

BID DOCUMENT

NATIONAL COMPETITIVE BIDDING

SELECTION OF APPLICATION INTEGRATOR FOR “DESIGNING, DEVELOPMENT, INTEGARTION AND IMPLEMENTATION OF NATIONAL INSIGHTS CENTER PLATFORM” FOR MINISTRY OF EDUCATION.

TENDER NO.: EdCIL/DES/ICCCPlatform/2024



EdCIL (India) Limited

A Govt. of India Category-I Mini Ratna CPSE

EdCIL House, Plot No. 18A, Sector 16A,

Noida-201301 (U.P.) India

Tel: 0120 – 2512001-006, FAX: 0120-2515372

Reg. Office: 5th Floor, Vijaya Building 17,

Barakhamba Road, New Delhi-110001

DISCLAIMER

The information contained in this Request for Proposal document (the "RFP") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the EdCIL (India) Limited or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an Agreement and is neither an offer nor invitation by EdCIL to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in making their financial offers (BIDs) pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by EdCIL in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the EdCIL, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in the Bidding Documents may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The EdCIL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

EdCIL, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this BID Stage.

EdCIL also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. EdCIL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. The issue of this RFP does not imply that EdCIL is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the Project and EdCIL reserves the right to reject all or any of the Bidders or BIDs without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its BID including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by EdCIL, site visits, investigations, studies or any other costs incurred in connection with or relating to its BID. All such costs and expenses will remain with the Bidder and EdCIL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the BID, regardless of the conduct or outcome of the Bidding Process.

Table of Contents

NOTICE INVITING TENDER.....	5
CHAPTER- I.....	7
OFFLINE AND ONLINE BID SUBMISSION DOCUMENTS.....	7
<i>1.1 Offline Submissions:.....</i>	<i>7</i>
<i>1.2 Online Submissions:.....</i>	<i>7</i>
INSTRUCTIONS FOR E-TENDERING.....	9
TERM OF REFERENCE & DEFINITIONS	13
CHAPTER-III	14
INSTRUCTION TO BIDDERS.....	14
CHAPTER-IV.....	17
CHAPTER-VI.....	40
ELIGIBILITY AND BID EVALUATION	40
CHAPTER-VII.....	49
DELIVERY TIMELINE & PAYMENT TERMS	49
CHAPTER-VIII	51
PAYMENT TERMS.....	51
CHAPTER-IX.....	54
KEY CONTRACT TERMS	54
ANNEXURE-I.....	62
DECLARATION SHEET	62
ANNEXURE II	64
LETTER OF UNDERTAKING.....	64
ANNEXURE III.....	65
UNDERTAKING OF NON BLACKLISTING	65
ANNEXURE IV.....	66
FINANCIAL STATEMENT	66
ANNEXURE-V	67
LIST OF ORDERS COMPLETED PRECEDING ON BID DUE DATE	67
ANNEXURE-VI.....	68
POWER OF ATTORNEY.....	68
ANNEXURE-VII	70
LETTER OF BID SUBMISSION	70
ANNEXURE – VIII.....	72
BANK GUARANTEE TOWARDS BID SECURITY (EMD)	72
ANNEXURE IX.....	74
PERFORMANCE BANK GUARANTEE FORMAT	74

ANNEXURE-X	78
PROFORMA PRE CONTRACT INTEGRITY PACT	78
ANNEXURE XI	88
CONTRACT FORM	88
ANNEXURE- XII	90
LIST OF AUTHORISED BANKS FOR BG.....	90
ANNEXURE XIII.....	91
PRE-BID QUERY FORMAT	91
ANNEXURE XIV	92
ANNEXURE XV.....	93
<i>Security Automation / Secured Landing Zones</i>	<i>94</i>
FINANCIAL BID SUBMISSION SHEET.....	103

**Notice Inviting Tender
(e-Tendering mode)**

**EdCIL (INDIA) LIMITED
(A Govt. of India Mini Ratna CATEOGRY-I CPSE)
SECTOR 16A, NOIDA**

Date: 17.01.2024

N.I.T. No.: EdCIL/DES/ICCCPlatform/2024

Name of work	SELECTION OF APPLICATION INTEGRATOR FOR “DESIGNING, DEVELOPMENT, INTEGARTION AND IMPLEMENTATION OF NATIONAL INSIGHTS CENTER PLATFORM” FOR MINISTRY OF EDUCATION
The Currency in which payment shall be made	Indian Rupees (INR)
Date of Issue/Publishing	17.01.2024
Document Download Start Date	17.01.2024
Last date & time for seeking clarification, if any	23.01.2024 till 12:00 hrs through email. Pre bid meeting on 23.01.2024 at 15:00 hrs
Last Date and Time for receipts of Bids	29.01.2024 till 15:00 hrs In case a Holiday is declared on the day of the event, the same will be held on the next working day at the same time & venue.
Date and Time of Opening of Technical Bids	29.01.2024 at 15:30 hrs
Earnest Money Deposit	Rs. 3,25,000 in form of Bank Guarantee / Demand Draft. Scanned copy to be uploaded with tender documents and original BG/ DD has to be submitted. In case EMD is submitted in the form of BG, the BG should be valid till 180 days after the bid validity date, as per Annexure-VIII. The list of banks is detailed in Annexure-XII
No. of Covers	02 (Two Packets)
Bid Validity days	180 days (From last date of opening of tender)

Performance Bank Guarantee (PBG)	3% of the total contract value of the successful bidder. PBG is required to be submitted within 7 days from the date of issue of LOA as per Annexure-IX
Email Address	meghagupta@edcil.co.in , ninadpatil@edcil.co.in , destenders@edcil.co.in
Corporate Office	EdCIL House, 18-A, Sector 16A, Film City, Noida, Uttar Pradesh 201301
Validity of Price	3 years from the date of issue of work order.

Chief General Manager (DES)
 EdCIL (India) Limited,
 18 A, Sector-16A, Noida-201 301
 Tel: 91-120-2512001 to 2512006

CHAPTER- I

Offline and Online Bid Submission Documents

1.1 Offline Submissions:

The bidder is requested to submit the hardcopy of the below mentioned documents in a Sealed Envelope to the under mentioned address before the start of Public Online Tender Opening Event on the below mentioned address:

Address: 18 A EdCIL House, Film City, Sector 16A, Noida, Uttar Pradesh 201301

The envelope shall bear name (the project name), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

- I. Original copy of the EMD Security in the form of Demand Draft/BG.
- II. Original Power of Attorney / Board Resolution Copy on a non-judicial stamp paper.

Note: The Bidder should also upload the scanned copies of all the above-mentioned original documents as Bid-Annexure during Online Bid-Submission.

1.2 Online Submissions:

The Online bids (complete in all respect) must be uploaded online as explained below:

Sl. No.	Documents	Content	File Types
1.	Technical Bid	Organization Declaration Sheet as per Annexure-I	.PDF
		Letter of Undertaking as per Annexure-II	.PDF
2.		Undertaking of Non-Blacklisting as per Annexure-III	.PDF
3.		Financial Statement as per Annexure-IV	.PDF
4		List of Orders Completed as per Annexure V	.PDF
5.		Power of Attorney as per Annexure VI	.PDF

6.		Letter of Bid Submission as per Annexure VII	.PDF
7.		Earnest Money Deposit as per Annexure VIII	.PDF
8.		Performa pre contract integrity pact as per Annexure X	.PDF
9.		Contract form as per Annexure XI	.PDF
10.		Performa for declaration on proceedings under insolvency and bankruptcy code, 2016 Annexure-XIV	.PDF
11.		CSP Technical Compliance, Annexure XV	.PDF
12.		Signed copy of Tender and its related corrigendum (if any)	.PDF
13.	Financial Bid	Financial Bid Submission Sheet and FORM-1	.PDF

Note: Technical Bid should not contain any financial terms.

Instructions for e-Tendering

Instructions for Online Bid Submission:

- E-tendering is new technology for conducting public procurement in a transparent and secured manner. As per Government of India's directives, EdCIL (India) Limited has adopted E-tendering.
- For conducting electronic tendering, EdCIL (India) Limited has decided to use Electronic tender portal link available with detailed information on e-tendering process. This portal built using Electronic tender's software is referred to as <http://www.tenderwizard.com/EDCIL>.
- The bidders are required to submit soft copies of their bids electronically on <http://www.tenderwizard.com/EDCIL> e-tendering website, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Tender Wizard E-Tendering Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Tender Wizard E-Tendering Portal.
- The scope of work to be tendered is available in the complete bid documents which can be viewed /downloaded from Tender Wizard E-Tendering Portal of <http://www.tenderwizard.com/EDCIL>. Both Technical Bid and Financial Bid will be submitted concurrently duly digitally signed in the website <http://www.tenderwizard.com/EDCIL>. No claim shall be entertained on account of disruptions of internet service being used by bidders. Bidders are advised to upload their bids well in advance to avoid last minute technical snags.
- All Corrigendum/Amendment/Corrections, if any, will be published on the website <http://www.tenderwizard.com/EDCIL> as well as on EdCIL's website.
- It is mandatory for all the applicants to have class-III Digital Signature Certificate (in the name of person who will sign the bid document) from any of the licensed certifying agency (Bidders can see the list of licensed Certifying Agencies from the link www.cca.gov.in) to participate in e-Procurement of EdCIL.
- It is mandatory for the bidders to get their firm/company registered with e-procurement portal of EdCIL, i.e. www.tenderwizard.com/EDCIL to have user ID & password by submitting a non-refundable annual registration charges as follows:

1	Registration charges for 1 year	Rs. 2000/-
---	---------------------------------	------------

(exclusive of taxes, levies, etc.) which can be paid online using the e-payment gateway to KEONICS through the portal address mentioned above. The registration so obtained by the prospective bidder shall be valid for one year from the date of its issue and shall be subsequently renewed.

- Participant shall safely keep their User ID and password, which will be issued by the service provider i.e. KEONICS Ltd. upon registration, and which is necessary for e-tendering.
- Bidders are advised to change the password immediately on receipt of activation mail.
- Bidders shall not disclose their User ID as well as password and other material information relating to the e-tendering to any one and safeguard its secrecy.
- Submit your tender well in advance by relevant documents along with copy of EMD of tender submission deadline on **Tender Wizard E-Tendering Portal** <http://www.tenderwizard.com/EDCIL>, as there could be last minute problems due to internet timeout, breakdown, etc.
- Tenders should be submitted only through Tender Wizard E-Tendering Portal and obtain the Tender Acknowledgement copy as a proof of successful submission.
- Vendors are requested to contact at Tender wizard Helpdesk for any information regarding E-tendering / training.
 - For online registration, intended bidders may write us at harishkumar.kb@etenderwizard.com or contact no. 080-40482100/9964074577/9650520101.
 - For any further query related to Training Session, Tender Uploading/downloading or any other query related to tender please contact Tender wizard Helpdesk.
 - Telephone: 080-40482100/9650520101/9964074577 or write us mail on EmailId:-
harishkumar.kb@etenderwizard.com, ratan.thakur@etenderwizard.com, varun.b@etenderwizard.com.

PREPARATION OF BIDS

- Bidder should take into account any corrigendum/addendum published on the portal before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents-including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and generally, they can be in PDF format. Bid documents may be scanned with 100dpi with black and white option.

SUBMISSION OF BIDS

- Bidder should log into the site well in advance for bid submission and complete all formalities of registration (at least two days in advance of the closing date) so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be sole responsible for any delay in uploading of bid within the stipulated time.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- Bidder has to pay EMD as applicable through demand draft/BG as per tender condition in favour of “**EdCIL (India) Ltd**” payable at **Noida** and enter details of the instruments. Original copies of demand draft/BG for EMD are required to be submitted.
- A standard Financial Bid form has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the financial bid format is found to be modified by the bidder, the bid will be rejected.
- The server time will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

ASSISTANCE TO BIDDERS

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority. For any other tender related queries bidders are requested to contact on below given numbers/email.

Telephone/ Mobile/ E-mail ID	<p>Vendors Training Program: Vendors are requested to contact at Tender wizard Helpdesk Office for any information regarding E-tendering / training.</p> <p>a) For online registration, intended bidders may write us at harishkumar.kb@etenderwizard.com or contact no. 080-40482100/9964074577/9650520101.</p> <p>b) For any further query related to Training Session, Tender Uploading/downloading or any other query related to tender please contact Tender wizard</p>
---------------------------------	--

	<p>Helpdesk.</p> <p>Telephone: 080-40482100/9650520101/9964074577 or write us mail on Email:Id:- harishkumar.kb@etenderwizard.com, ratan.thakur@etenderwizard.com, varun.b@etenderwizard.com & cc to: destenders@edcil.co.in</p>
--	---

Offline Submissions: (AS PER TENDER REQUIREMENT)

The bidder is requested to submit documents as per tender requirement.

MINIMUM REQUIREMENTS AT BIDDER'S END

- Computer System having configuration with minimum Windows 7 or above, and Broadband connectivity
- Digital Certificate(s)

CHAPTER-II

Term of Reference & Definitions

Term	Definition
Supplier	“Supplier” means any company responding to the SELECTION OF APPLICATION INTEGRATOR FOR “DESIGNING, DEVELOPMENT, INTEGRATION AND IMPLEMENTATION OF NATIONAL INSIGHTS CENTER PLATFORM” FOR MINISTRY OF EDUCATION who has successfully qualified the bid.
Client	Ministry of Education
Authorized Signatory	The bidder’s representative (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/authority having the Power of Attorney from the Competent authority of the respective Bidding firm.
Bid	"Bid" means the response to this document presented in Two Packets, Technical Cum Commercial Bid and Financial Bid, which are supplied with necessary documents and forms as given in Annexure, complete in all respect adhering to the instructions and spirit of this document.
Bidder	“Bidder” means any company responding to Request for Proposal and who makes a Bid.
Contract	“The Contract” means the agreement entered into between EdCIL and the selected bidder(s) in terms of clauses mentioned
Day	“Day” means a working day as per rules of EdCIL.
EMD	Earnest Money Deposit
D.D	Demand Draft
EdCIL	EdCIL (India) Limited, Noida (A Mini Ratna Category -I CPSE)
TC	Tender Committee
PBG	Performance Bank Guarantee
Security Deposit (SD)	Amount of the Order Value deposited by the Bidder and retained till the successful completion of the project (as long as the bidder fulfils the contractual agreement).
Services	“Services” means the services to be delivered by the successful bidder and as required to run the project successfully as per the Contract.
RFP/Tender	“RFP”/Tender means the Request for Proposals
Order	“Order” shall mean the Purchase Order/Work order and its attachments and exhibits.
Consignee	“Consignee” shall mean EdCIL (India) Limited/ end client.
EdCIL/ Purchaser	“EdCIL/ Purchaser” shall mean EdCIL (India) Limited.

CHAPTER-III

INSTRUCTION TO BIDDERS

4.1 Due date:

The tender has to be submitted before the due date and time. The offers received after the due date and time will not be considered.

4.2 Preparation of Bids:

The offer/ bid shall be submitted in two bid systems (i.e.) Technical Bid and Financial Bid. The technical bid shall consist of all technical details along with commercial terms and conditions. Financial bid shall indicate component wise price for all the mentioned component in the financial bid in the given PDF format.

4.3 Language of Proposal:

The proposal prepared by the bidder and all correspondence and documents relating to the RFP exchanged by the bidder and the Client, shall be written in the English language, provided that any printed literature furnished by the firm may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

4.4 Cost of Bidding:

The bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the client and client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

The bidder is expected to carefully examine all instructions, forms, terms and specifications in the bid document. Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the firm's risk and may result in the rejection of the bid.

4.5 EMD:

The Bidder should submit EMD of Rs. 3,25,000/- through BG/Demand Draft drawn in favor of "EdCIL (India) Limited" payable at NOIDA along with the

bid. The Bid sent without EMD would be considered as UNRESPONSIVE and will not be considered for evaluation.

In case EMD is submitted in the form of BG, the BG should be valid till 180 days after the bid validity date, as per Annexure-X.

The list of banks from where the EMD shall be acceptable is detailed in Annexure XIII.

Note: Bidders registered with MSME/Startup and having valid registration certificate issued by NSIC/MSME/Startup are exempted for submission of EMD. **However, MSMEs/Startup are required to submit their financial solvency certificate of minimum amount of Rs. 1.5 Crore issued not earlier than 3 months from the last date of bid submission. In case of failure of submission of Solvency certificate, the submitted bid shall be summarily rejected and shall not be considered for further evaluation.**

4.6 Refund of EMD:

- I. The EMD will be returned to unsuccessful Bidder(s) after the award of the work to the successful bidder.
- II. Earnest money will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.
- III. In Case of Successful Bidder, the EMD shall be returned after submission of 3% Performance security.

4.7 Acceptance/ Rejection of bids:

- I. EdCIL reserves the right to reject any or all offers without assigning any reason.

4.8 Performance Security

- I. The successful bidder should be required to deposit Performance security equivalent to 3% of contract value to EdCIL within 7 days from the date of issue of Work Order. The Performance security should be issued in favor of "EdCIL (India) Limited" in the form of DD/BG to be valid for a period of 90 days beyond the date of completion of Contract period. This Performance security shall be retained throughout the currency of the contract and should be extended by the bidder from time to time, as required by EdCIL. The

list of bank from where the Performance security shall be acceptable is detailed in Annexure XIII.

- II. Performance security shall be returned to the successful bidder only after 90 days of the successful completion of the Contract. In case of any shortfall of any activity/ specification/ other terms and conditions of the contract, EdCIL reserves the right to recover damages or loss from the due the payment or by the encashment of Performance security.

4.9 Amendment in Tender Document

At any time up to the last date for receipt of RFP, EdCIL may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective firm, modify the Bid Document by an amendment. The amendment will be notified on EdCIL's website and will be binding.

CHAPTER-IV

Scope of Work

5.1 Introduction

Ministry of Education, Government of India intends to build National Education Observatory to setup single source Monitoring platform. There are many initiatives under the Department of Higher Education. These initiatives include.

- ICT initiatives such as Swayam, Shodh, e-yantra, Vidwan, Academic bank of credits
- Young India Combating COVID with Knowledge, Technology, and Innovation
- National Institution Ranking Framework
- National Book Trust
- Indian Knowledge Systems
- All India Survey for Higher Education

All these initiatives are based on the software systems which are dis-integrated in nature. The ideal way for the department and the ministry to envisage the key takeaways from all these initiatives would be to setup a National Education Observatory Platform which acts as National Level Integrated Command and Control center showing key and detailed set of KPI's, Analytics (AI / ML based) and Reports. The ministry would also like to see actionable insights from the Observatory platform which are required for day-to-day operations and plan for the upcoming times.

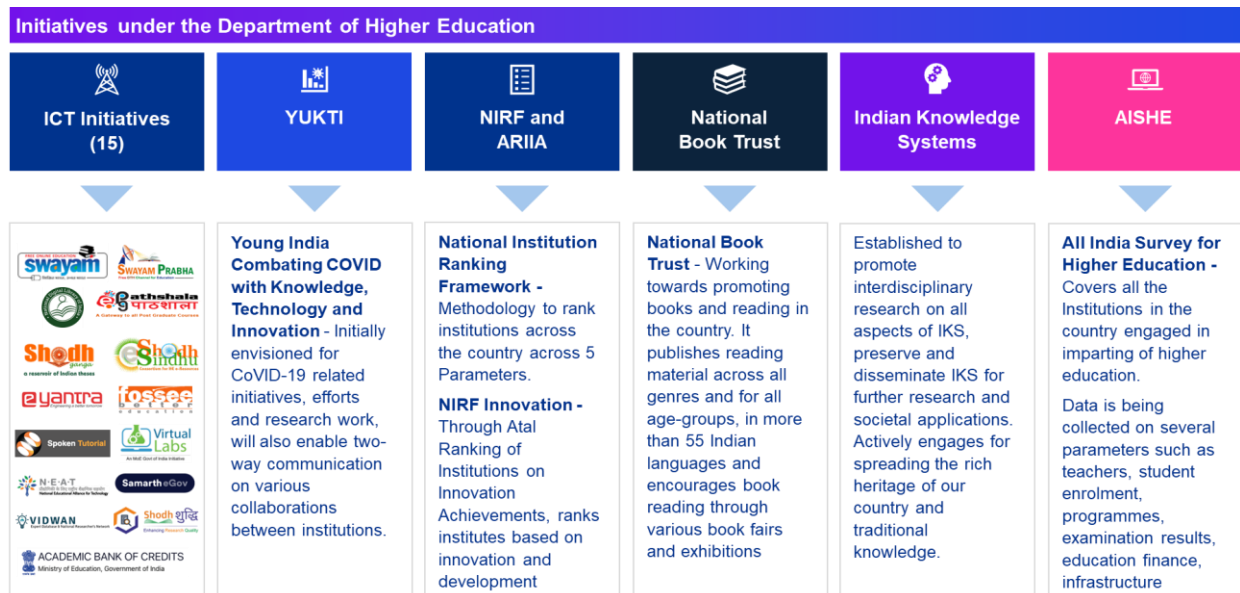
5.2 National Education Observatory

The Observatory compiles and integrates a collection of information from different sources to track and monitor SDG4 progress and commitments on quality education for all by estimating main indicators and presenting education data through various visualizations and maps for relevant indicators as regional and national dashboards. It is composed of observatories on various themes, also accessible by state, displaying the latest statistics on each of the themes. This is achieved through use of an Integrated Command and Control Centre Platform (National observatory Platform) underneath which combines Command and Control, Data Visualization and Integration technologies into a Common Operating Picture that improves the Ministry and Department's response and management of planned and unplanned events, and builds the

capability and resiliency of agencies charged with Educational Reforms, Improvements and Policies.

Various Programs and Schemes:

The Department of Higher Education along with its Apex bodies take care of multiple Programs and Schemes that need constant monitoring. Below is a summary of such initiatives (but are not limited to) directly handled by Department of Higher Education.



NMEICT (National Mission in Education through ICT)

- The Mission has two major components:
 - providing connectivity, along with provision for access devices, to institutions and learners;
 - Content generation.
- It includes courses at:
 - Post graduate level
 - Under graduate level
 - Other online learning platforms like DIKSHA, IIM Bx, IIT Bx, SHAGUN etc.

Below are some additional programs of interest being handled by the Apex bodies.

Note: The list below are tentative in nature and can change:

University Grants Commission (UGC) Schemes:

- UGC FHEI (Foreign Higher Educational Institutions)
- Malaviya Teacher Training Program
- Autonomous College Portal
- UGC e-Resources

- CU-Chayan Portal
- UTSAH Portal (for implementation and monitoring of NEP 2020)
- E-Samadhan (Grievance Redressal)
- Saksham Portal (Women Empowerment and Awareness)
- UGC NET Portal

All India Council for Technical Education (AICTE) Schemes:

- Faculty Development Schemes
 - National Institute for Technical Teachers Training
 - Quality Improvement
 - Short Term Training
 - Professional Development
- Student Development Schemes
 - Research Promotion Scheme
 - Quality Improvement Programs
 - PG Scholarship Scheme
 - MITCAS Global Link
- Research and Innovation Development Schemes
 - Collaborative Research Scheme under TEQIP
- Institutional Development Schemes
 - IDEA Lab
 - Grants for Conferences
 - E-ShodhSindhu
 - Grants for Augmenting Infrastructure (NE)
 - Margdarshan Scheme
- General Schemes
 - KARMA
 - PMKVY

5.3 Key Objectives:

With the establishment of National Education Observatory, below are the key objectives to be achieved.

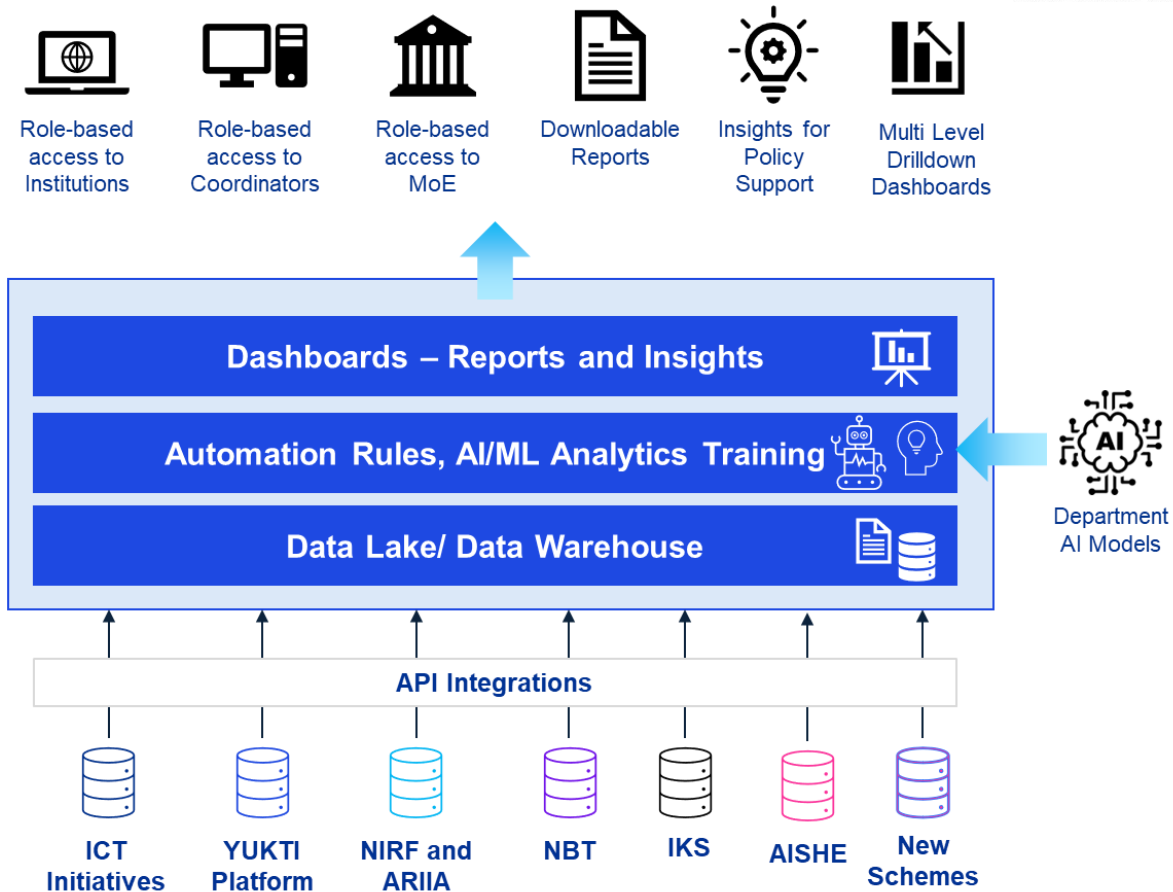
- **Data Management and Analysis:** One of the major challenges is the management and analysis of extensive data related to student enrolments, faculty, courses, and institutions.

- **Quality of Education:** Ensuring consistent quality across various higher education institutions through monitoring and standardizing quality metrics, helping to maintain a high standard of education.
- **Coordination between Institutions:** Facilitate better communication and collaboration amongst different institutions leading to more efficient resource sharing and policy implementation.
- **Regulatory Compliance:** Ensuring compliance with various regulations can be complex and institutions may be required to adhere to required standards and regulations. Central Monitoring of the same shall help devise necessary steps to ensure better compliance.
- **Break the Siloed Approach:** The isolated way programs and initiatives are conducted within various departments leads to the problem of duplicating work and reinventing the wheel.
- **Skill Development and Employability:** To make students industry ready, alignment of educational programs with market needs skill development initiatives based on data will be required.

The National Education Observatory powered by an Integrated Command and Control Center Platform can streamline coordination and data sharing across institutions, reducing inefficiencies and enhancing the quality of education. It can also facilitate centralized policy implementation and resource management, addressing systemic gaps effectively using the data-first approach.

5.4 Functioning of the National Education Observatory Platform:

Below is a depiction for the functioning of the National Education Observatory Platform.



1. The bottom layer shall be all data inputs through API integrations into the platform.
2. The platform shall ingest the data, normalize the same and store in easy to access mechanism.
3. The platform shall execute defined automation rules on all new incoming data and initiate alerts, SOP (Standard Operating Procedure) as required.
4. The department will have provision to deploy their AI/ML models into the platform and utilize the platform’s Analytics training server to train the model using the data within the platform.
5. The platform’s self-service dashboarding capability shall enable creation of unlimited number of dashboards with meaningful insights utilizing the data ingested as well as the outputs of different AI/ML models running on the platform.
6. The dashboards shall have multi-level drilldown capabilities for view from Country level to state level to district level etc and shall also be configurable and interactive.
7. The platform shall allow various ways to segregate data access and Role-Based Access Control so that required users can be provided corresponding permissions.

The key aim is to streamline communication, coordination, and decision-making processes to enhance the overall efficiency and effectiveness of Department. Here are some key components and functions that are associated with a centralized Observatory for the Ministry of Education:

- **Data Integration:** The Ministry can plan to integrate data from various sources, including student information systems, academic performance data, attendance records, and other relevant information. This integration helps in creating a comprehensive and real-time view of the education landscape.
- **Communication Hub:** It serves as a central hub for communication among different stakeholders, including administrators and education officials. This can facilitate quick and effective communication in case of emergencies, policy updates, or other important announcements.
- **Resource Allocation:** The centre may help in optimizing the allocation of resources, such as budget, personnel, and materials, based on data-driven insights and educational priorities.
- **Policy Implementation:** It can play a role in monitoring and implementing education policies, ensuring that they are applied consistently across different schools and districts.
- **Monitoring and Evaluation:** The centre may be involved in monitoring and evaluating educational programs and initiatives. This includes assessing the impact of policies, measuring academic performance, and identifying areas for improvement.
- **Technology Integration:** Leveraging technology, an integrated command centre can incorporate data analytics, artificial intelligence, and other tools to enhance decision-making processes and improve overall education management.

5.5 Scope of Work:

The scope is to identify a bidder for Supply, Installation, Testing and Commissioning of the National Education Observatory Platform through an established COTS Integrated Command and Control Centre. Below are the key modules required.

1. Integrated Command and Control Centre Platform with readily available connectors for data integration, data transformation studio, self-service widget based data visualization, automation rules, Standard operating procedures, Incident Management modules.
2. Integrated Data Analytics Module within ICCC which allows deployment of external AI/ML Models developed by Department or it's agencies and allow training of those models within the platform using data ingested.
3. Deployment of the platform in High Availability Model in Public Cloud (provided by department).

4. Licensing and Platform Support shall be Yearly Subscription Basis.
5. Manpower as per the Manpower Requirements section.
6. It should support on premises server (NIC server) as well as on the cloud.
7. Security features of the solution to conform to industry standards including Information Technology Act 2000, Information Technology Rules 2011, Aadhaar (Data Security Regulations) 2016 (if Aadhaar is used in any manner as part of the solution), GDPR, ISO 27108, Personalized Data Protection Bill 2018, etc.

5.6 Functional Requirements of the National Education Observatory Platform:

A suitable COTS ICCC Platform is to be deployed as the National Education Observatory Platform.

As a first step is to design and commission ICCC to provide a common picture by assimilating data coming from various applications and tracking various schemes within the Education Department, it's nodal agencies and it's Apex Bodies. Objective is also to provide Macro-level and Drilldown visualization, standard operating procedures and provide support in effective decision making and response in real time manner.

The Command and Control Center should be integrated with various ICT solutions and IT applications and enable the Department users to carry out effective data analysis. The ICCC solution shall allow the ICCC operators to monitor the inputs, collect inputs, analyze information and make actionable recommendations. The system should provide configurable rules with tailored alerts, dashboard visualizations, intelligent role-based work flow, response tools and situation collaboration.

Below are some key points for the platform.

- The Platform shall serve as single source of truth by integrating data from multiple applications and schemes together.
- The Platform shall allow dashboards be created with data from multiple sources together for cross-correlation and comparison purposes.
- Platform shall have dynamic dashboarding capability with widget based dashboarding. There can be unlimited number of dashboards created in a self-service mechanism.
- There shall be drilldown capabilities in the dashboard and widgets reloading based on the selected drilldown region.
- The Platform shall have Map Views and ability to integrate with GIS layers. The platform shall allow dynamic data visualization on the Map in easy to understand graphical representation like different coloured icons, heatmap visualizations etc.
- The Platform shall also have Map Drilldown Views.

- The Platform shall have an easy onboarding interface for new data from other applications through standard API interface. There shall be ready-made connectors for different types of data access through APIs, Databases, Files, MQTT etc.
- The Platform shall have a Rule-Based engine where all new incoming data can be monitored and alerted when the rule is met.
- The Platform shall allow creation of Standard Operating Procedures and map them with the incident type.
- The Platform shall have visual alerts, notifications and allow monitoring the incidents full lifecycle including the SOP steps execution.
- The Platform shall have Role-Based Access Control and Attribute-Based Access Control to allow different users at drill-down level access same dashboards with localized data based on the drilldown level.
- The Platform shall allow externally developed AI/ML Models to be deployed within the platform and allow those to be trained with data available within the platform.
- The Platform shall allow exporting the dashboards created or specific reports into different formats.
- The Platform shall allow inclusion of a dashboard into a Public Website and still allow interactivity within the dashboard.
- The Platform shall have capability to schedule reports to be sent on a periodic basis via email.

5.7 Integration Capabilities of ICCC:

- ICCC platform shall also be able to integrate, connect, and correlate information from IoT Platforms and other IT & non-IT systems, providing rule based information drawn from various sub-systems for KPIs and an alert. Platform shall have the ability to add / remove sensors including new vendor types as per future business requirements. It should support SDK/API based integration with the IT Systems as well as IoT systems if required.
- The ICCC will aggregate various data feeds from sensors and systems and further process information out of these data feeds to provide interface /dashboards for generating alert and notifications in real time.
- The ICCC would also equip the department to respond quickly and effectively to emergency through Standard Operating Procedures (SOPs) and step-by-step instructions. The ICCC shall support and strengthen coordination in response to incidents/emergencies/crisis situations.

5.8 Incident and Alert Management:

Incident and Alert Management is a critical component of any system designed to handle and respond to events. Here are detailed functional requirements for an Incident and Alert Management system:

- **Incident Logging and Recording:**
 - Capture and log detailed information about each incident, including time, location, and description.
 - Allow users to manually create incident reports and attach relevant documents or images.
- **Real-Time Incident Monitoring:**
 - Provide a real-time dashboard for monitoring ongoing incidents.
 - Display key details, such as incident type, status, and severity.
- **Incident Classification and Prioritization:**
 - Allow users to classify incidents into predefined categories.
 - Implement a prioritization system to identify and address critical incidents first.
- **Alert Generation:**
 - Generate alerts for each incident based on predefined criteria.
 - Support multiple alerting channels, such as email, SMS, and push notifications.
- **Alert Escalation:**
 - Implement escalation procedures for alerts that require immediate attention.
 - Define escalation paths and notification hierarchies.
- **Incident Acknowledgment and Assignment:**
 - Provide a mechanism for users to acknowledge receipt of an alert or incident.
 - Allow for the assignment of incidents to specific responsible parties.
- **Standard Operating Procedure:**
 - Enable Drag and Drop based Standard Operating Procedure definition.
 - Allow manual and automatic SOP configuration.
 - Each incident type can be mapped to SOP so that any new incident received will have the SOP executed.
- **Communication and Collaboration:**
 - Integrate communication tools for collaboration among response teams.
 - Allow users to share information and updates related to the incident.
- **Historical Incident Data:**
 - Store historical data for incidents, including resolution details and response times.
 - Generate reports for post-incident analysis and improvement.

- Root Cause Analysis:
 - Implement tools for conducting root cause analysis for recurring incidents.
 - Document findings and recommend corrective actions.
- Audit Trail:
 - Maintain an audit trail of all actions taken during the incident management process.
 - Ensure audit logs are secure, tamper-evident, and comply with regulatory requirements.
- Dashboard and Reporting:
 - Provide customizable dashboards for real-time monitoring and reporting.
 - Generate reports on incident trends, response times, and resolution outcomes.
- Backup and Recovery:
 - Implement automated backup mechanisms for incident data and configurations.
 - Ensure a straightforward process for restoring data in case of system failures.
- The system should provide Incident Management Services to facilitate the management of response and recovery operations.
- Should support for sudden critical events and linkage to standard operating procedures automatically without human intervention.

5.9 Manpower Section:

- a. During Deployment Phase, Bidders will be responsible for aligning the resources required for deployment.
 - i. The bidders can add total cost for resources required for deployment in deployment cost.
 - ii. The billing for resources required after deployment would commence from the date of deployment Acceptance of the National Observatory platform.
- b. **Following Team Members are requisite for the PMU and its operations after deployment.**
 - i. The PMU team will comprise the following Team Members who shall meet the requirements of qualifications and experience tabulated below. The bidder shall submit CVs of the persons proposed as Team Members for each Key Position along with an undertaking that the expert will be available to commence his/her responsibilities as soon as the contract is awarded.

ii. Proposed Team Structure:

S.No	Profile	Number of Persons	Minimum Qualification and Experience	Skills and Key Responsibilities
1.	Full Stack Developer *	1	<p>B.E / B.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</p> <p>Or</p> <p>Master's degree in computer science / information technology or equivalent</p> <ul style="list-style-type: none"> • A minimum of total 3 years of experience in design and delivery of IT solutions, software development and MIS. • At least a year of experience of IT/ICT implementation in education sector for Center/State government. • Should have been a part of at least one project for Centre/State governments or Multilateral/Bilateral Agencies. • Must have good understanding of 	<ul style="list-style-type: none"> • Study the readily available client datasets and leverage it to get the command and control center going quickly. • Communicate with business analysts and Project manager to capture software requirements. • Develop high-level system design diagrams for program design, coding, testing, debugging and documentation. • Development of Web application/Web portal, Integration of existing Software/Applications with command and control center

			<p>Web Services protocols such as REST, SOAP and API design for extensibility and portability.</p> <ul style="list-style-type: none"> • Must have a good understanding of Sunbird or similar open-source applications. • Proficient in application stacks like LAMP, JBoss, .Net, MEAN, etc. Programming languages like Php, Java, .Net, Python, R, Shell Script, Ruby, etc. and other open-source languages. 	
2.	Database Developer	1	<p>B.E / B.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</p> <p>Or</p> <p>Master's degree in computer science / information technology or equivalent</p> <ul style="list-style-type: none"> • A minimum of total 3 years of experience in design and delivery of IT solutions, 	<ul style="list-style-type: none"> • Data Analysis, DB Integrations • Data optimal storage and data structure definitions and configuration • Database Management • Database Design, SQL, • Performance Tuning, • Data Migration & ETL, • Security, Scripting and Automation.

			<p>software development and MIS.</p> <ul style="list-style-type: none"> • At least a year of experience of IT/ICT implementation for Center/State government. • Should have been a part of at least one project for Centre/State governments or Multilateral/Bilateral Agencies. • Must have good understanding of Web Services protocols such as REST, SOAP and API design for extensibility and portability. • Must have a good understanding of Sunbird or similar open-source applications. • Proficient in application stacks like LAMP, JBoss, .Net, MEAN, etc. Programming languages like Php, Java, .Net, Python, R, Shell Script, Ruby, etc. and other open-source languages. 	
--	--	--	---	--

3.	Devops Developer	1	<p>B.E / B.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent</p> <p>Or</p> <p>Master's degree in computer science / information technology or equivalent</p> <ul style="list-style-type: none"> • A minimum of total 3 years of experience in design and delivery of IT solutions, software development and MIS. • At least a year of experience of IT/ICT implementation for Center/State government. • Should have been a part of at least one project for Centre/State governments or Multilateral/Bilateral Agencies. • Must have good understanding of Web Services protocols such as REST, SOAP and API design for extensibility and portability. • Must have a good understanding of Sunbird or similar open-source 	<ul style="list-style-type: none"> • Patch deployments • Regular Maintenance • Monitor Logs for Security or Performance issues and take proactive steps. • Ensure Application Uptime and performance SLAs
----	------------------	---	---	---

			applications. <ul style="list-style-type: none"> Proficient in application stacks like LAMP, JBoss, .Net, MEAN, etc. Programming languages like Php, Java, .Net, Python, R, Shell Script, Ruby, etc. and other open-source languages. 	
--	--	--	---	--

Deployment Plan:

S.no.	Item	Period of Deployment (in months)
1.	Full Stack Developer – 01	12 months
2.	Database Developer - 01	12 months
3.	Devops Developer - 01	12 months

1. The scope of work is indicative and may alter as per the guidelines of the Ministry of Education, and improved suggestions of the end client to make the Insights center solution successful and outcome based.
2. The number of trainees, their level and other details of the stakeholders to whom the training should be provided will be identified at a later stage.
3. The deployment plan, timelines and resource count are indicative and may vary as per the requirements of the project based on discussion with the end client.
4. Full stack developer count may either increase or decrease at any stage of the project as per the requirement of the end client.
5. The resources allocated will be onsite.

5.10 Terms and Conditions for PMU

- a. The Team Members deployed under this tender should be on pay roll and full-time employee of the successful bidder. Consortium / Joint Venture / Subcontracting is not allowed in this tender.

- b. The manpower provided by the agency shall work as per user departments work schedule.
- c. If the Client / EdCIL so recommends, a deployed Team Member must be replaced by the agency within a period of 15 working days.
- d. The manpower deployed by the agency shall be the employees of the agency for all intents and purposes and in no case, there shall be a relationship of employer and employee between the EdCIL / Client and the said manpower. The Agency should submit undertaking received from the respective deployed manpower at client site regarding the same along with appointment letter issued to those manpower/s.
- e. In case any employee of the agency so deployed enters in dispute of any nature whatsoever, it will be sole responsibility of the agency to contest the same at appropriate forum(s).
- f. The team members shall carry their own devices for performing their duties, no device shall be provided by EdCIL/Client.
- g. The Team Members should be stationed at Project Location for the entire project period. The Team Member has to follow the working hours, working days and Holidays of the Client.
- h. Team Member shall get prior approval of EdCIL / Client before leaving project location.
- i. Leave entitlement and computation will be effective from date of joining the client site.
- j. An employee can avail maximum 18 leaves per year on pro-rata basis.
- k. Leave cannot be claimed as an employee's right. Except in case of emergencies, all leave will be granted subject to client's requirements. A situation will be considered an emergency on a case-by-case basis and will be decided by the Nodal Officer of the client.
- l. EdCIL will offer an induction program to all the Team Members before their deployment in the project under this empanelment.

- m. The mode of the training program would be as per the project requirement, which may be online/offline mode, depending on the requirement and availability.

Substitution of Team Members

- i. EdCIL will not normally consider any request of the Selected Bidder for substitution of Team Members deployed as the ranking of the Bidder is based on the evaluation of credentials of Team Members. Substitution will, however, be permitted if a Team Member is not available for reasons of any incapacity or due to health, subject to equally or better qualified and experienced personnel being provided to the satisfaction of the Authority.
- ii. Substitution of the Team Leader will not normally be considered and may lead to disqualification of the Bidder or termination of the Agreement.

5.11 CLOUD SECTION:

1. Data Collection and Aggregation -
 - i. Identify and connect to different sources of data, including databases, applications, files, streams, IoT devices, APIs, logs, and external sources.
 - ii. Data Sources: takes data from the following data sources eg. On-premises, Cloud Storage and other External Sources (CRM, APIs....) etc. will be consolidated at a common ICCC platform.
 - iii. Following migrations (if required) from various data sources need to be taken into consideration:
 - Data Transfer between on-premises storage to the cloud
 - Migration of data supporting various source databases like MySQL, PostgreSQL, Oracle, SQL Server, etc., to target storage location in cloud.
 - Migration of file-based workloads
 - iv. Collect both structured (relational databases, spreadsheets) and unstructured data (text files, images, videos) regardless of format or schema. This includes semi-structured formats like JSON or XML.
 - v. Deriving the insights from the unstructured sources to enhance analytics capabilities in the following way:
 - Transcribe speech to text and store it to the datalake solution
 - Design for extracting text and data from scanned documents, such as PDFs, enabling automated data extraction and analysis.

- Translate textual content into specified languages and use it within the datalake environment.
 - Enabling image and video analysis to extract information from visual content stored in the data lake
- vi. Employ various ingestion methods such as batch processing (scheduled data loads), streaming (real-time or near real-time data ingestion), or event-based triggers for data capture.

2. Data Lake Solution -

- i. Aggregate data from multiple sources into a central repository
- ii. Build a Data Lake which has capabilities for data ingestion from remote data resources, performing basic ETL, cleaning, imputation and data integrity checks etc.
- iii. Deriving insights from the sources to enhance analytics capabilities for sentiment analysis, content categorization.
- iv. Design, develop and support the Data Lake environment, and for deploying and managing the data lake.
- v. Building, training, and deploying machine learning models to be used within the datalake to develop custom building, training, and deploying machine learning models.
- vi. The vendor must have demonstrated experience with agile project delivery of modern Data Lakes to support Business Intelligence, Data Integrations with increasing responsibility/breadth over time.

3. Data Transformation -

- i. Configuring and managing analytics tools, frameworks (e.g., Spark, Hadoop), and technologies to process and analyze data within the data lake.
- ii. Cleansing, normalization, or deduplication of data to ensure accuracy and consistency. Also, identifying and addressing missing or incorrect values, resolving inconsistencies, and standardizing formats.
- iii. Utilize Extract, Transform, Load (ETL) processes or integration tools to extract data from its source, transform it into a usable format, and load it into the data lake.

Note: Cloud will either be provided by Client or bidder has to procure it on its own. Payment for cloud will be made only in case Cloud is procured from Bidder side.

5.11 SLA AND PENALTIES:

- (a) The SLA parameters shall be monitored on a Quarterly/yearly basis as per the individual requirement. However, if the performance of the services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified as per the satisfaction of EdCIL/Ministry of Education, then the EdCIL will have the right to take appropriate disciplinary actions including termination of the contract.
- (b) In case these service levels cannot be achieved at service levels defined in the agreement, EdCIL shall invoke the performance related penalties.
- (c) In case multiple SLA violations occur due to the same root cause or incident then the SLA that incurs the maximum penalty may be considered for penalty calculation rather than a sum of penalties for the applicable SLA violations.
- (d) Total penalty will be restricted to 10% of the value of the project(Quarterly).
- (e) The response time to any complaint / incident shall be four (4) hours from the time of complaint logging.
- (f) EdCIL reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by EdCIL to the selected Bidder. EdCIL reserves the right to blacklist the bidder in case of default/penalty beyond 10% of the total work order value.
- (g) SLA and Penalties during deployment and Warranty period are as follows:

SLA for Designing, Development , Integration and Implementation of ICC platform

The Successful Bidder shall render the services strictly adhering to the Important Dates by EdCIL in the Work order. Any delay, not condoned by EdCIL, on the part of Successful Bidder in the performance of its obligations may attract penalty. The penalty shall be charged at the rate of 2% of the delayed milestone per week of delay ,subject to a maximum of 10% of the ICC platform and cloud value (GST shall be paid extra on penalty). Post that EdCIL will have the option of getting the work done through alternate sources at the cost and risk of the defaulting agency, which will be realized from pending payments of the Successful Bidder, or from the security deposit, or from the Performance Bank Guarantee or by raising claims.

Manpower SLAs

- a. Any unjustified and unacceptable delay resulting from reasons attributable to the Successful Bidder beyond the delivery schedule as

per Work order will render the agency liable for liquidated damages at the rate as mentioned in the following sections.

- b. The Successful Bidder shall render the services strictly adhering to the Important Dates by EdCIL in the Work order. Any delay, not condoned by EdCIL, on the part of Successful Bidder in the performance of its obligations may attract penalty. The penalty shall be charged at the rate of 0.5% of the delayed milestone per week of delay ,subject to a maximum of 10% of the work order value (GST shall be paid extra on penalty). Post that EdCIL will have the option of getting the work done through alternate sources at the cost and risk of the defaulting agency, which will be realized from pending payments of the Successful Bidder, or from the security deposit, or from the Performance Bank Guarantee or by raising claims.
- c. The Successful Bidder shall not refuse to accept EdCIL work order under any pretext. The work order can be collected from EdCIL office or if convenient to the agency, it can be mailed to them. The selected agency shall start the work as per the mutually agreed timelines agreed between the client and the selected agency.
- d. If at any time during performance of the work order, the agency encounter conditions impeding timely performance of the ordered services, the agency shall promptly notify EdCIL in writing of the fact of the delay, its likely duration and its cause(s).

Application Performance Metrics

	Performance Area	Baseline		Lower Performance		Breach	
		Metric	Penalty	Metric	Penalty	Metric	Penalty
	Application Performance (includes any user/system application related to the project)						
1	Overall application(s) availability - Command & Control Center	99%	None	>= 96.5 % to <99%	0.25% of Monthly License Fee	< 96.5 %	0.5% of Monthly License Fee
2	Reports Generation Response Time (Alerts/MIS/Logs etc.)	Simple query - <5 secs Medium complexity query - <20 secs High Complexity	None	Simple complexity Query = 5.01 - 10 secs Medium complexity query = 20.01 -	0.5% of Monthly License Fee	Simple complexity Query = > 10 secs Medium complexity query = >40 secs High	1% of Monthly License Fee

		query - < 40 sec		40secs High Complexity query = < 40.1 sec - 80 secs		Complexity query = > 80 secs	
--	--	---------------------	--	---	--	---------------------------------------	--

Application Availability

- **Definition:**

Application availability refers to the total time when the Application is available to the users for performing all activities and tasks.

- **Measurement of Service level Parameter:**

$[(\text{Total Uptime of the Application in a quarter}) / (\text{Total Time in a quarter})] * 100$

- Exception for factors out of control of Bidder like CSP, Connectivity issues, Interfacing applications downtime. Also, planned and pre-informed application maintenance windows are to be excluded from this calculation.

- Maximum Penalty under this category shall be 10% of Yearly License Amount.

Platform Support

Platform Support/Issue Response and Resolution				
#	Parameter	Target	Basis	Penalty
1.	Severity 3 Issue (Low)	Response Time <= 8 hours from the time the call is logged by the end user. Resolution Time <= 5 business days from the time the complaint/que ry is allocated for resolution by the helpdesk.	Per Incident	1% of Monthly Support Cost for every incident.
2.	Severity 2 Issue (Medium)	Response Time <= 4 hour from the time the call is logged by the end user. Resolution	Per Incident	1% of Monthly Support Cost for every incident.

		Time <= 3 business days from the time the complaint/query is allocated for resolution by the helpdesk.		
3.	Severity 1 Issue (Critical)	Response Time <= 2 hours from the time the call is logged by the end user. Resolution Time <= 1 business day from the time the complaint/query is allocated for resolution by the helpdesk.	Per Incident	2% of Monthly Support Cost for every incident.

- **Monthly License Fees:** Yearly License fees/ 12
- Issue Resolution SLA shall monitor the time taken to resolve a complaint / query after it has been reported by End user department to the Agency / Bidder.
- "Service Level Requirement: Different Issues/Queries shall be classified as in following three categories as defined above.
- Critical : Issue that impacts more than one production services / is raised by higher management / is impacting high importance areas
- Medium: Issue that doesn't impact more than one production services but has a potential to impact or may get escalated to top management if not resolved quickly
- Low: Upgrades, shifting, preventive maintenance. Issues which don't have impact on services."

5.20 Technology Advancement

According to the technology advancement successful bidder has to upgrade the content without any extra cost to meet the technology advancement of the market.

5.21 Indemnity:

- I. The selected Bidder shall execute and furnish to EdCIL a Deed of Indemnity in favor of “EdCIL” in a form and manner acceptable to EdCIL, indemnifying EdCIL from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Agreement period out of:
- a) Any negligence or wrongful act or omission by the selected Bidder or the selected Bidder’s Team in connection with or incidental to this Agreement; or
 - b) A breach of any of the terms of selected Bidder Bid as agreed, the RFP and this Agreement by the Bidder or the selected Bidder’s Team.
- II. The indemnity shall be to the extent of 100% in favor of EdCIL.

CHAPTER-VI
Eligibility and Bid Evaluation

6.1 Bid Evaluation Process

Evaluation will be based on the bidder meeting the eligibility criteria, Scoring minimum 70 marks out of 100 marks in the Technical evaluation and subsequently evaluation of financial bid. It is mandatory for the bidder to fulfil all the eligibility criteria to be qualified for technical evaluation.

6.2 Eligibility Criteria:

Documents must be provided in support of the following otherwise bids will be summarily rejected.

S.No.	Specific Requirement	Documents required
1.	The bidder should be a company registered in India under Companies act 1956 or 2013 with their registered office in India in operation for at least 5 years preceding the bid due date.	<ul style="list-style-type: none"> • Certificate of Incorporation • Memorandum and Article of association • PAN and GST Registration Certificate • In case of change of name/merger etc. details of all relating history must also be submitted.
2.	<p>Bidder must have minimum average annual Turnover of 10 crores from IT/ITES services during the last three financial year i.e., 2020-21, 2021-22 and 2022-23.</p> <p>The bidder should have positive net worth in each of the last three financial year i.e., 2020-21, 2021-22 and 2022-23.</p>	<ul style="list-style-type: none"> • Audited profit and loss statement and balance sheet. • Auditor certificate clearly specifying the turnover from IT/ITES services with net profit and positive net worth for each year as per annexure-IV.

	<p>The bidder should be a profit-making entity in any two of the last three financial year i.e., 2020-21, 2021-22 and 2022-23.</p> <p>FOR MSME</p> <p>Bidder must have minimum average annual Turnover of 8 crores from IT/ITES services during the last three financial year i.e., 2020-21, 2021-22 and 2022-23.</p> <p>The bidder should have positive net worth in each of the last three financial year i.e., 2020-21, 2021-22 and 2022-23</p> <p>The bidder should be a profit-making entity in any two of the last three financial year i.e., 2020-21, 2021-22 and 2022-23.</p>	
3.	<p>The Bidder/COTS OEM must have successfully supplied command & control software under any completed project of value not less than Rs. 2 crores in any of the last seven years preceding on bid due date.</p>	<p>Copy of Work order/ Agreement and Certificate of Completion with satisfactory performance from client.</p>
4.	<p>The Bidder should have experience of 1 project with a customer in India on setting up dashboards and analytics solution on public cloud.</p> <p style="text-align: center;">OR</p> <p>The Bidder should have experience in integration minimum 3 sub-systems out of the below mentioned in a single project during the last three years preceding on bid due date.</p> <ol style="list-style-type: none"> 1. Video Management Software 2. E-Governance 	<p>Copy of Work order/ Agreement and Certificate of Completion with satisfactory performance from client</p>

	3. Public Address System	
5.	The bidder/COTS OEM should have ISO 9001:2015, ISO/IEC 20000-1:2018, ISO/IEC 27000-:2013/2015.	<ul style="list-style-type: none"> • Copy of valid certificate(s) in the name of the bidder attested by the authorized signatory of the company
6.	A Power of Attorney / Board Resolution in the name of the person signing of the tender.	<ul style="list-style-type: none"> • Original Power of Attorney / Board Resolution Copy on a non-judicial stamp paper
7.	The bidder must have a valid PAN and a registration number for GST	<ul style="list-style-type: none"> • Copy of PAN card • Copies of relevant GST registration certificates
8.	<p>Mandatory Undertaking: bidder should:</p> <ul style="list-style-type: none"> • Not be insolvent. • Not have been convicted of any criminal offense. • Not have been blacklisted by a central / state government institution. <p>Comply with requirements of Registration under contract labor (Regulation & Abolish) Act, wherever applicable</p>	The bidder shall furnish an undertaking duly attested by a notary on a non-judicial stamp paper of value INR 100/- (Rupees One Hundred Only)
9.	OEM for the proposed platform should have quality standard certifications like ISO 9001-2015 and ISO 27001 to ensure only quality OEM participation.	Copy of valid certificate(s) in the name of the bidder attested by the authorized signatory of the company
10.	OEM for the proposed platform should have a registered office in India and should be directly present for last 5 years, from date of RFP publication. They should also have a development center in India.	Self -Declaration from OEM on OEM's letter head
11.	The OEM for the proposed platform should not have been blacklisted by any State / Central Government Department	The OEM shall furnish an undertaking duly attested by a notary on a non-judicial

	or Central /State PSUs as on date.	stamp paper of value INR 100/- (Rupees One Hundred Only)
12.	OEM of the proposed platform should have capability and infrastructure to provide 24x7x365 technical support with Indian Toll or Toll-Free call in numbers.	Self-Declaration mentioning Toll-free numbers from OEM
13.	Proposed Platform should have been deployed in at least 3 smart cities in India. All these implementations should be successfully operational for least 3 years with Integration to minimum 10 different sub systems /applications.	OEM Shall submit Purchase Order and Completion Certificate/ Installation Notes/UAT Certificates from MSI as documentary proof.
14.	The proposed Cloud Solution should be MeitY empanelled for last 5 years. Deployment of the services should be scalable, reliable, highly available, and should offer public SLAs (99.99%) of the VM and Storage service from India Datacentre. CSP should be able to offer cloud native services and should comply with technical compliances given in Annexure XVI	Confirmation from Public Website
15	CSP should offer Public Pricing calculator / links that can be verified online, Status of their global infrastructure including RCA of any service going down and SLAs should be clearly defined and verified online.	Undertaking on CSP letterhead with link to the public website having the service and functionality description
16	Bidder must propose CSP which has the following third-party certifications: <ol style="list-style-type: none"> 1. PCI DSS Level 1 2. SOC1 3. SOC2 4. SOC3 	Undertaking on CSP letterhead with link to the public website having the service and functionality description

Additional Clauses

(a) Bid by Consortium is not allowed

TECHNICAL EVALUATION

The Technical Evaluation will be conducted based on the relevant support documents submitted by the Bidders.

S.No.	Description	Evaluation Criteria	Max Marks	Supporting documents
1.	Bidder's No. of Years in operation in India for the last five (05) years preceding bid due date.	≥ 7 years: 5 Marks ≥ 5 years: 3 Marks	5	Incorporation certificate to be submitted
2.	<p>Bidder must have minimum average annual Turnover of 10 crores from IT/ITES services during the last three financial year i.e., 2020-21, 2021-22 and 2022-23.</p> <p>Bidder must have minimum average annual Turnover of 8 crores from IT/ITES services during the last three financial year i.e., 2020-21, 2021-22 and 2022-23</p>	<p>≥ 20 Crores: 15 marks <u>For MSME</u> ≥ 16 Crores: 15 marks</p> <p>≥ 15 Crores: 10 marks <u>FOR MSME</u> ≥ 12 Crores: 10 marks</p> <p>≥ 10 Crores: 5 marks <u>For MSME</u> ≥ 8 Crores: 5 marks</p>	15	<ul style="list-style-type: none"> Audited profit and loss statement and balance sheet. Auditor certificate clearly specifying the turnover from IT/ITES services with net profit and positive net worth for each year as per annexure-IV.

4.	<p>The Bidder/COTS OEM must have successfully supplied command & control software under any completed project of value not less than Rs. 2 crores in any of the last seven years preceding on bid due date.</p>	<ul style="list-style-type: none"> • 3 or more projects will get the maximum 15 marks. • Individual bidders will get marks as follows- = (No. of executed Projects / 3)*15 	15	<p>Copy of Work order/ Agreement and Certificate of Completion with satisfactory performance from client</p>
5.	<p>The Bidder should have experience of 1 project with a customer in India on setting up dashboards and analytics solution on public cloud.</p> <p>OR</p> <p>The Bidder should have experience in integration minimum 3 sub-systems out of the below mentioned in a single project during the last three years preceding on bid due date.</p> <ul style="list-style-type: none"> • Video Management Software • E-Governance • Public Address System 	<ul style="list-style-type: none"> • 3 or more project will get the maximum 15 marks. • Individual bidders will get marks as follows- = (No. of executed Projects / 3)*15 	15	<p>Copy of Work order/ Agreement and Certificate of Completion with satisfactory performance from client</p>
6	<p>The bidder/COTS OEM should have ISO 9001:2015, ISO/IEC 20000-1:2018, ISO/IEC 27000-:2013/2015.</p>	<p>ISO 9001:2015: 3 Marks</p> <p>ISO/IEC 20000-1:2018, ISO/IEC 27000-:2013/2015: 5</p>	5	<p>Copy of valid certificate(s) in the name of the bidder attested by the authorized signatory of the company</p>

		Marks		
6.	The bidder must have at least 20 full time software professionals on its rolls as on bid due date.	≥ 50 resources : 15 Marks ≥ 30 resources: 10 Marks ≥ 20 resources: 5 Marks	15	<p>A valid Certificate issued on the BIDDER's letter head and signed by Company's HR / Company Secretary/ Authorized Signatory of the BIDDER</p> <p>Bidder should also submit EPF summary Statements of 06 Months</p>
7.	Technical Presentation (Max 20 Minutes)	<p>Presentation on Proof of Concept (POC) Demonstration on following features:</p> <ol style="list-style-type: none"> 1. In-house software development capacity of the company. 2. Coverage, Projects Under taken in/outside India, Association with Governments 3. Software Availability, Quality/Features of Software, Certifications etc. 4. Understanding of Solution, Technology & Functional requirement 5. Technical capability and presence of 	30	<ul style="list-style-type: none"> • Sample platform showcasing required technologies and all the parameters detailed in the scope of work • Technical proposal comprising all necessary details. • Technical Presentation copy

		tools/software for developing dashboard 6. Project Planning & Execution Capability 7. Demonstration of the Solution 8. Proposed Cloud Solution including HA capability and resiliency of the Cloud Platform 9. Technical competence of the Cloud Solution including availability of advanced services 10. Case Studies of similar deployments in cloud		
Total			100	

- Documents must be provided in support of the following otherwise bids will be summarily rejected.
- Technical bids will also be reviewed for compliance with the necessary Instructions, terms and conditions, scope of work, formats etc. as outlined in this tender.
- The Technical bid will be evaluated by evaluation committee set-up by EDCIL.
- The bidder who scores minimum 70 marks out of 100 marks in the technical evaluation shall be declared as technically qualified bidder and those shall be notified for opening of their financial bid.

Evaluation of financial bids:

- The Financial bid shall be opened for only those bidders who have been found to be technically qualified in. They would also be advised to attend opening of the financial bid. EdCIL shall inform the date, place and time for opening of financial bids.

- Financial bid should be checked by bidders to ensure conformance to the format provided in the tender document.
- If there is any discrepancy between words and figures in any part of the financial bid, the amount indicated in words will prevail.
- The technically qualified bidder who has quoted the lowest price in the financial bid will be L1 and considered for the award of contract.

The bidder should give an undertaking on the company's letterhead that all the documents/certificates/information submitted by them against this TENDER are genuine. In case any of the documents/certificates/information submitted by the bidder is found to be false or forged, EDCIL shall immediately reject the bid of such bidder(s) or cancel/terminate the contract and forfeit bid security / Performance Security submitted by the bidder and debar them from participation in future TENDERS/tenders of EDCIL for a period upto 2 years.

A statement showing Clause-by-Clause compliance to all Terms & Conditions of all the Sections of this TENDER (which forms part of this TENDER), duly Signed and Stamped on the Letter Head of their Organization. The bidder shall submit No-Deviation Certificate along with above.

Chapter-VII

Delivery Timeline & Payment terms

Timelines for Deployment of Platform:

Bidder shall make all the arrangements for timely deployment of ICCC platform for successful completion of project. No other incidental/TA/DA/any other such expenditure shall be paid by EdCIL.

S.No.	Milestone	Timeline (In Calendar Days)
1.	Acceptance of LOA	T+1
2.	Submission of Performance Security	T+7
3.	Start pack Integration, implementation and demonstration.	T+14
4.	Full Design, development, integration of service.	T+90

Starter pack integration means integrating the first five datasets (as per client requirements) and initiating their visualization.

Note:- * Here ‘T’ Indicates the date of LOA.

EdCIL reserves the right to change the timelines as per the requirement of the client. The milestones and timelines can be minimized as per the requirements of the individual projects/end client at the time of award of work order.

Delivery of the services with the performance in line with the requirements shall be made by the bidder in accordance with the time schedule specified by the Purchaser.

If at any time during performance of the contract, the bidder should encounter conditions impeding timely delivery of the Goods and performance of Services, the bidder shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practical after receipt of the bidder’s notice, the Purchaser shall evaluate the situation and may, at its discretion, extend the bidder’s time for performance with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

Note: Basis the Schedule of deliverable provided above for the Project; the successful bidder would submit a detailed work plan based on the TOR of the Project to the Authority.

Chapter-VIII

Payment terms

1. Payment Terms

S.No.	Milestone	Payment % of the Contract Value
1.	Cost to be paid on Supply of Licence on yearly basis.	100% of the ICCCLicence Cost
2.	Implementation Cost to be paid on Deployment Signoff.	100% of the ICCCLPlatform deployment cost
For Operation Maintenance support		
3.	Payment shall be released after successful completion of year-on-year operation maintenance support period .	100% Operation Maintenance support Cost per year after successful completion of Operation Maintenance support

Payment for PMU

- The payment to the Successful Bidder will be made on quarterly basis depending upon the actual duration of services rendered.
- The bill shall only be generated for the resources that have been deployed at client site and for the period of their deployment.
- The agency will submit pre-receipted bills in triplicate (having details of concerned work-order number, Date and Project-Number of EdCIL) on quarterly basis in the name of EdCIL-Noida by the 5th day of the succeeding quarter along with the Quarterly Satisfactory Performance Report(s) of the Team Members deployed duly signed by Client's Project coordinator. Payment will be made within 30 days of submission of the Bill along with all the completed documents and after deducting the applicable penalty if any.
- Payments shall be made subject to deductions of any amount for which the agency is liable under the empanelment or tender conditions. Further all payments to agency will be made subject to deduction of TDS (Tax deduction at Source) applicable to deployment of professionals as per the

income Tax Act, 1961, and also applicable penalty & other taxes, if any, as per Government of India rules.

- No TA/DA is admissible for the deployment of agency Team Members on projects anywhere in India.
- GST would be paid extra as may be applicable from time to time.
- It is the bounden duty of the Successful Bidder to regularly pay the deployed manpower their entitlements like monthly salaries / wages / annual increment / EPF / ESI / Bonus / Medical Insurance / Accidental Insurance etc. as may be applicable.

Payment for Cloud

- Payment to the Supplier shall be made in Indian Rupees through account payee cheque / NEFT / RTGS, Payments will be done only on the back-to-back basis on receipt of the related payment/funds from the end client, subject to acceptance of the deliverables from the end client as per the submission of the required document.
- Bidder will raise the invoices to EdCIL on a quarterly basis, EdCIL will clear the payments after deducting the applicable taxes and any penalty due to breach in SLA
- The invoices shall be raised only using GST No. of EdCIL.
- The invoices must be based on resources actually consumed and committed.
- Bidder must submit Detailed usage report (Utilization Report) providing details of the consumption of the individual services along with Invoices.

Note:

- Payments will be done only on the back to back basis on receipt of the related payment/funds from the end client, subject to satisfactory acceptance of the deliverables from the end client as per the submission of the required document.
- The Operation Maintenance support Period will commence from the date of Operational Acceptance of the National Observatory platform from end client.
- The billing for PMU resources required after deployment would commence from the date of deployment Acceptance of the National Observatory platform.

2. Performance Security/Performance Bank Guarantee

The successful bidder shall be required to deposit Performance Bank Guarantee equivalent to 3% of contract value to EdCIL within 7 days from the date of issue of Work Order. The Performance Bank Guarantee shall be issued in favour of "**EdCIL (India) Limited**" to be valid for a period of 90 days beyond the date of completion of O&M/AMC period & contractual obligations. This Performance Bank Guarantee should be retained throughout the currency of the contract and shall be extended by the bidder from time to time, as required by EdCIL.

Chapter-IX

Key Contract Terms

1. Arbitration

All disputes or differences whatsoever arising among the parties under and/or in connection with and/or in respect of this tender shall be referred to and decided by a sole arbitrator, who shall be nominated by the CMD, EDCIL. The arbitration shall be conducted in accordance with Arbitration and Conciliation Act of 1996 as amended from time to time and the venue of the arbitration shall be in New Delhi. Arbitration cost shall be borne by the supplier. Language of the arbitration will be English.

For Public Sector Undertaking / Government Departments: “In the event of any dispute or difference relating to the interpretation and application of the provisions of this contract, such dispute or difference shall be taken up by either party for resolution through AMRCD as mentioned in DPE OM No. 4(1)/2013-DPE (GM)/FTS-1835 dated 22.05.2018.

Any party aggrieved with the decision of the committee at the Ist level (tier) may prefer an appeal before the Cabinet Secretary at the Second level (tier) within 15 days from the date of receipt of decision of the committee at First level, through its Administrative Ministry/ Dept in terms of para 4, 5, and 7 of above DPE OM dated 22.05.2018, whose decision will be final and binding on all concerned.”

2. Non-Disclosure

The bidder and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract, terms, prices or the client’s business or operations details without the prior written consent of the client.

3. Risk Purchase Clause

In event of failure of supply of the deployment of National observatory platform within the stipulated delivery schedule, the EdCIL has all the right to develop the labs from the other source on the total risk and cost of the selected bidder under risk purchase clause.

3. Compensation

In consideration of the Services hereunder, EdCIL India Limited shall pay bidder the fees and expenses (“Charges”) as specified in Commercial bid. All amounts payable to bidder are exclusive of any Taxes. EdCIL shall be entitled to deduct from applicable payments to BIDDER, any tax on BIDDER’ income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961 and provide BIDDER with evidence or certificate of payment of such tax to the taxing authorities. BIDDER shall submit invoices to EdCIL India Limited in accordance with the payment schedule in Commercial of this document. Payment stages are available at Chapter-VIII.

4. Representations and Warranties

Bidder warrants that the Services will be provided in a skillful and workman like manner and in conformity with the scope described in Scope of Work Proposed in this document. Notwithstanding the aforesaid, any Services which are provided by bidder free of charge or are otherwise not chargeable shall be provided on an ‘AS IS’ basis without any warranties whatsoever. Each Party represents, warrants and covenants to the other that: (i) it is duly organized and validly existing and in good standing under the laws of the state of its incorporation or formation; (ii) it has the full right and authority to enter into and that this Agreement constitutes a legal, valid and binding obligation; and (iii) its execution, delivery and performance of this Agreement does not and will not conflict with, or constitute a breach or default under, its charter of organization, or any contract or other instrument to which it is a party.

5. Limitation of Liability

Neither EdCIL India Limited nor the bidder shall be liable to the other for any special, indirect, incidental, consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether in contract, tort or other theories of law, even if the Party has been advised of the possibility of such damages. The total cumulative liability of either party under this Agreement shall not exceed the value of the contract. The limitation on any Party’s liability herein shall not apply to liability for damages, resulting from (i) the willful misconduct; (ii) breach of the use terms in respect of use of bidder Application System; and (iii) breach of confidentiality obligations. Bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of EdCIL India Limited to perform any of EdCIL India Limited’s obligations.

6. Confidential Information

Each Party (the “Receiving Party”) acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the “Disclosing Party”) hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party’s Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under this Agreement. In addition, the Receiving Party (i) shall take all such steps to prevent unauthorized access to the Disclosing Party’s Confidential Information, as it takes to protect its own confidential or proprietary information of a similar nature, which steps shall in no event be less than a reasonable standard of care, (ii) shall not use the Disclosing Party’s Confidential Information, or authorize other persons or entities to use the Disclosing Party’s Confidential Information, for any purposes other than in connection with performing its obligations or exercising its rights hereunder, and (iii) shall require all persons and entities who are provided access to the Disclosing Party’s Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions substantially similar to those set forth in this Clause. The provisions of this Clause respecting Confidential Information shall not apply to the extent, but only to the extent, that such Confidential Information is: (a) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (b) subsequently learned from an independent third party free of any restriction and without breach of this provision; (c) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (d) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (e) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange. Upon the Disclosing Party’s written request at any time, or following the completion or termination of this Agreement, the Receiving Party shall promptly return to the Disclosing Party, or destroy, all Confidential Information of the Disclosing Party provided under or in connection with this Agreement, including all copies, portions and summaries thereof.

7. Force Majeure

The selected Bidder should not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- I. For purposes of this Clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events shall include, but are not limited to, acts of the EdCIL either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- II. If a Force Majeure situation arises, the bidder should promptly notify the EdCIL in writing of such conditions and the cause thereof. Unless otherwise directed by the EdCIL in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and should seek all reasonable alternative means for performance not prevented by the Force Majeure event.

8. Prices

- I. The price should be quoted as per financial sheet must include all development charges and any other charges. The offer/bid should be exclusive of taxes and duties, which will be paid as applicable. However, the percentage of taxes and duties should be clearly indicated. The inter se merit position of the bids however shall be decided based on the composite price of the product including taxes, transportation, Warranty with all other incidental expenses indicated.
- II. The prices must be quoted in the Performa given in Financial Bid failing which the Bid would be treated as unresponsive. Any discount or any other offers affecting the package price must be mentioned in Financial Bid only. Discount or any other offers affecting the Package price mentioned at any other place of the bid other than Financial Bid will not be considered.
- III. The price quoted should be inclusive of basic training and demonstration to the MINISTRY OF EDUCATION.

9. Notices

For the purpose of all notices, the following should be the address :

**Chief General Manager (DES)
EdCIL (India) Limited,
18 A, Sector-16A,
Noida-201301, Uttar Pradesh
Tel: 91-120-2512001 to 2512006**

Supplier: (To be filled in by the supplier)

- Any notice given by one party to the other pursuant to this contract/order should be sent to the other party in writing or e-mail and confirmed in writing from the other party's address.
- A notice should be effective when delivered or on the notice's effective date, whichever is later.

10. Supplier Integrity

The selected bidder is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state of the art methods and economic principles and exercising all means available to achieve the performance specified in the contract.

11. Governing Language

The contract should be written in English language. English language version of the Contract should govern its interpretation. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, should be written in the same language.

12. Applicable Law

The Contract should be interpreted in accordance with the laws of the Union of India and all disputes should be subject to place of jurisdiction. The place of jurisdiction would be New Delhi (Delhi) INDIA.

13. Taxes

Selected Bidder should be entirely responsible for all taxes, duties and any other charges etc., incurred until deployment of National observatory platform on cloud. EdCIL shall only make payment towards the GST Charged in the invoice other than that no other taxes/ duties/ any other Charges will be paid.

14. Termination for Default

The EdCIL should, without prejudice to any other remedy for breach of contract, by written notice of default sent to the bidder, terminate the Contract in whole or part:

- I. If the bidder fails to complete the work within the period(s) specified in the order, or within any extension thereof granted by the EdCIL; or

II. If the bidder fails to perform any other obligation(s) under the Contract.

III. If the bidder, in the judgment of the EdCIL has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

IV. For the purpose of this Clause:

- “**Corrupt practice**” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
- “**Fraudulent practice**” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition;”
- In the event the EdCIL terminates the Contract in whole or in part, the EdCIL should procure, upon such terms and in such manner, as it deems appropriate, Goods or Services similar to those undelivered, and the bidder should be liable to the EdCIL for any total risks and costs for such similar Goods or Services. However, the bidder should continue the performance of the Contract to the extent not terminated.

15. Tender Conditions with Implementation of Insolvency and Bankruptcy Code, 2016 (IBC)

- a) It will be the responsibility of the bidder to inform EdCIL within 15 days from the date of order of insolvency resolution process or liquidation or bankruptcy proceeding passed by the Adjudicating Authority namely, National Company Law Tribunal (NCLT) or Debt Recovery Tribunal (DRT) under the Code.
- b) If the bidder refuses or fails to share the information regarding their status of insolvency resolution process or liquidation or bankruptcy proceeding in their bid or at any later stage, their offer is liable to be rejected by EdCIL.
- c) EdCIL reserves the right to cancel/terminate the contract without any liability on the part of EdCIL immediately on the commencement of insolvency resolution process or liquidation or bankruptcy proceeding of any party under the contract.

- d) EdCIL reserves its right to evaluate and finalise the bid without considering the bid of any party undergoing insolvency resolution process or liquidation or bankruptcy proceeding under the Code regardless of the stage of tendering.
- e) A declaration / undertaking shall be submitted by the bidder in the Format (as per ANNEXURE-XIV) along with techno commercial bid.

Guide lines for Evaluation & Short closure:

- a) After opening of price bid but before award, if a bidder(s) is(are) rejected due to initiation of insolvency resolution process or liquidation or bankruptcy proceeding under Insolvency and Bankruptcy Code, 2016 (Code), tender will be finalized ignoring such bid(s).
- b) During execution of contract, if insolvency resolution process or liquidation or bankruptcy proceeding under Insolvency and Bankruptcy Code, 2016 (Code) is initiated against a contractor and EdCIL shall have the right to short close the contract.

16. Award of Contract

- I. EdCIL reserves the right to accept or reject any proposal and to annul the bidding process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the Bidders. In case of annulment, all proposals submitted and specifically, proposal securities shall be promptly returned to the Bidder.
- II. EdCIL has the right to review at any time prior to award of contract that the pre-qualification criteria, are still being met by the Bidder whose offer has been determined as first rank. A proposal shall be rejected if the eligibility criteria, are no longer met by the Bidder whose offer has been determined as first rank.

17. User Manual

Manual detailing, how to use National observatory platform with including all its procedures and steps should be provided.

18. Acknowledgement

It is hereby acknowledged that we have gone through all the conditions mentioned above and we agree to abide by them.

19. Price Information: Price information shall not be there in Technical Bid.

20. Rates in Figures and Words

Rates Quoted by the Bidder in tender in figures and words shall be accurately filled in so that there is no discrepancy in the rates written in figures and words. However, if a discrepancy is found, the rates which correspond with the amount worked out by the contractor shall unless otherwise proved be taken as correct. If the amount of an item is not worked out by the contractor or it does not correspond with the rates written either in figures or in words then the rates quoted by the contractor in words shall be taken as correct. Where the rates quoted by the bidder in figures and in words tally but the amount is not worked out correctly, the rates quoted by the Bidder will unless otherwise proved be taken as correct and not the amount. In event no rate has been quoted for any item(s), leaving space both in figure(s), word(s) and amount blank, it will be presumed that the Bidder has included the cost of this/these item(s) in other items and rate for such item(s) will be considered as zero and work will be required to be executed accordingly.

In the case of any tender where unit rate appear unrealistic, such tender will be considered as unbalanced and in case the tender is unable to provide satisfactory explanation such a tender is liable to be disqualified and rejected.

21. Variation Clause

EdCIL reserves the right to increase or decrease the total project cost to be ordered up to 50% of the total project cost at the time of placement of contract as well as during the currency of the contract. The selected Bidder are bound to accept the orders accordingly.

22. Fall Clause

The Bidder undertakes that the rates quoted by him in the financial bid for each item is not higher than the rate offered by him for similar work to any other PSU/ Govt. Department. In case, if the price charged by bidder is more, EdCIL will have the right to recover the excess charged amount from the subsequent/unpaid bill of the bidder, provided all condition of the work including time, scope, logistics, specifications and country are same.

ANNEXURE-I

**<< Organization Letter Head >>
DECLARATION SHEET**

We, _____ hereby certify that all the information and data furnished by our organization with regard to this tender specification, scope of work are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

We further certified that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, we will support on regular basis with technology / product updates and extend support for the warranty.

We, further specifically certify that our organization has not been Black Listed/ De Listed or put to any Holiday by any Institutional Bidder/ Govt. Department/ Public Sector Undertaking.	NAME & ADDRESS of the VENDOR/ MANUFACTURER/ AGENT
1 Phone	
2 Fax	
3 E-mail	
4 Contact Person Name	
5 Mobile Number	
6 TIN Number	
7 PAN Number	
(In case of on-line payment of EMD)	
8. UTR No. (For EMD)	
9. Kindly provide bank details of the bidder in the following format:	
a) Name of the Bank	
b) Account Number	

c) Kindly attach scanned copy of one Cheque book page to enable us to return the EMD to unsuccessful bidder	
---	--

(Signature of the Bidder)

Name: _____

Seal of the Company

ANNEXURE II

Letter of undertaking
(ON THE LETTER HEAD OF THE BIDDER)

To
Chief General Manager (DES)
EdCIL (India) Limited (EdCIL)
EdCIL House, 18 A, Sector-16 A,
NOIDA – 201301 (U.P.)

Sir,

SUBJECT- SELECTION OF APPLICATION INTEGRATOR FOR “DESIGNING, DEVELOPMENT, INTEGRATION AND IMPLEMENTATION OF NATIONAL INSIGHTS CENTER PLATFORM” FOR MINISTRY OF EDUCATION.

This bears reference to EdCIL Bid No. **EdCIL/DES/ICCCplatform/2024** dated We, hereby, accept all the terms and conditions for submitting bid as mentioned in this Bid Document.

We hereby certify that no terms and conditions have been stipulated by us in the Technical and Financial Bid.

We warrant that the services do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall not prevent EdCIL from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of any of the terms & conditions of bid document and contract.

The above document is executed on at (place) _____ and we accept that if anything out of the information provided by us is found wrong, our bid/ work order shall be liable for rejection.

Thanking you,
Yours faithfully,

Name of the Bidder _____
Authorized Signatory _____
Seal of the Organization _____

Date:
Place:

ANNEXURE III

UNDERTAKING OF NON BLACKLISTING

This is to confirm that we M/s _____ (give full address) have not been declared neither **failed to perform on any Agreement, nor have been expelled from any project or Agreement nor any Agreement terminated** for breach by the us (Bidder) in any of the government department and public sector undertaking /enterprise or by any other Client in India.

If the above information found false at any stage after the placement of Work Order / Agreement, EdCIL (India) Limited (EdCIL), 18-A, Sector 16-A, Noida will have full right to cancel the Contact and forfeit the Performance security. All the direct and indirect cost related to the cancellation of the order will be borne by us besides any legal action by EdCIL which shall be deemed fit at that point of time.

Authorized Signatory

Note: *The undertaking regarding the non-blacklisting of firm is to be submitted on a non-judicial stamp paper of Rs. 100/- (Rupees Hundred only).*

ANNEXURE IV**Financial Statement**

S. No.	Financial Year	Annual Turn over	Annual Turnover from IT/ITES Services	Net Worth	Net Profit/Loss
1.	2020-21				
2.	2021-22				
3.	2022-23				
Total					
Average of FY 2020-21, 2021-22 and 2022-23					

Note: Certificate from Statutory Auditor/ Chartered Accountant certifying balance sheet for all three FY 2020-21, 2021-22 and 2022-23 to be attached.

Signature with Seal of the Chartered Accountant

Signature with Seal of the Bidder

ANNEXURE-V

List of Orders Completed preceding on bid due date

Bid No.:

Date:

Name of the Bidder:

S.No	Name of Client	Name of the Project and brief description	Value (Exc Tax)	Date of award	Date of Completion	Current Status and duration of maintenance period for ongoing project	Name of Contact Person along with Contact No. and official Email Id
1.							

Signature of Bidder

(Signature with seal)

Name: _____

Designation: _____

Organization Name: _____

Contact No. : _____

ANNEXURE-VI

Power of Attorney

Know all men by these presents, we..... (name of firm and address of the registered office) do hereby constitute, nominate, appoint and authorize Mr./Ms..... son/daughter/wife of and presently residing at....., who is presently employed with /retained by us and holding position of.....as our true and lawful attorney.

(hereinafter referred to as the “Authorized Representative”) to do in our name and on our behalf, all such acts, deeds and things are as necessary or required in connection with or incidental to submission of our proposal for and selection as the <project title> for the <name of the client>.....project, proposed to be developed by the

..... (the “client”) including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre bid and other conferences and providing information /responses to the client, representing us in all matters before the Client, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the client in all matter in connection with or relating to or arising out of our Proposal for the said project /or upon award thereof to us till the entering into of the Agreement with the client.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawful done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this power and Attorney and that all acts, and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

[IN WITNESS WHEREOF WE.....THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON

THIS DAY OF 2024.

For (Name and registered address of client)

(Signature, name, designation, and address)

Witness:

1. (Signature, name and address)
2. (Signature, name and address)

Notarized

Accepted

.....

(Signature, name, designation, and address of the attorney)

Notes:

1. The mode of the execution of the power of Attorney shall be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under seal affixed in accordance with the required procedure.
2. Wherever required, the applicant should submit for verification the extract of the charter documents and other documents such as a resolution/Power of Attorney in favor of the person executing this Power of Attorney for delegation of power hereunder on behalf of the applicant.
3. For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power and Attorney is being issued. However, the Power of Attorney provided by the applicants from countries that have signed The Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy it is carries a conforming Apostle certificate.

ANNEXURE-VII

LETTER OF BID SUBMISSION

To
Chief General Manager (DES),
EdCIL (India) Limited,
EdCIL House, 18A, Sector- 16A,
NOIDA- 201 301 (U.P)

SUBJECT: SELECTION OF APPLICATION INTEGRATOR FOR “DESIGNING, DEVELOPMENT, INTEGRATION AND IMPLEMENTATION OF NATIONAL INSIGHTS CENTER PLATFORM” FOR MINISTRY OF EDUCATION

-Submission of Bid -

Sir,

Having examined the details given in Press Notice, Notice Inviting Bid & Bid Document for the above work, I/we hereby submit the relevant information.

1. I/We hereby certify that all the statements made and information supplied in the enclosed form _____ and accompanying statements are true and correct.
2. I / we certify that we have not changed/alterd any word/sentence or any figure in number/s or words appearing the original tender document uploaded by EdCIL on the designated web page for e-tendering. In case, if a fraudulent activity is found at any stage between tender submission to final closure of the tender/contract, our candidature/bid/contract shall be immediately cancelled and EMD/Performance security/ security deposit along with the due amount towards the work executed or advance shall be forfeited. EdCIL will not entertain any claim or entertain any reason for this intentional act. EdCIL may go for the legal action against the bidder for recovering any one or all damages caused to EdCIL or its client on this account.
3. I/We have furnished all information and details necessary for eligibility and have no further pertinent information to supply.
4. I/We submit the requisite **certified solvency certificate** and authorize the EdCIL to approach the Bank issuing the solvency certificate to confirm the

correctness thereof. I/We also authorize EdCIL to approach individuals, employers, firms and corporation to verify our competency and general reputation.

5. I/We submit the following **certificates** in support of our suitability, technical knowledge and capability for having successfully completed the following works:

S.No.	Name of Work	Certificate From

6. Earnest Money Deposit amounting to Rs.3,25,000/- in the form of DD/Pay Order No. ----- dated ----- issued by ----- Bank is submitted.
7. Demand Draft of Rs. (NIL)/- towards Bid document cost.: If applicable

Enclosures:

Date of Submission:

Bank Guarantee towards Bid Security (EMD)

Bank Guarantee No. _____

To,
Chief General Manager (DES)
EdCIL (India) Limited
EdCIL House, 18 A,
Sector-16 A NOIDA – 201301 (U.P.), India

Whereas (here in after called "the Bidder") has submitted its Bid dated(Date) in response to the RFP No:..... For "SELECTION OF APPLICATION INTEGRATOR FOR "DESIGNING, DEVELOPMENT, INTEGARTION AND IMPLEMENTATION OF NATIONAL INSIGHTS CENTER PLATFORM" FOR MINISTRY OF EDUCATION" (here in after called "the Bid")

KNOW ALL MEN by these presents that We having our registered office at..... (hereinafter called the "Bank") are bound onto EdCIL India Limited, Noida (hereinafter called "EdCIL") in the sum of for which payment well and truly to be made to the said EdCIL itself, its successors and assignees by these presents.

The conditions of these obligations are:

1. If the Bidder withdraws its Bid during the period of Bid validity or
2. If the Bidder, having been notified of the acceptance of its Bid by EdCIL

during the period of Bid validity:

1. fails or refuses to execute the Agreement form if required; or
2. fails or refuses to furnish the performance security, in accordance with the Bid requirement

We undertake to pay EdCIL up to the above amount upon receipt of its first written demand, without EdCIL having to substantiate its demand, provided that in its demand EdCIL will note that the amount claimed by it is due to it,

owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to (Date) and any demand in respect thereof should reach the Bank not later than the above date.

Dated: the Day of for

(indicate the name of bank)

Signature of Banks Authorized official

Witness (Name) _____

Designation with Code No. -----

1. Full Address-----

2.

Name of the Bank: _____

To

Chief General Manager (DES)
EdCIL (India) Limited
EdCIL House, 18 A, Sector-16 A
NOIDA – 201301 (U.P.)

PERFORMANCE BANK GUARANTEE FORMAT

In consideration of the Chief General Manager EdCIL acting through _____ (Designation & address of Contract Signing Authority), (hereinafter called “The EdCIL (India) Ltd”) having agreed under the terms and conditions of agreement/ Contract Acceptance letter No. _____

Dt : _____ Made between _____ (Designation & address of contract signing Authority) and _____ (here in after called “the said Bidder” for the work _____ (here in after called “the said agreement”) having agreed for submission of a irrevocable Bank Guarantee Bond for ₹ _____ (₹ _____ only) as a performance security Guarantee from the Bidder for compliance of his obligations in accordance with the terms & conditions in the said agreement.

1. We _____ (Indicate the name of the Bank) hereinafter referred to as the Bank, undertake to pay to the EdCIL (India) Ltd an amount not exceeding ₹ _____ (₹ _____ only) on demand by the EdCIL (India) Ltd.
2. We _____ (Indicate the name of the bank, further agree that (and promise) to pay the amounts due and payable under this guarantee without any demur merely on a demand from the EdCIL (India) Ltd through the CGM(DES), EdCIL (India) Ltd, Noida or _____ (Designation & Address of contract signing authority), stating that the amount claimed is due

by way of loss or damage caused to or would be caused or suffered by the EdCIL (India) Ltd by reason of any breach by the said Bidder of any of the terms of conditions contained in the said agreement or by reason of the Bidder failure to perform the said agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding ₹ _____ (₹ _____ Only).

3. (A) We _____ (indicate the name of Bank) further undertake to pay to the EdCIL (India) Ltd any money so demanded notwithstanding any dispute or dispute raised by the Bidder in any suite or proceeding pending before any court or Tribunal relating to liability under this present being absolute and unequivocal.

(B) The payment so made by us under this Performance Guarantee shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

4. We _____ (Indicate the name of bank) to further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the EdCIL (India) Ltd under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged by _____

(Designation & Address of contract signing authority) on behalf of the EdCIL (India) Ltd, certify that the terms and conditions of the said agreement have been fully and properly carried out by the said Bidder and accordingly discharges this guarantee.

5 (a) Notwithstanding anything to the contrary contained herein the liability of the bank under this guarantee will remain in force and effect until such time as this guarantee is discharged in writing by the EdCIL (India) Ltd or until (date of validity/ extended validity) whichever is earlier and no claim shall be valid under this guarantee unless notice in writing thereof is given by the EdCIL (India) Ltd within validity/ extended period of validity of guarantee from the date aforesaid.

- (b) Provided always that we _____ (indicate the name of the Bank) unconditionally undertakes to renew this guarantee or to extend the period of guarantee form year to year before the expiry of the period or the extended period of the guarantee, as the case shall be on being called upon to do so by the EdCIL (India) Ltd. If the guarantee is not renewed or the period extended on demand, we _____ (indicate the name of the Bank) shall pay the EdCIL (India) Ltd the full amount of guarantee on demand and without demur.
6. We _____ (indicate the name of Bank) further agree with the EdCIL (India) Ltd that the EdCIL (India) Ltd shall have the fullest liberty without our consent and without effecting in any manner out of obligations hereunder to vary any of the terms and conditions of the said contract from time to time or to postpone for any time or from time to time any to the powers exercisable by the EdCIL (India) Ltd against the said Bidder and to forbear or enforce any of the terms and conditions of the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Bidder for any bearance act or omission on the part of the EdCIL (India) Ltd or any indulgence by the EdCIL (India) Ltd to the said Bidder for by any such matter or thing whatsoever under the law relating to sureties for the said reservation would relive us from the liability.
7. This guarantee will not be discharged by any change in the constitution of the Bank or the Bidder.
8. We, _____ (indicate the name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of the EdCIL (India) Ltd in writing.
9. This guarantee shall be valid up to (Date of Completion plus 90 Days). Unless extended on demand by EdCIL (India) Ltd. Notwithstanding anything to the contrary contained hereinbefore, our liability under this guarantee is restricted to Rs..... (Rs.....only) unless a demand under this guarantee is made on us in writing on or before..... we shall be discharged from our liabilities under this guarantee thereafter.

Dated:	The	Day of	For
--------	-----	--------	-----

		(indicate the name of bank)	
		Signature of Banks Authorized official	
Witness		(Name) _____	
		Designation with Code No. -----	
1		Full Address-----	
2.			

ANNEXURE-X

PROFORMA PRE CONTRACT INTEGRITY PACT

GENERAL

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on ___ day of the month of 2024, between, on one hand, acting through Shri/Smt. _____, Designation, EdCIL (India) Limited (hereinafter called the “BUYER”/ “EdCIL” interchangeably, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/s _____ represented by Shri _____, Chief Executive Officer (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 EdCIL proposes to procure services towards “SELECTION OF APPLICATION INTEGRATOR FOR “DESIGNING, DEVELOPMENT, INTEGRATION AND IMPLEMENTATION OF NATIONAL INSIGHTS CENTER PLATFORM” FOR MINISTRY OF EDUCATION

For its clients and BIDDER/Seller is willing to offer the said services and related items as referred to in the Bid document No. **EdCIL/DES/ICCCPlatform/2024** Dated 2024.

WHEREAS the BIDDER is a private company /public company / Government undertaking / partnership / registered expert bidder, constituted in accordance with the relevant law in the matter and the EdCIL is a Public Sector Undertaking under Ministry of Human Resource Development performing its functions.

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 EdCIL to obtain the desired services as referred to in the Bid document No. **EdCIL/DES/ICCCPlatform/2024** dated2024 at a competitive price in conformity with the defined specifications 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 EdCIL 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:

1. Commitments of the EdCIL

- 1.1 The EdCIL undertakes that no official of the EdCIL, 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.
- 1.2 The BUYER will, during the pre-contract stage, treat all 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.
- 1.3 All the officials of the EdCIL 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.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the EdCIL with full and verifiable facts and the same is prima facie found to be correct by the EdCIL, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings shall be initiated by the EdCIL 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 EdCIL the proceedings under the contract would not be stalled.

3. **Commitments of Bidders**

The BIDDER commits itself to take all 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:

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the EdCIL, 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.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the EdCIL 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 favour or disfavor to any person in relation to the contract or any other contract with the Government.

- 3.3 Bidders shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the EdCIL that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the EdCIL or any of its functionaries, whether officially or unofficially to the award to 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, as the case shall be for satisfactory performance of the proposed terms of Bidder.
- 3.6 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 EdCIL 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.
- 3.7 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.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the EdCIL 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.

- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the EdCIL, or alternatively, if any relative of an officer of the EdCIL has financial interest / stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of Bid.
- 3.13 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 EdCIL.

4. **PREVIOUS TRANSGRESSION**

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

5. **EARNEST MONEY DEPOSIT**

- 5.1 While submitting Technical bid, the BIDDER shall deposit an amount of Rs. 3,25,000 as Earnest Money with the EdCIL through Account Payee Bank Demand Draft/ BG in favor of EdCIL (India) Limited.
- 5.2 The instrument for Security Deposit made shall be valid up to the specified period and the bidder shall be liable to keep the said instrument valid for such extended period as the case shall be for satisfactory performance of the terms of Bidder above referred till the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the EdCIL, including O&M/AMC period, whichever is later.
- 5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining of Performance Bond in the corresponding Contract governing such agreement that the provisions of Sanctions for Violation shall be applicable for encashment of Performance Bank Guarantee deposited towards forfeiture of said amount in case of a decision by the EdCIL to forfeit the same without assigning any reason for imposing such sanction.
- 5.4 No interest shall be payable by the EdCIL to the BIDDER on Earnest Money Deposit for the period of its currency.

6. **SANCTIONS FOR VIOLATIONS**

- 7.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the EdCIL to take all or any one of the following actions, wherever required:
- i. 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.

- ii. The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit / Performance Bond (Bank Guarantee) (after the contract is signed) shall stand forfeited either fully or partially, as decided by the EdCIL and the BUYER (EdCIL) shall not be required to assign any reason therefore.
- iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- iv. To recover all sums already paid by the EdCIL, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR as the case shall be. If any outstanding payment is due to the BIDDER from the EdCIL in connection with any other contract for any other stores or on any account whatsoever and by whatsoever name called, such outstanding payment could also be utilized to recover the aforesaid sum and interest thereto.
- v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the EdCIL, along with interest.
- vi. 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 EdCIL resulting from such cancellation/rescission and the EdCIL shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- vii. To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which shall be further extended at the discretion of the EdCIL.

- viii. 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.
 - ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the EdCIL with the BIDDER, the same shall not be opened.
 - x. Forfeiture by way of encashment of Performance Bond in case of a decision by the EdCIL to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 6.2 The EdCIL will be entitled to take all or any of the actions mentioned at Para 6.1(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 any offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 6.3 The decision of the EdCIL 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, an Independent Monitor(s) shall be appointed by EdCIL, in case of breach of the provisions of the pact.

7. INDEPENDENT MONITORS

- 1.1 An Independent monitor (s) shall be appointed by EdCIL, in case of breach of the provisions of the pact.
- 1.2 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.
- 1.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

- 1.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project / procurement, including minutes of meetings.
- 1.5 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 EdCIL.
- 1.6 The BIDDER(s) accept that the Monitor has the right to access without restriction to all Project documentation of the EdCIL 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 Sub-bidders. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Sub-bidder(s) with confidentiality.
- 1.7 The EdCIL 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.
- 1.8 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 EdCIL / BIDDER and, shall the occasion arise, submit proposals for correcting problematic situations.

2. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the EdCIL or its bidders 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.

3. **LAW AND PLACE OF JURISDICTION**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the EdCIL.

4. **OTHER LEGAL ACTIONS**

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

5. **VALIDITY**

5.1 The validity of this Integrity Pact shall be governed by the terms of the Bid No. **EdCIL/DES/ICCCPlatform/2024** towards complete execution of the contract to the satisfaction of both the EdCIL and the BIDDER/Seller, including O&M/AMC period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract awarding the Bidder with successful bidder.

5.2 Shall 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.

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

EdCIL (India) Limited

Name of the Officer :

Designation:

BIDDER

CHIEF EXECUTIVE OFFICER

Witness:

Witness:

(The Pre-Contract Integrity Pact shall be modified based in line with the conditions of the Bid Documents)

Annexure XI

Contract Form

THIS AGREEMENT made the day of 2024 between EdCIL(Hereinafter called "the Purchaser") of the one part and (Name & address of Supplier) (Hereinafter called "the Supplier") of the other part:

WHEREAS the Purchase is desirous that certain Goods and ancillary services viz. (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the supply of those goods and services in the sum of (Contract Prize in words and Figures) (Hereinafter called "the Contract Price")

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz.,
 - [a] The Price Schedule submitted by the Bidder;
 - [b] The Schedule of Requirements;
 - [c] The Terms & Conditions
 - [d] The EdCIL's Notification of Award/ Purchase Order
3. In consideration of the payments to be made by the EdCIL to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the EdCIL to provide the goods and services and to remedy defects herein in conformity in all respects with the provisions of the Contract.
4. The EdCIL hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contact prices or such other sum as shall become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services, which shall be supplied/ provided by the Supplier, are as under:

S. No.	Brief Description of Goods & Services	Unit Price	Total Price	Delivery Terms
--------	---------------------------------------	------------	-------------	----------------

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS where of the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said (For the EdCIL)

in the presence of

Signed, Sealed and Delivered by the
said (For the Supplier)

in the presence of

LIST OF AUTHORISED BANKS FOR BG

Any Guarantee issued by PSU Bank (or) Private Bank operating in India must be operational and invocable in Noida only. For Guarantee to be operational in Noida the issuing bank must designate a specified Bank Branch in Noida.

Following banks are permissible for accepting Bank Guarantees:

I- SCHEDULED PUBLIC SECTOR BANKS

S.No.	Name of the Bank
1	Bank of Baroda
2	Bank of India
3	Bank of Maharashtra
4	Canara Bank
5	Central Bank of India
6	Indian Bank
7	Indian Overseas Bank
8	Punjab & Sind Bank
9	Punjab National Bank
10	State Bank of India
11	UCO Bank
12	Union Bank of India

II- SCHEDULED PRIVATE SECTOR BANKS

S.No.	Name of the Bank
1	HDFC Bank Ltd
2	ICICI Bank Ltd
3	Axis Bank Ltd
4	Kotak Mahindra Bank Ltd
5	Indusland Bank Ltd

Annexure XIII

Pre-Bid Query Format

Pre-bid queries should be submitted in .XLS format.

RFP Description				
RFP No.				
Organization				
Address				
Contact Person				
Contact No.				
Mail Id				
S.No.	Section No.	Page No.	Clause as per RFP	Clarification Sought

**PERFORMA FOR DECLARATION ON PROCEEDINGS UNDER
INSOLVENCY AND BANKRUPTCY CODE, 2016**

Tender No. :

Name of Work :

Bidder 's Name :

I/ We, M/s. _____ declare that:-

- a) I /We am / are not undergoing insolvency resolution Process or liquidation or bankruptcy proceeding as on date.
- b) I /We am / are undergoing insolvency resolution process or liquidation or bankruptcy proceeding as on date as per Details mentioned below. (Attached detail with technical bid)

Note: Strike out one of above which is not applicable.

It is understood that if this declaration is found to be false, EdCIL (India) Ltd. shall have the right to reject my / our bid, and forfeit the EMD, if the bid has resulted in a contract, the contract will be liable for termination without prejudice to any other right or remedy (including holiday listing) available to EdCIL (India) Ltd.

Place:

Date: Signature of Bidder Name of Signatory

CSP Technical Service Compliances

The CSP should have service offering for all the services on Pay-as-you-Go model as mentioned in this function specification table. Some of them are immediate requirements, and some would be required in near future, depending on the new project initiatives from EdCIL and its various departments. All these services should be present from the India datacenters of the CSP and all data should remain in India as per MeitY guidelines.

Managed App deployment

S No	Specification	Compliance (Yes/No)	References URL
1.	CSP should have a complete solution that lets frontend web and mobile developers easily build, ship, and host full-stack applications on the cloud with no coding		
2.	The solution should provide a multi-platform (iOS/Android/React Native/Web) deployment. The Web apps should support integration with multiple platforms and back end services such as Java, Python, Java Script (Node, React, Vue, etc.), Angular, etc.		
3.	CSP should provide static web hosting capability as well as should support popular GIT such as GitHub, BitBucket, GitLab, and CSP native repository services		
4.	App deployment should be secured and should provide support for managing SSL/TLS		

Managed API Gateway Service

S No	Specification	Compliance (Yes/No)	References URL
1.	CSP should have fully managed cloud native that makes it easy for developers to publish, maintain, monitor, secure, and operate APIs at any scale.		
2.	The service should support stateful and stateless APIs. It should help create RESTful APIs using either HTTP APIs or REST APIs.		
3.	The API service should protect the API from		

	threats like malicious users or spikes in traffic. Service should have features like generating SSL certificates, configuring a web application firewall, setting throttling targets, and only allowing access to API from a VPC.		
4.	The service should have management features to manage the entire API lifecycle from creation through monitoring production APIs.		
5.	API service should handle all the tasks such as traffic management, authorization and access control, monitoring, and API version management.		
6.	API service should be integrated with the monitoring and logging service of the CSP to confirm API usage and API changes.		
7.	API service should have a dashboard to visually monitor API calls to the services. The dashboard should help provide backend performance metrics such as API calls, latency, and error rates		

Security Automation / Secured Landing Zones

S.No.	Specification	Compliance (Yes/No)	References URL
(a)	Security Monitoring		
	The CSP should have a native service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts.		
	Native service to provide a single place that aggregates, organizes, and prioritizes the security alerts, or findings, from multiple services and sources.		
	The findings should be visually summarized on integrated dashboards with actionable graphs and tables.		
	CSP should have native capability to continuously monitor the environment using automated compliance checks based on the best practices and industry standards.		
(b)	Identity and Access Management and SSO for Application		
	The CSP should have native capabilities to securely control access to services and resources		

	for the users.		
	CSP should have native abilities to create and manage users, roles and groups		
	Native support to enforce permissions-based access to the resources as well as federated users		
	Offer a customer identity and access management (CIAM) service. It should provide a secure identity store and federation options that can scale to millions of users.		
	CIAM service should support compliance standards, operates on open identity standards (OAuth2.0, SAML 2.0, OpenID Connect) & integrates with an ecosystem of front-end & back-end development resources and SDK libraries.		
(c)	AI enabled Managed threat detection service		
	The CSP should offer a native fully managed AI enabled threat detection service to continuously monitor for malicious or unauthorized behaviour.		
	Native capabilities to analyse billions of events across multiple accounts using ML to detect anomalies.		
	The native threat detection service should be able to generate actionable alerts.		
	The service should support integration with existing event management and workflow systems.		
(d)	SSL Certificate		
	CSP should have a native service to provision, manage, and deploy Secure Sockets Layer/Transport Layer Security (SSL/TLS) certificates and support both public and private certificates as well as certificate renewals		
(e)	Firewall Management		
	The CSP should offer a native security service to centrally configure and manage firewall rules across multiple accounts and applications.		
	The native security service should provide a mechanism to easily roll out firewall rules.		
	The native security service should be able to support new applications and resources into compliance with a common set of security rules		
	The native security service should provide a single place to build firewall rules, create security		

	<p>policies, and enforce them in a consistent, hierarchical manner.</p>		
(f)	<p>Encryption Key Management</p>		
	<p>The CSP should offer a native, fully managed service to create and manage encryption keys.</p>		
	<p>The native, fully managed key management service should be able to control encryption across a wide range of cloud services and applications.</p>		
	<p>The native, fully managed key management service should be FIPS 140 Level 2 complaint.</p>		
	<p>The native fully managed key management service should be able to provide the logs of all key usage to help meet our regulatory and compliance.</p>		
(g)	<p>Password or Secrets Management</p>		
	<p>The CSP should have a native managed service to centrally manage secrets needed to access the applications, services, and IT resources.</p>		
	<p>The native, fully managed secret management service should be able to easily rotate, manage and retrieve database credentials, API keys, and other secrets throughout their lifecycle.</p>		
	<p>The native, fully managed secret management service should be able to support API based retrieval of secrets.</p>		
	<p>The native, fully managed secret management service should be able to control access to secrets using fine-grained permissions.</p>		
	<p>The native, fully managed secret management service should be able to audit secret rotation centrally for resources in the cloud, third-party services and on-premises.</p>		
(j)	<p>Web Application Firewall</p>		
	<p>CSP should have a native WAF which should be able to protect the web applications from common web exploits that could affect application availability, compromise security, or excessive resources.</p>		
	<p>The native WAF should be able to give user control over which traffic to allow or block the web application by defining customizable web security rules.</p>		
	<p>The native web application firewall should support creation of new custom rules that block common attack patterns, such as SQL injection or cross-site</p>		

	scripting and rules that are designed for our specific application.		
	The native web application firewall should support API based operations to automate the creation, deployment, and maintenance of web security rules.		
	CSP should provide web application filter for OWASP top ten protection and have layer 7 application load balancing which support content-based routing (Host and path-based routing), SSL certificate configuration per Application, health check of application server per port basis's offloading, HTTP and HTTPs session management and monitoring. End user shall not be hampering while failover.		
(k)	DDoS Protection		
	The CSP should have a native managed service to protect against Distributed Denial of Service (DDoS) attacks.		
	Service should provide always-on detection and automatic inline mitigations to minimize application downtime and latency.		
	The service should defend against most common, frequently occurring network and transport layer DDoS attacks. It should provide comprehensive availability protection against all known infrastructure (Layer 3 and 4) attacks. It should also provide mitigation against large and sophisticated DDoS attacks, near real-time visibility into attacks, and integration with WAF to mitigate DDoS events.		
	DDoS protection service should detect application layer attacks such as HTTP floods or DNS query floods by baselining traffic on the application and identifying anomalies.		
	The service should offer DDoS cost protection to safeguard against scaling charges resulting from DDoS-related usage spikes on protected resources		
(l)	Network Firewall		
	Native CSP Firewall Service should offer a service to support stateless and stateful firewall rules to control port, IP and Domain bases rules.		
	CSP service should support custom rules definitions to control additional traffic types.		

	Firewall service must be able to provide IPS along with capability to provide protection from malicious domain, domain hosting malware, comprised domain with hosting botnets etc.		
	CSP should design and provide the best suitable enterprise security framework to manage modern and advance security threats.		
	Cloud platform should provide the reverse proxy to protect internal application on web and also provide NAT functionality		
(m)	Cloud Security Posture Management		
	CSP should have a Cloud security posture management (CSPM) service for automated, continuous security best practice checks against cloud resources to help identify misconfigurations, and aggregates security alerts		
	CSPM should automatically collect and consolidates findings from the cloud security services enabled in the customer environment		

Database as a Service (Cloud Native and CSP Managed Database)

S No	Specification	Compliance (Yes/No)	References URL
1.	Cloud service provider should offer a service that makes it easy to set up, operate, and scale a relational database in the cloud.		
2.	CSP should support managed database services for MS SQL Server, Oracle, DB2, PostgreSQL, MySQL, etc.		
3.	Cloud service should support replication of a primary database to a standby replica in a separate physical MeitY empanelled datacentre.		
4.	CSP also ensure automated backups/snapshots and point in time recovery, retention period up from 5 mins up to 90 days.		
5.	Cloud service should support the needs of database workloads that are sensitive to storage performance and consistency in random access I/O throughput.		
6.	Cloud service should support creating a DB snapshot and restoring a DB instance from a snapshot. Cloud service should also support		

	copying snapshots for disaster recovery purposes.		
7.	Cloud Service should support enhanced availability and durability for database instances for production workloads.		
8.	Database Services should support backups which should be taken from non-primary (Standby) node to avoid IO suspension.		
9.	Support synchronous replication and automatic failover of a primary database to a standby database copy in a separate physical datacentre to improve data redundancy		
10.	Managed database service should offer encryption of data 'at-rest' and 'in-transit'		
11.	Cloud service should support restoring a DB instance to a specific date and time.		
12.	Cloud service should allow monitoring of performance and health of a database or a DB instance.		

Data Lake Solution, Big Data and Datawarehouse

S No	Specification	Compliance (Yes/No)	References URL
1.	Cloud service should support integration with a data warehouse for advanced business intelligence capabilities and open source (like Hadoop) framework to perform complex analytics on large datasets		
2.	They should also support services for Managed Cassandra Database		
3.	CSP should have native managed data warehouse service to work on petabyte scale of data.		
4.	Proposed data warehouse platform should be an OLAP database supporting parallel processing capability		
5.	Proposed data warehouse platform should support native columnar architecture		
6.	Data warehouse Platform should support native data compression.		
7.	Data warehouse platform should be scalable and support automatic resize capability		
8.	The data warehouse Platform should support full, incremental, incremental since last full backup strategies.		

9.	Managed DWH should support end to end encryption of data (at rest and in transit between cluster nodes). For encryption at rest, data warehouse should allow use of HSM.		
10.	The data warehouse would be structured and therefore the data platform should support all RDBMS functionalities.		
11.	Managed data warehouse should allow querying the operational database directly and should allow compute and storage to scale independently		
12.	Managed data warehouse should allow use of machine learning in queries		
13.	Managed data warehouse should support native processing of spatial data		
14.	Managed Data warehouse service should natively support Spark integration		

Storage for hosting the Data Lake solution

S No	Specification	Compliance (Yes/No)	References URL
1.	CSP should provide ability to provide Object Storage with option to provision long term duration Object and Archival Storage with durability of 99.999999999 and making copy of data in 3 MeitY empanelled locations to maintain high availability		
2.	CSP should support an extremely low-cost storage service that provides durable storage with security features for data archiving and backup. Object Storage service should offer flexible retrieval policy including rapid restoration in minutes		
3.	Cloud service should support encryption for data at rest using 256-bit Advanced Encryption Standard (AES-256) encryption to encrypt data using customer provided or CSP provided keys		
4.	Cloud Service should support managing an object's lifecycle by using a lifecycle configuration, which defines how objects are managed during their lifetime, from creation/initial storage to deletion.		
5.	Cloud service should be able to send notifications when certain events happen at the object level (addition/deletion)		
6.	Cloud service should support read-after-write consistency for PUT operations for new objects		

Financial Bid

Instructions to Bidders

1. Financial Bid shall be submitted with full price details.

Financial Bid shall contain only the prices duly filled in as per the format given in Schedule of Rates provided in the tender document. Price bid should not have any Commercial and/or Technical stipulation in addition to, what is already given in Part I – Technical bid.

Financial Bid Standard Form-1 shall be used for the preparation of the price quote according to the instructions provided.

2. The bid shall be evaluated on total Price as shown in financial bid.
3. The prices quoted by the bidder shall be fixed for the quantity mentioned for the duration of the contract.
4. The changes displayed in the corrigendum/addendum to the bid documents, particularly with the financial bid should be attached with the **Financial Bid Submission Form**, in the same packet, duly signed and stamped by the authorized signatory of the Bidder firm.
5. The financial bid form-1 along with financial bid submission form should be filled in all respect and uploaded in **.PDF** format (only) duly signed and sealed by the authorized representative. In case, the financial bid documents are not complete in all respect the same should be treated as incomplete at financial bid stage and shall be considered non-responsive.

FINANCIAL BID SUBMISSION SHEET

{On bidder's letterhead in technical bid}

To,

**Chief General Manager (DES)
EdCIL (India) Limited (EdCIL)
EdCIL House, 18 A, Sector-16 A,
NOIDA – 201301 (U.P.)**

Reference: Tender No.: _____ Dated: _____

Dear Sir,

We, the undersigned bidder, having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Bill of Material, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

I/ We undertake that the prices are in conformity with the specifications and scope of work prescribed. The quote/ price are inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/ duties as mentioned in the financial bid (BoQ).

I/We undertake, is our bid is accepted, to deliver the goods and services in accordance with the delivery schedule specified in the schedule of Requirements.

I/We hereby declare that in case the contract is awarded to us, we shall submit the performance security as prescribed in the bidding document.

I/We agree to abide by this bid for a period of 180 days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

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

Date:

Authorized Signatory:

Name:

Designation:

FORM-1

SUBJECT: SELECTION OF APPLICATION INTEGRATOR FOR “DESIGNING, DEVELOPMENT, INTEGRATION AND IMPLEMENTATION OF NATIONAL INSIGHTS CENTER PLATFORM” FOR MINISTRY OF EDUCATION.

Name of the Bidder:

A. ICCC Platform

S.No.	Name of item	Qty, Q	Unit Cost (Rs.), A	GST (%)	GST Amount, (Rs.), B	Total Unit Cost including all taxes, (Rs.), C=(A+B)*Q
1.	ICCC platform Deployment (One -Time set up cost)	1				
2.	ICCC License (Annual Cost)	1				
3.	Operation Maintenance support (Annual Cost)	1				
TOTAL COST OF THE PLATFORM (Incl. GST)						

TOTAL COST OF THE PLATFORM (IN WORDS): _____

B. PMU for Insights center

S.No.	Profile	Qty, Q	Period of Deployment (in months) (C)	Man-Month Rate (In INR) (A)	GST (%)	Applicable Taxes (In INR) (B)	Total Cost (Inclusive of Taxes in INR) =(A+B)*C*Q
1	Full Stack Developer	1	12				
2	Database Developer	1	12				
3	Dev Ops Developer	1	12				
TOTAL COST OF THE PMU (Incl. GST)							

TOTAL COST OF THE PMU (IN WORDS): _____

C. CLOUD

S. No	Service	Description	Qty, Q	Unit, C	Unit Cost (Excl. of Taxes in INR), A	GST (%)	Applicable Taxes (In INR) (B)	Total Cost (Inclusive of Taxes in INR) $= (A+B) * C * Q$
1	Virtual Machines	Linux virtual machine (Enterprise grade Linux with Enterprise support included for the OS) License included (x86 architecture): Linux VM 4vCPU 16GB RAM	6	Per Month				
2	Data Replication Engine	Data Replication Engine with high availability and resiliency and multi-AZ/datacentre option for multi-site failover in case of a disaster: 4vCPU and 32GB RAM and 100GB of Block Storage	6	Per Month				
3	Data Replication Engine	Data Replication Engine with high availability and resiliency and multi-AZ/datacentre option for multi-site failover in case of a disaster: 2vCPU and 16GB RAM and 100GB of Block Storage	5	Per Month				
4	Serverless Function	Serverless functions (x86 architecture) with 512MB of ephemeral storage (1Mn operations per month)	1	Per Month				
5	SFTP service	Data Uploaded over SFTP services for accessing services	250	Per Month				

S. No	Service	Description	Qty, Q	Unit, C	Unit Cost (Excl. of Taxes in INR), A	GST (%)	Applicable Taxes (In INR) (B)	Total Cost (Inclusive of Taxes in INR) $=(A+B)*C*Q$
		(price to be quoted for 1GB)						
6	Cloud Integration Service	Fully manage Cloud Integration service for securely exchanging data from external sources to cloud. Number of flows - 10 and Volume of data per flow - 10GB	10	Per Month				
7	Standard / Block Storage	Permanent non-ephemeral Block storage (Premium SSD designed to offer minimum 3000 IOPS and provide up to 250 MB/s of throughput per volume) and 99.99% SLA: 200 GB per node a total of 6 volumes	1.2 TB	Per Month				
8	Object Storage	Object Storage with Redundancy across zones/sites with storage durability of 99.99999999% (11 9s): 1TB of Object Storage in redundancy across 3 different physical locations which are MeitY empaneled	1 TB	Per Month				
9	Load Balancer	Load Balancers having 10 rules evaluating for every request with data being processed up to 1TB/month and 1/MN request/month: 1 Load balancer unit for	1	Per Month				

S. No	Service	Description	Qty, Q	Unit, C	Unit Cost (Excl. of Taxes in INR), A	GST (%)	Applicable Taxes (In INR) (B)	Total Cost (Inclusive of Taxes in INR) $= (A+B) * C * Q$
		Layer 7 load balancing						
10	VPN Connectivity	VPN Connectivity (Provisioned for two different ISP's - Active-Active configuration) as Site-to-Site VPN (available as a managed service from CSP) with upto 1.25 Gbps bandwidth per VPN tunnel throughput of 1.25 Gbps	2	Per Month				
11	Cloud Native Network Firewall	Cloud native and CSP managed Network Firewall with IDPS (Intrusion Detection Prevention System) capability with Highly Available Network firewall	2	Per Month				
12	VA PT of the app and Infrastructure	VA PT of the application and Infrastructure	1	Per Month				
13	Cloud Security Posture Management	Security Posture Management for 10 Accounts, 100 Security Check	1	Per Month				
14	Public IPs	Public IP Address Static - IPV4/IPV6	4	Per Month				
15	Data Transfer	1TB DTO out per month from provision	1TB	Per Month				

S. No	Service	Description	Qty, Q	Unit, C	Unit Cost (Excl. of Taxes in INR), A	GST (%)	Applicable Taxes (In INR) (B)	Total Cost (Inclusive of Taxes in INR) $=(A+B)*C*Q$
	Out to Internet	compute capacity.						
16	Log Management	Cloud log management service for manging the logs	1TB	Per Month				
17	Managed Network out gateway for secure internet access	Managed NAT service with capacity of 100 GB data per month	2	Per Month				
18	WAF Firewall	WAF with 10 rules each having 100 Million hits per month	1	Per Month				
19	Threat Management	CSP native AI enabled Threat Management service for proactive and reactive response (also covering logs, malware protection, data breach threats like logging attempts, compromise databases, security threat in container environments).	1	Per Month				
20	Key Managed Service	CSP managed FIPS Level 3 compliant Key Management Service with support for 10 Keys and 1000,000 operations: 10 Keys in KMS with 1Million operations	1	Per Month				
21	API Gateway	Cloud native API Gateway service with	1	Per Month				

S. No	Service	Description	Qty, Q	Unit, C	Unit Cost (Excl. of Taxes in INR), A	GST (%)	Applicable Taxes (In INR) (B)	Total Cost (Inclusive of Taxes in INR) $=(A+B)*C*Q$
		data visualization and dashboards for managing the API (1million operations)						
22	Anti-DDoS	Cloud native Anti-DDoS service for managing any DDoS attack on the infrastructure of the customer (100 Resources)	1	Per Month				
23	ETL Service	ETL services for running Apache Spark (5 job), Python Shell job	1	Per Month				
24	ETL Crawler	ETL Crawlers (per crawler)	70	Per Month				
25	Data warehouse	Datawarehouse with x86 architecture and compute of 4vCPU and 32GB of RAM and 500 GB of managed storage and with Data Scanned of 3TB Storage	3	Per Month				
26	Cloud Services	Bidder Charge for managing the Cloud Environment	1	Per Month				
TOTAL COST OF THE CLOUD (Incl. GST) PER MONTH								
No. of Months								12
TOTAL COST OF THE CLOUD (Incl. GST) PER YEAR								

TOTAL COST OF THE CLOUD PER YEAR (IN WORDS): _____

Summary for Financials:

S.No.	Particulars	Total Amount (incl. all Taxes, Levies and other charges)
1	TOTAL COST OF THE PLATFORM	
2	TOTAL COST OF THE PMU	
3	TOTAL COST OF THE CLOUD PER YEAR	
TOTAL PROJECT COST		

Total Project Cost (incl. all Taxes, Levies and other charges) (In Words): _____

Note:

1. The L1 will be selected based on the Least quoted Total Project Cost (in words) inclusive of all Taxes, Levies and other charges in INR.
2. All the components of this tender should be quoted.
3. The firm must avoid any error while quoting prices for the services as per the format given. If any discrepancy is found in the RFP response, it will be rejected.
4. The quoted rates should be in accordance with the scope of work for individual profile.
5. The quoted price should be inclusive of all expenses and applicable taxes.
6. Validity of Offer: The offer should remain valid at least for a period of 180 days to be reckoned from the date of bid opening.
7. No other charges will be paid beyond the above quoted price.
8. No TA/DA is admissible for the deployment of agency Team Members on projects anywhere in India. However, TA/DA shall be payable directly by the end-client for undertaking any tour in project interest on production of travel documents or other necessary documents in original subject to approval of competent authority of the end-client.
9. The bid price shall include all expenses i.e., conveyance charges, all taxes and levies, PF, gratuity, etc., and shall be in Indian Rupees.
10. EdCIL reserves the right to increase or decrease the quantity of PMU Resources based on the requirement of the project at the time of placement of contract. The purchaser also reserves the right to increase or decrease the ordered quantity of PMU Resources based on the requirement of the project during the currency of the contract at the contracted rates. The selected Bidder are bound to accept the orders accordingly.

11. The above quoted price should be valid for 3 years from the date of issue of work order.

Place:

Date:

Signature and Stamp of the Bidder

Name:

Designation: