

Government of India
Ministry of Jal Shakti
Department of Water Resources, RD & GR
National Water Informatics Centre (NWIC)

Request for Proposal (RFP)
For

Selection of Service Provider for
Managing IT Infra Services, Application Development and Digital Transformation
in
National Water Informatics Centre (NWIC)

National Water Informatics Centre
4th Floor, Sewa Bhawan, Sector-1, R. K. Puram
New Delhi-110066

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CHAPTER – 1: DISCLAIMER

1.1 The sole objective of this document (the Request for Proposal or the RFP) is to solicit Techno-Commercial offers from interested parties for taking part in the bidding process leading to the selection of the Service Provider for the Scope of Work as mentioned in this document. While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by NWIC or any of their employees as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP Document and wherever necessary, obtain independent advice from appropriate sources.

1.2 Interested Parties may carry out their own study/analysis/ investigation as required before submitting their Techno-Commercial proposals.

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

NWIC and its employees make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP Document.

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

The information contained in this RFP is subject to update, expansion, revision and amendment prior to the last day of submission of the Bids at the sole discretion of NWIC. In case any major revisions to this RFP are made by NWIC within seven days preceding the last date of submission of the Bids, NWIC may, at its discretion, provide reasonable additional time to the Bidders to respond to this RFP. Neither NWIC nor any of its officers and employees undertakes to provide any Bidder with access to any additional information or to update the information in this RFP.

1.5 The Bidders shall bear all 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 NWIC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and NWIC 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.

1.6 The information provided by the Bidders in response to this RFP will be the property of NWIC and will not be returned.

1.7 The issue of this RFP does not imply that NWIC, Department of Water Resources, RD & GR is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the Consultancy and NWIC, Department of Water Resources, RD & GR reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

CHAPTER – 2: FACTSHEET

RFP No.	Pc-11/2/2025-O/o DIR(NWIC)-MOWR
Name of Organization	National Water Informatics Centre (NWIC)
RFP Type	Open RFP
RFP Category	Services
Service Category	ICT and GIS related Consultancy Services
Assignment Title	Selection of Service Provider for managing IT Infra Services, Application Development and Digital Transformation in National Water Informatics Centre (NWIC)
Purchaser	National Water Informatics Centre, Department of Water Resources RD & GR, Ministry of Jal Shakti, New Delhi-110066.
Location	4 th Floor, Sewa Bhawan, Sector-1, R.K. Puram, New Delhi-110066.
Selection Method	As per RFP
Availability of Bid Document	Central Procurement Portal at https:// eprocure.gov.in
Contract Period	Total contract period is for One year from the effective date as mentioned in the Contract. The contract may be extended by a period of 1 more year (post completion of 1 year) or part thereof, on mutual agreement and satisfactory performance rendered by the Service Provider.
Cost of the Bid Document (RFP fee)	Nil
Bid Security Deposit/ Earnest Money Deposit (EMD)	Bidders (only MSE or Start-up) shall submit, along with their Proposals, a signed 'Bid Securing Declaration' as per Form Tech – 8 . (To be submitted on Non-Judicial Stamp paper of minimum Rs. 100) Bidders (Other than MSE or Start-up) shall submit an EMD of INR 16,00,000/- (Rupees Sixteen Lakh Only) in the form of Bank Guarantee from any scheduled commercial bank valid for 180 days from the last date of bid submission and must be extended if the bid validity period is extended by the purchaser. Non-submission of Bid Security Declaration/ EMD will lead to rejection of bid.
Bid Validity	Proposals/ Bids shall remain valid for 180 days from the last date of bid submission
Proposal Language	English
Sub-Contracting / Consortium	Not Allowed

Date of Publication	31-10-2025
Last Date for submission of Pre-Bid Queries by Bidders	09-11-2025 at 18:00 Hrs
Pre-Bid Meeting Date and Venue:	11-11-2025 at 11:00 Hrs at NWIC, 4th Floor, Sewa Bhawan, Sector-1, R.K. Puram, New Delhi-110066 (Hybrid Mode)
Date of issue of clarification by NWIC	12-11-2025 at 19:00 Hrs
Last Date and Time for Bid Submission	28-11-2025 at 15:00 Hrs
Opening of Technical Bids	29-11-2025 at 16:00 Hrs
Opening of Financial Bids	Technically qualified bidders to be notified later
Issue of Letter of Intent (LoI)	To the successful bidder after evaluation of technical and financial bid
Number of Packets	Two Packets Online bid submission as under: Packet-1 Technical Bid Packet-2 Financial Bids
Address for Communication	“Director”, National Water Informatics Centre, 4 th Floor, Sewa Bhawan, Sector 1, RK Puram, New Delhi-66 Phone: 011-29583605 Email: dir-nwic- mowr@gov.in

Note:

The above dates, time and venue may be altered by the Purchaser at its sole discretion after giving prior notice to the Bidders. Some of the information provided in the above FACTSHEET is further elaborated in the subsequent sections of this RFP and the information provided in the Fact Sheet and subsequent sections of this RFP are to be read in conjunction and are to be interpreted harmoniously.

CHAPTER – 3: DEFINITIONS

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

“Bidder/Service Provider” shall mean the Firm/Company/LLP/Organization offering the solution(s), services and/or materials required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with Bidder, and when used after intimation of award shall mean the Successful Bidder, on whom NWIC places Work Order for Delivery of services.

“Contract” shall mean the Work Order placed by NWIC on successful Bidder and all attached exhibits and documents referred to therein and all terms and conditions thereof together with any subsequent modifications thereto.

“Employer” means the National Water Informatics Centre (NWIC), Department of Water Resources, RD & GR, Ministry of Jal Shakti, Government of India, who have invited the bid and with whom the selected Bidder signs the contract for the Services and to whom the selected Bidder shall provide services as per the terms and conditions mentioned in the contract.

“Financial Year” (FY) period from 1st of April till 31st of March of subsequent year.

“Instructions to Bidders” means the document which provides Bidders with all information needed to prepare their proposals.

“LoI” means the Letter of Intent being sent by the Employer to the selected bidder.

“Proposal/Bid” means the Bidder’s reply or submission in response to this RFP including the Technical Proposal and the Financial Proposal submitted by the Bidder.

“RFP” means the Request for Proposal document prepared by the Employer including the written clarifications issued by NWIC for the selection of the Service Provider.

“Scope of Work”, inter-alia, includes the objectives, scope of work, responsibilities of the Bidder, and expected deliverables as mentioned in the RFP and Contract document.

CHAPTER – 4: SCOPE OF WORK and INDICATIVE RESOURCE REQUIREMENT

4.1 Introduction:

National Water Informatics Centre (NWIC), has been set up in March 2018 as a Subordinate Office under the Department of Water Resources, River Development and Ganga Rejuvenation (DoWR, RD & GR), Ministry of Jal Shakti, Government of India for water sector data and information requirements. NWIC, as the Central Nodal Agency for water data at National Level, will coordinate, facilitate and implement various policies, programs, projects and initiatives for water sector data in the country as per the vision, mission and key pillars of strategy, roadmap and action plan given below:

4.2 Vision of NWIC

Data as the key driver for water governance and integrated water resources management at all levels in the country.

4.3 Mission of NWIC

To make water data findable, accessible, inter-operable and reusable in partnership with Water Data Producers and Water Data Users.

4.4 Key Pillars of Strategy, Roadmap and Action Plan for NWIC

There are five pillars of strategy, roadmap and action plan for NWIC:

Pillar 1 – Water Data Governance

Pillar 2 – Water Data Publishing

Pillar 3 – Water Data Visualizations

Pillar 4 – Water Data for Decision Support Systems

Pillar 5 – Water Data for Innovations in Water Sector

4.5 Water Data Governance

Ministry of Jal Shakti will put in place an effective Water Data Governance to promote robust Public Digital Infrastructure for water sector to address water sector challenges and ensure water security for all. NWIC will be responsible for providing necessary technical, professional and administrative support to operationalize the same.

NWIC will carry out following activities to support water data governance:

Pillar: Water Data Governance		
S. No.	Activity	Details
4.5.1	Central Nodal Agency for Water Data	NWIC under the aegis of Ministry of Jal Shakti will be positioned as Central Nodal Agency for Water Data.
4.5.2	SOP for Central and	NWIC will prepare Standard Operating Procedures (SOPs)

	State Water Data Hubs	for Central Water Data Hub and State Water Data Hub to be set up by State Water Informatics Center (SWIC). The SOP will also provide necessary guidelines for federation of water data between Central and State Water Data Hubs.
4.5.3	SOP for Data Standardization	NWIC will prepare Standard Operating Procedures for all aspects of Water Data Management including water data definitions, meta data requirements, quality requirements, inter-operability requirements etc.

4.6 Water Data Publishing

NWIC will focus on Water Data Publishing as its core mandate. NWIC will publish spatial as well as non-spatial water data sets, which will be made available through a federated network of Central and State Water Data Hubs.

NWIC will carry out following activities to support water data publishing:

Pillar: Water Data Publishing		
S. No.	Activity	Details
4.6.1	Inventory of Water Data Sets and corresponding Organizations	A detailed inventory of water data sets and corresponding water data producing organizations will be prepared and updated regularly by NWIC. NWIC will work with water data producer organizations to make water data public in a phased manner to be prioritized in consultation with water data users and feasibility of sharing water data.
4.6.2	Water Data Portal	A National Water Data Portal will be developed by NWIC with data catalogue, meta data, data quality etc. as per open data standards. All existing data including GIS data will be published. Thereafter, it will be updated regularly with new and updated data.
4.6.3	Development of APIs for sharing water data	APIs will also be developed by NWIC for sharing water data sets published on the portal. This will ensure that other portals and applications can directly access the water data through APIs without any manual intervention for downloading the data and then using it.
4.6.4	Satellite Data for Water Applications	NWIC will also be the repository for relevant satellite data, remote sensing data and DEM data for water related applications.
4.6.5	Management of WIMS	NWIC will manage the water data entry platform, namely Water Information Management System (WIMS), which is

		used for data entry of various data sets. Effort will be made to ensure that data sets are updated by Water Data Producing Organizations through APIs automatically without any manual interventions.
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4.7 Water Data Visualizations

NWIC will convert water data sets into meaningful and impactful information and insights. NWIC will use data visualizations to distill water concepts and datasets into charts, maps, and graphics.

NWIC will carry out following activities to support water data visualizations:

Pillar: Water Data Visualizations		
S. No.	Activity	Details
4.7.1	Simple Data Visualization	NWIC will create visualization of all water data sets through charts, maps and graphics. The visualizations will be both GIS based and non-GIS based.
4.7.2	Trend analysis over time and space	NWIC will also create visualizations of trends in water data over a period of time and over different geographic levels namely national, state, district, city, village or other boundaries and locations

4.8 Water Data for Decision Support System

Developing decision support systems (DSS) and models will be the responsibility of respective domain organizations.

NWIC will carry out following activities to support development of decision support systems:

Pillar: Water Data for Decision Support Systems		
S. No.	Activity	Details
4.8.1	Engagement with Central Government Agencies	NWIC will share water data with domain organizations like CWC, CGWB and State Government Departments in developing Decision Support Systems (DSS), models and applications in relevant areas of surface and ground water development and management.
4.8.2	Engagement with State Government Agencies	NWIC will help the States through State Water Informatics Centre (SWIC) in developing various applications for water management.

4.9 Water Data for Research and Innovation

Apart from Government organizations involved into development and management of water resources in the country, there are many research and academic institutions and other civil society organizations, which are involved in addressing water sector challenges. NWIC will support research and innovations by forging partnerships with key research and innovation organizations working in water sector by sharing available water data with them.

NWIC will carry out following activities to support research and innovation:

Pillar: Water Data for Research and Innovation		
S. No.	Activity	Details
4.9.1	Engagement with Key Academic and Research organizations in Water Sector	NWIC will regularly engage with key academic and research organizations in water sector by sharing available water data with them to meet their needs for research to address water sector challenges.
4.9.2	Engagement with Startup in Water Sector	NWIC will engage with Startups in water sector to facilitate them with water data access and also to work with them on innovative digital solutions for water sector.

4.10 DETAILED SCOPE OF WORK:

In view of the vision, mission and key pillars of strategy, roadmap and action plan for NWIC as mentioned in paras (2) to (9) above, **NWIC proposes to select and on-board a Service Provider, who shall be responsible for conceptualization, design, implementation and monitoring of the initiatives emanating from the vision, mission, strategy, roadmap and action plan for NWIC as mentioned in para 4.1 to 4.9 above.**

The selected Service Provider will provide assistance to NWIC in implementation (planning, execution and monitoring) of projects/ schemes run by NWIC. The selected Service Provider will review reports, suggest feedback, manage data information, monitor project timelines, execute projects, optimize operations and maintenance (O&M) and prepare SoPs, standards and guideline documents for use by National Water Informatics Centre (NWIC) and State Water Informatics Centres (SWICs). The selected Service Provider will be responsible for project implementation and stakeholder coordination including facilitating awareness and capacity building. The selected Service Provider will organize tactical meetings with different stakeholders, prepare agenda and minutes of the meeting and monitor project progress and timelines.

The key deliverables of the Scope of Work include, inter-alia but not limited to, all related and incidental works related to the following:

4.10.1 Establish Institutional Governance for Water Data

- (i) Government of India has setup National Water Informatics Centre (NWIC) and State Water Informatics Centre (SWIC) under the National Hydrology Project (NHP), a Central Sector Scheme of Government of India. NWIC and SWICs are the Central and State nodal agencies for Water Data.
- (ii) The selected Service Provider will assist NWIC in preparing Standard Operating Procedures (SoPs) for all aspects of Water Data Management including water data definitions, meta data requirements, quality requirements, inter-operability requirements etc.
- (iii) The selected Service Provider will assist NWIC in stakeholder engagement, coordination and collaboration with key stakeholders like Central and State Government Departments, Academic and Research Institutions, Private Sector Organization dealing in Water Management, Civil Society Organization, water Communities and will also assist NWIC in capacity building of these stakeholders
- (iv) The selected Service Provider will provide technical and professional support in setting-up of different Water Data Governance Committees at National and State level.
- (v) The selected Service Provider will study and document global best practices relating to water data management and governance in different countries and conduct need assessment and gap analysis relating to water data management and governance in NWIC and State Water Informatics Centres (SWICs). The service provider will submit a plan for adoption and implementation of global best standards in NWIC in respect of water data management.

4.10.2 Engagement with different Water Data Producers

- (i) Water Data Producers are different agencies, which collect Water Data and are responsible for data collection process and quality/validation of data being collected by them. The selected Service Provider will assist NWIC in engagement and coordination with different Water Data Producers (Public or Private), identify water data, define their standards and help in integration of the identified water data with NWIC and SWICs.
- (ii) The selected Service Provider will assist NWIC and SWICs in compiling and maintaining an inventory of all Water Data Producers and data produced by them as per major data groupings. Data inventory will be an ongoing process, as the agencies keep generating new data and also upgrade their water data practices.
- (iii) The selected Service Provider will assist NWIC in understanding and improving existing and new water data requirement and integration efforts. The selected Service Provider will conduct a comprehensive assessment of water resources data and allied themes across various sectors

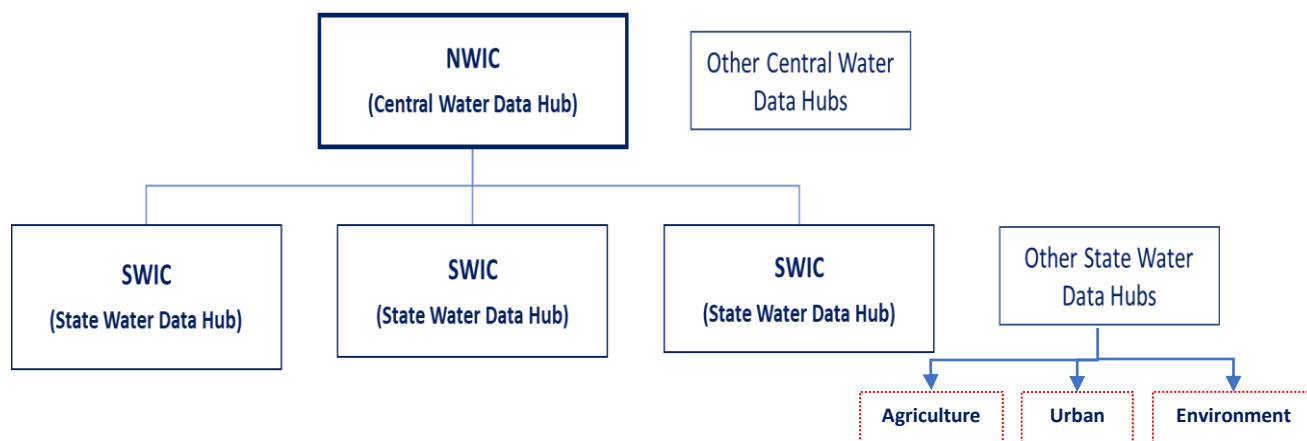
(agriculture, industry, environment) vis-à-vis requirement of the stakeholders and will collaborate with domain experts and stakeholders to refine data requirements based on emerging challenges and opportunities.

- (iv) The selected Service Provider will be responsible for preparation of documentation and reports outlining the identified water data requirements and their significance for decision-making.

4.10.3 Engagement with different Water Data Users

- (i) NWIC and SWICs will articulate the value proposition of sustainable water resource management enabled by open, shared and integrated public water data, which should be widely communicated.
- (ii) The Service Provider will assist NWIC in identifying anchor users of water data across public and private sector and share water data with them for better water resource management.
- (iii) The Service Provider will assist NWIC in coordination and engagement with research and academia in Water Sector and also assist startups in developing and creating space for innovation in Water Sector.

4.10.4 Enable and setup Federated Water Data Hub



- (i) The selected Service Provider will assist NWIC in conceptualization, design, setting-up and implementation of a **Digital Public Infrastructure for Water Sector (DPIWS)**. The service provider will formulate SoPs and requirements for setting-up of DPIWS.
- (ii) In order to make public Water Data open in a standardized format, Water Data Hubs will be setup at Central level (NWIC) and at State level (SWICs). The Service Provider will provide technical, professional, IT and GIS related support in setting-up of state water data hubs in the form of State Water Informatics Centre in each State. These Water Data Hubs will follow a federated architecture, which will provide scalability and stability to better meet the diverse needs of water

data users. Water Data Producers will share their data through Water Data Hubs, where data users can find and access them. Water data users will then transform data into information that decision makers can use to improve water planning, management and stewardship.

- (iii) The Service Provider will ensure adequate data security policies and security audit of systems to manage the risk of any security breach.
- (iv) The Service Provider will ensure proper data archival and retrieval policies to manage the increasing volume of water data.

4.10.5 Development and O& M related activities in Water Information Management System (WIMS)

- (i) WIMS is a cloud-based data entry platform managed by NWIC, wherein the water data collected by Central Government and State Government Agencies, both in manual as well as telemetry mode, is integrated in a single IT platform.
- (ii) WIMS acts as the National repository of water quantity and water quality data in respect of both surface and ground water. In addition, setting weather related data is also stored in WIMS.
- (iii) The Service Provider will be responsible for development of new modules in WIMS as well as O&M of the existing modules.
- (iv) The selected Service Provider will be expected to deliver the following in respect of WIMS:
 - Preparation of base line 'As-is' report, conduct gap analysis and submit a 'To be document' along with the implementation plan.
 - Comprehensive IT infra management plan of WIMS, including monitoring, maintenance, and backup strategies.
 - Data Centre management reports, outlining the processes, finalizing the SoPs and Operation and Maintenance issues.
 - Application development and modernization reports, with timelines and success criteria.
 - Security and Performance Optimization reports, with recommendations and results of the implemented strategies.
 - Regular observability and performance metrics to ensure 24x7 uptime and system efficiency.
- (v) The Service Provider will be responsible for the development and O&M of a Data Monitoring Dashboard in WIMS.
- (vi) The Service Provider will be responsible for integration of water data received from various agencies into WIMS through API.

4.10.6 Development and O& M related activities in India-Water Resource Information System (India-WRIS)

- (i) India-WRIS, an IT platform maintained by NWIC, is a water related data dissemination platform in a GIS framework.
- (ii) The Service Provider will be the responsible for O&M, database version upgrade of the existing portal and development of new modules in India-WRIS using IT and GIS tools.

4.10.7 Publishing of Water Data through National Water Data Portal (NWDP)

- (i) NWIC is in the process of developing a National level water data portal using open source, micro services architecture, wherein more than 500 water datasets will be made available on a portal for use by different stakeholders.
- (ii) The Service Provider will be responsible for O&M and necessary upgrade/ development work of the National Water Data Portal.

4.10.8 Sharing of Water Data through APIs

- (i) The Service Provider will be responsible for sharing of water data available with NWIC with different stakeholders through development of APIs without any manual interventions.

4.10.9 Use of Satellite Data for development of analytical tools, Decision Support System (DSS) and Models

- (i) Satellites offer reliable source of spatially distributed information on a variety of environmental variables. Satellite imageries are increasingly being used for development of analytical tools, DSS and models in Water Management Sector.
- (ii) The selected Service Provider will assist NWIC in coordinating with NRSC (Hyderabad), ISRO, SAC (Ahmedabad), Survey of India and other Organizations to access the satellite data and its application for Water Sector using IT and GIS tools.
- (iii) NWIC is the nodal agency in Department of Water Resources, RD & GR, Ministry of Jal Shakti, Government of India for collaboration and engagement with Survey of India in implementation and execution of National Geospatial Policy (NGP 2022) and National Geospatial Standards Implementation Plan. Further, NWIC is the nodal agency in the Ministry for PM Gati Shakti National Master Plan (PMGS NMP). The selected Service Provider will provide necessary professional and technical support towards conceptualization, design and implementation as part of NGP 2022 and PMGS NMP.
- (iv) The Service Provider will maintain an inventory of all GIS layers available with NWIC in a standardized format. The inventory will be updated as and when new GIS layers are acquired by

NWIC from time to time from different agencies.

- (v) The Service Provider will be responsible for conceptualization, design and development of different GIS modules, including the development of irrigation atlas of India in a time bound manner.

4.10.10 Development of mobile Apps using IT and GIS related tools

- (i) The Service Provider will be responsible for development of mobile apps (both android and iOS) and modules using IT and GIS related tools.

4.10.11 Development and O&M of Flood Forecasting website

- (i) The selected Service Provider will be responsible for O&M and development related activities of the Flood Forecast and Monitoring website (<https://ffs.india-water.gov.in/>).
- (ii) In addition, the selected Service Provider will also be responsible for O&M and development related work in NWIC website (<https://nwic.gov.in/>).

4.11 Resource Requirement to be deployed in NWIC

S. No.	Position	Indicative Work Description	Number of Positions proposed to be deployed by the Service Provider in NWIC	Minimum Educational and work experience qualification
(Management Profile for Tier – 1 cities)				
1.	Program Manager (Strategy and Management)	Consultancy for strategic planning and management during all phases of assessment/planning/implementation/ continuous strategy for implementation and rollout of ICT/eGovernance service delivery project including feasibility study/policy assessment/impact assessment/IT roadmap etc.	1	Minimum B.E./B.Tech. in Computer Science, with MBA from a recognized Institute/University on company's payroll. Minimum experience of 15 years in the field of IT Strategy and Management Consultancy
2.	IT Project Management	Project Management Consulting for providing project planning and management for establishing IT initiatives projects, ensure projects are conceptualized, planned, designed, monitored and completed	1	Minimum B.E./B.Tech. in Computer Science, with MBA from a recognized Institute/University on company's payroll.

		to specification within an established time frame and budget. Subject matter expert within regarding technology concerns, use their industry expertise to improve all aspects of project planning and resource management.		Minimum experience of 15 years in the field of IT Project Management
(Technology Profile for Tier – 1 cities)				
3.	Database Expert	Consultancy for designing, implementing, and managing database structures that support efficient data storage, retrieval, and security, developing database models, optimizing performance, and ensuring data integrity while aligning with business objectives. Working closely with developers and administrators to implement best practices in database management, backup strategies, and disaster recovery planning. Ensuring scalability, compliance with data regulations, and seamless integration with enterprise applications to support in-formed decision-making.	1	B.E./B. Tech in Computer Science Minimum Experience of 15 years in Database Management & Administration
4.	Data Analytics/ Dashboard specialist	Consultancy on MIS, Dashboard and Data Analytics including KPIs identification, data preparation, visualization and analytics, Graphs and Analytical re-ports and recommendations. Data-driven solutions related to IT initiatives, Data strategies and business intelligence solutions through consulting engagements and research.	1	B.E./B. Tech in Computer Science Minimum Experience of 15 years in Database Management, Dashboard & Analytics
5.	IT Application Expert	Consultancy for designing, developing, and maintaining software applications that align with organizational needs, analyzing business requirements, selecting appropriate technologies, and ensuring seamless integration of applications across various platforms. Overseeing the entire application lifecycle, from development to deployment, troubleshooting issues, and optimizing performance, ensuring	7	B.E./B. Tech in Computer Science/MCA/Equivalent Minimum Experience of 10 to 15 years in Database Management & Analytics

		data security, compliance with IT standards, and collaboration with cross-functional teams to enhance user experience and system efficiency.		
6.	IT Hardware & Network Specialist	Consultancy during any/all phases of the project on conceptualization/design/architecture/analysis/SLA monitoring/Third Party Audit/performance Large/Medium/ Small Networking/ LAN/WAN/ eGovernance project with government departments/ organizations/ institutions	2	B.E./B. Tech in Computer Science Minimum Experience of 10 to 15 years in Database Management & Analytics
(Subject Matter Experts Profile for Tier – 1 cities)				
7.	GIS/ Geospatial Technologies	ASPRS Certification, Esri Technical Certification, Geographic Information Systems (GIS) Certificate, Geographical Information Systems (GIS) Certification, Geospatial Intelligence Analytics, GIS Mapping and Spatial Analysis Specialization, Graduate Certificate in Geographic Information Science and Technology, Remote Sensing and Earth Observation.	8	Graduate/Diploma in GIS/ Geoinformatics / Remote Sensing with minimum experience of 05 years. Knowledge in HTML, CSS, Python and Java will be preferable.
8.	Mobile App Developer/ Website Management and Development	Development of Mobile apps, Website management and development, UI/UX Designing/ web design/ multi-media technology	1	B.E./ B. Tech in Computer Science with experience of 3 to 5 years in Web Design/ App development/ Multimedia Technology
(Customer Care Executive for Tier – 1 Cities)				
9.	Customer Care Executive	Support and helpdesk related query management	3	Graduate with minimum experience of 5 years
Total			25	

(i) Resources belonging to Management Profile and Technology Profile will be designated as Key Resource Professionals (KRPs).

(ii) The selected Service Provider will deploy only those key resource professionals (KRPs), whose

CVs have been submitted as part of bid document. The selected Service Provider shall not deploy any other key resource professionals (KRPs) without the prior approval of NWIC.

(iii) NWIC reserves the right to increase / decrease the number of resources deployed by the selected Service Provider based on need and requirements on the approved man-month rates.

(iv) NWIC will periodically review the performance of the resources deployed by the selected Service Provider and will take action as deemed fit in case of under-performance.

4.12 Indicative payment structure for equivalent nature of work

Table 1 : Management profile for Tier – 1 cities

S. No.	Management/Functional profile	Man Month Rate (without tax) (in Rs.)
1	Consultants (15 years and above)	5,00,000

Table 2 : Technology profile for Tier – 1 cities

S. No.	Management/Functional profile	Man Month Rate (without tax) (in Rs.)
1	Consultants (15 years and above)	3,00,000
2	Consultants (10 to 15 years)	2,00,000

Table 3 : Subject Matter Expert profile for Tier – 1 cities

S. No.	Management/Functional profile	Man Month Rate (without tax) (in Rs.)
1	Consultants (10+ years)	2,00,000
2	Consultants (3 to 5 years)	1,00,000

Table 4 : – Customer Care Executives for Tier - 1 cities

S. No.	Management/Functional profile	Man Month Rate (without tax) (in Rs.)
1	Consultants (5 years and above)	1,00,000

CHAPTER – 5: INSTRUCTIONS TO BIDDERS

5.1 Introduction

NWIC, Department of Water Resources, RD & GR, Ministry of Jal Shakti, Government of India invites bids from prospective bidders for providing IT and GIS related Consultancy Services in NWIC. The detailed Scope of Work has been described in **Chapter – 4** of the RFP document. The last date and time for submission of the bid has been given in the Letter of Invitation as well as in the Fact Sheet of the RFP document. The Bidders are invited to submit a Technical Proposal and a Financial Proposal, for consulting services in accordance with terms and conditions mentioned in the RFP document. The Bidder shall bear all costs associated with the preparation and submission of their proposals. The Employer is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to award of the Contract.

5.2 Clarification and Amendment of RFP Document

5.2.1 Bidders may request a clarification on any clause of the RFP document within the timeframe indicated in the bid document. The clarifications/corrigendum to the RFP document will be uploaded in CPP Portal.

5.2.2 At any time before the last date of submission of bids, the Employer may amend the RFP by issuing an addendum on CPP Portal. Such addendum shall be binding on all bidders. To give the bidders reasonable time in which to take an amendment into account in their proposals, the Employer may, if the amendment is substantial, extend the last day deadline for the submission of bids.

5.3 Conflict of Interest

5.3.1 Bidders shall have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Employer, or that may reasonably be perceived as having this effect. If the bidder fails to disclose said situations and if the Employer comes to know about any such situation at any time, it may lead to the disqualification of the Bidder during bidding process or the termination of its contract during execution of the assignment.

5.3.2 No current employee of the Employer shall work as a Bidder/ or in any capacity in the Bidder's organization or any of its affiliates.

5.4 Fraud and Corruption

5.4.1 It is required that the bidders participating in the bid adhere to the highest ethical standards, both during the selection process and throughout the execution of the contract. The Employer defines, for the purpose of this Paragraph, the terms set forth below as follows:

5.4.2 "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;

5.4.3 "Fraudulent Practice" means a misrepresentation or omission of facts in order to influence a

selection process or the execution of a contract;

5.4.4 “Collusive Practices” means a scheme or arrangement between two or more bidders with or without the knowledge of the Employer, designed to establish prices at artificial, non-competitive levels;

5.4.5 “Coercive Practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract.

5.4.6 The Employer will reject a proposal for award if it determines that the bidder recommended/selected for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.

5.5 Completeness of Response

5.5.1 A Bidder shall submit only one proposal for this consultancy assignment. If a bidder submits or participates in more than one proposal, such proposals shall be disqualified.

5.5.2 Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

5.5.3 The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk.

5.6 Proposal Preparation Cost

5.6.1 The bidder is responsible for all costs incurred in connection with participation in this RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by NWIC to facilitate the evaluation process. NWIC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the overall process.

5.6.2 This RFP does not commit NWIC to award a contract or to engage in negotiations.

5.6.3 Further, no reimbursable cost may be incurred in anticipation of award or for preparing this proposal.

5.6.4 All materials submitted by the bidder become the property of NWIC and may be returned completely at its sole discretion.

5.7 Signing of Communication to NWIC

All the communication to NWIC including this RFP and the bid documents shall be signed on each page by the authorized representative of the bidder and authority letter should be attached with the RFP proposal.

5.8 Pre-Proposal Conference

5.8.1 NWIC shall hold a pre-bid meeting with the prospective bidders through Hybrid Mode on the date as defined in the fact sheet.

5.8.2 The Bidders will have to send their queries for Pre-proposal conference to National Water Informatics Centre, 4th Floor, Sewa Bhawan, Sector-1, R.K. Puram, New Delhi-110066 at email ID: **ddsw2-nwic-mowr@gov.in**.

5.8.2 All queries to be raised in the pre-proposal conference will relate to the RFP alone.

5.8.3 The Pre-proposal queries shall be submitted in the following format in **EXCEL sheet** only:

Bidder's request for clarification		
Name & address of the bidder submitting request	Name and position of person submitting request	Contact details of the organization / authorized representative
		Telephone:
		Mobile:
		E-Mail:

S. No.	Bid reference			Content of bid requiring clarification	Points of clarification required
	Section	Page#	Clause#		

5.9 Bidder inquiries and NWIC responses

5.9.1 All enquiries / clarifications from the bidders, related to this RFP, must be directed in writing exclusively to the contact person notified in this RFP document.

5.9.2 The preferred mode of delivering written questions would be through email. Telephone calls will not be accepted. In no event will the NWIC be responsible for ensuring that bidders' inquiries have been received by NWIC.

5.9.3 NWIC will endeavor to provide a full, complete, accurate, and timely response to all questions raised during Pre- Proposal conference. However, NWIC makes no representation or warranty as to the completeness or accuracy of any response, nor does NWIC undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.

5.10 Amendment of RFP Document

5.10.1 At any time prior to the last date for receipt of bids, NWIC, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment.

5.10.2 In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, NWIC may, at its discretion, extend the last date for the receipt of Bids.

5.11 Supplemental information to the RFP

If NWIC deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

5.12 NWIC's right to modify submission deadline

NWIC may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing a corrigendum published, in which case, all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

5.13 NWIC's right to terminate the process

5.13.1 NWIC may terminate the RFP process at any time and without assigning any reason. NWIC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

5.13.2 This RFP does not constitute an offer by NWIC.

5.14 Submission of Responses

5.14.1 The bidders should submit their responses in the format given in this RFP document.

5.14.2 Bidders shall submit their duly completed proposals before the submission date as mentioned in the Factsheet.

5.14.3 All pages of the proposal must be sequentially numbered and shall be initialed by the Authorized Representative of the bidder.

5.14.4 The entire proposal shall be strictly as per the format specified in this Request for Proposal document and any deviation from the format shall be rejected.

5.14.5 Any proposal received by the NWIC after the above deadline shall be rejected.

5.15 Bid Securing Declaration (BSD) – only for Startup or MSE category

5.15.1 The bidders must submit the "Bid Securing Declaration Form" in the format provided in **Form Tech – 8 of Chapter - 7**. The form should be uploaded to the Portal as per the instructions in the bid submission section.

5.15.2 Bids from MSE/Startups that do not include the Bid Securing Declaration Form in the prescribed format will be summarily rejected.

5.16 Earnest Money Deposit (EMD) (for Bidders other than Startup and MSE)

5.16.1 Bidders shall submit EMD as per details given in the FACTSHEET. The Bidder will submit an EMD of Rs.16,00,000/- (Rupees Sixteen Lakh only), in the form of a Bank Guarantee drawn in favour of Director NWIC, 4th Floor, Sewa Bhawan, Sector-I, R.K. Puram, New Delhi-11066. Bank Guarantee shall be issued or drawn on any nationalized or scheduled commercial bank in India.

5.16.2 EMD should be valid for at least 180 Days beyond the last date of bid submission.

5.16.3 The bidders must submit the original document of EMD, in the form of Bank Guarantee (BG) form a scheduled commercial bank at NWIC, New Delhi within three (03) days of closing time of bid submission. **NWIC accepts all standard BG format of the BG issuing bank.**

5.16.4 Copy of EMD document must be uploaded along with technical bid as well.

5.16.5 If the EMD is not received within the stipulated time, NWIC reserves the right to immediately and summarily reject the proposal of the concerned bidder, without any further opportunity for correspondence.

5.16.6 The EMD shall be **forfeited** by the Employer in the following events:

- (a) If the proposal is withdrawn during the validity period or any extension agreed by the Bidder thereof.
- (b) If the proposal is varied or modified in a manner not acceptable to the Employer after opening of proposal during the validity period or any extension thereof.
- (c) If the Bidder tries to influence the evaluation process.
- (d) If the Lowest Bidder withdraws its proposal during negotiations (failure to arrive at consensus by both the parties shall not be construed as withdrawal of proposal by the Bidder).
- (e) If the successful Bidder fails to furnish the performance security within 15 days of the receipt of notification of award from the Employer.

5.17 Documents Comprising the Bid

The bids prepared by the Bidder shall comprise of all the documents as being asked for as per the bid evaluation criteria and supporting documents/annexures as mentioned in the bid document.

5.18 NWIC Rights to accept/ Reject any or all Proposals

NWIC reserves the right to accept or reject any proposal, and to annul the selection process and reject all responses at any time, without thereby incurring any liability to the affected Bidder or Bidders or any

obligation to inform the affected bidder or bidders of the grounds for NWIC's action.

5.19 Proposal (Bid) Validity

5.19.1 The bid must remain valid for 180 days from the last date of submission of the bid.

5.19.2 During this period, bidders shall maintain the availability of professional resources/consultants mentioned in the proposal and also the financial proposal shall remain unchanged.

5.19.3 The Employer will make its best effort to complete evaluation within this period. However, should the need arise, the Employer may request bidders to extend the validity period of their proposals.

(i) Bidders, who agree to such extension, shall confirm that they maintain the availability of the professional resources/consultants nominated in the Proposal and their financial proposal remain unchanged, or in their confirmation of extension of validity of the Proposal, Bidders could submit new resources in replacement, which would be considered in the final evaluation for award of the contract.

(ii) Bidders, who do not agree, have the right to refuse to extend the validity of their Proposals. Under such circumstance, the Employer shall not consider such proposal for further evaluation.

5.20 Preparation, Submission and Receipt of Proposal

5.20.1 The bid document will be uploaded on the CPP portal (<https://eprocure.gov.in/>) by the Employer.

5.20.2 The Bidders shall submit the entire RFP document including Technical proposals, financial proposals etc. in the formats prescribed in RFP Document. The Bidders should upload the scanned copies of all relevant certificates, documents etc. on www.eprocure.gov.in in support of their Technical proposal. **The Bidder should sign on all statements, documents etc. uploaded by her/him, owning responsibility for their correctness/authenticity.**

5.20.3 Along with the technical proposal, the Bidder has to submit a Non-Disclosure Agreement as given in **Form Tech – 9 of Chapter - 7**.

5.20.4 As per the directives of Department of Expenditure, Ministry of Finance, Government of India, this proposal document has to be published on Central Public Procurement Portal (www.eprocure.gov.in). The Bidders are required to submit soft copies of their proposals electronically on the CPP Portal, using valid Digital Signature Certificates. More information useful for submitting online proposals on the CPP Portal may be obtained at <https://eprocure.gov.in/eprocure/app>.

5.20.5 Bidders are required to enroll on the e-procurement module of the CPP Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Click here to Enrol". Enrolment on the CPP Portal is free of charge. As part of the enrolment process, the Bidders will be required to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid e-mail address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal. Upon enrolment, the Bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India, with their profile. Only one valid DSC should be registered by a Bidder. Please note that the Bidders are responsible to ensure that they do not lend

their DSCs to others which may lead to misuse. Bidder will then log in to the site through the secured log-in by entering their user ID/password and the password of the DSC/e-Token.

5.20.6 Bidders are required to submit the Technical Proposal as per forms prescribed in the RFP document. Submission of the wrong type of Technical Proposal will result in the Proposal being deemed non-responsive. The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non-responsive. Financial proposal should be uploaded as per the format prescribed in the RFP document.

5.21 Opening and Evaluation of RFP Bid/Proposal

The bids will be evaluated as per the eligibility criteria and evaluation process mentioned in **Chapter 6** of the RFP document.

5.22 Award of Contract

After completing negotiations, the Employer shall issue a Letter of Intent (LoI) to the selected Bidder, and notify on the CPP portal about the decision taken.

5.23 Performance Security (PBG)

5.23.1 Within 07 days of the issuance of the letter of Intent (LoI), the selected Bidder shall be required to furnish a Performance Bank Guarantee equivalent to 10% of the contract value (rounded off to the nearest thousand Indian Rupees) from a scheduled commercial bank in India in favour of Director NWIC, 4th Floor, Sewa Bhawan, Sector-I, R.K. Puram, New Delhi-11066, valid for a period of 60 days beyond the date of completion of contract.

5.23.2 The successful Bidder will be required to renew the bank guarantee on same terms and conditions for the period of the contract including extension period, if any.

5.23.3 Performance Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/ recovering any dues recoverable from / payable by the Bidder on any account under the contract.

5.24 Signing of Contract

5.24.1 The bidder will enter into and sign the contract with NWIC within 15 days of issuance of the letter of intent (LoI).

5.24.2 The Bidder is expected to commence the assignment/ job on the date specified in the contract document.

5.25 Payment Terms

5.25.1 Payment will be made in Indian Rupees only.

5.25.2 The payment to the Service Provider will be made on monthly basis.

5.25.3 The Service Provider will submit monthly invoice by the 5th day of the succeeding month along

with the individual consultant's Monthly Satisfactory Performance Report and milestones/deliverables achieved duly signed by the authorized signatory. Payment will be made within 30 days of submission of the invoice received along with all the completed documents and after deducting the applicable penalty if any.

5.25.4 Payments shall be made subject to deductions of any amount for which the agency is liable under RFP conditions. Further, all payments to Service Provider 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 other applicable taxes, if any, as per Government of India rules.

5.25.6 If a deployed resource has to undertake a tour in the interest of the project with the prior approval of the employer, TA/DA in the form of Out-of-Pocket Expenses (OPE) will be reimbursed on production of original documents. OPE shouldn't exceed 5 % of the work order value. TA/DA component reimbursement shall be limited to the entitlement of Government of India Level – 10 officers.

5.25.7 GST would be paid extra as applicable from time to time.

5.25.8 It is the bounden duty of the Service Provider to regularly pay the deployed manpower their entitlements like monthly salaries/wages/EPF/ESI/Medical Insurance/Accidental Insurance etc. as may be applicable and submit the proof to NWIC along with the monthly invoices for the processing of the bills.

5.26 Project Management Arrangements

The consultancy work by the selected bidder in NWIC will be carried out under the supervision of a Consultant Monitoring Committee (CMC) consisting of such officers of NWIC, as are considered appropriate by the Competent Authority. The CMC will determine the formats and final timelines for all activities, deliverables, reports, surveys and documents to be generated by the Bidders, evaluate the deliverables executed by the bidder and recommend payments to be released to the Bidder by the Employer.

5.27 Responsibilities of NWIC

5.27.1 Manpower services by the selected Bidder will be deployed at NWIC, 4th Floor, Sewa Bhawan, Sector-1, R.K. Puram, New Delhi-110066. NWIC may provide all the required equipments and facilities at the location, where the manpower Services are to be deployed to enable Service Provider's employees to perform and deliver as per agreed Terms and Conditions of this RFP.

5.27.2 The NWIC shall notify the Service Provider of any dishonest, wrongful, or negligent acts or omissions of the Service Provider's employees or agents in connection with the Services as soon as possible after NWIC becomes aware of them.

5.27.3 The NWIC shall not be under any obligation for providing work to any of the personnel of the Service Provider after the expiry of the contract. The NWIC does not recognize any employee employer's relationship with any of the consultants/manpower deployed by the Service Provider.

5.28 Special Terms and Conditions of the Service

5.28.1 The Service Provider should have a legal status, having all statutory licenses/ registration for carrying out such activity.

5.28.2 The Service Provider shall ensure that all the relevant licenses/registrations/ permissions, which may be required for providing the services, are valid during the entire period of the contract; failing so shall attract the appropriate penalties. The documents relevant in this regard shall be provided by the Service Provider to the NWIC on demand.

5.28.3 Consortiums and subcontracting are not allowed for the scope of this tender.

5.28.4 All the deployed requisite manpower, as per the terms and conditions of the Bid, must be employee of the Service Provider.

5.28.5 NWIC will in no way be responsible for the violation of any rules and/or infringement of any other laws from the time being in force, either by the employee or by the Service Provider. The employees as well as the Service Provider shall comply with the relevant rules and regulations.

5.28.6 The Service Provider shall be required to keep the NICS I updated about the change of address, change of the Management etc. from time to time.

5.28.7 NWIC shall have the right to have any personnel removed whose performance is unsatisfactory. Similarly, the Service Provider reserves the right to remove any personnel with prior intimation to the NWIC.

5.28.8 The Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organization.

5.28.9 For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against the NWIC, Department of Water Resources, RD & GR, Ministry of Jal Shakti, Government of India.

5.28.10 NWIC shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider during their performing the functions/duties, or for payment towards any compensation. The NWIC stands absolved of any liability on account of death or injury sustained by the staff deployed by the Service Provider during the performance of the contract and for any damages or compensation due to any dispute between the Service Provider and its staff so deployed

5.28.11 The persons deployed by the Service Provider shall not claim nor shall be entitled to pay, perks and other facilities (medical reimbursement, travel allowance, long-term leave etc.) admissible to regular/ confirmed employees during the currency or after expiry of the Agreement.

5.28.12 In case a deployed person leaves the job in between (because of unsatisfactory performance or any other reason) or is absent for 3 consecutive days without any information to the NWIC, then an alternate equivalent resource is to be deployed by the Service Provider with immediate effect. NWIC will not make any payment for the duration when the required services are not rendered by the Service Provider.

5.28.13 The Service Provider should furnish copies of all appointment documents of the deployed

manpower to NWIC for its records.

5.28.14 Retaining a candidate deployed by the Service Provider shall be the sole prerogative of NWIC.

5.28.15 In the event of the service provider or the concerned division of the company being taken over/bought over by another company, it shall be ensured in the negotiation for their transfer that all the obligations under the agreement with NWIC are passed on for compliance by the new company/new division.

5.28.16 For the manpower deployed, the Service Provider will keep with them, their Aadhaar Number, Permanent Account Number (PAN), present and permanent address, educational and technical qualification details, character verification certificates, specimen signature and two passport size photographs and furnish this details/information to NWIC at the time of deployment.

5.28.17 NWIC, Department of Water Resources, RD & GR, Ministry of Jal Shakti, Government of India stands indemnified of all legal obligations, past/present/future, of the service provider with its professionals/resources deployed to NWIC.

5.28.18 The manpower deployed by the Service Provider will be entitled to the following leave: -

- (i) Maximum of twelve (12) days of casual leaves (@ one casual leave per month) in a year. The casual leave, not availed, will expire at the end of one-year contract period, and will not automatically carry forward in case the Service Provider is given extension for the next year.
- (ii) Maximum of six (06) days of medical /sick leave in a block of six months, subject to production of necessary medical certificate. The medical leave, not availed, will not automatically carry forward to the next block of six months or in case of extension.
- (iii) No long-term leave will be granted to the manpower deployed by the Service Provider. NWIC will not make any payment for the duration when the required services are not rendered by the Service Provider.

5.28.19 The selected Service Provider shall be solely responsible for compliance with the provisions of all Central and State laws, various taxes, labour and industrial laws (such as minimum wages, compensation, EPF, bonus, gratuity etc.) relating to persons deployed for providing services in NWIC.

5.29 Exit Management

5.29.1 The exit management period starts, (i) in the case of expiry of contract, at least 2 months prior to the date when the contract comes to an end or (ii) in case of termination of contract, on the date when the notice of termination is sent to the selected bidder. The exit management period ends on the date agreed upon by NWIC or the end of contract, whichever is earlier.

5.29.2 The Service Provider should not use any data/content pertaining to the user department/NWIC, generated or shared during the term-period of the project, for any other project or any other use, without obtaining prior approval from NWIC/ User Department.

5.29.3 The selected bidder shall submit an "Exit Management Plan" to NWIC, which shall deal with a detailed program of the transfer process, that could be used in conjunction with a Replacement Vendor,

to ensure continuing provision of the services throughout the transfer process.

5.30 PENALTY FOR NON-PERFORMANCE

5.30.1 Any unjustified and unacceptable delay resulting from reasons attributable to the selected Service Provider beyond the delivery schedule as per purchase/ Work order will render the Service Provider liable for liquidated damages.

5.30.2 Any delay, not condoned by NWIC, on the part of the Service Provider in the performance of its obligations shall attract penalty at the rate of 0.5% of the delayed milestone payment per week of delay, subject to a maximum of 10% of the work order value. Post that, NWIC will have the option of getting the work done through alternate sources at the cost and risk of the defaulting Service Provider, which will be realized from pending payments of the Service Provider, or from the security deposit, or from the Performance Bank Guarantee or by raising claims.

5.31 Indemnification s Limitation of Liability

5.31.1 The Service Provider (the "Indemnifying Party") shall undertake to indemnify NWIC (the "Indemnified Party") against all claims, liabilities, losses, expenses, fines, penalties, tax es or damages attributable to the Indemnifying Party's negligence or wilful default in performance or non- performance under this Agreement.

5.32 Force Majeure

5.32.1 For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

5.32.2 The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

5.32.3 Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

5.32.4 During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

5.33 Arbitration

NWIC and the selected Service Provider will make every effort to resolve amicably any dispute arising between them under or in connection with contract.

If any dispute could not be settled between the parties amicably, then such dispute shall be referred to arbitration as per the relevant laws applicable in India.

5.34 Confidentiality

5.34.1 The Service Provider and the personnel engaged by it, either of them, shall not, either during the term or after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.

5.34.2 The selected Agency will ensure that no information about the software/ hardware/ policies of NWIC etc., is taken out in any form including electronic form or otherwise, by the manpower deployed by them.

5.34.3 Additionally, the selected Agency shall keep all the details and information confidential with regards to the projects, including systems, facilities, operations, management, and maintenance of the systems/ facilities.

5.34.5 NWIC shall retain all rights to prevent, stop and if required take the necessary punitive action against the selected Agency regarding any forbidden disclosure.

5.35 Intellectual Property Rights (IPR)

5.35.1 The Service Provider shall ensure that all deliverables, documents, reports, codes etc. created or developed by the Service Provider during the period of the contract for NWIC, together with any associated copyright and other intellectual property rights, shall be the sole and exclusive property of National Water Informatics Centre (NWIC).

5.35.2 The IPR generated out of the contract engagement of the selected Service Provider with NWIC shall be the sole right of NWIC.

CHAPTER – 6: ELIGIBILITY CRITERIA AND BID EVALUATION PROCESS

6.1 Pre-Qualification (PQ) Eligibility Criteria:

NWIC shall open the technical bids and evaluate the bids with respect to the minimum Pre-Qualification (PQ) eligibility criteria as tabulated below. The bidder shall submit self-assessed compliance to the PQ eligibility criteria checklist as pre- scribed in this RFP. Bids not conforming to any of the minimum PQ eligibility criteria shall be outrightly rejected. NWIC may ask bidder(s) for additional information to verify claims made in their eligibility document, at any point of time before opening of the technical bid.

S. No.	Particulars	PQ Eligibility Criteria	Supporting documents to be submitted
1	Legal Entity	The Service Provider should be a Company registered under the provisions of the Indian Companies Act, 2013/ Companies Act, 1956 or a Partnership Firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008 or an Organization registered under Societies Registration Act. with their registered office in India for the last 5 Years. No Association / Joint Venture /Consortium is allowed. Must have a valid PAN, GST Registration, EPF Registration and ESIC Registration.	Certificate of Incorporation Copy of PAN GST Registration EPF Registration ESIC Registration MSME Udyam Registration Certificate Start-up Registration certificate
2	Net Worth	The Bidder should have positive net worth in any one FY in the last three financial years. (FY 2021- 2022, 2022-2023, 2023-2024) or FY 2022-23, 2023-2024 and 2024-25 (if audited).	Audited financial statements & CA Certificate for positive Net Worth in any one FY in the last three financial years.
3	Turn Over	The Bidder should have a minimum average annual turnover of Rs 20 crore from Managed Services- Data Centre IT infrastructure, DevOps, Application Support and Maintenance Services in last three Financial Years. (For Start-up/MSME, the minimum average annual turnover should be Rs.5 Cr in last three financial years) (FY 2021- 2022, 2022-2023, 2023-2024) or FY 2022-23, 2023-2024 and 2024-25 (if	Proof of Average Annual revenue in the last three financial years (Form Tech – 3), (FY 2021-2022, 2022-2023, 2023-2024) or FY 2022-23,2023-2024 and 2024-25 (if audited), duly certified by a Statutory Auditor or Chartered Accountant (CA).

S. No.	Particulars	PQ Eligibility Criteria	Supporting documents to be submitted
		audited). Note: Turnover from supply of Hardware/IT infrastructure shall not be considered.	Auditor/CA should certify that turnover from hardware/IT infra has not been considered.
4	Technical Experience	The bidder must have successfully completed at least two (02) managed IT infrastructure services or application service-related projects for any Government/PSU/ Bank/ Corporate in India, with each project valued at Rs 2 crore or more, in each of the last three financial years (FY 2021- 2022, 2022-2023, 2023-2024) or FY 2022-23, 2023-2024 and 2024-25 (if audited). For MSE/Start-up: At least 2 managed IT infrastructure services or application service-related projects of Rs. 1 Cr or more, in each of last 3 financial years. (FY 2021- 2022, 2022-2023, 2023-2024) or FY 2022-23, 2023-2024 and 2024-25 (if audited).	Citation as per format specified in Form Tech - 5 . Summary of Technical Citations as per format specified in Form Tech – 4 . Work Order Completion Certificate/ Receipt of all payments certified by CA/Statutory Auditor. If required, the TEC may ask for more details.
5.	Manpower	The Bidder must have at least 100 technical resources (which minimum qualification – B.Tech/B.E./MCA) on the organization's payroll for the last three financial years	An undertaking / self-declaration duly signed (with Organization seal), by the HR Head/CA/CS/Authorized Signatory.
6.	Certifications	The Bidder should hold a valid CMMi Level 3 or above certificate (s) for working in software development and support.	Copy of valid Certification
7.	Mandatory Undertaking	The Bidder should: Not have been convicted of any criminal offense and Not have been blacklisted by a Central/State Government Departments, PSU, Autonomous, Attached and Subordinate Bodies under Central and State Governments/UTs on the date of bid submission.	The firm shall furnish an undertaking duly attested by notary on a non-judicial stamp paper of value INR100/- (Rupees One Hundred Only)

6.2 Technical Evaluation Criteria:

S. No.	Parameter	Criteria	Documents Required	Max. Marks
1.	Financial Turnover	<p>The Bidder should have a minimum average annual turnover of Rs. 20 crores from Managed Services- Data Centre IT infrastructure, DevOps, Application Support and Maintenance Services in last three Financial Years from the date of bid submission. (For Start-up/MSME, the minimum average annual turnover should be Rs.5 Cr in last three financial years)</p> <p>(FY 2021- 2022, 2022-2023, 2023-2024) or FY 2022-23, 2023-2024 and 2024-25 (if audited).</p> <p><u>INR 20 + Crores to INR 30 Crores: 5 marks</u> <u>INR 30+ Crores to INR 40 Crores: 10 marks</u> <u>INR 40+ Crores: 15 marks</u> <u>MSE/Startup turnover:</u> <u>INR 5 + Cr to INR 10 Cr: 5 marks</u> <u>INR 10+ Cr to INR 15 Cr: 10 Marks</u></p> <p><u>INR 15 + Cr: 15 marks</u> <u>Note:</u> Turnover from supply of Hardware/IT infrastructure shall not be considered.</p>	<p>Proof of Average Annual revenue in the last three financial years (Form Tech - 3), (FY 2021-2022, 2022-2023, 2023-2024) or FY 2022-23,2023-2024 and 2024-25 (if audited), duly certified by a Statutory Auditor or Chartered Accountant (CA).</p> <p>Auditor/CA should certify that turnover from hardware/IT infra has not been considered.</p>	15
2.	Projects/ Work Experience	<p>The bidder must have successfully completed at least two (02) managed IT infrastructure services or application service-related projects for any Government/PSU/ Bank/ Corporate in India, with each project valued at Rs 2 crore or more, in each of the last three financial years (FY 2021- 2022, 2022-2023, 2023-2024) or FY 2022-23, 2023-2024 and 2024-25 (if audited).</p> <p><u>Minimum 2 Projects: 5</u></p>	<p>Citation as per format specified in Form Tech - 5.</p> <p>Summary of Technical Citations as per format specified in Form Tech – 4.</p> <p>Work Order + Completion</p>	15

S. No.	Parameter	Criteria	Documents Required	Max. Marks
		<p><u>marks</u></p> <p><u>3 Projects to 5 Projects: 10 marks</u> <u>6 Projects or more : 15 marks</u></p> <p><u>MSE/Startup:</u></p> <p>For MSE/Start-up: At least 2 managed IT infrastructure services or application service-related projects of Rs. 1 Cr or more, in each of last 3 financial years. (FY 2021- 2022, 2022-2023, 2023-2024) or FY 2022-23, 2023-2024 and 2024-25 (if audited).</p> <p><u>Minimum 2 Projects: 5 marks</u> <u>3 Projects to 5 Projects: 10 marks</u> <u>6 Projects or more : 15 marks</u></p> <p>Note 1: Value of Work Order will be considered as inclusive of all taxes.</p> <p>Note 2: Subsequent Work Orders, in continuation of existing Work Orders, for any Project will be considered as a single Work Order.</p>	<p>Certificate or Receipt of all payments certified by CA</p>	
3.	Manpower Strength of Bidder	<p>The Bidder must have at least 100 technical resources (which minimum qualification – B.Tech/B.E./MCA) on the organization's payroll for the last three financial years</p> <p><u>100 to 125 manpower –5 marks.</u></p> <p><u>126 to 150 manpower –7 marks.</u></p> <p><u>More than 150 manpower - 10 marks</u></p> <p>Note1: Bidder will be considered only in one of the above-mentioned categories. Note 2: Manpower of subsidiaries</p>	<p>An undertaking / self- declaration duly signed (With organization seal), by the HR Head/ CA/ CS/ Authorized Signatory</p>	10

S. No.	Parameter	Criteria	Documents Required	Max. Marks
		companies will not be considered.		
4.	Manpower to be deployed at NWIC	The bidder will submit minimum 02 number of CVs against each of the resource required for implementation of the project (as mentioned in the indicative resource requirement of Chapter – 4 of the RFP document). The bidder will be evaluated on the quality of the CVs for the team proposed to be deployed by the Bidder.	CVs of resources as per Form Tech - 6 of the Annexure.	10
5.	Certifications	The Bidder will be awarded marks for certifications accordingly: CMMi Level 3 and above - 4 Marks ISO/IEC 27001 – 2 Marks (ISMS) ISO/IEC 20000 - 2 Marks (ITSMS) ISO/IEC 22301 – 2 Marks (BCMS)	Copy of valid certificate(s) in the name of The Bidder attested by the authorized signatory of the organization	10
6.	Approach and Methodology suggested by the Bidder	(i) Bidder's understanding of the Scope of Work – 5 Marks (ii) Detailed Approach, Methodology and Work Plan suggested by the bidder for the development and O&M phase as indicated in the Scope of Work – 15 Marks.	To be uploaded by the Bidder on CPP portal as part of the Technical Bid (Maximum 20 pages).	20
7.	Presentation and Interview	(i) Presentation on the capacity, capability, strength, experience, understanding of the Scope of Work and approach and methodology suggested by the Bidder – 10 Marks (ii) Interview of Key Resource Professionals (KRPs) proposed to be deployed by the Bidder in NWIC – 10 Marks	Presentation by the Bidder followed by interview of Key Resource Personnel.	20
Total				100

Note:

1. **In order to qualify in the Technical Evaluation, a bidder must obtain a minimum score of 70 % of the total marks in the Technical Evaluation Criteria. Only those bidders, obtaining a total overall score of 70 (on a maximum of 100) or more on the basis of technical evaluation criteria, would be declared technically qualified and eligible for opening of financial bid**

6.3 Bid Evaluation

6.3.1 NWIC will constitute a Tender Evaluation Committee (TEC) to evaluate the Pre-Qualification (PQ), Technical and Financial responses of the Bidders. The TEC shall evaluate the responses to the RFP and all supporting documents/ documentary evidence. Inability to submit requisite supporting documents/documentary evidence, may lead to rejection.

6.3.2 The decision of the TEC on the evaluation of Pre-Qualification, Technical and Financial responses to the RFP shall be final.

6.3.3 Bids shall be evaluated strictly based on the Table of Contents (ToC) and the index page submitted for this purpose. Any document not listed or not placed as per the index will be excluded from consideration during the evaluation process. Such discrepancies or oversights may lead to rejection of the bid.

6.3.4 NWIC reserves the right to accept any bid, and to cancel/abort the RFP process and reject all bids at any time prior to award of Contract without assigning any reasons.

In case any terms and conditions of the RFP document are not acceptable to the bidder, the bid shall be summarily rejected.

6.3.5 During evaluation of bids, the Tender Evaluation Committee may, at its discretion, ask the bidder for a clarification of its bid at Pre-Qualification (PQ) stage, Technical Evaluation stage and Financial Evaluation stage. The request for clarification and the response shall be made in writing. If the response to the clarification is not received before the expiration of three (03) working days from the date of request for clarification, the TEC reserves the right to evaluate bids based on available documents which may also lead to rejection of the bid.

6.3.6 NWIC reserves the right to seek any document for verification during evaluation process. Bidders must keep all the documents handy which have been referred to in the proposal in any form. Bidders who are not able to produce document on demand are liable for rejection totally at the discretion of the TEC.

6.3.7 The Tender Evaluation Committee (TEC), constituted for the purpose, may waive any informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

6.3.8 Decision of the TEC would be final and binding upon the bidders. The TEC's decision in respect of evaluation methodology and selection shall be final and no communication, whatsoever in this respect, shall be entertained.

6.3.9 The TEC reserves the right to seek clarifications or additional information on the technical bid submitted by the bidder and all such clarifications / additional information must be shared by the bidder with TEC within three (03) working days from the date of request.

6.4 Bid Evaluation Process

6.4.1 Stage - 1: Evaluation of Pre-Qualification (PQ) eligibility criteria

(i) A duly constituted Tender Opening Committee (TOC) will download the bids from CPP portal at the time and date as specified in the proposal document. All statements, documents, certificates, proof of EMD etc. uploaded by the Bidders will be downloaded by the Tender Opening Committee (TOC) and handed over to the Tender Evaluation Committee (TEC) for further pre-qualification, technical and financial evaluation of bids.

(ii) Evaluation Committee (TEC) will then evaluate bidders on the basis of PQ Eligibility Compliance Sheet of this RFP. The TEC will examine the eligibility documents of the bidders as per the RFP specifications. Clarifications, if any, required from the Bidders at the PQ stage will be obtained from the Bidders by the Tender Evaluation Committee (TEC).

(iii) Bids of the bidders, not satisfying the eligibility criteria, shall be rejected at this PQ stage and no more technical evaluation will be carried for these bidders.

6.4.2 Stage - 2: Evaluation at Technical Qualification and Presentation stage

(i) Only bidders who satisfy all the conditions of the PQ eligibility criteria completely will be considered for further technical evaluation.

(ii) The TEC will evaluate the documents of the eligible bidders as per the Technical Evaluation criteria mentioned in the RFP document and may seek clarifications, if required. The Tender Evaluation Committee (TEC) shall evaluate the Technical Proposals on the basis of their responsiveness and technical evaluation criteria specified in the RFP document.

(iii) The TEC may decide to visit the premises of the bidder to verify the information submitted by them. For this the bidder shall extend all cooperation, shall present the documents desired by the TEC at the premises and adhere to the time targets set by the TEC. NWIC will bear all expenditure of the TEC visits.

(iv) In order to qualify in the Technical Evaluation, a bidder must obtain a minimum score of 70 % of the total marks in the Technical Evaluation Criteria. Only those bidders, obtaining a total overall score of 70 (on a maximum of 100) or more on the basis of technical evaluation criteria, would be declared technically qualified and eligible for opening of financial bid.

(v) Financial bids of only the technically qualified bidders will be opened.

6.4.3 Evaluation at Financial Proposal Stage

(i) Financial proposals of only those bidders, which are declared technically qualified, shall be opened publicly, on the date & time specified the RFP document, in the presence of the Bidders' representatives who choose to attend. The name of the Bidders, their technical score and their Financial

Proposal shall be read aloud.

(ii) The financial bid will be evaluated by the duly constituted TEC as per the terms and conditions mentioned in the RFP document.

(iii) Quoting incredibly low or high value of items with a view to subverting the RFP process shall be rejected straight away and execution of Bid Securing Declaration/ forfeiting of EMD of such bidders. Bids found lacking in compliance to the financial bid format shall be rejected

(iv) If there is only one bid, NWIC reserves the right to process the single bid or take recourse to the process of re-inviting RFP.

(v) Arithmetical error will be rectified on the following basis. (i) If there is a mismatch between values quoted in figures and words, the value quoted in words shall prevail. (ii) Further, if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price with quantity/weightage, the unit price shall prevail, and the total price shall be corrected. (iii) If the bidder does not accept the correction of the arithmetical errors, its bid will be rejected and Bid Securing Declaration will be executed/EMD will be forfeited.

(vi) The rates quoted should be reasonable and as per industry standards for the prescribed experience.

6.4.4 Method of Selection:

(i) The method of selection of Bidder would be CQCCBS (Combined Quality Cum Cost Based System of selection).

(ii) In deciding the final selection of the Bidder, the technical quality of the proposal will be given a weightage of 70% on the basis of criteria for evaluation. The price proposals of only those Bidders who qualify technically will be opened. The proposal with the lowest cost will be given a financial score of 100 and the other proposal given financial scores that are inversely proportional to their prices. The financial proposal shall be allocated a weightage of 30%.

(iii) For working out the combined score, the Employer will use the following formula:

Total points = $\{0.7 \times T(s)\} + \{0.3 \times 100 \times LEC/EC\}$, where

T(s) = Technical Score,

EC = Evaluated Cost of the Financial Proposal,

LEC = Lowest Evaluated Cost of the Financial Proposal.

(iv) The proposals will be ranked in terms of total points scored. The proposal with the highest total points (H1) will be considered for award of contract and will be called for negotiations, if required.

6.4.5 Negotiations

- (i) Negotiations, if considered necessary, shall be held only with the Bidder who shall be placed as H-1 Bidder after combined evaluation of the Technical and Financial proposal.
- (ii) In case of a tie in the final composite score, the Bidder with higher technical score will be invited for negotiation and selection first.
- (iii) Under no circumstance, the financial negotiation shall result into an increase in the price originally quoted by the Bidder.
- (iv) Date and time for negotiation shall be communicated to the H-1 Bidder. Representatives conducting negotiations on behalf of the Bidder must have the written authority to negotiate and conclude the Contract.

6.4.6 Abnormally Low Bids:

- (i) An Abnormally Low Bid is one in which the bid price, in combination with other elements of the bid, appears so low that it raises material concerns as to the capability of the bidder to perform the contract at the offered price.
- (ii) NWIC may, in such cases, seek written clarifications from the bidder, including detailed price analysis of its bid price in relation to scope of work, schedule, allocation of risks and responsibilities and any other requirements of the bid document.
- (iii) If, after evaluating the price analyses, NWIC determines that the bidder has *substantially failed* to demonstrate its capability to deliver the contract at the offered price, NWIC may reject the Bid/Proposal.

CHAPTER – 7: ANNEXURES and FORMS

Note: Bidders must fill and submit these forms as prescribed formats in this RFP only.

7.1 Form Tech 1 - Compliance Sheet for Evaluation as per Pre-Qualification (PQ) Eligibility Criteria and Technical Evaluation Criteria

Compliance Sheet

S. No.	Section heading	Details	Compliance (Yes/No)	Reference & Page No
1.	Covering letter	As per format provided in Form Tech – 2.		
2.	Firm Eligibility Criteria	Certificate of Incorporation Or Partnership Deed Or Relevant Legal document Or MSME Udhyaam Registration Certificate Or Startup Registration Certificate		
3.	Details of Firm valid PAN and a registration number for GST	Copy of PAN card Copies of GST registration Certificate		
4.	Details of firm valid EPF and ESIC registration.	Copy of EPF registration Certificate Copy of ESIC registration Certificate If exempted, valid proof should be provided.		
5.	Annual Turnover	As pe format provided in Form Tech - 3		
6.	Summary of Bidder's Experience	Summary of Citations as per Form Tech – 4		
7.	Individual Citations for Evaluation of Bidder's Experience criteria	Citation needs to be provided as per format provided in Form Tech - 5		

S. No.	Section heading	Details	Compliance (Yes/No)	Reference & Page No
8.	Man-Power strength of the Bidder	An undertaking / self-declaration duly signed (with organizational seal), by the HR Head/ CA/CS/Authorized Signatory		
9.	Manpower proposed to be deployed in NWIC by the Bidder	The Bidder will submit minimum two (02) number of CVs for each of the resource mentioned in the indicative resource requirement (Chapter - 4 of the RFP Bid). The Format of the CV is given in Form Tech – 6.		
9.	Quality Certifications	Copy of the certificates which will be valid as on the date of Bid submission CMMi Level 3 and above ISO/IEC 27001 (ISMS) ISO/IEC 20000 (ITSMS) ISO/IEC 22301 (BCMS)		
10.	Power of Attorney / Board Resolution in the name of the person signing the tender.	Original Power of Attorney/ Board Resolution Copy on a non-judicial stamp paper		
11.	Mandatory Undertaking for Non-Blacklisting	Undertaking duly attested by notary on a non-judicial stamp paper of value INR 100/ (Rupees One Hundred Only)		
12.	Bidder Profile	Details of bidders as per Form Tech – 7		
13.	EMD/ Bid Securing Declaration	(i) Scanned copy of EMD as per the format of the issuing bank. (ii) Bid Securing Declaration Form for MSME/ Startup as per Form Tech - 8		
14.	Proforma for NDA	As per Form Tech – 9		

7.2 Form Tech - 2: Format for Covering letter

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

To

**National Water Informatics Centre,
Department Water Resources, RD & GR.
4th Floor, Sewa Bhawan, Sector-1, R. K. Puram,
New Delhi-110066.**

Subject: Submission of Proposal for RFP No.----- regarding **“Selection of a Service Provider for Managing IT Infra Services, Application Development and Digital Transformation in NWIC”**.

Dear Sir,

With reference to your RFP Document, I/we, having examined all relevant documents and understood their contents, hereby submit our Proposal. The proposal is unconditional and unqualified.

2. All information provided in the Proposal and in the Appendices are true and correct and all documents accompanying such Proposal are true copies of their respective originals.
3. This statement is made for the express purpose of appointment as the Consultant for the aforesaid engagement.
4. I/We shall make available to the Department for any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
5. I/We acknowledge the right of the Department to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
6. I/We declare that:
 - (a) I/We have examined and have no reservations to the RFP Documents, including any Addendum issued by Department;
7. I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the Consultant.
8. I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by NWIC in connection with the selection of Consultant in respect of the above-mentioned engagement.

10. I/We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall I/we have any claim or right of whatsoever nature if the Consultancy for the Project is not awarded to me/us or our proposal is not opened or rejected.

11. I/We agree to keep this offer valid for 180 (One Hundred and Eighty) days from the last date of submission of Technical Proposals specified in the EOI.

12. I/We agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP Document.

13. I/We confirm that the information contained in this response or any part thereof, including its exhibits and other documents, are true, accurate, verifiable and complete.

14. I/We are entitled to act on behalf of our Company/Corporation/Partnership Firm/LLP/Society/Organization and are empowered to sign this document as well as such other documents, which may be required in this connection.

Yours faithfully,

(Signature, name and designation of the authorized signatory)

7.3 Form Tech - 3: Firm Average Annual Turnover

Using the format below provide information on the turnover of your firm, duly certified by the Chartered Accountant/Statutory Auditor.

Turn over for the Period of (FY 2021-2022, 2022-2023, 2023-2024) or FY 2022-23,2023-2024 and 2024-25 (if audited)		
Financial Year	Annual turnover from Managed Services- Data Centre IT infrastructure, DevOps, Application Support and Maintenance Services (INR Crore)	Annual Turnover from overall business (INR Crore)
Average Annual Turnover		

Note: Supporting documents to be attached:

- (i) Audited financial statements of the Bidder from financial years (Only main/relevant pages of Balance Sheet and P & L; without schedules; to be provided. Documents to have evidence of signing by Auditors/CA with UDIN).
- (ii) The turnover data shall be consistent with the Audited Balance Sheets/P&L

Place:

Date:

Seal and signature of the Authorized Signatory

Seal & signature of Chartered Accountant/Auditor (with UDIN)

7.4 Form Tech - 4: Summary of Citations for Experience Criteria

Summary of Citations for Technical Evaluation						
S. No.	Assignment Name	Award Date (Month/Year)	Government (Center /State)/ PSU /Bank/Corporate Sector	Status (Complete/Partially Complete)	Domain	Value of the Assignment (INR)
1						
2						
3						
4						

Note: Please note in case the project is partially complete, the realized value of the project as on date of submission of proposal shall be considered. The same needs to be supported by Statutory Certificate by Auditor / CA Certificate.

Seal and signature of the Authorized Signatory

7.5 Form Tech - 5: Bidder's Experience – Individual Citations for Experience Evaluation Criteria

Following table shall be filled with the details of the Bidder

Citation Format for Technical Evaluation		
S. No.	Item	Bidder's Response
	Name of Bidder entity	
	Assignment Name and Brief Description	
	Name of Client and Address	
	Contact Details of Client (<i>Contact Name, Address, Telephone Number</i>)	
	Approximate Value of the Contract	
	Duration of Assignment (months)	
	Award Date (month / year)	
	Completion Date (month / year)	
	Details of Work that defines the scope relevant to the RFP requirement specifying Proposed Product / Solution / criteria (for which citation has been provided)	
	Documentary Evidence attached	

Seal and signature of the Authorized Signatory

7.6 Form Tech – 6: Format of submission of CVs

The bidder shall submit minimum 02 number of CVs for all the required resources for evaluation and selection in the below format:

1.	Name			
2.	Position proposed for the NWIC assignment			
3.	Date of birth			
4.	Years with bidder’s firm (if applicable)			
5.	Nationality			
6.	Education			
	Degree (Specialization)	Institution	Year in which obtained	
7.	Professional certifications			
	Certification	Accreditation date	Valid up to date	
8.	Language details (Languages should be graded as <u>basic, average, and advanced</u> depending on the reading, writing, and speaking skill of the resource person)			
	Language known	Reading	Writing	Speaking
9.	Area of Expertise (It will be preferred if the resource person has expertise in areas relevant to the role defined for this project. It is expected that the same should be reflected in work experience details required in this format)			
10.	Employment record (starting with present position, list in reversed order every employment held for the last ten years and state the start and end dates of each employment)			
	Employer	From	To	Position held and description of duties

11.	Work experience details	
	Project name: (Please mention the details of <u>each</u> project separately)	
	Client name:	Position held:
	Project duration:	Number of team members:
	Technology used in project:	
	Brief description of the activities carried out by the resource person:	
12.	I understand that my willful misstatement described herein may lead to my disqualification nor dismissal if engaged.	
	Name and signature (resource person)	Name and signature (authorized signatory of bidder)
	Date of signing:	Place of signing:

7.7 Form Tech – 7: Bidder’s Profile

<On Company’s Letter Head>

Sr. No	Details	
1.	Name of the Bidder (in CAPITAL letters only):	
2.	Date of Incorporation in India as:	
3.	Registration No:	
4.	Complete Address with PIN:	
5.	Contact Person Name:	
6.	Designation:	
7.	Telephone	
8.	Fax	
9.	E-mail	
10.	Goods & Service Tax No. (GSTN)	
11.	Whether Bidder is Micro/Small Enterprise: (Yes/No)	If yes, a) Type of Enterprise:
12.	PAN No.	
13.	Whether Bidder is blacklisted: (Yes/No)	
14.	Whether any Litigation Arbitration/ proceeding: (Yes/No)	

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

Signature (Bidder Seal)

In the capacity of Authorized Signatory

Duly authorized to sign proposals for and on behalf of :

7.8 Form Tech -8: Format for Bid Securing Declaration Form (for MSMEs/Startups)

(To be submitted on Non-Judicial Stamp paper of minimum Rs. 100)

Date: _____

RFP No. NWIC.....

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

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

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

Have withdrawn/modified/amended, impairs or derogates from the RFP, my/our Bid during the period of bid validity specified in the form of Bid; or

Having been notified of the acceptance of our Bid by the NWIC during the period of bid validity

Fail or refuse to execute the contract, if required, or

Fail or refuse to furnish the Performance Security, in accordance with the instructions to Bidders.

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

The receipt of your notification of the name of the successful Bidder; or

Thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown **in the capacity of** (insert legal capacity of person signing the Bid Securing Declaration)

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

Duly authorized to sign the bid for an on behalf of: (insert complete name of Bidder) Dated on _____ day of (insert date of signing)

Corporate Seal (where appropriate)

7.9 Form Tech – 9: Proforma for Non-Disclosure Agreement

To be submitted on Non-Judicial Stamp paper duly Notarized.

NON-DISCLOSURE AGREEMENT

WHEREAS, we the undersigned Service Provider, _____ having our principal place of business/ registered office at _____, are desirous of providing services under the terms and conditions as stipulated under RFP No. _____ dated <dd-mm-yyyy> for Selection of Service Provider for Managing IT Infra, Application Development and Digital Transformation in NWIC, having its office at NWIC, 4th Floor, Sewa Bhawan, Sector-1, R.K. Puram, New Delhi-110066, hereinafter referred to as “Purchaser and,

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

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

It is hereby agreed as under:

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

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

3. The Service Provider agrees to hold in trust any Confidential Information received by the Service Provider, as part of the RFP process or otherwise, and the Service Provider shall maintain strict confidentiality in respect of such Confidential Information, and in no event a degree of confidentiality less than the Service Provider uses to protect its own confidential and proprietary information. The Service Provider also agrees:

a. to maintain and use the Confidential Information only for the purposes of bidding for this RFP and thereafter only as expressly permitted herein;

to only make copies as specifically authorized by the prior written consent of the Purchaser and with the same confidential or proprietary notices as may be printed or displayed on the original;

to restrict access and disclosure of Confidential Information to their employees, agents, consortium members and representatives strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this clause; and

to treat Confidential Information as confidential unless and until Purchaser expressly notifies the Service Provider of release of its obligations in relation to the said Confidential Information.

Notwithstanding the foregoing, the Service Provider acknowledges that the nature of activities to be performed as part of the RFP process or thereafter may require the Service Provider's personnel to be present on premises of the Purchaser or may require the Service Provider's personnel to have access to software, hardware, computer networks, databases, documents and storage media of the Purchaser while on or off premises of the Purchaser. It is understood that it would be impractical for the Purchaser to monitor all information made available to the Service Provider's personnel under such circumstances and to provide notice to the Service Provider of the confidentiality of all such information.

Therefore, the Service Provider shall disclose or allow access to the Confidential Information only to those personnel of the Service Provider who need to know it for the proper performance of their duties in relation to this project, and then only to the extent reasonably necessary. The Service Provider will take appropriate steps to ensure that all personnel to whom access to the Confidential Information is given are aware of the Service Provider's confidentiality obligation. Further, the Service Provider shall procure that all personnel of the Service Provider are bound by confidentiality obligation in relation to all proprietary and Confidential Information received by them which is no less onerous than the confidentiality obligation under this agreement.

5. The Service Provider shall establish and maintain appropriate security measures to provide for the safe custody of the Confidential Information and to prevent unauthorized access to it.

6. The Service Provider agrees that upon termination/expiry of this Agreement or at any time during its currency, at the request of the Purchaser, the Service Provider shall promptly deliver to the Purchaser the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Service Provider or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and

promptly certify such destruction.

7. Confidential Information shall at all times remain the sole and exclusive property of the Purchaser. Upon completion of the RFP process and/or termination of the contract or at any time during its currency, at the request of the Purchaser, the Service Provider shall promptly deliver to the Purchaser the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Service Provider or its Affiliates or directors, officers, employees or advisors based on the Confidential Information within a period of sixty days from the date of receipt of notice, or destroyed, if incapable of return. The destruction shall be witnessed and so recorded in writing, by an authorized representative of the Purchaser. Without prejudice to the above the Service Provider shall promptly certify to the Purchaser, due and complete destruction and return. Nothing contained herein shall in any manner impair rights of the Purchaser in respect of the Confidential Information.

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

For and on behalf of:

(Service Provider)

Authorized Signatory

Office Seal:

Name:

Place:

Designation:

Date:

7.10 Form Fin – 1: Abridged Financial Bid Format

Name of the Bidder:

GROSS TOTAL VALUE (E) (Excluding Taxes)	Rs.....	Rs.....
	(in figures)	(in words)

Note:

1. Prices should be quoted in Indian Rupees only and indicated both in figures and words. In case of discrepancy, the amount mentioned in words will prevail.
2. The bidder at first should calculate the value of GTV(E) in detailed financial bid (Form Fin-2).
3. In this proforma, the GROSS TOTAL VALUE (E), as calculated in Detailed Financial Bid, must be reproduced as above.
4. This proforma shouldn't contain any detailed rates, otherwise the bid will be rejected.
5. Taxes, as applicable from time to time, will be paid to the Bidder.

Authorized Signatory

Name

Date:

Place

Company Seal

7.11 Form Fin – 2: Detailed Financial Bid Format (Monthly remuneration to be payable to the Service Provider exclusive of taxes)

Name of the Bidder: _____

1	2	3	4	5	6	7
S. No	Detail of Post	Minimum Monthly Remuneration (in INR)	Operating Margin (in INR)	Total Monthly Remuneration (in INR)	Number of Positions	Monthly Remuneration payable by NWIC
		A	B	C=A+B	D	E = C * D
1.	Program Manager (Strategy and Management)				1	
2.	IT Project Manager				1	
3.	Database Expert				1	
4.	Data Analytics/Dashboard Specialist				1	
5.	IT Application Expert				7	
6.	IT Hardware & Network Specialist				2	
7.	GIS Expert				8	
8.	Mobile App/Website Management and Development Expert				1	
9.	Customer Care Executive				3	
	TOTAL				25	

* Taxes, as applicable from time to time, will be paid to the Bidder.

Gross Total Value (GTV) of the Bid excluding taxes = E = _____ (in Figures)
 _____ (in Words)

(Authorized Signatory)
 (Name, Designation, Address, Contact Details, Seal, Date)