified date, time and place as mentioned in the bid document. No separate communication shall be made in this regard & bidders at their own pre-judice shall send their Authorized Signatory/ representative to attend the opening process. **The representative must report at least 30 minutes before the bid opening time. No separate communication shall be done by DARPG in this regard.**
- ii. Bidder to note that the financial bid should be submitted separately and independent of the technical bid. In case, Financial Bid forms part of the technical bid, the bid shall be summarily rejected by DARPG.
- iii. The objective of the technical evaluation process is to select bidder(s) who have the commercial and operational strength to provide the services. The bid(s)/proposal(s) shall be evaluated as per the criteria specified in this document.
- iv. The RFP documents, in particular, Appendixes/ Annexures/ Exhibits, shall be filled in by the bidder clearly, neatly, and accurately. Any alteration, erasures or over-writing would be liable to make the bid invalid unless the same is neatly carried out and attested over the full signature of bidder. The decision of DARPG to interpret the rates filled in by the bidder shall be final and binding on the SI.

3.4.2 Procedure to be followed for Obtaining Documents and Specific Clarifications

- i. The procedure followed for soliciting the Technical Clarifications shall be as per the procedures stipulated by CPPP Portal <https://eprocure.gov.in/cppp/>. The bidder shall be required to submit the clarifications within the stipulated time as mentioned in the bid document. The bidders may contact CPPP helpdesk for any support/ clarifications.
- ii. The shortfall information/ documents shall be sought only against the documents/ information already submitted by the bidder in technical documents and also in case of historical documents which pre-existed at the time of the bid opening & have not

undergone any changes since then. So far as the submission of documents is concerned with regard to qualification criteria, after submission of bid, only related shortfall documents shall be solicited and considered.

- *For e.g., if the bidder has submitted a work order without its completion certificate, the certificate can be solicited and considered. However, no new work order shall be solicited / considered during the clarification.*
- iii. The required clarification and document(s) may be solicited by the DARPG from bidders through CPPP only.
- iv. All communications shall be through CPPP portal only. The bidders shall get a notification from CPPP whenever DARPG raises the call of clarification request. No separate mode shall be adopted by DARPG.
- v. After expiry of prescribed time of Five (05) days for submission of clarification, DARPG shall download the clarification and document(s) submitted by the bidder.
- vi. The bidder has the option to respond or not to respond to these queries. If the bidder fails to respond, within the stipulated time period or the clarification(s)/and document(s) submitted is non-conforming to requirement of conditions, the bidder shall be technically dis-qualified.
- vii. All the responses to the clarifications and document(s) will be part of the Proposal of the respective bidder and if the clarifications and document(s) are in variance with the earlier information in the proposal, the information provided in later stages shall prevail over the earlier information for the technical evaluation process.
- viii. The request for clarification and document(s) by the DARPG and the response of the bidder shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.
- ix. DARPG well within its rights to waive minor infirmity or non-conformity or irregularity like spelling mistake(s), clerical errors, signature missing on any page which does not constitute a material deviation.
- x. Bidder to refer clarification and document(s) manual available on CPPP portal <https://eprocure.gov.in/cppp/> or seek assistance from the Helpdesk.

3.4.3 Stage 1: Evaluation of Pre-Qualification and Technical Proposal:

At this stage, only Pre-Qualification and Technical proposal would be considered. Financial bids/proposals would not be opened at this stage.

- i. **Evaluation of Pre-qualification Proposal:** An “Evaluation Committee” would perform an initial review of the pre-qualification proposals, and they shall be scrutinized for the responsiveness as set in the pre-qualification criteria, and for the completeness of required supporting documents as required to establish the Eligibility Claim.

The pre-qualification criteria are listed out in **Section 6** and subsequent submission is required as per **Annexure-4**.

- ii. **Evaluation of Technical Proposal:** Technical Evaluation of only eligible bidders would be carried out in the following manner:
- a) The bidder's technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP and bidder is required to provide details on the proposed solution adopting the **Technical Evaluation Framework** given in **Annexure-5**.
 - b) **Proposal Presentations:** The Committee will invite each bidder to make a presentation at a date, time, and locations. The purpose of such presentations would be to allow the bidders to present their understanding of scope of work, proposed solution, approach & methodology, implementation timelines, delivery readiness etc. to the committee.
 - c) Upon technical evaluation of each bid in line with a and b mentioned above and **Annexure 5** a "**Technical mark**" out of a maximum of 100 marks will be assigned to every bid.
 - d) The bidders who score **70 or more marks** in technical bid, will qualify for the evaluation of the financial bid.
 - e) The bidder with the highest marks in technical bid will be awarded 100 "**Technical Score**" and subsequently other bidders will also be awarded "**Technical Score**" relative to the highest technical marks for the final composite score calculation purpose e.g. if the highest technical marks is 90 then "**Technical Score**" is $(90/90) \times 100 = 100$, hence the bidder with highest technical marks will score 100 "Technical Score". Similarly, another bidder who scored 80 marks, will get $(80/90) \times 100 = 88.88$ "**Technical Score**". Following formula will be used for the "**Technical Score**" (TS) calculation:

$$\text{Technical Score (TS)} = \frac{\text{(Bidder's Technical Marks (BTM))}}{\text{(Highest Technical Marks (HTM))}} \times 100$$

- f) The details of technical evaluation parameters are provided at Section 7.
- g) Evaluation of credentials submitted against project citations to establish the PQ/TQ, shall be done on project value including all taxes, duties, cess levied.

3.4.4 Stage 2: Evaluation of Financial Proposal

- i. The evaluation will be carried out if financial bids are complete and computationally correct. The lowest financial bid will be awarded "Financial Score" of 100. The "Financial Score" of other bidder(s) will be computed by measuring the financial bids against the lowest financial bid. Following formula will be used for calculating "Financial Score":

$$\text{Financial Score (FS)} = \frac{\text{(Lowest Financial Bid (LFB))}}{\text{(Bidder's Financial Bid (BFB))}} \times 100$$

- ii. Financial bid evaluation will be done on total prices including GST/Service Tax.

3.4.5 Computation of Composite Bid Score:

The “**Composite Bid Score**” is a weighted average of the Technical and Financial Scores. **The ratio of Technical Score (TS) and Total Financial Score (TFS) is 70:30 respectively.** The Composite Bid Score will be derived using the following formula:

$$\text{Composite Bid Score} = \{(TS \times 0.70) + (TFS \times 0.30)\}$$

It is to be noted that there is capping kept on each financial component as mentioned at **Annexure – 17**. The bidder has to strictly abide by the capping and any deviation shall cause in disqualification of the bidder.

The responsive bidder(s) will be ranked in descending order according to the Composite Bid Score, which is calculated based on the above formula. The highest-ranking bidder as per the Composite Bid Score will be selected for award of contract.

- 3.4.6 **Selection of Successful Bidder:** The successful bidder shall be the bidder having the highest score. In the event two or more bidders have same score in the final ranking, then DARPG may place the contract by selection of a bidder amongst the L-1 bidders through Auto Run L1 functionality by CPPP.

3.5 Site/ premise Visit

As part of the evaluation process, evaluation committee of DARPG shall be allowed to visit and examine/verify the bidder’s system capabilities as defined in the Technical Proposal. The bidder, if asked by DARPG, shall arrange, and facilitate such visit.

3.6 Re-Tendering

In Case of any default or unforeseen circumstances, DARPG reserves the right to cancel the current RFP and go for re-tendering.

4. Award of Contract

Evaluation Committee shall reserve the right to negotiate with the bidder whose proposal has been ranked first by the committee on the basis of highest Composite Bid Score. Following finalization of selected bid, the contract shall be awarded in accordance with Master Service Agreement (**Volume III of the RFP document**).

4.1 Right to Accept or Reject Any or All Proposals

DARPG reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time prior to award of contract, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for DARPG’s action.

4.2 Notification of Award

The successful bidder who will score highest composite bid score shall be notified by the CPPP, that its proposal has been accepted through issuance of Work Order by DARPG. Consequent on issuance of Work Order, successful bidder will have to submit the required Performance Bank Guarantee to enter into the Contract within Thirty (30) days from the date

of issuance of Work Order. The performance bank guarantee would be submitted physically to DARPG as well as to upload on the CPPP portal by the successful bidder. Master service agreement shall be executed immediately afterwards.

4.3 Contract Period

4.3.1 The contract period shall be initially till 31st March 2026 from T (service start date). However, the contract period is likely to be extended for additional five years depending upon necessary approvals and performance of the agency.

4.4 Performance Bank Guarantee

4.4.1 The successful bidder shall at its own expense deposit with DARPG, within **Fifteen (15) calendar days** of the date of receipt of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a scheduled bank acceptable to DARPG, payable on demand, for the due performance and fulfillment of the contract by the bidder.

The Performance Bank Guarantee will be as follows:

Schedule to Provide PBG	Performance Bank Guarantee
At the award of contract as described in clause 4.2 and 4.3.1 of Volume-II of this RFP	5% of the Total Contract Value (As per Annexure 7)

4.4.2 All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder. The successful bidder shall ensure that the Performance Guarantee is valid at all times during the Term of the contract (including any renewal) and for a period of 180 days beyond all the contractual obligations/ completion of contract period/ tenure of the appointment.

4.4.3 In the event of the bidder being unable to service the contract for whatever reason, DARPG will encash the PBG. Notwithstanding and without prejudice to any rights whatsoever of DARPG under the contract in the matter, the proceeds of the PBG shall be payable to DARPG as compensation for the bidder's failure to perform/comply with its obligations under the contract. DARPG shall notify the bidder in writing of the exercise of its right to receive such compensation within **30 days**.

4.4.4 Before encashing the PBG, the vendor will be given an opportunity to represent before DARPG. The decision of DARPG on the representation given by the vendor shall be final and binding. If circumstances so warrant, the matter may be referred to an arbitrator(s) as appointed under section on Arbitration and Legal Jurisdiction in **Volume III** of this RFP.

4.4.5 The PBG is required to protect DARPG against the risk of selected bidder's conduct, which would warrant the PBGs forfeiture.

4.5 Appointment Tenure

4.5.1 The tenure of appointment shall be initially till 31st March 2026 from T (service start date) of Next-Gen CPGRAMS Portal. However, the contract period likely to be extended for additional five years depending upon necessary approvals and performance of the agency

4.5.2 The tenure of appointment of the selected bidder will end if:

- i. Bidder contravenes the conditions/clauses as specified in the contract; or
- ii. At the end of the tenure as specified in the Letter of Appointment.

4.6 Exit/ Suspension/ Termination of Contract with Selected Bidder

Order of suspension or termination of contract with the selected bidder would be issued by DARPG. The grounds for suspension/ termination of the selected bidder may include inter alia:

4.6.1 Contravention of the conditions/ clauses as would be specified in the Contract/ Letter of Appointment/ Work Order.

4.6.2 Inability to perform the duties and requirements as would be specified in the contract.

Termination of the selected bidder shall be with immediate effect and would be subjected to the directions of DARPG.

4.7 Transfer of assets in case of Expiry/ Suspension/ Termination of Contract

4.7.1 In case of expiry or suspension or termination of contract, the selected bidder may be directed by DARPG to continue all services and to also maintain all project assets, including documents or any other relevant material that may be in its custody or control, relating to its activities as selected bidder as per the terms and condition of the RFP.

4.7.2 Termination of the selected bidder shall be with immediate effect and would be subjected to the directions of DARPG. In such a situation, DARPG may direct selected bidder to continue discharging its role and responsibilities in the transition phase, and/or appoint an administrator to take over the project assets and the management of selected bidder functions and/or appoint any agency to take over the project assets and the management of the selected bidder functions, and/or appoint a successor selected bidder and:

- i. Transfer all the project assets and the management of the selected bidder functions to the new selected bidder, and/or
- ii. Ensure smooth transfer of project assets both tangible and intangible to the new Selected Bidder.

5. Other General Terms and Conditions

5.1 Relationship between the Parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between 'DARPG' and the 'Bidder'. The bidder, subject to this contract will have complete charge of its personnel (and third parties, if any), performing the services under this project from time to time. The bidder shall be fully responsible for the services performed by them or on their behalf hereunder.

5.2 Standards of Performance

The bidder shall perform the services and carry out their obligations under the contract with due diligence, efficiency, and economy in accordance with generally accepted professional standards and practices. The bidder shall always act in respect of any matter relating to this

contract as faithful advisor to DARPG. The bidder shall always support and safeguard the legitimate interests of DARPG, in any dealings with the third party. The bidder shall abide by all the provisions/ Acts/ Rules etc. of Information Technology prevalent in the country and conform to the standards laid down in this RFP document, in totality.

5.3 Delivery and Documents

- 5.3.1 The applicant shall submit all the deliverables on due date as per the delivery schedule. The bidder shall not without DARPG's prior written consent disclose the contract, drawings, specifications, plans, patterns, samples to any person/ agency other than an entity employed by DARPG for the performance of the contract. In case of termination of the contract, the entire document(s) used by applicant in the execution of project shall become property of DARPG.
- 5.3.2 The bidder shall provide all necessary support whenever requested by DARPG during the period of pilot implementation.

5.4 Governing Language for Assignment

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

5.5 Suspension

DARPG, may by written notice to bidder, suspend all payments under dispute to the bidder hereunder if the bidder fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension –

- 5.5.1 Shall specify the nature of failure.
- 5.5.2 Shall request the bidder to remedy such failure within a period not exceeding thirty (30) days after receipt by the bidder of such notice of failure.

5.6 Notice

Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the address mentioned in the Contract Agreement.

5.7 Progress of the Project

The bidder would be required to intimate the progress of the project to DARPG in a frequency and manner as may be prescribed post mutual consultation and agreement with the bidder after the award of contract.

5.8 Forfeiture of Performance Bank Guarantee

- 5.8.1 In case of a successful bidder, the PBG submitted by the bidder shall be forfeited under the following conditions:

- i) If the bidder violates any such important conditions of this RFP.
- ii) If the bidder indulges any such activities as would jeopardize the interest of DARPG in timely finalization of this RFP document.

5.8.2 The decision of DARPG regarding forfeiture of PBG shall be final and in case of dispute this will be governed by the section on Arbitration and Legal Jurisdiction in Volume-III of this RFP.

5.9 Probity & Publicity

DARPG shall require all the bidders to:

- 5.9.1 Declare any actual or potential conflict of interest.
- 5.9.2 Not collude with any other bidder or any other contractor who is a potential bidder.
- 5.9.3 Comply with all laws in force in India applicable to the bidding procedure.
- 5.9.4 Not attempt to influence the outcome of the bidding procedure by offering any employment, payment, or any other incentive to or in any way seek to improperly influence any person employed/ engaged by DARPG.
- 5.9.5 Not make any press releases or responses to media enquiries and questions pertaining to this process or the subsequent selection process without DARPG 's written approval.
- 5.9.6 If the bidders act contrary to these requirements, DARPG reserves the right to:
 - i. Terminate negotiations
 - ii. Terminate consideration of the bid and
 - iii. Terminate any contract that may have been executed by DARPG with such bidder without any obligation on DARPG to make any payments to the bidder.

5.10 Reservation of Rights

DARPG reserves the right to:

- 5.10.1 Extend the Closing Date for submission of the bids.
- 5.10.2 Amend the bid requirements at any time, provided that the amendment is notified to prospective bidders.
- 5.10.3 Seek information from or negotiate with one or more of the bidders on any issue at any time and to continue to negotiate with one or more of the bidders.
- 5.10.4 Discontinue negotiations at any time with any bidder.
- 5.10.5 Terminate or abandon this procedure or the entire project before or after the receipt of bids.
- 5.10.6 Seek the advice of external consultants to assist DARPG in the evaluation or review of bids.
- 5.10.7 Make enquiries of any person, company, or organization to ascertain information regarding the bidder and their bid.

5.10.8 Reproduce for the purpose of this procedure the whole or any portion of the RFP document despite any copyright or other intellectual property right that may subsist in the RFP document.

5.11 Extension of Contract

DARPG reserves the right to extend the contract with the Terms & Conditions mutually agreed by both the parties. The extension of the contract will be based on the performance of the bidder during the contract period which will be reviewed by DARPG on yearly basis.

5.12 Project Timelines

Please refer **RFP Volume I** for the execution timelines of this project. Bidders are required to submit a detailed Work Plan indicating phase wise activities and timelines to complete each activity as listed. Bidders should also indicate any dependencies in any of these activities which may result in any considerable delays/ deviations from the work plan.

5.13 Breach of Statutes

The successful bidder shall indemnify DARPG against all penalties and liabilities of every kind of breach of any Statutes, Ordinance, Rules and Regulations or By-laws as may be applicable for and in the execution of the contract.

5.14 Waiver

Any waiver by DARPG of any breach of the terms or conditions of the contract shall not constitute waiver of any subsequent breach of the same.

5.15 Miscellaneous

5.15.1 The end product of the work assignment carried out by the bidder, in any form, will be the sole property of DARPG.

5.15.2 In the event the applicant's/ bidder's company or the concerned division of the company is taken over/ bought over by another company, all the obligations under the contract, should be passed on the compliance by the new company/ new division in the negotiation for their transfer.

6. Prequalification Criteria

Bidders should include this compliance checklist duly completed with their Pre-Qualification Proposal.

6.1 Pre-Qualification Criteria for System Integrator

SN	Basic Criteria	Detailed Criteria	Applicability	Documents Required
1	Legal Entity	The Bidder should be registered under the relevant corporate laws in India such as Companies Act 1956 or 2013 or LLP Act / Partnership Act 1932 and should be in continuous operation for at least 5 years as on 31.03.2024.	Sole Bidder or all members in the consortium in case of Consortium	Copy of Certificate of incorporation
2		Registered with the Income Tax (PAN) and GST (GSTN) Authorities in India with active status	Sole Bidder or all members in the consortium in case of Consortium	Copy of (i) GST registration certificate (ii) PAN Card
3	Turn over	The bidder should have a minimum Average Annual Turnover of INR 500 Crore (INR Five Hundred Crores) from System Integrator (SI) related activities including design, development, implementation, maintenance, integration of IT hardware and / or application in last three financial years (FY, 2021-22, 2022-23 and 2023-24).	Sole Bidder or prime bidder of the Consortium in case of Consortium	Copy of Audited Balance sheet of the last three financial years (FY, 2021-22, 2022-23 and 2023-24). Certificate from CA/Statutory Auditor as per Annexure 18 Certificate from CA Note: If FY 2023-24 is not audited, CA certificate with provisional balance sheet should be submitted/ proof from GSTN Portal.
4	Net worth	Bidder should have positive net worth as on 31.03.2024	Sole Bidder or all members in the consortium in case of Consortium	Certificate from CA/statutory auditor as per Annexure 18

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SN	Basic Criteria	Detailed Criteria	Applicability	Documents Required
5	Technical Capability	<p>During the last five years(Starting from 1st April 2019) (till the last date of bid submission), The Prime Bidder must have either Designed / Developed and Implemented any Application software project for any Central/ State Govt./ Public Sector Enterprises/ PSBs or Govt. associated Organizations in India Government body in India; or supplied and configured / customized software solution including implementation and services support for any Central/ State Govt./ PSU/ PSBs or Govt. associated Organizations in India government body in India;</p> <p><i>The contract value should be:</i></p> <p>a) One project of similar nature not less than the amount 70 Crores OR</p> <p>b) Two projects of similar nature not less than the amount 40 Crores each OR</p> <p>c) Three projects of similar nature not less than the amount 30 Crores each</p>	Sole Bidder or prime bidder of the Consortium in case of Consortium	<p>Copy of Volume - II of RFP document along with</p> <p>Work order + Completion certificate from the client. OR CA/CS/Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an NDA clause with client or does not have completion certificate from the client)</p> <p>Note: <i>The documents supplied should clearly mentioning the project scope along with modules, project duration (phase wise if any), project value, project start date etc.</i></p>

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SN	Basic Criteria	Detailed Criteria	Applicability	Documents Required
6		The bidder must have completed at least 1 (One) project across large scale worth value INR 10 Crores or more of data management/ data warehouse/ advanced analytics and reporting in the last 5 (Five) years(Starting from 1 st April 2019)till the last date of submission of bid. The projects should be similar in scope and size to NextGen CPGRAMS.	Sole Bidder or any consortium member in case of Consortium	Copy of Volume - II of RFP document along with Work order + Completion certificate from the client. OR CA/CS/Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an NDA clause with client or does not have completion certificate from the client) Note: The documents supplied should clearly mentioning the project scope along with modules, project duration (phase wise if any), project value, project start date etc.
7	Certifications	The bidder should have valid CMMi Level 3 Certification as on date of submission of bid.	Sole Bidder or any consortium member in case of Consortium	Submit copy of valid certificate (as on date of bid submission date)
8	EMD	a) The Prime bidder should furnish, as part of its proposal, an EMD of INR 5,00,000 (Rupees Five Lakh Only)	Sole Bidder or prime bidder of the Consortium in case of Consortium	The EMD should be in the form Demand Draft in favour of DARPG, Govt. of India payable

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SN	Basic Criteria	Detailed Criteria	Applicability	Documents Required
				at Delhi or Bank Guarantee (BG) issued by Nationalized/ Scheduled Bank as per format mentioned in the RFP on stamp paper of value required under law duly signed by authorized representative of Bank mentioning the concerned local branch in Delhi.
9	Integrity Pact	The Bidder should submit an Integrity Pact as per the format given in the RFP.	Sole Bidder or prime bidder of the Consortium in case of Consortium	Prescribed Format as per Annexure 13.
10	Blacklisting	The bidder should not have been blacklisted by any of the State/Central Government or organizations of the State/Central Government in India in the past three years.	Sole Bidder or prime bidder of the Consortium in case of Consortium	Self- Declaration in Prescribed Format
11	Insolvent/ Non-bankruptcy	The bidder must not have been declared insolvent/ bankrupt or should not have filed for insolvency/ bankruptcy or in the process of being declared bankrupt before any designated authority.	Sole Bidder or all members in the consortium in case of Consortium	Self-Declaration by the bidder not being bankrupt shall be submitted.
12	Power of Attorney	A power of attorney / Board resolution in the name of the person signing the bid by Prime Bidder and in case of consortium Signed by all consortium partners.	Sole Bidder or prime bidder of the Consortium in case of Consortium	Original Power of attorney/ Board resolution copy

The below table depicts the eligibility criteria for selection of Bidder.

Note:

- a) Single Bidder refers to all individual firms bidding for this RFP as individual bidder (not in a consortium).
- b) Lead Bidder & Consortium Partner refer to the members (**Maximum two members allowed**) of a Consortium. Lead bidder of the consortium shall be the responsible for the meeting the project deliverables in case a consortium is selected as the SI for the project.
- c) Any member of a bidding consortium is not allowed to participate as either a single bidder or as a member of any other consortium.
- d) Nationality information should be provided for all owners or Bidders that are partnerships or individually owned firms.

7. Technical Qualification Evaluation

The technical evaluation shall be based on the following parameters and associated marks.

SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents
Bidder's Capability (20 Marks)				
1	<p>Bidder's Experience in successfully executing large scale projects of INR 10 Crores or more value with large Data size utilizing technology like Artificial Intelligence, Business Intelligence, Data Analytics etc. for any Government or Private Organization in India in last five years(Starting from 1st April 2019). (Till the last date of Bid Submission)</p> <p>a. One Project = 5 Marks b. Two Projects = 7 Marks c. Three or More Projects = 10 Marks</p>	10	Sole Bidder or any consortium member in case of Consortium	<p>Copy of Volume - II of RFP document along with</p> <p>Work order + Completion certificate from the client. OR CA/CS/Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an NDA clause with client or does not have completion certificate from the client)</p> <p>Note: The documents supplied should clearly mentioning the project scope along with modules, project duration</p>

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SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents
				<p>(phase wise if any), project value, project start date etc.</p> <p><u>The Workorder or Client Certificate (Completion or Ongoing) must mention the Emerging Technologies (Artificial Intelligence, Business Intelligence, Data Analytics, Chatbot and Block Chain) as project components</u></p>
2	Bidder's Experience in successfully implementing similar grievance redressal portals, preferably with a focus on public sector or government organizations comprising of work flow, grievance or appeal management in India in last five years (Starting from 1 st April 2019) till the date of bid submission.	5	Sole Bidder or any consortium member in case of Consortium	<p>Copy of Volume - II of RFP document along with</p> <p>Work order + Completion certificate from the client.</p> <p>OR</p> <p>CA/CS/Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an NDA clause with client or does not have completion certificate from the client)</p> <p>Note: The documents supplied should clearly mentioning the project scope along with modules, project duration (phase wise if any), project value, project start date etc.</p>
3	Bidder's Experience in deployment and management of Application on Cloud Environment during the last Five years (till the last date of bid submission).	5	Sole Bidder or any consortium member in case of Consortium	Copy of Volume - II of RFP document along with

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SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents
	a. One Project = 2 Marks b. Two Projects = 3 Marks c. Three or More Projects = 5 Marks			Work order + Completion certificate from the client. OR CA/CS/Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an NDA clause with client or does not have completion certificate from the client) <i>Note: The documents supplied should clearly mentioning the project scope along with modules, project duration (phase wise if any), project value, project start date etc.</i> <u>The Workorder or Client Certificate (Completion or Ongoing) must mention the deployment of application in Public Cloud (MeitY Empanelled)</u>
Bidder's Proposition (80 Marks)				
4	Submission of Profiles for the Onsite Team as per the Team composition mentioned in the RFP. The evaluation shall be submitted basis the profiles submitted against the said designations and interview (If necessary) taken by the Department	20	Bidder	Detailed CV as per the format given in the RFP with clear depiction of projects undertaken along with the roles in those projects with Client References. a) <u>Each Profile may be interviewed by DARPG, if found necessary to assess their suitability. Bidder shall ensure furnishing of profiles meeting the</u>

SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents
				<p><u>requirement and fully compliant with the parameters mentioned.</u></p> <p>b) <u>Bidder is advised to submit at least two CVs against each profile.</u></p> <p>c) <u>The bidder must ensure that the submitted CVs of the proposed resources will be deployed as part of the project.</u></p>
5	<p>Every bidder will be given a time slot of 60 minutes to demonstrate a prototype solution having capabilities of effective workflow pertaining to grievance redressal, data representation, reporting & analytical Dashboard having AI enabled features like auto categorization, auto routing, auto mapping etc. Bidder also needs to present a detailed overview of the scope, technology & architecture proposed, deployment approach, team proposition. Following components need to be considered while making the Demonstration.</p> <p>a) <i>Proof of Concept as per the indicative FRS annexed with this RFP and Live Demonstration of integrated system having capabilities aforementioned.</i></p> <p>b) <i>Demonstration of lodging Grievances through an external available applications/portals using APIs</i></p>	60	Bidder	<p>Bidder needs to give the technical presentation and Live Demonstration mentioning the components and needs to provide all the detailed description in the Technical Bid Response. Copy of the Technical Presentation must be submitted by the bidder during the bid submission.</p>

SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents
	<p>c) <i>Demonstration of citizen Interface, integration with external solutions (like Bhashini), Example of Grievance lodged through the interface, which is segregated through an external interface, Clear demarcation on User flow</i></p> <p>d) <i>Demonstration of GRO interface which should show the segregation Grievance received – category wise, priority wise, scheme wise etc. Capability of validating the segregation should be shown.</i></p> <p>e) <i>Technology Landscape – Demonstration of Centralised Dashboard with a capability to analyse text, pdf, handwritten pdf, Photographs etc. for overall Grievance monitoring. Use of LLM in the dashboard for finding out problem areas/ Root cause analysis in an intuitive manner, Natural language search etc</i></p> <p>f) <i>Deployment approach and Methodology & work plan</i></p>			

Note:

1. *All the submitted documents and annexures should have authorized signatory's sign and seal.*
2. *The bidder should get minimum qualifying marks in each parameter to qualify for financial evaluation.*

3. *DARPG may provide sample data on CPGRAMS for the purpose of analysis and representation. Bidder may access the data and use the same for the above demonstration/POC indicated. The data will be shared on the DARPG website www.darpg.gov.in after publishing the bid.*

8. Project and Payment Schedule

8.1 The SI shall be eligible for payment as per the milestones as a percentage of the Cost Component defined in the Financial Bid Format in this RFP (**Annexure 17** – Summary of Charges) and as per the final as per the final contract value:

SN	Milestones	Payment (% of Project Contract Value)	Supporting Documentation required with invoice
1	a) Submission of Software Requirement Specification along with Infrastructure assessment report Sign off duly approved by DARPG b) Set up HA and DR in Cloud for Next-Gen CPGRAMS as per the scope mentioned in the scope of work	20 % of the Component A (Financial Bid Summary depicted in Section 9.17 of this RFP)	a) Copy of the approved SRS for NextGen CPGRAMS b) SRS Signoff c) Certificate from Cloud Service Provider on HA & DR Setup.
2	a) Launching of NextGen CPGRAMS Pilot sites along with the Smart Dashboard as selected by DAPG.	20 % of the Component A (Financial Bid Summary depicted in Section 9.17 of this RFP)	a) Copy of the UAT Sign off for Pilot Sites of NextGen CPGRAMS b) Clearance Certificate from Authorized Signatory of DARPG on Launching of Application in Pilot Phase. c) Tax Invoice against the said milestone.
3	a) One Time Security Audit by Third Party Agency b) Set up Helpdesk as per the Team composition mentioned in RFP Vol I and UAT Sign off for NextGen CPGRAMS c) Go-Live for Next-Gen CPGRAMS (Cloud), Cutover	30% of the Component A (Financial Bid Summary depicted in Section 9.17 of this RFP)	a) Go-live certificate from Assigned signatory of DARPG pertaining to Pilot sites of NextGen CPGRAMS. b) Client Signoff where the pilot implementation is done. c) Sign off on Helpdesk Deployment as per requirement mentioned in the RFP.

SN	Milestones	Payment (% of Project Contract Value)	Supporting Documentation required with invoice
	(Migration of User data) from current set of applications on web for CPGRAMS to Next-Gen CPGRAMS and stabilization in Production environment and implementation of Interactive Dashboard NextGen CPGRAMS as per the scope of work mentioned in the RFP		<ul style="list-style-type: none"> d) Go Live Certificate for NextGen CPGRAMS. e) Security Audit Certificate (STQC). f) Tax Invoice against the said milestone.
5	Operation & Maintenance support during the stabilization period of Next-Gen CPGRAMS	Rest 30% of the Component A (Financial Bid Summary depicted in Section 9.17 of this RFP) in equated instalments and Quarterly payment of Component B, Component C & Component D for operational period till 31 st March 2026.	<ul style="list-style-type: none"> a) Quarterly Certified copy from the DARPG office regarding activity completed under Operational support during the stabilization period. b) Application Performance Report derived from EMS duly signed by DARPG (Service Availability). c) Quarterly Help Desk/ Ticket Resolution Report. d) Security Audit Report (To be conducted before the Go Live of the NextGen CPGRAMS). e) Tax Invoice against the said milestone.

Note:

- A. Component A is the value quoted by the bidder and subsequently agreed between Selected Agency & DARPG based on the exact scope & services required by the Department towards Design, Development, setting up the IT Infrastructure for NextGen CPGRAMS.*
- B. Component B is cost towards Operation & Maintenance (Stabilization Phase) of NextGen CPGRAMS as depicted in Table 9.17.3 in this RFP.*
- C. Component C is the cost towards deployment of Onsite Team & Helpdesk Team as depicted in Table 9.17.4 in this RFP.*
- D. Component D is the cost towards deployment of proposed system in cloud environment as per the scope of work as depicted in Table 9.17.5 in this RFP.*
- E. The Timeline & Payment Milestone depicted above shall be effective from the date of signing of contract (Master Service Agreement) with the Selected agency subject to the availability of the existing services/ applications which the Department wishes to reuse in the NextGen CPGRAMS.*
- F. Department may amend in the payment milestone considering the requirement of services to be availed. In this case the agreed Project Contract value shall be decided and corresponding Payment milestone, for which the Department may not wish to take services shall stand eliminated.*

9. Annexures

9.1. ANNEXURE 1: BID COVERING LETTER

(To be submitted in Bidder's Company Letter Head)

To,
The Joint Secretary
Department of Administrative Reforms & Public Grievances (DARPG)
Ministry of Personnel, Public Grievances and Pension, GOI
Sardar Patel Bhawan, Parliament Street,
New Delhi - 110 001

Sub: Request for Proposal for Request for Proposal for Selection of an Agency for Support in Implementation of Next-Gen CPGRAMS (CPPP Bid No.: _____ Dated: _____)

Dear Sir/Ma'am,

With reference to your bid document dated <<DD/MM/YYYY>>, we, having examined the Bidding Documents and understood their contents, hereby submit our Proposal for the aforesaid Project. The Proposal is unconditional and unqualified.

- A. All information provided in the Proposal and in the Appendices to it is true and correct and the documents accompanying such Proposal are in original or true copies of their respective originals, as the case may be.
- B. This statement is made for the express purpose of qualifying as a Selected Bidder for Support in Implementation of Next-Gen CPGRAMS (CPPP Bid No.: _____ Dated: _____) Therefore, total contract period shall be initially till 31st March 2026 T mentioned in **Section 6 of RFP Vol I**.
- C. We shall make available to DARPG any additional information it may find necessary or require supplementing or authenticate the Proposal.
- D. We acknowledge the right of DARPG to reject our Proposal without assigning any reason or otherwise.
- E. We declare that we have examined and have no reservations to the RFP Documents, including any Addendum, Corrigendum, Clarification issued by DARPG.
- F. We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Proposal that you may receive nor to invite the Bidders to submit a Proposal for the Project, without incurring any liability to the Bidders.
- G. We believe that we satisfy the eligibility criteria and meet(s) the requirements as specified in the RFP document.

- H. We agree to keep this offer valid for 180 days (one hundred eighty days) from the Proposal Due Date specified in the RFP.
- I. We agree and undertake to abide by all the terms and conditions of the RFP document.

We submit this Proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

Date:

(Signature of the Authorized signatory)

Place: (Name and designation of the of the Authorized signatory)

(Name and rubber seal of the Bidder)

CERTIFICATE AS TO AUTHORIZED SIGNATORIES

Hereby it is certified that I Mr./Ms. Company Secretary of the firm/corporation, and that Mr./Ms. who has signed the above bid are authorized to bind the firm/corporation by authorities of its governing body.

(Company Secretary)

Date & Place:

9.2. ANNEXURE 2: PARTICULARS OF THE BIDDERS*(To be submitted in Bidder's Company Letter Head)*

SN	Heads	Particulars
1	Registered Name of the Firm	
2	Type of Firm <i>(Proprietary/ Partnerships/ Private/Public)</i> <i>Please enclose self-certified copy of certificate of incorporation</i>	
3	Complete Address of Registered Office	
4	Date and Country of Incorporation	
5	Number of years of operations in India	
6	Number and locations of offices in India	
7	Contact person details (Name, Designation, Mobile Number, Email)	
8	Telephone Number (with ISD & STD Code)	
9	Fax Number (with ISD & STD Code)	
10	Brief description of the Firm including details of its main lines of business along with the brief profile of the organization	
11	Annual turnover from System Integrator (SI) related activities including design, development, implementation, maintenance, integration of IT hardware and / or application for last three financial years i.e., FY, 2021-22, 2022-23 and 2023-24. <i>(Enclose Certificates duly signed by Chartered Accountant along with seal which should also clearly show the CA's membership number]</i>	
12	CMMI assessment level and date of assessment	
13	Validity period of the CMMI assessment	
14	Please attach copy of PAN Card/ GST Registration	
15	Any other relevant information	

9.3. ANNEXURE 3: ACCEPTANCE OF TERMS & CONDITION

(To be submitted in Bidder's Company Letter Head)

Date:

To,
The Joint Secretary
Department of Administrative Reforms & Public Grievances (DARPG)
Ministry of Personnel, Public Grievances and Pension, GOI
Sardar Patel Bhawan, Parliament Street,
New Delhi - 110 001

Dear Sir/Ma'am,

I have carefully gone through the Terms & Conditions contained in the RFP ref No: _____, regarding Request for Proposal for Selection of an Agency for Support in Implementation of Next-Gen CPGRAMS (CPPP Bid No.: _____
Dated: _____) for Department of Administrative Reforms and Public Grievances (DARPG).

I declare that all the provisions of this Tender Document are acceptable to my firm. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration. I also declare that we shall not sublet the said project to any third-party agency.

Thanking you,

Signature

(Authorized Signatory)

Date:

Place:

Name of the Bidder:

9.4. ANNEXURE 4: COMPLIANCE TO PRE-QUALIFICATION CRITERIA

SN	Basic Criteria	Detailed Criteria	Applicability	Documents Required	Bidder's Compliance	Bidder's Response Reference No
1	Legal Entity	The Bidder should be registered under the relevant corporate laws in India such as Companies Act 1956 or 2013 or LLP Act / Partnership Act 1932 and should be in continuous operation for at least 5 years as on 31.03.2024.	Sole Bidder or all members in the consortium in case of Consortium	Copy of Certificate of incorporation		
2		Registered with the Income Tax (PAN) and GST (GSTN) Authorities in India with active status	Sole Bidder or all members in the consortium in case of Consortium	Copy of (i) GST registration certificate (ii) PAN Card		

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SN	Basic Criteria	Detailed Criteria	Applicability	Documents Required	Bidder's Compliance	Bidder's Response Reference No
3	Turn over	The bidder should have a minimum Average Annual Turnover of INR 500 Crore (INR Five Hundred Crores) from System Integrator (SI) related activities including design, development, implementation, maintenance, integration of IT hardware and / or application in last three financial years (FY, 2021-22, 2022-23 and 2023-24).	Sole Bidder or prime bidder of the Consortium in case of Consortium	Copy of Audited Balance sheet of the last three financial years (FY, 2021-22, 2022-23 and 2023-24). Certificate from CA/Statutory Auditor as per Annexure 18 Certificate from CA Note: If FY 2023-24 is not audited, CA certificate with provisional balance sheet should be submitted/ proof from GSTN Portal.		
4	Net worth	Bidder should have positive net worth as on 31.03.2024	Sole Bidder or all members in the consortium in case of Consortium	Certificate from CA/statutory auditor as per Annexure 18		

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SN	Basic Criteria	Detailed Criteria	Applicability	Documents Required	Bidder's Compliance	Bidder's Response Reference No
5	Technical Capability	During the last five years(Starting from 1 st April 2019) (till the last date of bid submission), The Prime Bidder must have either Designed / Developed and Implemented any Application software project for any Central/ State Govt./ Public Sector Enterprises/ PSBs or Govt. associated Organizations in India Government body in India; or supplied and configured / customized software solution including implementation and services support for any Central/ State Govt./ PSU/ PSBs or Govt. associated	Sole Bidder or prime bidder of the Consortium in case of Consortium	Copy of Volume - II of RFP document along with Work order + Completion certificate from the client. OR CA/CS/Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an NDA clause with client or does not have completion certificate from the client) Note: The documents supplied should		

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SN	Basic Criteria	Detailed Criteria	Applicability	Documents Required	Bidder's Compliance	Bidder's Response Reference No
		<p>Organizations in India government body in India;</p> <p><i>The contract value should be:</i></p> <p>a) One project of similar nature not less than the amount 70 Crores OR</p> <p>b) Two projects of similar nature not less than the amount 40 Crores each OR</p> <p>c) Three projects of similar nature not less than the amount 30 Crores each</p>		<p><i>clearly mentioning the project scope along with modules, project duration (phase wise if any), project value, project start date etc.</i></p>		

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SN	Basic Criteria	Detailed Criteria	Applicability	Documents Required	Bidder's Compliance	Bidder's Response Reference No
6		The bidder must have completed at least 1 (One) project across large scale worth value INR 10 Crores or more of data management/ data warehouse/ advanced analytics and reporting in the last 5 (Five) years(Starting from 1 st April 2019)till the last date of submission of bid. The projects should be similar in scope and size to NextGen CPGRAMS.	Sole Bidder or any consortium member in case of Consortium	<p>Copy of Volume - II of RFP document along with</p> <p>Work order + Completion certificate from the client.</p> <p>OR</p> <p>CA/CS/Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an NDA clause with client or does not have completion certificate from the client)</p> <p>Note: <i>The documents supplied should</i></p>		

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SN	Basic Criteria	Detailed Criteria	Applicability	Documents Required	Bidder's Compliance	Bidder's Response Reference No
				<i>clearly mentioning the project scope along with modules, project duration (phase wise if any), project value, project start date etc.</i>		
7	Certifications	The bidder should have valid CMMi 5 Certification as on date of submission of bid.	Sole Bidder or any consortium member in case of Consortium	Submit copy of valid certificate (as on date of bid submission date)		
8	EMD	b) The Prime bidder should furnish, as part of its proposal, an EMD of INR 5,00,000 (Rupees Five Lakh Only)	Sole Bidder or prime bidder of the Consortium in case of Consortium	The EMD should be in the form Demand Draft in favour of DARPG, Govt. of India payable at Delhi or Bank Guarantee (BG) issued by Nationalized/ Scheduled Bank as per format mentioned in the RFP on stamp		

SN	Basic Criteria	Detailed Criteria	Applicability	Documents Required	Bidder's Compliance	Bidder's Response Reference No
				paper of value required under law duly signed by authorized representative of Bank mentioning the concerned local branch in Delhi.		
9	Integrity Pact	The Bidder should submit an Integrity Pact as per the format given in the RFP.	Sole Bidder or prime bidder of the Consortium in case of Consortium	Prescribed Format as per Annexure 13 .		
10	Blacklisting	The bidder should not have been blacklisted by any of the State/Central Government or organizations of the State/Central Government in India in the past three years.	Sole Bidder or prime bidder of the Consortium in case of Consortium	Self- Declaration in Prescribed Format		
11	Insolvent/ Non-bankruptcy	The bidder must not have been declared insolvent/ bankrupt or should not have filed for insolvency/ bankruptcy or in the process of being declared bankrupt	Sole Bidder or all members in the consortium in case of Consortium	Self-Declaration by the bidder not being bankrupt shall be submitted.		

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SN	Basic Criteria	Detailed Criteria	Applicability	Documents Required	Bidder's Compliance	Bidder's Response Reference No
		before any designated authority.				
12	Power of Attorney	A power of attorney / Board resolution in the name of the person signing the bid by Prime Bidder and in case of consortium Signed by all consortium partners.	Sole Bidder or prime bidder of the Consortium in case of Consortium	Original Power of attorney/ Board resolution copy		

9.5. ANNEXURE 5: COMPLIANCE TO TECHNICAL EVALUATION CRITERIA

SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents	Bidder's Compliance	Bidder's Response Reference No
Bidder's Capability (20 Marks)						
1	<p>Bidder's Experience in successfully executing large scale projects of INR 10 Crores or more value with large Data size utilizing technology like Artificial Intelligence, Business Intelligence, Data Analytics etc. for any Government or Private Organization in India in last five years(Starting from 1st April 2019). (Till the last date of Bid Submission)</p> <p>a. One Project = 5 Marks b. Two Projects = 7 Marks c. Three or More Projects = 10 Marks</p>	10	Sole Bidder or any consortium member in case of Consortium	<p>Copy of Volume - II of RFP document along with</p> <p>Work order + Completion certificate from the client. OR CA/CS/Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an NDA clause with client or does not have completion certificate from the client)</p> <p><i>Note: The documents supplied should clearly mentioning the project scope along with modules, project</i></p>		

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SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents	Bidder's Compliance	Bidder's Response Reference No
				<i>duration (phase wise if any), project value, project start date etc. <u>The Workorder or Client Certificate (Completion or Ongoing) must mention the Emerging Technologies (Artificial Intelligence, Business Intelligence, Data Analytics, Chatbot and Block Chain) as project components</u></i>		
2	Bidder's Experience in successfully implementing similar grievance redressal portals, preferably with a focus on public sector or government organizations comprising of work flow, grievance or appeal management in India in last five years (Starting from 1 st April 2019) till the date of bid submission.	5	Sole Bidder or any consortium member in case of Consortium	Copy of Volume - II of RFP document along with Work order + Completion certificate from the client. OR CA/CS/Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an NDA clause with client		

SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents	Bidder's Compliance	Bidder's Response Reference No
				<p>or does not have completion certificate from the client)</p> <p>Note: <i>The documents supplied should clearly mentioning the project scope along with modules, project duration (phase wise if any), project value, project start date etc.</i></p>		
3	<p>Bidder's Experience in deployment and management of Application on Cloud Environment during the last Five years (till the last date of bid submission).</p> <p>a. One Project = 2 Marks</p> <p>b. Two Projects = 3 Marks</p> <p>c. Three or More Projects = 5 Marks</p>	5	Sole Bidder or any consortium member in case of Consortium	<p>Copy of Volume - II of RFP document along with</p> <p>Work order + Completion certificate from the client.</p> <p>OR</p> <p>CA/CS/Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an</p>		

Request for Proposal (Volume-II)

SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents	Bidder's Compliance	Bidder's Response Reference No
				<p>NDA clause with client or does not have completion certificate from the client)</p> <p>Note: <i>The documents supplied should clearly mentioning the project scope along with modules, project duration (phase wise if any), project value, project start date etc. <u>The Workorder or Client Certificate (Completion or Ongoing) must mention the deployment of application in Public Cloud (MeitY Empanelled)</u></i></p>		
Bidder's Proposition (80 Marks)						
4	Submission of Profiles for the Onsite Team as per the Team composition mentioned in the RFP.	20	Bidder	Detailed CV as per the format given in the RFP with clear depiction of projects undertaken along with the roles in		

Request for Proposal (Volume-II)

SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents	Bidder's Compliance	Bidder's Response Reference No
	The evaluation shall be submitted basis the profiles submitted against the said designations and interview (If necessary) taken by the Department			<p>those projects with Client References.</p> <p>a) <u>Each Profile may be interviewed by DARPG, if found suitable for the role, shall be confirmed for engagement. Bidder shall ensure furnishing of profiles meeting the requirement and fully compliant with the parameters mentioned.</u></p> <p>b) <u>Bidder is advised to submit at least two CVs against each profile.</u></p> <p>c) <u>The bidder must ensure that the submitted CVs of the proposed resources will be deployed as part of the project.</u></p>		

Request for Proposal (Volume-II)

SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents	Bidder's Compliance	Bidder's Response Reference No
5	Every bidder will be given a time slot of 60 minutes to demonstrate any similar solution having capabilities of effective workflow pertaining to grievance redressal, data representation, reporting & Dashboard including AI enabled features like auto categorization, auto routing, auto mapping etc. Bidder also needs to present a detailed overview of the scope, technology & architecture proposed, deployment approach, team proposition. Following components need to be considered while making the Presentation and Demonstration.	60	Bidder	Bidder needs to give the technical presentation and Live Demonstration mentioning the components and needs to provide all the detailed description in the Technical Bid Response. Copy of the Technical Presentation must be submitted by the bidder during the bid submission.		

SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents	Bidder's Compliance	Bidder's Response Reference No
	<p>a) <i>Proof of Concept as per the indicative FRS annexed with this RFP and Live Demonstration of integrated system having capabilities aforementioned.</i></p> <p>b) <i>Demonstration of lodging Grievances through an external available applications/portals using APIs</i></p> <p>c) <i>Demonstration of citizen Interface, integration with external solutions (like Bhashini), Example of Grievance lodged through the interface, which is segregated through an external interface, Clear</i></p>					

SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents	Bidder's Compliance	Bidder's Response Reference No
	<p><i>demarcation on User flow</i></p> <p>d) <i>Demonstration of GRO interface with integration of LLM which should show the segregation Grievance received – category wise, priority wise, scheme wise etc. Capability of validating the segregation should be shown.</i></p> <p>e) <i>Technology Landscape – Demonstration of Centralised Dashboard with a capability to analyse text, pdf, handwritten pdf, Photographs etc. for overall Grievance monitoring. Use of</i></p>					

SN	Evaluation Parameter	Max Marks	Applicability	Supporting Documents	Bidder's Compliance	Bidder's Response Reference No
	<p><i>LLM in the dashboard for finding out problem areas/ Root cause analysis in an intuitive manner. Natural language search for dashboard will be positively considered</i></p> <p><i>f) Deployment Methodology & work plan</i></p>					

9.6. ANNEXURE 6: EMD FORMAT

Date:

To,
The Joint Secretary
Department of Administrative Reforms & Public Grievances (DARPG)
Ministry of Personnel, Public Grievances and Pension, GOI
Sardar Patel Bhawan, Parliament Street,
New Delhi - 110 001

This Deed of Guarantee executed at _____ by _____ (Name of the Nationalised Bank/Scheduled Bank) having its Head / Registered office at _____, and having one of its branches at _____ Delhi (hereinafter referred to as "the Guarantor") which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

In favour of The Joint Secretary, Department of Administrative Reforms & Public Grievances (DARPG), having its office at STC Building, Sardar Patel Bhawan, Parliament Street, New Delhi - 110 001 which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors, and assigns.

Whereas Name of the bidder _____ Ltd., a Company / partnership firm / proprietorship concern registered under the _____ (name of the relevant act/law under which incorporated) having its registered office at _____ (hereinafter called "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its executors, administrators, successors and assigns) has submitted its Proposal for award of "Request for Proposal for Request for Proposal for Selection of an Agency for Support in Implementation of Next-Gen CPGRAMS (CPPP Bid No.: _____ Dated: _____) issued by DARPG, (hereinafter referred to as "the Project").

Whereas in terms of the Invitation for Tender Document No _____ dated _____ (hereinafter referred to as Tender Document) issued by DARPG, the Bidder is required to furnish to DARPG an unconditional and irrevocable Bank Guarantee for an amount of INR _____ (INR _____ only) as Earnest Money Deposit and the Guarantor has at the request of the Bidder agreed to provide such Guarantee being these presents:

Now this Deed witnessed that in consideration of the premises, we, _____ Bank hereby agree, declare, undertake, and guarantee as follows:

- A. We as primary obligor hereby irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the tender by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to DARPG an amount not exceeding INR _____ (Rupees _____ only) without any demur, reservation, recourse, contest or protest and without reference to the Bidder, if the Bidder has failed to comply with and fulfil all or any of the terms and conditions contained in the tender. A letter from DARPG stating that the Bidder is in default in the due and faithful fulfilment and compliance with the terms and conditions contained in the tender shall be final, conclusive, and binding on the Bank, in respect of the forfeiture of the Earnest Money Deposit and the amount due and payable under this Guarantee.
- B. This Guarantee shall remain in full force and effect for a period of 90 (Ninety) days from the _____ (Proposal Due Date).
- C. Subject to clause 1 above, any claim for payment under this Guarantee shall be in the form of a written declaration by DARPG.
- D. We.....Bank further agree that DARPG shall be the sole judge as regards the determination as to whether the Bidder is in default of due and faithful fulfilment and compliance of the terms and conditions contained in the Tender and the decision of DARPG in this regard shall be final and binding on us, notwithstanding any differences between DARPG and the said Bidder and/or any dispute between DARPG and the Bidder pending before any Court, Tribunal, Arbitrator or any other authority.
- E. DARPG shall have the full liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any other terms and conditions of the said Tender document or to extend the time frame for completion of bidding process or the period of fulfilment and compliance with the terms and conditions contained in the said Tender document by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Tender document or the securities available to DARPG and the bank shall not be released from its liability under these presents by any exercise by DARPG of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of DARPG or any indulgence by DARPG to the said Bidder or of any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.
- F. Any notice by way of request, demand or otherwise hereunder shall be sent by courier or by registered mail to the Bank, addressed as aforesaid.
- G. We undertake to make the payment on receipt of your notice of claim on us addressed to _____ (name of Bank along with branch address) and delivered at our above branch that shall be deemed to have been duly authorised to receive the said notice of claim.

- H. It shall not be necessary for DARPG to proceed against the said Bidder before proceeding against the bank and the Guarantee herein contained shall be enforceable against the bank, notwithstanding any other security which DARPG may have obtained or obtained from the said Bidder, shall at the time when proceedings are taken against the bank hereunder, be outstanding or unrealised.
- I. We _____ Bank lastly undertake not to revoke this guarantee during its currency except with the previous express consent of DARPG in writing and agree that any change in the constitution of the Bank or the said Bidder shall not discharge our liability hereunder.
- J. The Bank declares that it has the power to issue this guarantee and the undersigned have full powers to do so on behalf of the Bank.

Date _____ day of _____ 2024

Signature of the Issuing / Authority with seal

CORPORATE SEAL

For _____ Bank

Note: A covering letter of confirmation is also to be given by the bank along with this bank guarantee.

9.7. ANNEXURE 7: FORMAT FOR PERFORMANCE BANK GUARANTEE

- A. This Deed of Guarantee executed at _____ by _____ (Name of the Bank) having its Head/Registered office at _____ (hereinafter referred to as —the Guarantor) which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors, and assigns.
- B. In favour of the Joint Secretary, The Joint Secretary Department of Administrative Reforms & Public Grievances (DARPG), New Delhi having its office at Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances and Pension, GOI, Sardar Patel Bhawan, Parliament Street, New Delhi - 110 001, which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns).
- a. Whereas M/s _____ a company formed under _____ (specify the applicable law) and having its registered office at _____ has been, consequent to conduct and completion of a competitive bidding process in accordance with the letter of requirements document No. _____ dated __/__/2024 issued by the Joint Secretary, DARPG, New Delhi and selected M/s _____ (hereinafter referred to as the Bidder) for the Agreement by DARPG as more specifically defined in the aforementioned Document including statement of work and the Agreement executed between the Joint Secretary, DARPG, New Delhi and Bidder. The Agreement requires the Bidder to furnish an unconditional and irrevocable Bank Guarantee for an amount of Rs. _____ /- (Rupees _____ only) by way of security for guaranteeing the due and faithful compliance of its obligations under the agreement. Whereas the Bidder approached the Guarantor, and the Guarantor has agreed to provide a Guarantee being these presents:
- b. Now this Deed witnessed that in consideration of the premises, we, _____ Bank hereby guarantee as follows:
- c. The Bidder shall implement the Project, in accordance with the terms and subject to the conditions of the Agreement, and fulfil its obligations there under
- d. We, the Guarantor, shall, without demur, pay to Joint Secretary, DARPG, an amount not exceeding Rs. _____ (Rupees _____ only) within 7 (seven) days of receipt of a written demand therefore from the Joint Secretary, DARPG, New Delhi stating that the Bidder has failed to fulfil its obligations as stated above.
- e. The above payment shall be made by us without any reference to the Bidder or any other person and irrespective of whether the claim of the Joint Secretary, New Delhi is disputed by the Bidder or not.
- f. The Guarantee shall come into effect from _____ (Start Date) and shall continue to be in full force and effect till _____ (Expiry Date) (both dates inclusive) or till the receipt of a claim, from the Department of Administrative Reforms & Public Grievances, Government of India under this Guarantee, which is Ninety (90) days after the expiry of performance guarantee, whichever

- is earlier. Any demand received by the Guarantor from DARPG, New Delhi prior to the Expiry Date shall survive the expiry of this Guarantee till such time that all the moneys payable under this Guarantee by the Guarantor to DARPG, New Delhi.
- g. In order to give effect to this Guarantee, DARPG, New Delhi shall be entitled to treat the Guarantor as the principal debtor and the obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents by DARPG, New Delhi or by the extension of time of performance granted to the Bidder or any postponement for any time of the power exercisable by DARPG, New Delhi against the Bidder or forebear or enforce any of the terms and conditions of the Agreement and we shall not be relieved from our obligations under this Guarantee on account of any such variation, extension, forbearance or omission on the part of DARPG, New Delhi or any indulgence by DARPG to the Bidder to give such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.
 - h. This Guarantee shall be irrevocable and shall remain in full force and effect until all our Obligations under this guarantee are duly discharged.
 - i. The Guarantor has power to issue this guarantee and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under _____.
 - j. In witness, whereof the Guarantor has set its hands hereunto on the day, month and year first here-in-above written.

Signed and delivered by _____ Bank by the hand of Shri / Smt. _____ its _____ and authorized office.

Authorized Signatory _____ Bank

9.8. ANNEXURE 8: SUMMARISED DETAILS OF WORK EXPERIENCE

SN	Project Name	Client Name	Client Type	Implementation Start Date	Implementation End Date	Contract Value (in Indian Rupees)	Project Components	Documentary evidence Provided	Project Status (Completed or Ongoing)
1									
2									
3									

- a) Client type – Indicate whether the client is Government or PSU or Private
- b) Project Components – Indicate the major project components like networking, compute, security, storage, Facility management services, IT support and maintenance etc.
- c) Documentary evidence provided – Indicate the documentary evidence provided with the detailed project credential like copy of contract, work order or purchase order or client certificate.
- d) Project Status – Completed or Ongoing.

9.9. ANNEXURE 9: CITATION FORMAT

SN	Item	Bidder's Response
1	Name of Bidder entity	
2	Assignment Name	
3	Name & Address of Client	
4	Approximate Value of the Contract (in INR Lakhs)	
5	Duration of Assignment (months)	
6	Status of Project	
7	Start Date (month/year)	
8	Completion Date (month/year)	
9	Narrative description of the project	
10	Details of Work that defines the scope relevant to the requirement	
11	Documentary Evidence attached	

9.10. ANNEXURE 10: CV FORMAT

- A. Proposed Position:
 B. Name of Staff:
 C. Contact Details (Email & Mobile No.):
 D. Areas of Expertise:
 E. Date of Birth:
 F. No. of Years with the Current Organization:
 G. Total Years of Experience:
 H. Nationality:
 I. Educational Qualification:

SN	Qualification Obtained	Institution	Year of Passing

- J. Membership of Professional Associations:
 K. Professional Certifications:
 L. Other Training:
 M. Countries of Work Experience:
 N. Languages:

Sl. No.	Languages	Speak	Read	Write

- O. Employment Record:

From/To	
Employer	
Position held	

Key Duties Assigned:	
----------------------	--

P. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

Name of assignment:	
Year:	
Location:	
Client:	
Main project features:	
Positions held:	
Activities performed:	

Signature of the Candidate

9.11. ANNEXURE 11: FORMAT FOR POWER OF ATTORNEY

(To be submitted in Rs. 100 Non-Judicial Stamp Paper)

- A.** Whereas we, M/s. _____ and M/s. _____ (names of members of the consortium of bidders as registered by the relevant registering authority under the deed relating to their respective incorporation) have formed a consortium named _____ to compete as a single consortium for the award of the work for which notice inviting tenders (nit) has been issued by the, DARPG vide its nit no. _____ dated __/__/____, M/s. _____ as a member of the said consortium and having its registered address as _____ is hereby duly authorized to fully represent and act on behalf of, and as 'lead bidder' of the said consortium to sign the tender proposal, conduct negotiation(s), sign agreement(s) / contract(s), incur liabilities and receive communication(s) for, and on behalf of, the consortium, and, further, to transact all other necessary affairs in connection with all matters related to, or arising from, with the said nit. We hereby confirm that we are jointly and severally liable, together with the other member(s) of the said consortium, to DARPG for all obligations of the consortium in respect of all matters related to, or arising from, the said nit.
- B.** In witness whereof, we have hereunto set under our respective hands and seals this _____ day of _____, 2024.

Signing for and on behalf of, and under authority from, M/s. _____
(Name of Lead Bidder of consortium)

(Signature)

Name of signatory

Designation of signatory

(Seal of member of consortium for and under whose authorization signing)

Name of witness

Signature of witness

Signing for and on behalf of, and under authority from, M/s. _____
(Name of member of consortium)

(Signature)

Name of signatory

Designation of signatory

(Seal of member of consortium for and under whose authorization signing)

Name of witness

Signature of witness

9.12. ANNEXURE 12: SELF-DECLARATION FOR NON-BLACKLISTING

(To be submitted in Bidder's Company Letter Head)

Date:

To,
The Joint Secretary
Department of Administrative Reforms & Public Grievances (DARPG)
Ministry of Personnel, Public Grievances and Pension, GOI
Sardar Patel Bhawan, Parliament Street,
New Delhi - 110 001

Ref.: Tender No.

Dear Sir,

I / We hereby confirm that our firm is not barred or blacklisted by any government organization / Public sector Unit in India as on the bid submission date.

(Signature of the Bidder)

Company Name:

Designation:

Seal

Date:

Place:

Business Address:

9.13. ANNEXURE 13: INTEGRITY PACT

(To be submitted in Rs. 100 Non-Judicial Stamp Paper)

(INTEGRITY PACT)

This pre-contract agreement (hereinafter called the “Integrity Pact” or “Pact”) is made on <<day>> of <<month, year>>, between, on one hand, the President of India acting through <<Designation of RFP Issuing Authority>>, department of Administrative Reforms and Public Grievances (DARPG), Government of India (hereinafter called the “BUYER”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part.

AND

M/s <<bidder’s legal entity >> represented by <<name and designation>> (hereinafter called the “BIDDER/Seller”, which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to engage the System Integrator (SI) for implementation and operations management of the Project and the BIDDER is willing to offer/ has offered the services and

WHEREAS the BIDDER is a private company/ public company/ Government undertaking/ partnership, constituted in accordance with the relevant law in the matter and the BUYER is a Ministry/ Department of the Government of India performing its functions on behalf of the President of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent, and free from any influence/ prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to-

Enabling the BUYER to obtain the desired services at a competitive price in conformity with the defined specification by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

I. Commitments of the BUYER

- A. The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor, or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

- B. The BUYER will, during the pre-contract stage, treat all the BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- C. All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- D. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

II. Commitments of the Bidder

The BIDDER commits itself to take all the measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

- A. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor or any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- B. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favor or dis-favor to any person in relation to the contract or any other contract with the Government.
- C. BIDDER shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- D. The BIDDER further confirms and declares to the BUYER that the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

- E. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- F. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- G. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- H. The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- I. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- J. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above. Also, the BIDDER should comply with the Data Protection Act, AADHAAR Act, NFSA Act and IT Act.
- K. If the BIDDER who is involved in the bid process or any employee of such BIDDER or any person acting on behalf of such BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of BUYER who is involved in the bid process has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.
- L. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

For the purposes of clauses 3.11 & 3.12, the listed words shall have the ascribed meanings as follows:

- i. "Employee of such BIDDER or any person acting on behalf of such BIDDER" means only those persons acting on behalf of such Bidder who are involved in the bid process/ Project.
- ii. "Officers/employee of the BUYER", means only those persons who are involved in the bid process/ Project.
- iii. "Financial interest/stake in the BIDDER's firm" excludes investment in securities of listed companies".

III. Previous Transgression

- A. BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public

Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

- B. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

IV. Sanctions for Violations

- A. Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:
- B. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- C. The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefor.
- D. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- E. To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- F. To debar the BIDDER from participating in future bidding processes of the BUYER for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- G. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- H. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- I. Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- J. The BUYER will be entitled to take all or any of the actions mentioned at para 5(i) to (x) of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860 or in the Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption, prevention of money laundering etc. For the applicability of this clause, framing of charges in relation to any such offence shall be deemed to be commission of such offence by the accused.
- K. The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER.

However, the BIDDER can approach the independent Monitor(s) appointed for the purposes of this Pact.

V. Independent Monitors

- A. Shri <Name> has been appointed as Independent External Monitor (hereinafter referred to as Monitor) for overseeing and implementation of the Pre-Contract Integrity Pact for procurement of services in the <Purchaser's entity>. His contact details are as under:

<Name>

<Address>

<Contact details>

- B. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- C. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- D. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- E. As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- F. The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- G. The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- H. The Monitor will submit a written report to the designated Authority of BUYER/ Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/ BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

VI. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

VII. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is New Delhi.

VIII. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

IX. Validity

- A. The validity of this Integrity Pact shall be from date of its signing and extend up to the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER. In case Bidder is unsuccessful, this Integrity Pact shall expire after six months from the date of signing of the contract.
- B. Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

The parties hereby sign this Integrity Pact at _____ on _____.

Buyer	Bidder
Name of Officer	Chief Executive Officer/ Authorized Representative of Bidder
Designation	
Dept./Ministry/PSU	

Witness	Witness
1.	1.
2.	2.

** Provisions of these clauses would need to be amended/deleted in line with the policy of the BUYER in regard to involvement of Indian agents for foreign suppliers.*

9.14. ANNEXURE 14: SELF-DECLARATION FOR NON-BANKRUPTCY

(To be submitted in Bidder's Company Letter Head)

Date:

To,
The Joint Secretary
Department of Administrative Reforms & Public Grievances (DARPG)
Ministry of Personnel, Public Grievances and Pension, GOI
Sardar Patel Bhawan, Parliament Street,
New Delhi - 110 001

Ref.: Tender No.

Dear Sir,

I/ We hereby declare that our firm _____ our firm is having an unblemished past record and was not declared ineligible for corrupt / fraudulent practices in any IT related services or not declared Bankrupt by any bank or other recognized Financial Institutions in last five years from the date of submission of bid.

(Signature of the Bidder)

Company Name:

Designation:

Seal

Date:

Place:

Business Address:

9.15. ANNEXURE 15: CSP AUTHORIZATION & SUPPORT FORM

To,
The Joint Secretary
Department of Administrative Reforms & Public Grievances (DARPG)
Ministry of Personnel, Public Grievances and Pension, GOI
Sardar Patel Bhawan, Parliament Street,
New Delhi - 110 001

Subject: RFP for the Project << >> in the DARPG

Dear Sir,

This is with reference to the above RFP & requirements therein, we authorize M/s _____ (name and address of the Bidder) to bid, negotiate and conclude the contract with you against the above-mentioned bid for the following cloud services:

We _____ would be responsible for support of providing updates, patches, security updates, and bug fixes for the entire period of the contract for all the locations for the above services as required in the RFP. We confirm that the services meet the technical & functional requirements.

We also confirm that we are empaneled with Ministry of Electronics & Information Technology, Govt. of India since _____ for providing Cloud Services to government of bodies.

Date: _____ Signature of Authorized Signatory
Place: _____ Name: _____
Designation _____

9.16. ANNEXURE 16: FINANCIAL BID COVER LETTER

(To be submitted in Bidder's Company Letter Head)

To,
 The Joint Secretary
 Department of Administrative Reforms & Public Grievances (DARPG)
 Ministry of Personnel, Public Grievances and Pension, GOI
 Sardar Patel Bhawan, Parliament Street,
 New Delhi - 110 001

Sub: Financial Proposal for Request for Proposal for Selection of an Agency for Design, Development and Maintenance of Interactive MIS Dashboard and Manage Operations of Next-Gen CPGRAMS for Department of Administrative Reforms and Public Grievances (DARPG). (CPPP Bid No.: _____ Dated: _____)

Dear Sir/Ma'am,

We are pleased to submit our Financial Proposal for the for Selection of an Agency for Design, Development and Maintenance of Interactive MIS Dashboard and Manage Operations of Next-Gen CPGRAMS for Department of Administrative Reforms and Public Grievances (DARPG). (CPPP Bid No.: _____ Dated: _____)

- A. We hereby declare that our Financial Proposal is unqualified and unconditional in all respects.
- B. Our attached Financial Proposal is as follows:

Description (A)	Total Cost (Excl. GST)
Overall Cost towards Design, Development and Maintenance of NextGen CPGRAMS with Interactive MIS Dashboard & Operational Support of Next-Gen CPGRAMS for Department of Administrative Reforms and Public Grievances (DARPG) as per the scope of work and timeline mentioned in this RFP. (Total of Table 9.17.1)	
Total GST (B) (As Applicable)	
Total Cost (A+B)	
Total Cost (A+B) in Words	

Thanking you,

Signature

(Authorized Signatory)

Date:

Place:

Name of the Bidder:

9.17. ANNEXURE 17: FINANCIAL BID FORMAT

9.17.1. Financial Bid Summary

SN	COST COMPONENT	Component Cost (Inclusive of all taxes and duties)
A	Cost Towards Design, Development, Implementation of NextGen CPGRAMS and all other associated components as depicted in Table 9.17.2 as Component A (One time Cost)	
B	Cost Towards Operational Support of NextGen CPGRAMS for DARPG and all other associated components as depicted in Table 9.17.3 as Component B (Recurring Cost)	
C	Cost Towards Onsite Team for Management and Deployment and Operationalization of Technical Helpdesk for NextGen CPGRAMS for DARPG as depicted in Table 9.17.4 as Component C (Recurring Cost)	
D	Cost Towards Deployment of Cloud (DC & DR) for NextGen CPGRAMS for DARPG as depicted in Table 9.17.5 as Component D (Recurring Cost) <i>Not to be included in bid evaluation</i>	
Total (Component A+B+C+D)		

9.17.2. Study, Design, Development, Testing & Implementation of NextGen CPGRAMS for DARPG

Component A							
SN	Component	UoM	Quantity	Total cost	GST %	GST Amount	Total Charges (Inclusive of all taxes and duties)
1	Design, Development, Testing, UAT, Go Live of Proposed Next-Gen CPGRAMS. Application as per Scope of Work (Integration of proposed Next Gen CPGRAMS with third party tool such as SMS Gateway, WhatsApp, CSCs, State Portals, other ministries, departments etc.) and other integrations	Lumpsum	1				
2	Design, Development, Testing, UAT, Go Live of Interactive Dashboard with LLM and managing operation throughout the Tenure of the engagement	Lumpsum	1				
4	Implementation including migration of existing data to Next-Gen CPGRAMS application on Cloud based Environment & Migration of including HA and DR	Lumpsum	1				
5	Setting of Helpdesk with all Infrastructure requirement along with CRM Software/Platform and Integration with proposed Next-Gen CPGRAMS Application (with required Hardware if	Lumpsum	1				

Component A							
SN	Component	UoM	Quantity	Total cost	GST %	GST Amount	Total Charges (Inclusive of all taxes and duties)
	any) and supply of Electronic Equipment with Tools & accessories for a Ten Member Team as per scope & Specification mentioned in RFP						
6	One Time Security Audit by Third Party Agency and submission of Security Audit Certificate (STQC)	Lumpsum	1				
Total Cost of the Component A							

9.17.3. Operation & Management Support of NextGen CPGRAMS for DARPG

Component B								
SN	Component	UoM	Quantity	Unit Charges	Total Charges	GST %	GST Amount	Total Charges
								(Inclusive of all taxes and duties)
1	Operational support of Next-Gen CPGRAMS as per the scope of work as mentioned in the RFP along with other associated components.	Monthly						
2	Operational Support for Technical Helpdesk as per Scope of Work mentioned in the RFP	Monthly						
3	Monthly Operational support of integrating Dashboard with LLM, training and validation of data sets	Monthly						
4	Per Token LLM Cost	One time Number						
Total Cost of the Component B								

9.17.4. Deployment of Onsite Team & Helpdesk Team for Management of NextGen CPGRAMS for DARPG

Component C							
SN	Component	UoM	Unit Charges	Total Charges	GST %	GST Amount	Total Charges (Inclusive of all taxes and duties)
1	Project Manager	Monthly					
2	Senior Data Analyst /BI Analyst	Monthly					
3	Business Analyst 1	Monthly					
4	Business Analyst 2	Monthly					
5	Data Analyst/MIS Expert	Monthly					
6	ICT Infrastructure Expert/ Cloud Infrastructure Expert	Monthly					
7	Policy Analyst (2)	Monthly					
8	Data Scientist	Monthly					
9	Man-month Cost of Helpdesk as per the scope & profile requirement mentioned in the	Monthly					

Component C							
SN	Component	UoM	Unit Charges	Total Charges	GST %	GST Amount	Total Charges
							(Inclusive of all taxes and duties)
	scope of work of the RFP						
Total Cost of the Component C							

9.17.5. Deployment of Cloud (DC & DR) for NextGen CPGRAMS for DARPG

Component D							
SN	Components	UoM	Total Charges	GST %	GST Amount	Total Charges	
						(Inclusive of all taxes and duties)	
1.	Monthly Cloud DC &DR Charges including VMs, Storage, Bandwidth, Security, Software licenses <i>(not to be evaluated in bid evaluation)</i>	Monthly					
Total Cost of the Component D							

Note: The recurring cost on components B, C & D will be applicable after successful Go-live of next Gen CPGRAMS and will be paid on a quarterly basis on actuals. The SI may be considered a yearly increment maximum within 8 % of the recurring cost quoted in component B & C depending on the performance and after due approvals of the competent authorities. For the cloud cost payment will be made on the actual basis. The actual cloud consumption will be audited by an expert agency appointed by DARPG for guiding the usages of cloud.

9.18. ANNEXURE 18: FORMAT FOR ANNUAL TURNOVER AND NET WORTH

(On the letterhead of the Chartered Accountant/Statutory Auditor)

Ref. No.: _____

Date: _____

To,

The Joint Secretary
Department of Administrative Reforms & Public Grievances (DARPG)
Ministry of Personnel, Public Grievances and Pension, GOI
Sardar Patel Bhawan, Parliament Street,
New Delhi - 110 001

This is to certify that M/s _____, having office at _____ Their Turnover from System Integrator (SI) related activities including design, development, implementation, maintenance, integration of IT hardware and / or application in each Financial Year during the preceding years are as given below:

Financial Year	Turnover (in INR Crores)
2021-22	
2022-23	
2023-24 (Provisional Applicable)	
Average Annual Turnover	

Further, the net Worth of M/s _____ for last Financial Year _____ is Rs. _____ as per their books of Accounts.

Certified by Chartered Accountant/Statutory Auditor

Date:

Place:

UDIN Number: