रेलटेल RAILTEL
A Navratna CPSE

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड

(भारत सरकार का उपक्रम, रेल मंत्रालय)

सूचीबद्ध व्यावसायिक सहयोगियों या **OEM** या **OEM** द्वारा अधिकृत भागीदार/वितरक में से भागीदार के चयन के लिए रुचि की अभिव्यक्ति

"छत्तीसगढ़ राज्य में आधार और उससे जुड़ी सेवाओं के विकास, क्रियान्वयन, संचालन और रखरखाव के लिए एजेंसी का चयन"

ईओआई संख्या : रेलटेल/डब्ल्यूआर/बीपीएल/चिप्स/2025-26/23 दिनांक: 26 नवम्बर 2025

प्लॉट नंबर 17, पहली मंजिल, रघुनाथ नगर, शाहपुरा पुलिस स्टेशन के पास,
भोपाल एमपी- 462039

"रुचि की अभिव्यक्ति (ईओआई) सूचना"

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड,
प्लॉट नंबर 17, प्रथम तल,
रघुनाथ नगर, (शाहपुरा पुलिस स्टेशन के पास)
भोपाल एमपी - 462039

ईओआई संख्या : रेलटेल/डब्ल्यूआर/बीपीएल/चिप्स/2025-26/23 दिनांक: 26 नवम्बर 2025

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, (जिसे आगे "रेलटेल" कहा जाएगा) "छत्तीसगढ़ राज्य में आधार और उससे जुड़ी सेवाओं के विकास, क्रियान्वयन, संचालन और रखरखाव के लिए एजेंसी का चयन" के लिए रुचि की अभिव्यक्ति में भागीदारी हेतु दस्तावेज जारी कर रहा है।

जो की रेलटेल के सूचीबद्ध भागीदारों या ओईएम या ओईएम के अधिकृत भागीदार/वितरक के लिए वैध है।

विवरण निम्नानुसार है:

1	बोलीदाताओं द्वारा ईओआई के विरुद्ध बोली प्रतिक्रिया पैकेट प्रस्तुत करने की अंतिम तिथि	08 दिसम्बर 2025 को 16:00 बजे
2	ईओआई के बोली प्रतिक्रिया पैकेट का उद्घाटन	08 दिसम्बर 2025 को 16:30 बजे
3	कार्य के दायरे के लिए प्रस्तुत की जाने वाली प्रतियों की संख्या	दो
4	ईएमडी राशि	Rs. 6,00,000/- (छह लाख रूपये)
5	टेन्डर फीस+GST 18%	(Rs.10,000/- (दस हजार रूपये)

ईएमडी रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड के पक्ष में होनी चाहिए और मुंबई में ऑनलाइन बैंक ट्रांसफर के माध्यम से देय होगी। पार्टनर को प्रस्ताव के साथ ऑनलाइन भुगतान हस्तांतरण विवरण जैसे यूटीआर नंबर, तारीख और बैंक को साझा करना होगा।

रेलटेल बैंक विवरण:
यूनियन बैंक ऑफ इंडिया,
खाता संख्या - 317801010036605,
IFSC कोड - UBIN0531782,
शाखा का नाम – महालक्ष्मी मुंबई शाखा

योग्य व्यावसायिक सहयोगी/ओईएम/ओईएम के अधिकृत साझेदार या वितरक को ईओआई दस्तावेज के लिए इस आमंत्रण से संबंधित सभी संचार निम्नलिखित नामित संपर्क व्यक्तियों के माध्यम से निर्देशित करना आवश्यक है:

स्तर:**1** संपर्क: श्री आनन्द कुमार
पद: संयुक्त महाप्रबंधक/विपणन
ईमेल: **anandnkn@railtelindia.com**,
संपर्क: +**91-9004444107**

स्तर:**2** संपर्क: श्री पवन कुमार भार्गव
पद: ईडी/टीएम/भोपाल
ईमेल: **pavan@railtelindia.com**

Note:

1. Empaneled partners/OEMs/authorized partner or distributor of OEMs are required to submit soft copy (password protected PDF) of bid response packet (separate for Technical bid and Financial Bid) through an e-mail at **bpltooffice@railtelindia.com** duly signed by Authorized Signatories with Company seal and stamp. **The size of both the files should not exceed 20 Mb.**

2. **The OEMs need not be prior empaneled Business Associates, given their proven technical prowess. However,** The EOI response is invited from eligible **Empaneled Partners of RailTel only in case of participation by Business Associates.**

3. The password will be sought at the time of opening of the bid response packet.

4. All the documents must be submitted with proper indexing and page no.

5. This is an **exclusive arrangement with empaneled business associate/OEMs/ authorized partner or distributor of OEM of RailTel for fulfilling the end customer requirements.** Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected through this EOI (before and after submission of bid to prospective organization by RailTel). This undertaking has to be given with this EOI Response.

1. Introduction about RailTel

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a **"Navratna"** company under Ministry of Railways, Government of India. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

RailTel has approximately 70000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High- Definition Video Conference facility bundled with required BW is provided as a Service.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Executive Director and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

RailTel's business service lines can be categorized into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

Licenses & Service portfolio:
Presently, RailTel holds Infrastructure Provider -1, National Long-Distance Operator, International Long-Distance Operator and Internet Service Provider (Class-A) licenses under which the following services are being offered to various customers:

Core Services	Value Added Services	Emerging Services
• MPLS VPN	• Tele-Presence as a Services (HD Video Conferencing)	• Station Wi-Fi
• Internet Leased Line	• RailWire (Broadband Services)	• Content on Demand (COD)
• Transport Services	• Data Centre Services	• Video Surveillance Services
• Dark Fibre	• Turnkey Solutions in ICT	• Railway Display Network (RDN)
• Tower Colocation	• Digital Service (Aadhaar based solution, Railwire Saathi, Online Tendering, WiFi as a Service, Predictive maintenance etc)	• High Speed Mobile Corridor

a) **Carrier Services**

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth& above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

b) **Enterprise Services**

- Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
- MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 2 Mbps& above
- Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2 Mbps to several Gbps

c) **DATA CENTER** Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centres in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications / Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centres. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth& above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

d) **High-Definition Video Conference:** RailTel has unique service model of providing high - definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end seamless services on OPEX model connecting HQ with other critical offices. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

e) **Retail Services – Rail-Wire**

Rail-Wire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering &

maintaining broadband services and up-to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 4,00,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization's officers colonies and residences.

2. **Project Background and Scope of Work**

RailTel is floating EOI for **"Selection of Agency for Development, Implementation, Operation & Maintenance of Aadhaar and its allied Services in the State of Chhattisgarh"** RailTel invites EOIs from RailTel's Empaneled Partners/OEMs/authorized partner or distributor of OEMs for the selection of suitable partner for participating in above mentioned work for the agreed scope work**.** The empaneled partner/OEMs/authorized partner or distributor of OEMs is expected to have excellent execution capability and good understanding customer local environment.

The scope of work is to **"Selection of Agency for Development, Implementation, Operation & Maintenance of Aadhaar and its allied Services in the State of Chhattisgarh"** as per there requirement. The above scope of work is indicative, and the detailed scope of work will be shared after the completion of the EOI process.

In case of any discrepancy or ambiguity in any clause/specification pertaining to the scope of work area, the decision of the end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum, associated prime service agreement (PSA)/MSA/SLA also included.)

Special Note: RailTel may retain some portion of the work mentioned in the end organization RFP, where RailTel has competence so that overall proposal becomes most winnable proposal.

Scope of Work and payment terms shall be on a back-to-back basis as per the end customer RFP.

3. Response to EOI guidelines

3.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English in password protected PDF file through an email (size of email should not exceed 20Mb) to bpltooffice@railtelindia.com.

3.2 RailTel's Right to Accept/Reject responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate/OEM/authorized partner or distributor of OEM or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

3.3 EOI response Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

All pages of the documents shall be signed by the bidder including the closing page in token of his having studies the EOI document and should be submitted along with the bid.

3.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for 180 days from the date of submission.

3.5 Bidding Process

The bidding process as defined in para 9.

3.6 Bid Earnest Money (EMD)

3.6.1   The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favor of "RailTel Corporation of India Limited" along with the offer.

3.6.2   Offers not accompanied with valid EOI Earnest Money Deposit and Tender Fee shall be summarily rejected.

3.6.3   EMD and Tender Fees will be deposited in the form of Online Bank Transfer.

3.6.4   The validity of such EMD shall be maintained till the finalization of end Customer RFP/Tender i.e. award of order and till submission of Performance Guarantee of requisite value required by end customer on back-to-back basis.

3.6.5   **Return of EMD for unsuccessful Business Associates:** Final EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process (i.e. after pre-bid agreement is signed with the selected partner)

3.6.6   **Return of EMD for successful Business Associate:** Final Earnest Money Deposit if applicable of the successful bidder will be discharged / returned as promptly as possible after the receipt of RailTel's EMD/BG from the Customer and or on receipt of Security Deposit Performance Bank Guarantee as applicable (clause no. 4.7) from Business Associate whichever is later.

3.6.6.1 The EOI EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.

3.7 Security Deposit / Performance Bank Guarantee (PBG)

3.7.1   In case the bid is successful, the PBG of requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel. (5% of the PO Value)

3.7.2   As per work share arrangements agreed between RailTel and Business Associate the PBG will be proportionately decided and submitted by the selected Business Associate.

3.8 Last date & time for Submission of EOI response

EOI response must be submitted to RailTel at the email address specified in the preamble not later than the specified date and time mentioned in the preamble.

3.9 Modification and/or Withdrawal of EOI response

EOI response once submitted will treated, as final and no modification will be permitted except with the consent of the RailTel. No Business Associate shall be allowed to withdraw the response after the last date and time for submission.

The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the Earnest Money Deposit shall be forfeited, and all interests/claims of such Business Associate shall be deemed as foreclosed.

3. 10   Clarification of EOI Response

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate for clarification. The response should be in writing and no change in the price or substance of the EOI response shall be sought, offered or permitted.

3. 11   Period of Association/Validity of Agreement

RailTel will enter into agreement with selected bidder with detailed Terms and conditions.

4.   Pre-Qualification Criteria for Bidding Business Partner of RailTel

S. No.	Particulars	Criteria for Tender Package
A)	**Financial Conditions**	
1	The bidder must be a company registered in India under the Companies Act, 1956 or 2013, and must have been registered for at least 3 years prior to the date the Request for Proposal (RFP) was issued.	1. Valid Certificate of Incorporation and Registration Certificate 2. GST Registration 3. PAN Card 4. TAN
2	The participating bidder should be a currently active empanelled business associate of RailTel or OEM(s) or its authorized partner/distributor.	Valid Empanelment letter issued by RailTel.
3	The bidder should have a minimum Average annual turnover from IT/ITeS Should be at least Rs. 9 Crore from the last 3 audited financial year's i.e. FY 2022-23, 2023-24, 2024-25	Audited Balance Sheet, Audited Profit & Loss Statement, IT Return and CA/Statutory Auditor Certificate for the last three audited financial years.
4	The bidder should have a positive net worth as on the bid submission date.	Balance sheet with CA's Registration Number/ Seal, ITR Documents- ITR of last 3 audited FYs along with CA/Statutory Auditor's Certificate for business operations continuity for FY 24-25
5	Bidder should have prior experience of software development as per the following criteria in the last 5 years from the date of bid submission.	Work Order with Completion Certificate from the client and Details of Project
6	Blacklisting Declaration: Bidder should not have been debarred / black-listed by any Govt departments/Private/Bank or RBI or any other regulatory authority or Financial Institutions in India as on date of bid publication.	Undertaking on Company Letter head.
7	Power of Attorney: Bidder should give details of the Authorized signatory on company's letter head.	Self-declaration to this effect on the company's letterhead should be submitted.

S No.	Particulars	Criteria for Tender Package (Mandatory Compliance & Document Submission)
B)	**Annexures**	
1	**Annexure 1**	**Covering Letter:** Self-certification duly signed by authorized signatory on company letter head.
2	**Annexure 2**	The Bidder should agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted.
		Self-certification duly signed by authorized signatory on company letter head.
3	**Annexure 3**	An undertaking signed by the Authorized Signatory of the company to be provided on letter head. The Bidder should not have been blacklisted / debarred by any Governmental / Non-Governmental Organization in India as on bid submission date.
4	**Annexure-4**	Format for Affidavit to be uploaded by BA along with the tender documents.
5	**Annexure-5**	Non-disclosure agreement with RailTel.
6	**Annexure-6**	Tender Document
7	**Annexure-7**	BOQ of the RFP document. Price Bid Format to be submitted in separate password protected pdf.
8	**Annexure-8**	Power of Attorney **or** Board Resolution in favor of one of its employees who will sign the Bid Documents. (Refer- ANNEXURE-II in Tender document)
9	**Additional Documents to be Submitted**	Refer Annexure -6 (Tender/RFP document)
		Technical & Commercial Proposal with overview of the project with strength of the Partner.

5. Bidder's Profile

The bidder shall provide the information in the below table:

S. No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	

6. Evaluation Criteria

6.1   The Business Associates are first evaluated on the basis of the Pre-Qualification Criteria as per clause 5 above.

6.2   The Business Associate who meets all the Pre-qualification criteria, their price bid will be evaluated. The Lowest (L1) price bidder will be selected and entered into agreement with for delivery of the work on back-to-back basis for the agreed scope of work.

6.3   RailTel reserves the right to further re-negotiate the prices with eligible L1 bidder. Selected bidder must ensure the best commercial offer to RailTel to offer the most winnable cost to customer.

6.4   RailTel also reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Business associate as per RailTel policy for shortlisting partner against this EOI. RailTel also reserves the right to negotiate the price with the selected bidder.

6.5   All General requirement mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.

7. Payment terms

7.1   RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.

7.2   All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end Customer organization.

8. SLA

The selected bidder will be required to adhere to the SLA matrix if/as defined by the end Customer. SLA breach penalty will be applicable proportionately on the selected bidder, as specified by the end Customer. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified by the customer. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement (PSA)/ MSA/ SLA also included. Any deduction by Customer from RailTel payments on account of SLA breach which is attributable to Partner will be passed on to the Partner proportionately based on its scope of work.

9. Other Terms and Conditions

Any other terms and conditions in relation to SLA, Payments, PBG etc. will be as per the PO/agreement/Work Order/RFP of the end customer.

Note: Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid.

Annexure 1: Format for COVERING LETTER
COVERING LETTER (To be on company letter head)

EoI Reference No: Date:

To,

RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Dear Sir,
SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the ref. no. _____ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EoI is liable to be rejected.

We hereby Submit EMD amount of Rs._____ issued vide_____ from Bank_____.

Authorized Signatory

Name

Designation

EoI Reference No: Date:

To,

RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Dear Sir,

Sub: Self Certificate for Tender, Technical & other compliances

1) Having examined the Technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specification.

2) We agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected BA after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected BA fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected BA.

3) We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.

4) We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.

5) We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as

required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.

6) We understand and agree that RailTel is intending to select a BA who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain scope of work where RailTel has competence.

7) We hereby agree to submit that in case of being selected by RailTel as BA for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that is required and desired by end Customer well before the bid submission date by end customer and as and when required.

8) We hereby undertake to sign Pre-Bid Agreement and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.

Authorized Signatory Name & Designation

Annexure 3: Undertaking for not Being Blacklisted/Debarred

<On Company Letter Head>

To,

RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Subject: Undertaking for not Being Blacklisted/Debarred

We, Company Name   , having its registered office at _____address_____
hereby declares that that the Company has not been blacklisted/debarred by any Governmental / Non-Governmental organization in India for past 3 Years as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

Annexure 4: Format of Affidavit

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY BA ALONGWITH THE EOI DOCUMENTS

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 100/-. The paper has to be in the name of the BA) **

I………………………. (Name and designation) ** appointed as the attorney/authorized signatory of the BA (including its constituents),

M/s_____(hereinafter called the BA) for the purpose of the EOI documents for the work of _____as per the EOI No. _____of (RailTel Corporation of India Ltd.), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.

2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.

3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website www.railtelindia.com. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.

4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.

5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.

6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.

7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA) **_____and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.

8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

<div align="right">

DEPONENT SEAL AND SIGNATURE
OF THE BA
</div>

VERIFICATION

I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

<div align="right">

DEPONENT SEAL AND SIGNATURE
OF THE BA
</div>

Place:
Dated:

**The contents in Italics are only for guidance purpose. Details as appropriate, are to be filled in suitably by BA. Attestation before Magistrate/Notary Public.

Annexure-5: Non-Disclosure Agreement (NDA) Format

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (this "***Agreement***") is made and entered into on this ____day of ____, 2024 (the "***Effective Date***") at_____. By and between

RailTel Corporation of India Limited, **(CIN: L64202DL2000GOI107905),** a Public Sector Undertaking under Ministry of Railways, Govt. of India, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower -2, East Kidwai Nagar, New Delhi-110023, (hereinafter referred to as **'RailTel')**, which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of the ONE PART,

And

_____) (CIN:_____), a company duly incorporated under the provisions of Companies Act,_____ having its registered office at _____, (hereinafter referred to as '____'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of OTHER PART

RailTel and _____shall be individually referred to as "Party" and jointly as "Parties"

WHEREAS, RailTel and _____, each possesses confidential and proprietary information related to its business activities, including, but not limited to, that information designated as confidential or proprietary under Section 2 of this Agreement, as well as technical and non-technical information, patents, copyrights, trade secrets, know-how, financial data, design details and specifications, engineering, business and marketing strategies and plans, forecasts or plans, pricing strategies, formulas, procurement requirements, vendor and customer lists, inventions, techniques, sketches, drawings, models, processes, apparatus, equipment, algorithms, software programs, software source documents, product designs and the like, and third party confidential information (collectively, the "***Information***");

WHEREAS, the Parties have initiated discussions regarding a possible business relationship for _____.

WHEREAS, each Party accordingly desires to disclose certain Information (each Party, in such disclosing capacity, the "***Disclosing Party***") to the other Party (each Party, in such receiving capacity, the "***Receiving Party***") subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the receipt of certain Information, and the mutual promises made in this Agreement, the Parties, intending to be legally bound, hereby agree as follows:

Permitted Use.

Receiving Party shall:

hold all Information received from Disclosing Party in confidence; use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and restrict disclosure of such Information to those of Receiving Party's officers, directors, employees, affiliates, advisors, agents and consultants (collectively, the "***Representatives***") who the Receiving Party, in its reasonable discretion, deems need to know such Information, and are bound by the terms and conditions of (1) this Agreement, or (2) an agreement with terms and conditions substantially similar to those set forth in this Agreement.

The restrictions on Receiving Party's use and disclosure of Information as set forth above shall not apply to any Information that Receiving Party can demonstrate: is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party; at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party; is approved for release by written authorization of Disclosing Party; or is disclosed in response to a valid order of a court or other governmental body in the India or any political subdivision thereof, but only to the extent of, and for the purposes set forth in, such order; provided, however, that Receiving Party shall first and immediately notify Disclosing Party in writing of the order and permit Disclosing Party to seek an appropriate protective order.
(c) Both parties further agree to exercise the same degree of care that it exercises to protect its own Confidential Information of a like nature from unauthorized disclosure, but in no event shall a less than reasonable degree of care be exercised by either party.

Designation.
Information shall be deemed confidential and proprietary and subject to the restrictions of this Agreement if, when provided in:
written or other tangible form, such Information is clearly marked as proprietary or confidential when disclosed to Receiving Party; or oral or other intangible form, such Information is identified as confidential or proprietary at the time of disclosure.
Cooperation. Receiving Party will immediately give notice to Disclosing Party of any unauthorized use or disclosure of the Information of Disclosing Party.
Ownership of Information. All Information remains the property of Disclosing Party and no license or other rights to such Information is granted or implied hereby. Notwithstanding the foregoing, Disclosing Party understands that Receiving Party may currently or in the future be developing information internally, or receiving information from other parties that may be similar to Information of the Disclosing Party. Notwithstanding anything to the contrary, nothing in this Agreement will be construed as a representation or inference that Receiving Party will not develop products, or have products developed for it, that, without violation of this Agreement, compete with the products or systems contemplated by Disclosing Party's Information.
No Obligation. Neither this Agreement nor the disclosure or receipt of Information hereunder shall be construed as creating any obligation of a Party to furnish Information to the other Party or to enter into any agreement, venture or relationship with the other Party.
Return or Destruction of Information.
All Information shall remain the sole property of Disclosing Party and all materials containing any such Information (including all copies made by Receiving Party) and its Representatives shall be returned or destroyed by Receiving Party immediately upon the earlier of:
termination of this Agreement; expiration of this Agreement; or
Receiving Party's determination that it no longer has a need for such Information.
Upon request of Disclosing Party, Receiving Party shall certify in writing that all Information received by Receiving Party (including all copies thereof) and all materials containing such Information (including all copies thereof) have been destroyed.
Injunctive Relief: Without prejudice to any other rights or remedies that a party may have, each party acknowledges and agrees that damages alone may not be an adequate remedy for any breach of this Agreement, and that a party shall be entitled to seek the remedies of injunction, specific performance and/or any other equitable relief for any threatened or actual breach of this Agreement

<u>Notice</u>.

Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:

by personal delivery, when delivered personally; by overnight courier, upon written verification of receipt; or by certified or registered mail with return receipt requested, upon verification of receipt.

Notice shall be sent to the following addresses or such other address as either Party specifies in writing.

RailTel Corporation of India limited:

Attn: _____

Address:_____

Phone:

Email.:

Attn: _____

Address: _____

Phone:

Email:

Term, Termination and Survivability.

Unless terminated earlier in accordance with the provisions of this agreement, this Agreement shall be in full force and effect for a period of ___ years from the effective date hereof.

Each party reserves the right in its sole and absolute discretion to terminate this Agreement by giving the other party not less than 30 days' written notice of such termination.
Notwithstanding the foregoing clause 9(a) and 9 (b), Receiving Party agrees that its obligations, shall:
In respect to Information provided to it during the Term of this agreement, shall survive and continue even after the expiry of the term or termination of this agreement; and
not apply to any materials or information disclosed to it thereafter.
Governing Law and Jurisdiction. This Agreement shall be governed in all respects solely and exclusively by the laws of India without regard to its conflicts of law principles. The Parties hereto expressly consent and submit themselves to the jurisdiction of the courts of New Delhi.
Counterparts. This agreement is executed in duplicate, each of which shall be deemed to be the original and both when taken together shall be deemed to form a single agreement
No Definitive Transaction. The Parties hereto understand and agree that no contract or agreement with respect to any aspect of a potential transaction between the Parties shall be deemed to exist unless and until a definitive written agreement providing for such aspect of the transaction has been executed by a duly authorized representative of each Party and duly delivered to the other Party (a "***Final Agreement***"), and the Parties hereby waive, in advance, any claims in connection with a possible transaction unless and until the Parties have entered into a Final Agreement.
Settlement of Disputes:
The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.
In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.
The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties.

CONFIDENTIALITY OF NEGOTIATIONS
Without the Disclosing Party's prior written consent, the Receiving Party shall not disclose to any Person who is not a Representative of the Receiving Party the fact that Confidential Information has been made available to the Receiving Party or that it has inspected any portion of the Confidential Information or that discussions between the Parties may be taking place.

REPRESENTATION

The Receiving Party acknowledges that the Disclosing Party makes no representation or warranty as to the accuracy or completeness of any of the Confidential Information furnished by or on its behalf. Nothing in this clause operates to limit or exclude any liability for fraudulent misrepresentation.

ASSIGNMENT

Neither this Agreement nor any of the rights, interests or obligations under this Agreement shall be assigned, in whole or in part, by operation of law or otherwise by any of the Parties without the prior written consent of each of the other Parties. Any purported assignment without such consent shall be void. Subject to the preceding sentences, this Agreement will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns. its Affiliates to advise their Representatives, contractors, subcontractors and licensees, of the obligations of confidentiality and non-use under this Agreement, and shall be responsible for ensuring compliance by its and its Affiliates' Representatives, contractors, subcontractors and licensees with such obligations. In addition, each Party shall require all persons and entities who are not employees of a Party and who are provided access to the Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions no less stringent than those set forth in this Agreement. Each Party shall promptly notify the other Party in writing upon learning of any unauthorized disclosure or use of the Confidential Information by such persons or entities.

NO LICENSE

Nothing in this Agreement is intended to grant any rights to under any patent, copyright, or other intellectual property right of the Disclosing Party, nor will this Agreement grant the Receiving Party any rights in or to the Confidential Information of the Disclosing Party, except as expressly set forth in this Agreement.

RELATIONSHIP BETWEEN PARTIES:

Nothing in this Agreement or in any matter or any arrangement contemplated by it is intended to constitute a partnership, association, joint venture, fiduciary relationship or other cooperative entity between the parties for any purpose whatsoever. Neither party has any power or authority to bind the other party or impose any obligations on it and neither party shall purport to do so or hold itself out as capable of doing so.

20: UNPULISHED PRICE SENSITIVE INFORMATION (UPSI)

＿＿＿＿＿＿＿＿＿agrees and acknowledges that ＿＿＿＿＿＿＿＿＿, its Partners, employees, representatives etc., by virtue of being associated with RailTel and being in frequent communication with RailTel and its employees, shall be deemed to be "Connected Persons" within the meaning of SEBI (Prohibition of Insider Trading) Regulations, 2015 and shall be bound by the said regulations while dealing with any confidential and/ or price sensitive information of RailTel. ＿＿＿＿＿＿＿＿＿ shall always and at all times comply with the obligations and restrictions contained in the said regulations. In terms of the said regulations, ＿＿＿＿＿＿＿＿＿＿ shall abide by the restriction on communication, providing or allowing access to any Unpublished Price Sensitive Information (UPSI) relating to RailTel as well as restriction on trading of its stock while holding such Unpublished Price Sensitive Information relating to RailTel

MISCELLANEOUS. This Agreement constitutes the entire understanding among the Parties as to the Information and supersedes all prior discussions between them relating thereto. No amendment or modification of this Agreement shall be valid or binding on the Parties unless made in writing and signed on behalf of each Party by its authorized representative. The failure or delay of any Party to enforce at any time any provision of this Agreement shall not constitute a waiver of such Party's right thereafter to enforce each and every provision of this Agreement. In the event that any of the terms, conditions or provisions of this Agreement are held to be illegal, unenforceable or invalid by any court of competent jurisdiction, the remaining terms, conditions or provisions hereof shall remain in full force and effect. The rights, remedies and obligations set forth herein are in addition to, and not in substitution of, any rights, remedies or obligations which may be granted or imposed under law or in equity. IN WITNESS WHEREOF, the Parties have executed this Agreement on the date set forth above.

_____: RailTel Corporation of India Limited:

By_____   By_____

 Name: Name:
 Title: Title:

Witnesses

Annexure-6

RFP - Selection of Agency for Development, Implementation, Operation & Maintenance of Aadhaar and its Allied Services in the State of Chhattisgarh**.**

यह, "रुचि की अभिव्यक्ति" दस्तावेज सूचीबद्ध व्यावसायिक सहयोगियों या **OEM** या **OEM** के अधिकृत भागीदार/वितरक में से भागीदार के चयन के लिए "छत्तीसगढ़ राज्य में आधार और उससे जुड़ी सेवाओं के विकास, क्रियान्वयन, संचालन और रखरखाव के लिए एजेंसी का चयन"

इसके बाद अंतिम ग्राहक से आने वाले सभी सूचना/संवाद/नियम चयनित भागीदार पर भी लागू होंगे।

कृपया सम्पूर्ण दस्तावेज को ध्यानपूर्वक पड़े एवं जिम्मेदारी पूर्ण तरीके से प्रस्ताव जमा करें।

भवदीय,

(आनन्द कुमार)
संयुक्त महाप्रबंधक/विपणन

TENDER DOCUMENT
FOR

Selection of Agency for Development, Implementation, Operation & Maintenance of Aadhaar and its Allied Services in the State of Chhattisgarh

System Tender No: 180072

Chhattisgarh Infotech Promotion Society

Chief Executive Officer

Chhattisgarh Infotech Promotion Society

State Data Center,

Civil Lines Raipur, (C.G.) 492001

E-mail: ceochips@nic.in

Website: https://www.chips.gov.in

IMPORTANT NOTE & TENDER NOTICE:

Chhattisgarh Infotech Promotion Society Invites Bids for "Selection of Agency for Development, Implementation, Operation & Maintenance of Aadhaar and its allied Services in the State of Chhattisgarh". All bids should be addressed to:

Chief Executive Officer
Chhattisgarh Infotech Promotion Society
State Data Center,
Civil Lines Raipur, (C.G.) 492002
E-mail: ceochips@nic.in
Website: https://www.chips.gov.in

The document can be downloaded from the website https://www.chips.gov.in or https://eproc.cgstate.gov.in . The parties are advised to study the document carefully. Submission of response to this Request for Proposal shall be deemed to have been done after careful study and examination of this document with full understanding of its implications. Bidders must ensure that they submit all the required documents indicated in the tender document without fail. Bids received without supporting documents for the various requirements mentioned in the tender document are liable to be rejected at the initial stage itself.

Bids received after the due date as mentioned in the Fact sheet will be rejected.

Chhattisgarh Infotech Promotion Society reserves the right to accept or reject in part or full any or all the offers without assigning any reasons.

DISCLAIMER

The information contained in this Tender Document provided to the Bidders, by the Chhattisgarh Infotech Promotion Society, Raipur, hereinafter referred to as CHiPS, or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.

The purpose of this tender document is to provide the Bidder(s) with information to assist in the formulation of Proposals. This tender document does not aim to hold all the information each Bidder may require. This tender document may not be appropriate for all persons, and it is not possible for the Chhattisgarh Infotech Promotion Society, their employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this tender document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender document and where it is necessary to obtain independent advice from appropriate sources.

Chhattisgarh Infotech Promotion Society, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the tender document. Chhattisgarh Infotech Promotion Society may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender document.

CONTENTS

1.   FACT SHEET

SN	Titles	Descriptions
1	System Tender No.	180072
2	Scope of Work	Selection of Agency for Development, Implementation, Operation & Maintenance of Aadhaar and its allied Services in the State of Chhattisgarh
3	Name of the tender issuer	Chhattisgarh Infotech Promotion Society (CHiPS)
4	Date of issue of tender document	14/10/2025
5	Last date for sending Pre-Bid Query	21/10/2025
6	Pre-Bid Meeting	23/10/2025 at 03:00 PM at CHiPS, 3rd Floor, SDC Building, Civil Lines, Raipur (CG) or Via Video Conferencing. (VC link)
8	Last Date for Submission of Bids	14/11/2025 Time: 03:00 PM
9	Date of Opening of Bids	17/10/2025 at 03:00 P.M.
10	Date of Commercial Bid opening	Will be notified to technically qualified service provider
11	Address for Communication	CEO, CHiPS, SDC Building, Civil Lines, Raipur.
12	Cost of Tender Document	Non-refundable Rs 10,000/- to be paid online on eProcurement portal.
13	Online Earnest Money Deposit (EMD)	Rs. 6,00,000/- to be paid online on eProcurement portal.(Link)
14	Bid Submission	Three parts through e-Procurement Portal: Envelop A & B (scanned documents) online, Envelop C (Financial Bid) online only.
15	Availability of Tender Document	https://eproc.cgstate.gov.in or https://www.chips.gov.in
16	Type of Tender	L1 lowest quotation bid
17	Bid Validity	180 Days

2. INTRODUCTION

CHIPS intends to onboard a System Integrator to Develop, Implement, Operate and Manage existing Aadhaar Authentication Services in the State of Chhattisgarh. CHiPS being an AUA in the state provides authentication like AUA/KUA or demographic authentication via Sub AUA. Currently 5 departments are operational as a Sub AUA under AUA-CHIPS.

In Addition to above, CHiPS is also an Enrollment Agency (EA) under Registrar – Department of Electronics and Information Technology, Government of Chhattisgarh. Under EA-CHiPS around 2000+ operators are working as Aadhaar operator across the state. To manage these operators onboarding, payments, penalties via an online portal to be developed. System Integrator would be liable for maintaining all proposed modules and do necessary customization and development, if needed.

2.1 Project Vision:

The vision of this project is to engage a competent and experienced System Integrator (SI) to design, implement, operate, and manage the Aadhaar-based Authentication Services (AUA/KUA) for CHiPS (Chhattisgarh Infotech Promotion Society). The objective is to ensure secure, seamless, and scalable authentication services in alignment with the guidelines and compliance requirements set forth by UIDAI (Unique Identification Authority of India). Through this initiative, CHiPS aim to enhance the efficiency, transparency, and reliability of service delivery by leveraging Aadhaar-based authentication, thereby enabling faster and more accurate beneficiary identification, reducing fraud, and improving user experience.

2.2 Project Goal:

Project aims to Ensure end-to-end management of AUA/KUA operations, including infrastructure setup, software deployment, compliance, and maintenance. Facilitate secure, real-time, and high-availability Aadhaar authentication services across multiple departments and applications. Maintain strict adherence to UIDAI's technical and security standards, including timely audits, reporting, and key management. Enhance the delivery

of citizen-centric services through faster identity verification, improved accuracy, and reduced fraud.

2.3 Objectives:

The key objectives of this project for selecting a System Integrator (SI) to manage and operate AUA/KUA Aadhaar based authentication services for CHiPS are as follows:

- Onboard a Qualified System Integrator

- Establish a Secure Authentication Infrastructure

- Ensure Compliance and Regulatory Adherence

- Enable Seamless Integration Across Departments

- Improve Service Delivery Efficiency

- Implement Monitoring and Reporting Mechanisms

- Ensure Business Continuity and Support

- Promote e-Governance and Digital Inclusion

- Any other module as listed in the document

3. KEY STAKEHOLDERS

Project is envisioned as flagship initiative; the stakeholders of this project will include CHIPS and all major departments of Government of Chhattisgarh. The primary stakeholders would be:

- CHIPS
- Departments as Sub AUA
- UIDAI
- Citizen (Beneficiaries)

4. PROJECT PROFILE & BACKGROUND INFORMATION

The Government of India has launched an ambitious initiative to provide a Unique Identification (UID) to every resident of the country, under the aegis of the Unique Identification Authority of India (UIDAI). This UID, popularly known as Aadhaar, is

designed to enable residents to easily and reliably establish their identity across various agencies—public or private—without the need to repeatedly present multiple forms of identification.

The Aadhaar initiative is already underway, with enrolment Centers active across the nation. As enrolment progresses, the focus is shifting toward the development and implementation of Aadhaar-enabled applications and services. UIDAI is facilitating online authentication services based on modalities i.e. demographic, biometric, OTP and FACE data to ensure secure and streamlined identity verification.

The Aadhaar number acts as a unique digital identity for individuals, enabling them to assert their identity and access services and benefits across India. The authentication services are intended to help service providers confirm a resident's identity in real-time, thus enhancing transparency, efficiency, and trust in service delivery.

To ensure wide adoption and effective implementation, UIDAI is collaborating with multiple stakeholders—including government departments, service providers, and technology partners—to create the necessary infrastructure for secure Aadhaar authentication.

In the state of Chhattisgarh, the UID project is actively enabling various state departments to securely deliver services using Aadhaar-based authentication. CHiPS (Chhattisgarh Infotech Promotion Society) play a key role as a Global AUA/KUA under UIDAI by supporting the departments of Chhattisgarh as a Sub-AUA/Sub-KUA, facilitating the technical integration of Aadhaar authentication devices and systems into their applications.

CHiPS is responsible for managing a range of digital initiatives, including:

- Development of Aadhaar-enabled service delivery platforms.
- Continuous adherence to UIDAI-issued guidelines and compliance requirements.

Through these efforts, the UID initiative aims to ensure inclusive, transparent, and efficient governance by leveraging technology to authenticate and empower residents across India.

For more information, bidder may visit the UIDAI official website: www.uidai.gov.in

5. SCOPE OF WORK

Responsibilities of selected bidder will be to provide Technical support services for the Development, Implementation, Operation and Maintenance support of various IT applications under CHiPS Aadhaar Project. Detailed description of Scope of Work under the project may be segregated into following modules:

- Development of AUA/KUA Portal
- Development of Aadhaar Data Vault
- Development of Aadhaar Portal

Bidder will ensure development of single website for Aadhaar services, which would act as common landing page to access all 3 above portals.

5.1 DEVELOPMENT OF AUA/KUA PORTAL

CHiPS is registered as an AUA (Authentication User Agency) with Unique Identification Authority of India (UIDAI), Government of India, which enables AUA to provide Aadhaar based Authentication services to other departments/organizations of state. Departments/Organizations registered under AUA-CHiPS Aadhaar based Authentication services are referred to as Sub-AUA.

Work expected from Bidder:

- Development & Integration of portal:
    - Development of AUA/KUA portal.
    - Facility of user's login along with role based access to Sub AUA's.
    - Development of dashboard displaying important data related to Sub AUA's.
    - Integration FMR (Finger Print Minutiae Record)- FIR (Fingerprint Image Record), FID (Face Image Data), BFD (Best Finger Detection), IIR (IRIS Image Record) Authentication, service as per UIDAI guidelines
- Infrastructure Management
    - For Encryption/Decryption and Signing.
    - Mapping of encryption and signing certificate with UIDAI.
    - AUA/ASA/Sub-AUA license key management.
    - On-boarding of new Sub-AUAs in Aadhaar Ecosystem.
- Monitoring and Maintenance of Application and Hardware
    - Instant action on any case of HSM Failure and its Troubleshooting
    - Regular checkup of Complete Aadhaar architectures all components' connections, connectivity and performance.
    - Coordination with SDC team for network, connection, database and performance related issue and troubleshooting.

- o Testing of new modules on staging servers before deployment.
  - o Technical Support to Sub-AUAs in integration of Aadhaar APIs.
  - o Regular monitoring of database performance issues, errors, transaction analysis.
  - o Optimization of database queries and procedures
  - o Monitor connectivity between AUA and ASA.
- Support
  - o Fraud Transaction Detection and taking necessary actions accordingly.
  - o Management of complete fraud management system by using different fraud loggings.
- Audit
  - o Coordination in executing any kind of Audit being carried out by Auditor nominated by CHiPS, SDC, UIDAI.
  - o Coordination with all stakeholders to rectify/reply observations made by auditors.
  - o Closing of observation raised as per Auditors observation
- Development of new reports/modules in Authentication MIS application as per user requirement.
- Regular technical support to Sub-AUAs for resolution of issues.
- Development of reports
  - o Average response time success count report
  - o Average response time error count report
  - o Fluctuation report
  - o Service, Minute wise transaction report
  - o Suspected Aadhaar report
  - o Odd time transaction report
  - o Blocking of suspected Aadhaar number
  - o Sub-AUA on-boarding application processing module

- Documentations:

  - o Documentation of AUA infrastructure, Web services, Manuals etc.

5.2 Development of Aadhaar Data Vault

Work expected from Bidder:

- Development of AUA/KUA infrastructure including migration of existing database to new infrastructure.
- Integration and Implementation of Aadhaar Data Vault to all Sub-AUA applications as per request.
- Monitoring and managing of Encryption and Decryption procedure using HSM.
- Regular monitoring of Data Vault performance issues, transaction analysis.

- Error Monitoring and Escalation

    - Bidder needs to track error code from database and accordingly needs to show in report.

    - Trigger should be fired via email/SMS to stakeholders on the basis of error code and its severity.

- Optimization of database queries and procedures
- Support to Sub-AUAs in Integration of Encryption and Decryption service of Aadhaar Data Vault.

5.3 Development of CHiPS AADHAAR PORTAL

Work expected from Bidder:

Development of Aadhaar Portal with following module:

5.3.1. Aadhaar Operator On-boarding Module
- This module has been developed as end-to-end solution for online processing of applications received by DeGS to CHiPS for appointment of Aadhaar Operators under Enrollment Agency-CHiPS for executing Aadhaar Enrolment activities in the entire state.

5.3.2. Aadhaar Operator Payment generation Module
- This module serves the purpose for generating the commission for Aadhaar operators who are executing Aadhaar Enrolment activities under EA-CHiPS.

5.3.3 Aadhaar ECMP Client Registration and Machine Mapping Module
- This module is being used to store and manage the registration and operator-station ID mapping data of Aadhaar ECMP machines under EA-CHiPS in the entire state.

5.3.4. User Management
- User management module provides the facility for mapping and un-mapping of users, providing specific rights/roles of users in the CHiPS Aadhaar portal for performing different types of activities related to Aadhaar Enrolment.

5.3.5. Dashboards and MIS Reports
- This module provides Dashboard and MIS reports to users according to their role and rights in the CHiPS Aadhaar portal for Aadhaar Operator On-boarding, Aadhaar Enrollment Client Multiple Platform (ECMP) and Update Client Lite (UCL). Reports related to Operator onboard, L1 & L2 activation done, daily transaction including number of enrollments, update done. These are Indicative reports and may change as per business demand. Along with reporting facility, a common dashboard needs to be developed wherein a glimpse of all type of transactions

may be displayed (of all modules) with drill down facility which may be further used for decision making by management.

5.3.6. Grievance Management Module
- This module provides a facility for processing of citizens grievances received via DeGS.
- Preparation of grievance reports, resolution received, delay is reply etc
- Integration of portal with SMS/email facility.

5.3.6. Payment Management Module
- Development & Integration of payment disbursement module:
- Module will help in ensuring timely disbursement of the commission of Aadhaar ECMP and UCL operators directly into their bank account via wallet/payment gateway system and notification with SMS/email facility.
- Development of Mobile application (Hybrid) for citizen and department users.

5.3.7. Support and Maintenance
- Regular update, Enhancement, upgradation of Chhattisgarh Aadhaar Portal and Website.
- Regular monitoring of database performance issues, errors, transaction analysis.
- Optimization of database queries and procedures.
- Troubleshooting of technical issues in the system.
- Addition of new modules in the Aadhaar Portal and website as per new requirements.
- Regular review of application for performance issues.
- Regular support to end users (Citizen and department users) in resolution of issues.

5.5 PROJECT MANAGEMENT & MONITORING
- Preparation of Project Monitoring Templates
- Develop and establish a suitable project monitoring framework to monitor progress of various activities. It will also include generation of project progress reports as and when required
- Design the strategy for effective rollout and monitoring as per requirement
- To coordinate with various stakeholders of the project during the entire contract duration period.
- Project evaluation, assessment and propose improvements in various processes to expedite the progress of the projects.

5.6 OTHER ACTIVITIES
- Any other tasks assigned by the CHiPS as assigned from time-to-time.

5.7 DEPLOYMENT OF RESOURCES TO ESTABLISH TECHNICAL TEAM (CAPEX + OPEX)

The project team comprises personnel as mentioned in Annexure-I under CAPEX and 5 personnel under OPEX as tabulated below. In case any additional manpower resources are required for the project in future, the same shall be engaged through CHiPS empanelment rates.

SN	Category of Resource	No of Resources Required
1	Project Manager	1
5	Helpdesk Executive	4
	Total	5

CAPEX team would be responsible for Development and Implementation of the project however OPEX team would take care of the Maintenances of the portal post UAT of the portal for the period, mentioned in the tender.

Note: - Working hours would be as per CHIPS. The working period may vary for few critical resources during the exigency conditions only as the above-mentioned projects are critical to service delivery of Government of Chhattisgarh.

CHiPS foresee a need to deploy above mentioned resources for project period with an option to deploy additional resources or reduce the number of resources in future.

If the proposed resources do not meet the minimum requirement, CHiPS reserve the right to reject the Bid.

The Bidder would be responsible to provide fully loaded Laptop/desktop (windows operating system, antivirus solution, Microsoft office suit) etc. for all the Resources on the project. Resources involved in development should also have preinstalled licensed development environment and all required software's required for development related work/project management.

All the resources will be stationed at CHiPS, Nava Raipur or any other location at Raipur/Nava Raipur provided by CHiPS.

5.8 PROJECT DELIVERABLES, MILESTONES & TIME SCHEDULE

The Bidder will be responsible to undertake various project related tasks as mentioned in scope above. As part of the project deliverables, the Bidder needs to prepare and submit the following documents as per the frequency mentioned in the table below:

SN	Deliverable	Frequency
1	Project Implementation Plan	2 Weeks from Work order issuance date
2.	Functional Requirement Specification (FRS) Document	4 Weeks from project Initiation
3.	System Design Document	6 Weeks from project Initiation
4.	UAT	10 Week from Project Initiation
5.	GO-Live	12 Week from Project Initiation
6	O&M	After Go-Live (33 Months)
7.	Project Closure Report and Handover Documents	3 Months prior to Closure of Project period

Project Manager (SI) will be responsible to ensure review and finalization of the documents / deliverables before submission to the CHiPS

6. EXIT PLAN

A systematic exit plan will be initiated 3 months prior to project end, focusing on knowledge transfer, capacity building of CHiPS technical team, and handover of all software codes and documentation. All knowledge transfer should be documented.

a) Exit plan would be initiated from 3 months prior to end of the project period.
b) Provide systematic exit plan and conduct proper knowledge transfer process to handover operations to CHIPS technical team at least three months before project closure.
c) SI will work closely with the CHiPS during knowledge transfer of testing, staging and production environment.
d) All knowledge transfer should be documented and possibly recorded.
e) Ensure capacity building of the IT resource persons of CHIPS on maintenance of software and infrastructure.
f) All software codes will be handover to CHiPS identified resources.

6.1 Project Documentation

Below indicative list of documents needs to be submitted to CHIPS during the project contract period, as per the requirement of CHIPS.

a) Latest version of Source Code
b) System Requirement Study Documents
c) System Design Document
d) Test Plans and Reports
e) Issue Logs
f) User Manual
g) Application including web and mobile Installation, Configuration and User Manual
h) API document
i) Report of Security Audit & Safe-to-Host Certificate
j) Any other documents defined under Timeline & Tentative Deliverables
k) All the above documentation should be done as per IEEE/ISO/CMM Standard
l) Any other document relevant to project or as asked by CHiPS

7. PRE-QUALIFICATION / ELIGIBILITY CRITERIA. (ENVELOP-A)

A bidder participating in the procurement process shall possess the following minimum pre-qualification/eligibility criteria.

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The bidder must be a company registered in India under the Companies Act, 1956 or 2013, and must have been registered for at least 3 years prior to the date the Request for Proposal (RFP) was issued. Or A partnership firm registered under Indian Partnership Act, 1932. Or A Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008.	• Certificate of Incorporation issued by Registrar of Companies along with PAN, TAN, GSTIN Certificate and any other tax related document like ITR if applicable is required to be submitted along with the eligibility bid. Certificate of Registration/ Incorporation under Companies Act 1956/2013 or Partnership Act 1932 or Limited Liability partnership Act 2008, as the case may be.

			• ITR of last 3 audited FYs along with CA/Statutory Auditor's Certificate for business operations continuity for FY 2024-25
2	Financial Turnover from IT / ITeS	Average annual turnover from IT / ITeS Should be at least Rs 15 Crores from the last 3 audited financial year's i.e. FY 2022-23, 2023-24, 2024-25	CA Certificate with CA's Registration Number/ Seal and Balance sheets of respective Financial Year
3	Financial: Net Worth	The net worth of the bidder should be positive as on bid submission date.	Balance sheet with CA's Registration Number/ Seal
4	Technical Capability	Bidder should have prior experience of software development as per the following criteria in the last 5 years from the date of bid submission: - One Project related to Managing Aadhaar Services like AUA/KUA/Data Vault/Payment integration/Wallet system valuing INR 2.4 Crores. OR Two Projects related to Managing Aadhaar Services like AUA/KUA/Data Vault/Payment integration/Wallet system valuing INR 1.8 Crores. OR Three projects related to Managing Aadhaar Services like AUA/KUA/Data Vault/Payment integration/Wallet system valuing INR 1.5 Crores.	Work Order with Completion Certificate from the client and Details of Project
5	Blacklisting	Bidder should not have been debarred / black-listed by any Govt departments/Private/Bank or RBI or any other regulatory authority or Financial Institutions in India as on date of bid publication.	Undertaking that effect should be submitted as per Annexure-III.
6	Power of Attorney	Bidder should give details of the Authorized signatory on company's letter head.	Self-declaration to this effect on the company's letterhead should be submitted. ANNEXURE-II

8. EARNEST MONEY DEPOSIT (ENVELOPE-A)

While submitting bid, the BIDDER shall deposit an amount mentioned in tender document as Earnest Money, with the CHiPS through the following instruments:

a) Earnest Money Deposit (EMD) of Rs.6,00,000.00 (Rs. Six lakhs only) to be submitted online through payment mode available in eProcurement portal. Failing which, submitted bid will be rejected.\
b) EMD of unsuccessful bidders will be returned within 30 days after the award of the contract.
c) EMD of a tenderer will be forfeited, if the tenderer withdraws or amends its tender or derogates from the tender in any respect within the period of validity of its tender. Further, if the successful tenderer fails to furnish the required performance security within the specified period, its EMD will be forfeited.

9. TIMELINES AND DELIVERABLES

The project is intended to implement and rollout in 12 weeks and operated for tenure of 3 years.

9.1 Implementation Phase (Quarter 1):

Phase / Project	Major Tasks / Deliverables	Timeline
AUA/KUA Services	• Development and integration of FIR-FMR, FID, IIR services • Best Finger Detection (BFD) service integration • Sub-AUA integration and testing • Replica infrastructure setup (physical/cloud) • UIDAI compliance checklist and documentation • UAT & Go-Live	**Quarter 1**
Aadhaar Data Vault	• Migration from CGSDC P-3 to P-4 • Integration of tokenization/de-tokenization services with Sub-AUAs • HSM configuration, monitoring, encryption/decryption workflow setup • Database optimization, VAPT, Security Audit & compliance • Documentation & reporting	**Quarter 1**
Chhattisgarh Aadhaar Portal and Mobile Application	• Development of Aadhaar Operator Onboarding module • Payment disbursement & security deposit/penalty module • Mobile application development • Portal migration and initial deployment • Dashboard and MIS setup • Testing and UAT	**Quarter 1**

Integration of Verification Services	• Integration with CSC Wallet, Banking Payment Gateway, SMS Gateway, NPCI APIs • Onboarding new document types • Department API integration • Initial client dashboards for monitoring • Testing and Go-Live	Quarter 1
Project Monitoring Setup	• Develop monitoring framework and templates • Define progress reporting and review processes • Coordinate with stakeholders for rollout strategy • Initial technical support setup	Quarter 1

9.2 Operation & Maintenance (O&M) Phase (33 Months):

Phase / Project	O&M Tasks / Deliverables	Frequency / Timeline
Aadhaar Authentication & eKYC	• Monitoring of ASA-CIDR connectivity, API performance, transaction logs • HSM and encryption/signing key management • Fraud detection & transaction analysis • Sub-AUA support & onboarding • UIDAI compliance and audit support • Quarterly performance & SLA reports	Quarterly
Aadhaar Data Vault	• Database monitoring, performance optimization • Tokenization/de-tokenization services maintenance • HSM encryption/decryption monitoring • VAPT, security audits, UIDAI compliance • Backup & recovery management • Quarterly reports	Quarterly
Aadhaar Portal and Mobile Application Development	• Regular updates, enhancements, and security patches • Technical support for users (citizen, operators, department) • Database monitoring and optimization • Addition of new modules per UIDAI guidelines • Security audit compliance	Quarterly
Integration of Verification Services	• Monitor transactions across departments • Troubleshooting API integration issues • Daily backup & logs check • Client dashboard updates • SLA and performance reporting	Quarterly
Project Monitoring	• Review project progress against templates and KPIs • Coordination with departments and stakeholders • Technical support on all issues • Continuous improvement recommendations	Quarterly

Other Activities	• Ad hoc tasks as assigned by CHiPS • Updates/new requirements implementation • Technical coordination with UIDAI / CGSDC	As and when required

Notes:

1. Quarterly Structure: Each quarter is considered a 3-month period, aligned for reporting and milestone payments. All reports to be generated monthly and submitted as per above timelines.

2. Deliverables: All quarterly deliverables include reports, documentation, compliance audit evidence, and support logs.
3. Coordination: SI Project Manager is responsible for single point reporting, stakeholder coordination, and ensuring all SLAs and UIDAI guidelines are met.
4. O&M Phase Start: Begins immediately after Go-Live of each module/system.

10. INSTRUCTION TO BIDDERS

10.1 Sale of Bidding/ Tender Documents

a) The sale of bidding documents shall be commenced from the date of publication of Notice Inviting Bids and shall be stopped one day prior to the date of opening of Bid. The complete bidding document shall also be placed on the State e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.

b) The bidding documents shall be made available to any prospective bidder who pays the price.

c) Bidding documents purchased by Principal of any concern may be used by its authorized sole selling agents/ marketing agents/ distributors/ sub-distributors and authorized dealers or vice versa.

10.2 Pre-bid Meeting/ Clarifications

a) Any prospective bidder may, in writing, seek clarifications from CHiPS in respect of the bidding documents.

b) Pre-bid meetings will be organized in physical mode. Link for virtual meeting will be shared separately via email to the prospective bidders. Prospective bidders need to send the email to ceochips@nic.in for pre-bid participation with name, phone no., designation and email id of authorized hours prior to pre-bid meeting date & time.

c) The period within which the bidders may seek clarifications under (a) above and the period within which CHiPS shall respond to such requests for clarifications shall be as under: -

- Last date of submitting clarifications requests by the bidder: as per tender
- Response to clarifications by procuring entity: as per tender

d) The minutes and response, if any, shall be provided promptly to all bidders to which CHiPS provided the bidding documents, so as to enable those bidders to take minutes into account in preparing their bids, and shall be published on the respective websites.

10.3 Changes in the Bidding Document

a) At any time, prior to the deadline for submission of Bids, CHiPS may, for any reason, whether on its own initiative or as a result of a request for clarification by a bidder, modify the bidding documents by issuing an addendum in accordance with the provisions below.

b) In case any modification is made to the bidding document or any clarification is issued which materially affects the terms contained in the bidding document, CHiPS shall publish such modification or clarification in the same manner as the publication of the initial bidding document.

c) In case a clarification or modification is issued to the bidding document, CHiPS may, prior to the last date for submission of Bids, extend such time limit in order to allow the bidders sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.

d) Any bidder, who has submitted his Bid in response to the original invitation, shall have the opportunity to modify or re-submit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of Bids, when changes are made to the bidding document by the procuring entity: Provided that the Bid last submitted or the Bid as modified by the bidder shall be considered for evaluation.

10.4 Bid Validity

a) Validity of Bid should remain for 180 days. A Bid valid for a shorter period shall be rejected by CHiPS as a non- responsive Bid.

b) Prior to the expiry of the validity of Bids, Bidders, in exceptional circumstances, may request CHIPS to extend the bid validity period for an additional specified period of time. CHiPS may refuse the request, and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.

c) Bidders that agree to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

10.5 The Performance Bank Guarantee (PBG)

a) The Performance Bank Guarantee (PBG) as per ANNEXURE-8 amounting to 10% of the work order value has to be submitted prior to releasing of Work Order. Post submission of the PBG, CHiPS will sign agreement with the bidder. All charges whatsoever such as bond paper, premium; commission etc. with respect to the Performance bank guarantee and agreement shall be borne by the selected Bidder.

b) The Performance Bank Guarantee shall be valid for the period of 3.3 Years from the date of releasing of Work Order from CHiPS.

10.6 Format and Signing of Bids

Bids must be submitted online at e-Procurement portal in three parts: Envelop A (EMD, eligibility), Envelop B (Technical Bid, TQ documents), and Envelop C (Financial Bid). All documents must be signed by an authorized signatory.

a) Bidders must submit their bids online at e-Procurement portal i.e. http://eproc.cgstate.gov.in.

b) All the documents uploaded shoul

c) d be properly signed by an authorized signatory.

d) A Single Stage-Two part/ cover system shall be followed for the Bid: -
  - EMD including fee details-Envelop A
  - Technical Bid, eligibility & technical documents-Envelop B
  - Financial Bid-Envelop C

e) The bid shall consist of the following documents: -

SN	Documents Type	Document Format
1.	• EMD (TO BE DEPOSITED ONLINE) • ALL THE DOCUMENTS MENTIONED IN THE "ELIGIBILITY CRITERIA", IN SUPPORT OF THE	• SCANNED COPY OF FEE AND EMD • BID-SECURING DECLARATION AS PER ANNEXURE-13 • TENDER DOC AND ALL ELIGIBILITY DOCUMENTS AS PER PQ ELIGIBILITY CRITERIA.

	ELIGIBILITY AND MANDATORY UNDERTAKINGS	• **ENVELOP-A**
2.	• ALL DOCUMENTS RELATED TO TQ	• **ENVELOP-B**

f) Financial bid shall include the following documents: -

SN	Documents Type	Document Format
1.	• FINANCIAL BID – COVERING LETTER AND FORMAT	• ON BIDDER'S LETTER HEAD DULY SIGNED BY AUTHORIZED SIGNATORY AS PER **ANNEXURE-7** • TO BE SUBMITTED (ON-LINE) ONLY THRU E-PROCUREMENT PORTAL • **ENVELOP-C**

g) The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format/ content may lead to the rejections of the Bid submitted by the bidder.

1) **Cost & Language of Bidding**

i. The Bidder shall bear all costs associated with the preparation and submission of its Bid, and CHiPS shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

ii. The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the procuring entity, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in Which case, for purposes of interpretation of the Bid, such translation shall govern.

2) **Alternative/ Multiple Bids**

Alternative/ Multiple Bids shall not be considered at all.

3) **Deadline for the submission of Bids**

i. Bids shall be received online at e-Procurement portal and up to the time and date specified in the tender.

ii. Date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding document are required to be substantially modified as a result of discussions in pre-bid meeting/ conference or otherwise and the time with the prospective bidders for preparation of Bids appears insufficient, the date may be extended by CHiPS. In such case the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original tender and shall also be placed on the CHiPS website and eProcurement portal, if applicable. It would be ensured that after issue of corrigendum, reasonable time is available to the bidders for preparation and submission of their Bids. CHiPS shall also publish such modifications in the bidding document in the same manner as the publication of the initial bidding document. If, in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non-working day, the Bids shall be received or Opened on the next working day.

4) **Withdrawal, Substitution, and Modification of Bids**

i. If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website

ii. Bids withdrawn shall not be opened and processes further.

5) **Opening of Bids**

i. The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the tender document or corrigendum

in the presence of the bidders or their authorized representatives who choose to be present.

ii. The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.

iii. The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.

iv. All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e- Procurement website.

v. The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the

Prima- facie responsiveness and ensure that the: -

- Bid is accompanied by bidding document.
- Bid is valid for the period specified in the bidding document.
- Bid is unconditional and the bidder has agreed to give the required performance security; and
- Other conditions, as specified in the bidding document, are fulfilled.
- Any other information which the committee may consider appropriate.

vi. No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee and bid security.

vii. The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.

6) **Selection Method:**

i. The selection method is Least Cost Based Selection (LCBS or L1). L-1

shall be calculated on the total price of all the items. No item wise L-1 should be calculated.

7) **Clarification of Bids**

   i. To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for clarification regarding its Bid.

   ii. Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the committee shall not be considered.

   iii. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial Bids.

   iv. No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.

8) **Evaluation & Tabulation of Technical Bids**

   i. Determination of Responsiveness

   - The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.

   ii. Tabulation of Technical Bids

   - If Technical Bids have been invited, they shall be tabulated by the bid evaluation committee in the form of a comparative statement to evaluate the qualification of the bidders against the criteria for qualification set out in the bidding document.
   - The members of bid evaluation committee shall give their recommendations below the table as to which of the bidders have been found to be qualified in evaluation of Technical Bids and sign it.

   iii. The bidders who qualified in the technical evaluation shall be informed

in writing about the date, time and place of opening of their financial Bids.

9) Evaluation & Tabulation of Financial Bids

Subject to the provisions of "Acceptance of Successful Bid and Award of Contract" below, CHiPS shall take following actions for evaluation of financial Bids: -

i. The process of opening of the financial Bids shall be similar to that of technical Bids.

ii. the names of the bidders, the rates given by them and conditions put, if any, shall be read out and recorded;

iii. conditional Bids are liable to be rejected;

iv. the evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied;

v. The offers shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order in case price is the only criteria,

vi. the bid evaluation committee shall prepare a comparative statement in tabular form in accordance with rules along with its report on evaluation of financial Bids and recommend the lowest offer for acceptance to the bidder, if price is the only criterion, or most advantageous Bid in other case;

vii. The members of bids evaluation committee shall give their recommendations below the table regarding lowest Bid or most advantageous Bid and sign it.

10) Correction of Arithmetic Errors in Financial Bids

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying

- the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;

ii. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and

iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

11) Negotiations

i. Negotiations may, however, be undertaken only with the lowest bidder when the rates are considered to be much higher than the prevailing market rates.

ii. The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.

iii. The lowest or most advantageous bidder shall be informed in writing or e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency the bid evaluation committee, after recording reasons, may reduce the time, provided the lowest or most advantageous bidder has received the intimation and consented to regarding holding of negotiations.

iv. In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.

12) Exclusion of Bids/ Disqualification

i. CHiPS shall exclude/ disqualify a Bid, if: -

- the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or

- the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and

- the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;

- the Bid materially departs from the requirements specified in the bidding document or it contains false information;

- the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to

  Give, to any officer or employee of CHiPS or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;

- A bidder, in the opinion of the CHiPS, has a conflict of interest materially affecting fair competition.

ii. A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.

iii. Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -

- communicated to the concerned bidder in writing;
- Published on the Procurement Portal, if applicable.

13) Lack of competition

i. A situation may arise were, if after evaluation of Bids, the bid evaluation committee may end-up with one responsive Bid only. In such situation, the bid evaluation committee would check as to whether while floating the TENDER all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc. were fulfilled. If not, the

TENDER would be re-floated after rectifying deficiencies. The bid

- the Bid is technically qualified;
- the price quoted by the bidder is assessed to be reasonable;
- the Bid is unconditional and complete in all respects;
- there are no obvious indicators of cartelization amongst bidders; and

ii. the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document. The bid evaluation committee shall prepare a justification note for approval by the next higher Authority of the CHiPS, with the concurrence of the committee member.

iii. In case of dissent by any member of the bid evaluation committee, the next higher authority in delegation of financial powers shall decide as to whether to sanction the single Bid or re-invite Bids after recording reasons.

iv. If a decision to re-invite the Bids is taken, market assessment shall be carried out for estimation of market depth, eligibility criteria and cost estimate.

14) Acceptance of the successful Bid and award of contract

i. CHiPS, after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, sample testing and test reports, etc., shall accept or reject the successful Bid. If any member of the bid evaluation committee, has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.

ii. Decision on Bids shall be taken within original validity period of Bids and time period allowed to CHiPS for taking decision. If the decision is not taken within the original validity period or time limit allowed for taking decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.

iii. Before award of the contract, CHiPS shall ensure that the price of a

successful Bid is reasonable and consistent with the required quality.

iv. A Bid shall be treated as successful only after the competent authority has approved the Procurement in terms of that Bid.

v. CHiPS shall award the contract to the bidder whose offer has been determined to be the lowest or most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.

vi. Prior to the expiration of the period of bid validity, CHiPS shall inform the successful bidder, in writing, that its Bid has been accepted.

vii. As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.

viii. The EMD of the bidders who's Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

15) **Right to accept or reject any or all Bids**

CHiPS reserve the right to accept or reject any Bid, and to cancel the bidding process and reject all Bids at any time prior to award of contract, without thereby incurring any liability to the bidders.

16) **Performance Security**

i. Prior to execution of agreement, Performance security shall be solicited

from all successful bidders except the departments of the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central Government. However, a performance security declaration shall be taken from them. The State Government may relax the provision of performance security in particular procurement or any class of procurement.

ii. The amount of performance security shall be 10% of the amount of work value.

iii. Performance security shall be furnished in any one of the following forms:

- Bank Draft or Banker's Cheque of a scheduled bank.
- Bank guarantee/s of a scheduled bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantees shall be the same as mentioned in the bidding document for bid security.
- Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of a CHiPS on account of the bidder and discharged by the bidder in advance. CHiPS shall ensure before accepting the FDR that the bidder furnishes an undertaking from the bank to make payment/premature payment of the FDR on demand to CHiPS without requirement of consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.

iv. Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases: -

- When any terms and conditions of the contract is breached.
- When the bidder fails to make complete supply satisfactorily.
- If the bidder breaches any provision of code of integrity, prescribed for bidders specified in the bidding document.

v. Notice will be given to the bidder with reasonable time before PBG deposited is forfeited.

vi. No interest shall be payable on the PBG.

17) Execution of agreement

i. Agreement shall come into force from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.

ii. The successful bidder shall sign the agreement within 15 days from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder.

iii. If the bidder, who's Bid has been accepted, fails to sign a written procurement contract or fails to furnish the required performance security within specified period, CHiPS shall take action against the successful bidder as per the provisions of the bidding document and Act. CHiPS may, in such case, cancel the bid process or if it deems fit, offer for acceptance the rates of the lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding document.

iv. The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchase from anywhere in Chhattisgarh only.

18) Confidentiality

i. Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such a disclosure, in its opinion, is likely to: -

- Impede enforcement of any law.
- Affect the security or strategic interests of India.
- Affect the intellectual property rights or legitimate commercial interests of bidders.

- Affect the legitimate commercial interests of CHiPS in situations that may include when the procurement relates to a project in which CHiPS is to make a competitive bid, or the intellectual property rights of the procuring entity.

19) **Cancellation of the bidding process**

If the bidding process has been cancelled, it shall not be reopened but it shall not prevent CHiPS from initiating a new bidding process for the same subject matter of procurement, if required.

i. A CHiPS may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -
   - at any time prior to the acceptance of the successful Bid; or
   - After the successful Bid is accepted in accordance with (d) and (e) below.

ii. CHiPS shall not open any bids or proposals after taking a decision to cancel the bid and shall return such unopened bids or proposals.

iii. The decision of CHiPS to cancel the bid and reasons for such decision shall be immediately communicated to all bidders that participated in the procurement process.

iv. If the bidder who's Bid has been accepted as successful fails to sign any agreement

v. As required or fails to provide any required security for the performance of the contract; CHiPS may cancel the procurement process.

vi. If a bidder is convicted of any offence under the Act, CHiPS may:

   - cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into;

   - Cancel the relevant contract or forfeit the payment of all or a part of the Contract value if the procurement contract has been entered into between CHiPS and the convicted bidder.

20) Code of Integrity for Bidders

   i. No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.

   ii. The code of integrity includes provisions for: -

- Prohibiting
    - i. any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the bidding process or to otherwise influence the bidding process;
    - ii. any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
    - iii. any collusion, bid rigging or anti-competitive behaviors to impair the transparency, fairness and progress of the bidding process;
    - iv. Improper use of information shared between CHiPS and the bidders with an intent to gain unfair advantage in the bidding process or for personal gain.
    - v. any financial or business transactions between the bidder and any officer or employee of the CHiPS;
    - vi. any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the bidding process;
    - vii. any obstruction of any investigation or audit of a bidding process;
- disclosure of conflict of interest;

  iii. Disclosure by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.

  iv. Without prejudice to the provisions below, in case of any breach of the code of integrity by a Bidder or prospective bidder, as the case may

be, CHiPS may take appropriate measures including: -

- exclusion of the bidder from the bidding process;

- calling-off of pre-contract negotiations and forfeiture or encashment of bid security;

- forfeiture or encashment of any other security or bond relating to the bidding;

- Recovery of payments made by CHiPS along with interest thereon at bank rate.

- cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;

v. Debarment of the bidder from participation in future bidding of CHiPS for a period not exceeding three years.

21) Interference with Bidding Process

A bidder, who: -

- withdraws from the bidding process after opening of financial bids;
- fails to enter into agreement after being declared the successful bidder;
- Fails to provide performance security or any other document or security required in terms of the bidding documents after being declared the successful bidder, without valid grounds, shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to ten per cent of the assessed value of bid.

22) Appeals

i. Subject to "Appeal not to lie in certain cases" below, if any bidder or prospective bidder is aggrieved that any decision, action or omission of CHiPS is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

- Provided that after the declaration of a bidder as successful in terms of "Award of Contract", the appeal may be filed only by a bidder who

has participated in procurement proceedings:

- Provided further that in case CHiPS evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.

ii. The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavor to dispose of it within 30 days from the date of filing of the appeal.

iii. The officer or authority to which an appeal is filed under above shall deal with the appeal as expeditiously as possible and shall endeavor to dispose of it within 30 days from the date of filing of the appeal:

iv. The officer or authority to which an appeal may be filed under shall be:
Appellate Authority - Joint CEO, CHiPS

11. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

Bidders should read these conditions carefully and comply strictly while sending their bids.

1) **Interpretation**

   i. If the context requires it, singular means plural and vice versa.

   ii. Entire Agreement: The contract constitutes the entire agreement between the CHiPS and Selected bidder and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.

   iii. Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.

   iv. Non-waiver: Subject to the condition (f) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either

party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

v. Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

vi. Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

2) **Language**

i. The Contract as well as all correspondence and documents relating to the Contract exchanged by the successful/ selected bidder and the CHiPS, shall be written in English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the Language specified in the special conditions of the contract, in which case, for purposes of Interpretation of the Contract, this translation shall govern.

ii. The successful/ selected bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

3) **Joint Venture, Consortium or Association**

i. Joint venture & consortium is not allowed.

4) **Notices**

i. Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term "in writing" means communicated in written form with proof of dispatch and

receipt.

ii. A Notice shall be effective when delivered or on the Notice's effective date, whichever is later.

5) Governing Law

i. The Contract shall be governed by and interpreted in accordance with the laws of the Chhattisgarh State/ the Country (India), unless otherwise specified in the contract.

6) Contract Price

i. The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.

7) Taxes & Duties

i. The GST, TDS, Service Tax etc., if applicable, shall be deducted at source/paid by CHiPS as per the prevailing rates.

8) Confidential Information

i. The CHiPS and the Supplier/ Selected Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any drawings, documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.

ii. The CHiPS shall not use such documents, data, and other information received from the Selected Bidder for any purposes unrelated to the Contract. Similarly, the Selected Bidder shall not use such documents, data, and other information received from the CHiPS for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.

iii. The obligation of a party under sub-clauses above, however, shall not

apply to information that: -

- The CHiPS or Selected Bidder need to share with user department /CHIPS or other institutions participating in the Contract.

- Now or hereafter enters the public domain through no fault of that party.

- can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or

- Otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.

iv. The above provisions shall not in any way modify any undertaking of confidentiality given by either

v. Of the parties hereto prior to the date of the Contract in respect of the supply or any part thereof.

vi. The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.

9) **Sub-contracting**

The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of the CHiPS/Tendering Authority.

10) **Extension in Delivery Period and Liquidated Damages (LD)**

i. Except as provided under clause "Force Majeure", if the supplier/ selected bidder fails to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the

Purchaser may terminate the Contract pursuant to clause "Termination".

ii. The time specified for delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ selected bidder shall arrange goods supply and related services within the specified period.

iii. Delivery and installation/ completion period may be extended with or without liquidated damages, if the delay in the supply of goods or service is on account of hindrances beyond the control of the supplier/ selected bidder.

iv. The supplier/ selected bidder shall request in writing to the Purchaser giving reasons for extending the delivery period of service, if he finds himself unable to complete the supply of goods or service within the stipulated delivery period or is unable to maintain prorate progress in the supply of goods or service delivery. This request shall be submitted as soon as a hindrance in delivery of goods and service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of goods and service after which such request shall not be entertained.

- The Purchaser shall examine the justification of causes of hindrance in the delivery of goods and service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.
- Normally, extension in delivery period of goods and service in following circumstances may be considered without liquidated damages:
- When delay has occurred due to delay in supply of drawings, designs, plans etc. if the user department or CHiPS was required to supply them to the supplier of goods or service provider as per terms of the contract.

- When delay has occurred in supply of materials etc. if these were required to be supplied to the supplier or service provider by the RISL as per terms of the contract.

- If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued.

11) Right to Vary

At any time of contract period, CHiPS on the requirement, reserve the right to vary the number of resources as required, based on the rates quoted in the financial bid. Such variations shall not affect the unit prices or alter any other terms and conditions of the bid.

12) Force Majeure

i. The selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

ii. For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier/ selected bidder. Such events may include, but not be limited to, acts of the CHiPS in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

iii. If a Force Majeure situation arises, the selected bidder shall promptly notify the CHIPS in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by CHIPS, the selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.

iv. If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period

exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.

    v. In case a Force Majeure situation occurs with the user department or CHIPS, the user department or CHIPS may take the case with the selected bidder on similar lines.

13) Change Orders and Contract Amendments

    i. The CHiPS may at any time order the supplier/ selected bidder through Notice in accordance with clause "Notices" above, to make changes within the general scope of the Contract in any one or more of the following: -

    ii. If any such change causes an increase or decrease in the cost of, or the time required for, the supplier's/ selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract accordingly should be amended. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier's/ selected bidder's receipt of the CHiPS's change order.

    iii. Prices to be charged by the selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.

14) Termination

    i. Termination for Default

- The tender sanctioning authority of CHIPS may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the supplier/ selected bidder, terminate the contract in whole or in part: -

- If the selected bidder fails to deliver any or all terms of the service within the time period specified in the contract, or any extension thereof granted by CHIPS; or
- If the selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
- If the selected bidder, in the judgement of the CHiPS, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract
- If the selected bidder commits breach of any condition of the contract.

ii. If CHIPS terminates the contract in whole or in part, amount of PBG may be forfeited.

iii. Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.

iv. **Termination for Insolvency**

CHiPS may at any time terminate the Contract by giving a written notice of at least 30 days to the selected bidder, if the supplier/ selected bidder becomes bankrupt or otherwise. Insolvent. In such event, termination will be without compensation to the supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to CHIPS.

v. **Termination for Convenience**

- CHIPS, by a written notice of at least 30 days sent to the selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the CHiPS's convenience, the extent to which

performance of the selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.

▪ Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.

• To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder.

15) **Exit Management**
   • CHiPS reserve the right to cancel the said Agreement/Contract in the event of happening one or more of the following conditions:
   • Failure of the selected bidder to accept the Letter of Intent/Purchase Order and/or failure to furnish the Performance Bank Guarantee within a period of fifteen (15) days of receipt of Letter of Intent/Purchase Order;
   • Delay in offering on part of the vendor, as required under the Project;
   • Delay on part of the vendor in commissioning the Project beyond the specified period;
   • Delay on part of the vendor in completion of the commissioning /implementation and acceptance tests/ checks beyond the specified periods;
   • CHiPS will notify the selected bidder/Vendor with Ninety (90) days' notice inclusive of a cure period of thirty (30) days before cancellation/termination. However, it is clarified that the notice should specifically contain that the Ninety (90) days period for cancellation is inclusive of a cure period of thirty (30) days, if the Vendor fails to cure within thirty (30) days' time, then the notice for cancellation will became absolute. For the sake of clarity, the period of Ninety (90) days will begin from the date of receipt of termination/cancellation notice in accordance with the NOTICE Clause of this Agreement. Any other mode of communicating

termination/cancellation of the Agreement will be deemed to be invalid. In the event of termination, the bidder will be paid as per the terms and conditions of the RFP and for the milestones achieved and signed off by CHiPS.

- In addition to the cancellation of Purchase Order/said Agreement/Contract, CHiPS reserve the right to appropriate the damages through invocation of Performance Bank Guarantee furnished by the selected bidder/Vendor.

- Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Vendor will be expected to continue the services. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.

- Reverse Transition mechanism would typically include service and tasks that are required to be performed/ rendered by the Vendor to CHiPS or its designate to ensure smooth handover and transitioning of CHiPS deliverables, maintenance, and facility management.

- The reverse transition period may or may not be within the contract period. In case the reverse transition period falls within the contract period, all the terms & conditions, scope of work mentioned in the contract will hold good along with smooth handover and transitioning. The bidder will be paid as per the terms and conditions of the RFP and for the milestones achieved and signed off by CHiPS.

- However, if the reverse transition mechanism to be adopted after the expiry of the contract period, CHiPS and the bidder shall together prepare the Reverse Transition Plan for smooth handover and transitioning of CHiPS deliverables to CHiPS or it designates/ nominees including maintenance and facility management. Though in such case CHiPS shall have the sole authority to ascertain as to whether such Reverse Transition Plan has been complied with or not, but the payment for such reverse transition would be determined on pro-rata basis or on mutual consent of the Parties.

- Any disputes which may arise out of this Agreement, and which cannot be settled in discussions or negotiations between the Parties, shall be referred to the appropriate management or higher authorities of the respective parties to resolve such dispute in good faith. In case no settlement is reached the parties shall refer it to a sole arbitrator appointed and selected by parties. Arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation (Amendment) Act, 2015 or any other subsequent modifications or enactments thereof. The venue for Arbitration proceedings shall be Raipur. The Arbitration shall be conducted in English Language and the award shall be binding upon all Parties.

12. PAYMENT TERMS AND CONDITIONS OF TENDER

12.1 Payment Terms and Schedule

Payment schedule - Payments to the bidder, after successful completion of the target milestones (including specified project deliverables), would be made as under: -

Note: Quarterly Payment will be made in instalments equally distributed over the entire contract period as per work order amount and Terms and condition of RFP.

SN	Period		Payment
1	Q1	Upon submission of complete and successful development part as per Scope of Work in Clause 5 and as per clause 5.8 of the RFP	Quarterly Payment will be made in instalments equally distributed over the entire contract period as per work order amount and Terms and condition of RFP.
2	Q2-Q12	O&M Phase as per Clause 5 and 5.8 of the RFP (Upon submission of Quarterly Performance Report of each Resource (Attendance Report/Work accomplished report /Additional work given by CHiPS if any) endorsed from CHiPS & Quarterly Performance Reports and deployment report, SLA and penalty reconciliation, if any	

Terms & Condition:

a) All payments will be made in INR only.

b) No advance will be paid or no letter of credit will be issued.

c) The payment will be subject to fulfilment of work issued during particular quarter.

d) The Duties and Taxes as applicable and Delivery Schedule specified in the Tender will be paid.

e) In case, the Duties and/or Taxes have been reduced retrospectively, the successful bidder is liable to return the same.

f) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.

g) Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.

h) Taxes, as applicable, will be deducted/ paid, as per the prevalent rules and regulations.

12.2 SERVICE LEVEL AGREEMENT (SLA)

a) Penalty for replacement / Exit of a resource

Replacement of resources shall generally not be allowed. The replacement of resource by bidder will be allowed (with penalty) only in case, the resource leaves the organization by submitting Resignation with the present employer. In case of failure to meet the standards of the CHiPS, (which includes efficiency, cooperation, discipline and performance) bidder may be asked to replace the resource without any penalty for replacement/exit.

    i.   The penalty per resource would be imposed in case of exit/replacement of resource from the project within below mentioned period starting from the date of deployment of respective resource:

- Within 6 Month: Rs. 30,000 (Rupees Thirty Thousand Only) per resource per instance.
- After 6 Months and up to 1 Year: Rs. 20,000 (Rupees Ten Thousand) per Resource

    ii. Price Validity- The quoted rate will remain unchanged during the entire contract period. However, the Contract may be extended further for another One (01) Year on the basis of same terms and conditions.

    iii. The replaced resource will be accepted by the CHiPS only if he fulfills the minimum eligibility criteria as per RFP and is found suitable to the satisfaction of the CHiPS. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of

the CHiPS. The supplier will have to replace a resource within 15 days or any other period specified by the bidder.

CHiPS is free to relieve any resource (apart from minimum committed numbers) at any time (beyond minimum committed period) during contract period without any penalty by serving 15 days advance notice to supplier/selected bidder.

b) Penalty for Short Supply of Resources / Absence

i. In the case of short supply of resources / absence (as per CHIPS attendance record and apart from Government Holidays) of a resource during project period, no payment will be made for the days a resource is absent.

ii. In addition, a penalty as mentioned below will be levied for all onsite resources in cases of absence / shortage of supply without Prior approval from CHiPS-

SN	Category of Resource	Per day Penalty (in Rs)
1	Project Manager	800/-
2	Helpdesk Executive	500/-

iii. Penalty would be deducted from the applicable payments.

iv. Every resource shall be eligible for 36 leaves during the engagement period of 36 months

v. (Proportionately divided for period of engagement in case not engaged for whole year). However, project OIC may deny leave(s) to a particular resource(s).

c) O&M Phase

#	Milestone	Timeline (with reference to Project Award Date)	Penalty
1	Operation and Maintenance Phase	Quarterly progress report	The deployed application, including AUA/KUA services and the Aadhaar Online Portal, shall maintain an average monthly uptime of 99.5%. In the event of deviation from the specified uptime, excluding downtime due to hardware failures or force majeure events, penalties shall be levied as follows: • First 4 hours of downtime: ₹1,000 per hour • From 4 to 8 hours of downtime: ₹2,500 per hour

| | | | • From 8 to 24 hours of downtime: ₹5,000 per hour |
| | | | • Beyond 24 hours: ₹5,000 per every additional 6-hour block |

d) For Helpdesk

1. Scope of Services

The Service Provider shall provide:

    i. Helpdesk support for incident management, service requests, and user assistance across project modules.

    ii. Deployment and management of project resources in compliance with RFP requirements.

    iii. Operation & Maintenance (O&M) of deployed applications including AUA/KUA services, Aadhaar Online Portal, Mobile Application

2. Helpdesk Service Window

Service Component	Availability
Helpdesk (SMS/Mail/Portal)	10:00 AM – 6:00 PM, Monday to Saturday
Escalation Support (Critical Issues)	24×7 through escalation matrix
Scheduled Maintenance Window	Sunday or as approved by CHiPS

3. Incident Categorization

Severity Level	Description	Examples
Critical (P1)	Complete outage affecting all users	Portal inaccessible, authentication failure, Critical Error code
Major (P2)	Partial service degradation affecting multiple users	Module performance issues, report errors
Minor (P3)	Issues affecting limited users	User login problem, data mismatch
Request (P4)	General queries / access / training support	New user ID, password reset, feature clarification

4. Response, Resolution, and Escalation

Severity	Response Time	Resolution Time	Escalation Level if Breached
P1 – Critical	Within 30 minutes	Within 4 hours	Project Manager
P2 – Major	Within 1 hour	Within 8 hours	Technical Lead
P3 – Minor	Within 4 hours	Within 24 hours	L2 Team Lead

P4 – Request	Within 1 working day	Within 3 working days	L1 Team Lead

5. **Reporting and Review (Helpdesk)**

     i. Daily Summary Report (critical issues)

     ii. Weekly Incident Report

     iii. Monthly SLA Compliance Report (performance, breaches, trends)

     iv. Participation in monthly SLA review meetings

     v. Root Cause Analysis (RCA) for recurring or high-severity incidents

6. **Penalty for SLA Breach (Helpdesk)**

SLA Parameter	Penalty Condition	Penalty Amount
Breach of Resolution Time for P1/P2/P3/P4	Delay beyond SLA	₹1,000 per hour per incident
Monthly SLA Compliance < 95%	Overall SLA targets not met	2% deduction from monthly payment
Repeated Breaches (>3 per month)	Continued non-compliance	5% deduction or written warning
Non-submission of Reports	Delay > 2 working days	₹500 per report per day
Total monthly penalty shall not exceed 10% of the monthly payment.		

NOTE:

- Auto alert would be generated for any case of Hardware failure.

- For software part, bidder needs to create auto generate message system via Mail/SMS on the basis of error code generated by AUA/KUA system. This will act as basis of SLA calculation.

- Payment and penalty calculations shall be carried out on a monthly basis. However, the actual payment or penalty adjustments shall be applied to the quarterly invoices.

- Maximum 20% of Quarterly Payment may be deducted in penalty for a quarter. An Upper cap of 10% of total project purchase order can be levied as penalty in complete project duration.

12.2.1 Special Conditions of the Bid

    a. Price Validity- The quoted rate will remain unchanged during the entire contract period. However, the Contract may be extended further for another One (01) Year on the basis of same terms and conditions.

        i. The selected Resources will be deployed at CHIPS or any

location suggested by CHiPS in Raipur/Nava Raipur.

ii. The Resource has to follow the working hours, working days and public Holidays of Government of Chhattisgarh. However, resource shall be available on a holiday if so is required by the CHiPS. No extra payments will be made for working on extended hours / Saturdays / Sundays / Holidays to meet the committed/required time schedules

iii. For special events like Site Visit, Non-availability of Bio-metric application etc., the resources would be responsible to submit written application and take approval from OIC for those particular days.

b. Resource shall get prior approval of CHiPS before leaving headquarters, even if it is on a holiday

The minimum criteria for key resources are as follows.

SN	Resource Category	Qty	Resource Expected Qualification	Preference Projects Experience	Deployment(On site/Offsite)
1	Project Manager	1	• B.E. / B.Tech in (IT / Computer Science / Computer Engineering) / MCA from recognized institute. • At least 12 Years of total experience in IT consulting and Project Management out of which at least 7 years relevant experience of Project Management in Application Development, Customization and Implementation in an IT company. • Out of total 12 year of experience, minimum 5 years' experience should be in Aadhaar Project in ASA and AUA level implementation, Aadhaar based authentication framework as per UIDAI guidelines and UIDAI on boarding Compliance requirements.	Common to all Projects- • Aadhaar Authentication Ecosystem through ASA • Aadhaar Data Vault • Integration of Services with departments • Online Aadhaar Services Portal NPCI Service for DBT via ADV Services with departments	Onsite

			Certification desirable Hands-on experience on MySQL, MS SQL Server 2008 R2 Database Engine (Installation, Configuration, Performance Tuning, Troubleshooting, Backup/ Restore, Data Migration, Query Processing etc.)		
2	Database Administrat or	1	• B.E. / B. Tech in (IT / Computer Science / Computer Engineering) / MCA from recognized Institutes • At least 5-year total experience in software development field in an IT company. • At Least 3 year of experience as Database Developer • MSCE / MCP / SQL • Hands-on experience on MySQL/Oracle & MS SQL Server 2008 R2 Database Engine (Installation, Configuration, Performance Tuning, Troubleshooting, Backup/ Restore, • Data Migration, Query Processing etc.)	Common to all Projects- • Aadhaar Authentication Ecosystem • Aadhaar Data Vault • Aadhaar Portal • Integration of Services with departments NPCI Service for DBT with ADV	Offsite

3.	Sr. Software Developer (Java)	1	• B.E. / B. Tech in (IT / Computer Science / Computer Engineering) / MCA from recognized Institutes • At least 5-year total experience in the software development field in an IT company • At least 5 years of experience in development of web-based applications in core Java, J2EE, Web services, MySQL/Oracle, MS SQL Server, JEE technologies (JDBC, Servlets, Java Server Pages, Xml, and MVC Pattern using Spring boot, Micro service's).	Common to all Projects- • Aadhaar Authentication Ecosystem • Aadhaar Data Vault • Aadhaar Portal • Integration of Services with departments • NPCI Service for DBT with ADV	Offsite
4	Software Developer (Java)	1	• B.E. / B. Tech in (IT / Computer Science / Computer Engineering) / MCA from recognized Institutes • At least 3-year total experience in the software development field in an IT company • At least 3 years of experience in development of web-based applications in core Java, J2EE, Web services, MySQL/Oracle, MS SQL Server, JEE technologies (JDBC, Servlets, Java Server Pages, Xml, and MVC Pattern using Spring boot, Micro service's).	Common to all Projects- • Aadhaar Authentication Ecosystem • Aadhaar Data Vault • Aadhaar Portal • Integration of Services with departments • NPCI Service for DBT with ADV	Offsite
5.	Senior UI/UX Web Designer	1	• B.E. / B. Tech in (IT / Computer Science / Computer Engineering) / MCA from recognized Institutes • At least 8 years total experience in the software	• Aadhaar Authentication Ecosystem • Aadhaar Data Vault • Aadhaar Portal • Senior Technical Manager cum Project Manager	Offsite

			development field in an IT company. • At least 5-year Experience designing of Website/applications in Java MVC, JSP, React JS, NextJS, HTML5, CSS3, JQuery, etc. • Skill Set-Requirement Gathering and Analysis, FRS, SRS, Project Delivery etc.), Project Delivery etc.)	• Integration of Services with Departments • Aadhaar Portal Integration of Services with departments	
6.	Technical Support Person	4	• B.E. / B. Tech in (IT / Computer Science / Computer Engineering) / MCA from recognized Institutes • At least 1 year's total experience in the software development field in an IT company. • Preference on Basic knowledge of designing of Website/applications in Java MVC, JSP, React JS, Next JS, HTML5, CSS3, JQuery, etc.	• Preferably should have experience in Software support	Onsite
7.	Test Engineer	1	• B.E. / B. Tech in (IT / Computer Science / Computer Engineering) / MCA from recognized Institutes • At least 2 year's total experience in the software testing field in an IT company. • Preference on Basic knowledge of designing of Website/applications in Java MVC, JSP, React JS, Next JS, HTML5, CSS3, JQuery, etc.	• Should have experience in Software Testing	Offisite
	Total-	**10**			

If the project requires the presence of any offsite resources in CHiPS office at any stage of project, the bidder must arrange the same without any additional charges.

ANNEXURE-1: DETAILS ALONG WITH QUALIFICATION AND EXPERIENCE OF THE RESOURCES REQUIRED FOR TASK IN FOLLOWING FORMAT (Envelop-B)

S.NO	Name of the Resource	Qualification	Year of Experience	Resume Attached(Y/N)

ANNEXURE-2: FORMAT FOR POWER OF ATTORNEY

(To be provided scanned copy of original as part of Bidders Proposal (Envelope–B online) on stamp paper of value required under law duly signed by Bidder for the tender)

Dated:_____

To Whomsoever It May Concern

Know all men by these presents, we_____(name and registered office address of the Bidder) do hereby constitute, appoint and authorize Mr._____(Name of the Person(s)), domiciled at____(Address), acting as_____(Designation and the name of the firm), as Authorized Signatory and whose signature is attested below, as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for **Request for proposal for Selection of Agency for Development, Implementation, Operation & Maintenance of Aadhaar and its Allied Services in the State of Chhattisgarh**, vide Invitation for Tender No. 180072

Document dated____, issued by The Chhattisgarh Infotech Promotion Society, including signing and submission of all documents and providing information and responses to clarifications/enquiries etc. as may be required by Chhattisgarh Infotech Promotion Society, Raipur or any governmental authority, representing us in all matters before Chhattisgarh Infotech Promotion Society, Raipur, and generally dealing with CHIPS in all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

For   -----------------------

(Signature)

(Name, Title and Address)

Accept

(Attested signature of Mr._____)

(Name, Title and Address of the

Attorney) Notes: To be

executed by the Bidder

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

Also, wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the executants(s).

ANNEXURE-3 - DECLARATION FOR NOT BLACKLISTED

(Scanned copy of original to be uploaded online as part of the techno-commercial proposal (Envelop B Online))

Date...................................

To,

Dear Sir,

Ref.: Tender No. 180072

I/We .... hereby confirm that our firm has not been banned or blacklisted by any government organization/Financial institution/Court/Public sector Unit/Central Government.

Signature of Bidder...........   Place:

Name....................   Date:

Designation..................   Seal

ANNEXURE-4 -DRAFT BANK GUARANTEE

(To be issued by a Bank _____)

This Deed of Guarantee executed at——————————by————————(Name of the

Bank) having its Head/Registered office at ————————————————(hereinafter

referred t o as "the Guarantor") which expression shall unless it be repugnant to the

subject or context thereof include its heirs, executors, administrators, successors and assigns;

In favour of The XXX of Chhattisgarh Infotech Promotion Society, Raipur, having its office at (Address - XXXX XXXXXX) (hereinafter called "XXXX XXXXXX" which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns);

Whereas M/s_____. a company formed under_____(specify the applicable law) and having its registered office at_ has been, consequent to conduct and completion of a competitive bidding process in accordance with the letter of requirements document No._____dated___/__/2025 issued by XXXX X X X X X X , and selected M/s_____(hereinafter referred to as the Bidder) for the Agreement by XXXX XXXXXX as more specifically defined in the aforementioned Document including statement of work and the Agreement executed between the XXXX XXXXXX and Bidder. The Agreement requires the Bidder to furnish an unconditional and irrevocable Bank Guarantee for an amount of Rs._____/- (Rupees_____ _____only) by way of security for guaranteeing the due and faithful compliance of its obligations under the Agreement.

Whereas the Bidder approached the Guarantor and the Guarantor has agreed to provide a Guarantee being these presents:

Now this Deed witnessed that in consideration of the premises, we, —————Bank hereby Guarantee as follows:

The Bidder shall implement the Project, in accordance with the terms and subject to the conditions of the Agreement, and fulfil its obligations there under

We, the Guarantor, shall, without demur, pay to XXX, XXXX, XXXX an amount not exceeding
Rs._____(Rupees_____only) within 7(seven) days of receipt of a written demand therefore from XXX, XXXX, XXXX stating that the Bidder has failed to fulfil its obligations as stated in Clause 1 above.

The above payment shall be made by us without any reference to the Bidder or any other person and irrespective of whether the claim of the CHIPS Raipur is disputed by the Bidder or not.

The Guarantee shall come into effect from_____(Start Date) and shall continue to be in full force and effect till the earlier of its expiry at 1700 hours Indian Standard Time on _____(Expiry Date) (both dates inclusive) or till the receipt of a claim, from the Chhattisgarh Infotech Promotion Society, Raipur, Government of Chhattisgarh under this Guarantee, which is one month after the expiry of performance guarantee, whichever is earlier. Any demand received by the Guarantor from XXX, XXXX, XXXX prior to the Expiry Date shall survive the expiry of this Guarantee till such time that all the moneys payable under this Guarantee by the Guarantor to XXX, XXXX, XXXX

In order to give effect to this Guarantee, XXX, XXXX, XXXX shall be entitled to treat the Guarantor as the principal debtor and the obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents by XXX, XXXX, XXXX or by the extension of time of performance granted to the Bidder or any postponement for any time of the power exercisable by XXX, XXXX, XXXX against the Bidder or forebear or enforce any of the terms and conditions of the Agreement and we shall not be relieved from our obligations under this Guarantee on account of any such variation, extension, for bearance or omission on the part of XXX, XXXX, XXXX or any indulgence by XXX, XXXX, XXXX to the Bidder to give such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.

This Guarantee shall be irrevocable and shall remain in full force and effect until all our Obligations under this guarantee are duly discharged.

The Guarantor has power to issue this guarantee, and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under_____.

In witness, whereof the Guarantor has set its hands hereunto on the day, month and year first here-in- above written.

Signed and Delivered by_____Bank by the hand of

Shri_____its

_____and authorized office.

Authorized Signatory_____Bank

ANNEXURE-5: CURRICULUM VITAE (CV) OF KEY PERSONNEL: -

1. Proposed Position	
2. Name Of Expert	
3. Education	
4. Membership In Professional Associations	

5. Countries Of Work Experience	
6. Employment Record	
From:	**To:**
Employer:	
Position Held	
From:	**To:**
Employer:	
Position Held	
7. Projects Undertaken	
Project Name	
Year	
Location	
CHIPS	
Activities Performed	

ANNEXURE-6: PARTICULARS OF THE BIDDERS

Scanned copy of original as (duly signed by Bidder) as part of Technical Proposal to be uploaded online- **(Envelope –B online)**

SN	Information Sought	Details to be Furnished	Document if any Page No.

1	Name and address of the bidding Company		
2	Incorporation status of the firm		
3	Year of Establishment		
4	Date of registration		
5	ROC Reference No.		
6	Details of company/ firm registration		
7	Details of registration with appropriate authorities for Tax		
8	Name, Address, email, Phone nos. And Mobile Number of Contact Person		

ANNEXURE-7: FORMAT OF SENDING PRE-BID QUERIES

Ref: Tender No. 180072

Name of the Bidder

Contact Number and Address of the Bidder-

SN	Participate	Section No.	Page No.	Tender Clause	Query	Remarks
1						
2						
3						
4						
N						

ANNEXURE-8: PRE-CONTRACT INTEGRITY PACT

1. **GENERAL**

i. This pre-bid contract Agreement (hereinafter called the Integrity Pact) is made on the day of the month........... of 2025 between, the Government of Chhattisgarh acting through CEO, Chhattisgarh Infotech Promotion Society (CHIPS), an autonomous society under Department of Electronics and Information Technology, Government of Chhattisgarh (hereinafter called the "TENDERING AUTHORITY", which expression shall mean and include, unless the context otherwise requires, his successors in the office and assigns) as the First Party, proposes to empanel BIDDER Firms for a period of 3.3 years Selection of Agency for Development, Implementation, Operation & Maintenance of Aadhaar and its Allied Services in the State of Chhattisgarhand M/s..represented by Shri...(hereinafter called the "Bidder ", which expression shall mean and include, unless the context otherwise requires, his successors an permitted assigns) and the Second Party, is willing to offer/has offered.

ii. WHEREAS the Bidder is a …………… (Private-Company / Public Company/ Government Undertaking / Partnership firm) constituted in accordance with the relevant law in the matter and the TENDERING AUTHORITY is performing its function on behalf of the Government of Chhattisgarh.

2. **OBJECTIVES**

NOW, THEREFORE, the TENDERING AUTHORITY and the Bidder agree to enter into this pre-contract agreement, hereinafter referred to as Integrity Pact, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the Contract to be entered into with a view to:

i. Enabling the TENDERING AUTHORITY to obtain the desired Service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

ii. Enabling Bidders to abstain from bribing or indulging in any corrupt practices in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing any corrupt practices and the TENDERING

AUTHORITY will commit to prevent corruption, in any form, by its official by following transparent procedures.

3. **COMMITMENTS OF THE TENDERING AUTHORITY**

The TENDERING AUTHORITY commits itself to the following:

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

ii. The TENDERING AUTHORITY will, during the pre-contract stage, treat Bidders alike, and will provide to all Bidders the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular Bidder in comparison to the other Bidders.

iii. All the officials of the TENDERING AUTHORITY will report the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the TENDERING AUTHORITY with the full and verifiable facts and the same prima fade found to be correct by the TENDERING AUTHORITY, necessary disciplinary proceedings, or any other action as deemed, fit, including criminal proceedings may be initiated by the TENDERING AUTHORITY and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the TENDERING AUTHORITY the proceedings under the contract would not be stalled.

4. **COMMITMENTS OF BIDDERS**

The Bidder commits itself to take all measures necessary to prevent corrupt practices, unfair means an illegal activity during any stage of its bid or during any pre-contract or

post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

i.   The Bidder will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the TENDERING AUTHORITY, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting an implementation of the contract.

ii.   The Bidder further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the TENDERING AUTHORITY or otherwise in procuring the Contract of forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or dis-favour to any person in relation to the contract or any other contract with the Government.

iii. The Bidder further confirms and declares to the TENDERING AUTHORITY that the Bidder in the original Manufacture/Integrator/Authorized government sponsored export entity of the stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the TENDERING AUTHORITY or any of its functionaries, whether officially or unofficially to the award of the contract to the Bidder, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

iv.   The Bidder, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the TENDERING AUTHORITY or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

v.   The Bidder will not collude with other parties interested in the contract to impair the

transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

vi. The Bidder will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

vii. The Bidder shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the TENDERING AUTHORITY as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The Bidder also undertakes to exercise due and adequate care lest any such information is divulged.

viii. The Bidder commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

ix. The Bidder shall not instigate or cause to instigate any third person to commit any of the acts mentioned above.

5. **PREVIOUS TRANSGRESSION**

i. The Bidder declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other government body in India in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in any state or in India that could justify Bidder's exclusion from the tender process.

ii. If the Bidder makes incorrect statement on this subject, Bidder can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

6. **EARNEST MONEY (SECURITY DEPOSIT)**

i. Every Bidder while submitting commercial bid, shall deposit an amount as specified

in TENDER as Earnest Money/Security Deposit, with the TENDERING AUTHORITY

ii. No interest shall be payable by the TENDERING AUTHORITY to the Bidder on Earnest Money/Security Deposit for the period of its currency.

7. **SANCTIONS FOR VIOLATIONS**

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

i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the Bidder. However, the proceedings with the other Bidder(s) would continue.

ii) To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage), as decided by the TENDERING AUTHORITY and the TENDERING AUTHORITY shall not be required to assign any reason therefore.

iii) To immediately cancel the contract, if already signed, without giving any compensation to the Bidder.

iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the Bidder, in order to recover the payments, already made by the TENDERING AUTHORITY, along with interest.

v) To cancel all or any other contracts with the Bidder and the Bidder shall be liable to pay compensation for any loss or damage to the TENDERING AUTHORITY resulting from such cancellation/rescission and the TENDERING AUTHORITY shall be entitled to deduct the amount so payable from the money(s) due to the Bidder.

vi) To debar the Bidder from participating in future bidding processes of the Government of Chhattisgarh for a minimum period of five years, which may be further extended at the discretion of the TENDERING AUTHORITY.

vii) To recover all sums paid in violation of this Pact by Bidder (s) to any middlemen or agent or broken with a view to securing the contract.

viii) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the TENDERING AUTHORITY with the Bidder, the same shall not be opened.

ix) If the Bidder or any employee of the Bidder or any person acting on behalf of the Bidder, either directly or indirectly, is closely related to any of the officers of the TENDERING AUTHORITY, or alternatively, if any close relative of an officer of the TENDERING AUTHORITY has financial interest/stake in the Bidder's firm, the same shall be disclosed by the Bidder at the time of filling of tender. Any failure to disclose the interest involved shall entitle the TENDERING AUTHORITY to rescind the contract without payment of any compensation to the Bidder.

x) The term 'close relative' for this purpose would mean spouse whether residing with the Government servant or not, but not include a spouse separated from the Government servant by a decree or order of a competent court; son or daughter or step son or step daughter and wholly dependent upon Government servant, but does not include a child or step child who is no longer in any way dependent upon the Government servant or of whose custody the Government servant has been deprived of by or under any law; any other person related, whether by blood or marriage, to the Government servant or to the Government servant's wife or husband and wholly dependent upon Government servant.

xi) The Bidder shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the TENDERING AUTHORITY, and if he does so, the TENDERING AUTHORITY shall be entitled forthwith to rescind the contract and all other contracts with the Bidder. The Bidder shall be liable to pay

xii) compensation for any loss or damage to the TENDERING AUTHORITY resulting from such rescission and the TENDERING AUTHORITY shall be entitled to deduct the amount so payable from the money(s) due to the Bidder.

xiii) The decision of the TENDERING AUTHORITY to the effect that a breach of the provisions of this pact has been committed by the Bidder shall be final and conclusive on the Bidder. However, the Bidder can approach the Monitor(s) appointed for the purposes of this Pact.

8. FALL CLAUSE

The Bidder undertakes that he has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Department of the Government of Chhattisgarh or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the Bidder to any other Department of the Government of Chhattisgarh or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the TENDERING AUTHORITY,. if the contract has already been concluded.

9. INDEPENDENT MONITORS

i. The TENDERING AUTHORITY will appoint Independent Monitors (hereinafter referred to as Monitors) for this Pact.

ii. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

iii. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

iv. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. The Monitor shall be under contractual obligation to treat the information and documents of the Bidder/Subcontractor(s) with confidentiality.

v. As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the TENDERING AUTHORITY.

vi. The Monitor will submit a written report to the designated Authority of TENDERING

vii. AUTHORITY/Secretary in the Department/within 8 to 10 weeks from the date of reference or intimation to him by the TENDERING AUTHORITY/Bidder and, should the Bidder arise, submit proposals for correcting problematic situations

10. FACILITATION OF INVESTIGATION

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

11. **LAW AND PLACE OF JURISDICTION**

This Pact is subject to Indian Law; the place of performance and jurisdiction shall be the seat of the TENDERING AUTHORITY.

12. **OTHER LEGAL ACTIONS**

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

13. **VALIDITY**

i. The validity of this Integrity Pact shall be from the date of its signing and extend up to 3.3 years or the complete execution of the contract to the satisfaction of both the TENDERING AUTHORITY and the Bidder/Seller whichever is later. In case Bidder is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

ii. If one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

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

TENDERING AUTHORITY   BIDDER

Name of

the

Officer

Designati

on

Witness   **Witness**

1). ....   1)...

2). ....   2)...

ANNEXURE-9: PROPOSAL COVERING LETTER

Scanned copy of original (duly signed by Bidder) as part of Technical Proposal to uploaded Online - (**Envelope B –Online)**

[Date] To,

Chief Executive Officer

Chhattisgarh Infotech Promotion Society (CHiPS)
SDC Building, Civil Lines,
Raipur, Chhattisgarh-492001
E-Mail: XXXXXX

Ph: XXXX-XXXXXX

Dear ` Sir,

We ………………………….. (Name of the Bidder) hereby submit our proposal in response to notice inviting tender date …………….. and tender document no ....and confirm that:

1.   All information provided in this proposal and in the attachments is true and correct to the best of our knowledge and belief.
2.   We shall make available any additional information if required to verify the correctness of the above statement.
3.   Certified that the period of validity of bids is 180 days from the last date of submission of proposal, and
4.   We are quoting for all resources under all categories mentioned in the tender.
5.   We the Bidders are not under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies as on the date of submission of Bid. Chhattisgarh infotech Promotional Society, Raipur may contact the following person for further Information regarding this tender:
     a. Name and full address of office, Contact No., Email ID, Company Name

b. Name and full address of office, Contact No., Email ID, Company Name

6. We are submitting our Eligibility Criteria proposal bid documents and technical bid documents in soft format in e-Procurement portal.

Dated this   Day of   2025

(Signature)   In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company)

Seal/St

amp of Bidder Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am …………………………   of the ………………., and that
……………………………………………………………… who signed the
above Bid is authorized to bind the corporation by authority of its
governing body.

Date

(Seal here)

ANNEXURE-10: FINANCIAL PROPOSAL FORMAT

(To be filled online in e-Procurement portal only. If any Bidder will upload the financial proposal in Envelope A or B then the bid will be rejected)

Tender No 180072

To

<mark>**Chief Executive Officer**</mark>

<mark>**Chhattisgarh Infotech Promotion Society (CHiPS)**</mark>

<mark>SDC Building, Civil Lines,</mark>
<mark>Raipur, Chhattisgarh-492001</mark>
Sir,

I/We hereby submit our Proposal for the **Request for proposal for Selection of Agency for Development, Implementation, Operation & Maintenance of Aadhaar and its Allied Services in the State of Chhattisgarh** in accordance with the special Terms and Conditions as well as Scope of work. The rates should be quoted in the prescribed format given below:

S.NO	Item	Quantity	Total Cost inclusive of Taxes
1	Technical Support Services for CHIPS UID Project for the period of 3 years (Implementation and Operation & Maintenance Phase)	Lumpsum	
	Total In Rs		
	Total in Words		

Notes/Instructions for RFP Bid Submission:

1. Bidders must ensure that quoted resources meet minimum qualifications and Aadhaar-specific project experience as per Annexure-1.

2. For multiple quantities (like Technical Support Persons = 4), the total cost should reflect both resources.

Signature of Bidder..... Place:

Name .... Date:

Designati

on.......

Seal

ANNEXURE-11: GUIDELINE FOR E-PROCUREMENT

Guidelines for Bidders on using integrated e-Procurement System Govt. of Chhattisgarh. https://eproc.cgstate.gov.in

Note: These conditions will over-rule the conditions stated in the tender document(s), wherever relevant and applicable.

1. **Vendor / Bidder Registration on the e-Procurement System:**

   .All the Users / Bidders (Manufacturers / Contractors / Suppliers / Vendors / Distributors etc.) registered with and intending to participate in the Tenders of various Govt. Departments / Agencies / Corporations / Boards / Undertakings under Govt. of Chhattisgarh processed using the Integrated e-Procurement System are required to get registered on the centralized portal https://eproc.cgstate.gov.in and get approval on specific class (e.g. A, B, C, D, UGE, UDE, Others/Open) from Public Works Department (in case to participate in tenders restricted to vendors / Bidders in a particular class).

   The non – registered users / Bidders who are also eligible to participate in the tenders floated using the e-Procurement system are also required to be registered online on the e-Procurement system.

   Vendors are advised to complete their online enrolment / registration process on the portal well in advance to avoid last minute hassle, it is suggested to complete enrolment at least four days before the last date of bid submission date, failing which may result in non-submission of bids on time for which vendor/end user shall be solely responsible.

   For more details, please get in touch with e-Procurement system integrator, M/s. Mjunction Services Limited, Raipur – 492001 on Toll free 18002582502 or email helpdesk.eproc@cgswan.gov.in.

2. Digital Certificates:

The bids submitted online must be signed digitally with a valid Class II / Class – III Digital Signature Certificate to establish the identity of the Bidders submitting the bids online. The Bidders may obtain pair of Encryption & Signing Class – II / Class – III Digital Certificate issued by an approved Certifying Authority (CA) authorized by the Controller of Certifying Authorities (Bidder), Government of India.

Note: It may take up to 7 to 10 working days for issuance of Class-II / Class-III Digital Certificate, Therefore the Bidders are advised to obtain it at the earliest. It is compulsory to possess a valid Class-II/ Class-III Digital Certificate while registering online on the above- mentioned e-Procurement portal. A Digital Certificate once mapped to an account / registration cannot be remapped with any other account / registration however it may be inactivated / deactivated.

Important Note: bid under preparation / creation for a particular tender may only be submitted using the same digital certificate that is used for encryption to encrypt the bid data during the bid preparation / creation / responding stage. However, Bidder may prepare / create and submit a fresh bid using his/her another / reissued / renewed Digital Certificate only within the stipulated date and time as specified in the tender.

In case, during the process of a particular bid preparation / responding for a tender, the Bidder loses his/her Digital Certificate because of any reason they may not be able to submit the same bid under preparation online, Hence the Bidders are advised to keep their Digital Certificates secure to be used whenever required and comply with IT Act 2000 & its amendments and CVC guidelines.

The digital certificate issued to the authorized user of an individual / partnership firm / private limited company / public limited company / joint venture and used for online bidding will be considered as equivalent to a no-objection certificate / power of attorney to the user.

Unless the certificate is revoked, it will be assumed to represent adequate authority of the specific individual to bid on behalf of the organization / firm for online tenders as per Information Technology Act 2000. This authorized user will be required to obtain a valid Class- II / Class-III Digital Certificate. The Digital Signature executed through the use of Digital Certificate of this authorized user will be binding on the organization / firm. It shall be the responsibility of management / partners of the concerned organization / firm to inform the Certifying Authority, if the authorized user changes, and apply for a fresh digital certificate for the new authorized user.

3. **Online Payment:** As the bid is to be submitted only online, Bidders are required to make online payment(s) of the Registration fee / Transaction or Service fees / EMD using the online payments gateway services integrated into the e-Procurement system using various payment modes like Credit Card / Debit Card / Internet Banking / Cash Card / NEFT / RTGS etc.

   For the list of available online modes of electronic payments that are presently accepted on the online payments gateway services, please refer the link '**Payments accepted online**' on the eProcurement portal https://eproc.cgstate.gov.in**.**

4. **Setup of User's Computer System:** In order to operate on the e-Procurement system for a Bidder/ user, the computer system / desktop / laptop of the Bidder is required to have Java ver. 765 , Internet explorer 9 / 11, latest Mozilla Firefox with IE Tab V2 (Enhanced IE Tab) or any other latest browser. A detailed step by step document on the same is available on the home page. Also, internet connectivity should be minimum one MBPS.

5. **Publishing of N.I.T.:** For the tenders processed using the e-Procurement system, only a brief advertisement notice related to the tender shall be published in the newspapers and the detailed notice shall be published only on the e-Procurement system. Bidders can view the detailed notice, tender document and the activity time schedule for all the tenders processed using the e-Procurement system on the portal https://eproc.cgstate.gov.in**.**

6. **Tender Time Schedule**: The Bidders are strictly advised to follow the tender time for their side for tasks / activities and responsibilities to participate in the tender, as all the activities / tasks of each tender are locked before the start time & date and after the end time & date for the relevant activity of the tender as set by the concerned department official.

7. **Download Tender Document(s):** The tender document and supporting document(s) if any can be downloaded only online. The tender document(s) will be available for download to

   Concerned Bidders after online publishing of the tender and up to the stipulated date & time as set in the tender.

8. **Submit Online Bids:** Bidders have to submit their bid online after successful filling of forms within the specified date and time as set in the tender.

   The encrypted bid data of only those Bidders who have submitted their bids within the stipulated date & time will be accepted by the e-Procurement system. It is expected that the Bidder complete his bid ad submit within timeline, a Bidder who has not submitted his bid within the stipulated date & time will not be available during opening.

   Bid documents uploading during bid preparation should be less than five MB (for individual document) and over all bid documents should be less than fifty MB.

9. **Submission of Earnest Money Deposit:** The Bidders shall submit their Earnest Money Deposit Either as usual in a physically sealed Earnest Money Deposit envelope and the same should reach the concerned office OR online using payment gateway as stated in the Notice Inviting Tender. Bidders also have to upload scanned copy of Earnest Money Deposit instrument.

10. **Opening of Tenders:** The concerned department official receiving the tenders or his duly authorized officer shall first open the online Earnest Money Deposit envelope of all the Bidders and verify the same uploaded by the Bidders. He / She shall check for the validity of Earnest Money Deposit as required. He / She shall also verify the scanned documents uploaded by the Bidders, if any, as required. In case, the requirements are incomplete, the next i.e. technical and commercial envelopes of the concerned Bidders received online shall

not be opened.

The concerned official shall then open the other subsequent envelopes submitted online by the Bidders in the presence of the Bidders or their authorized representatives who choose to be present in the bid opening process or may view opened details online.

11. **Briefcase:** Bidders are privileged to have an online briefcase to keep their documents online and the same can be attached to multiple tenders while responding, this will facilitate Bidders
to upload their documents once in the briefcase and attach the same
document to multiple bids submitting.

For any further queries / assistance, Bidders may contact:

I. The Service Integrator of e-Procurement system, M/s. Mjunction Service Ltd. on Help Desk Toll free No. 1800 258 2502 or email helpdesk.eproc@cgswan.gov.in.

II. Mr. Shailesh Kumar Soni, Sr. Manager, Chhattisgarh Infotech Promotion Society (CHiPS) on Tel. No. 0771 - 4014158 or email: pro-chips@nic.in.

ANNEXURE-12: Format for Certifying that Online & Offline Documents are identical

(To be provided as part of online Envelope-B) Date.................................

To,

Chief Executive Officer

Chhattisgarh Infotech Promotion Society (CHiPS)

SDC Building, Civil Lines,

Raipur, Chhattisgarh-492001

Dear Sir,

Ref.: Tender No. 180072

We ....(Name of the Bidder) hereby submit one set of original documents of our proposal (except the financial proposal) in response to notice inviting tender date ……………. and tender document no and confirm that:

1. Online and Offline documents are identical.
2. In case of discrepancies in online & offline documents, Online Documents would be considered valid.
3. Offline Documents does not include Financial Proposal. In case, it contains the Financial Proposal, our bid will be summarily rejected.

Signature of Bidder

Name:

Designation:

Date:

Place:

Seal:

ANNEXURE-13: ELIGIBILITY CRITERIA (ENVELOP-A)

Name of the Bidder……………………………….

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The bidder must be a company registered in India under the Companies Act, 1956 or 2013, and must have been registered for at least 3 years prior to the date the Request for Proposal (RFP) was issued. Or A partnership firm registered under Indian Partnership Act, 1932. Or A Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008.	• Certificate of Incorporation issued by Registrar of Companies along with PAN, TAN, GSTIN Certificate and any other tax related document like ITR if applicable is required to be submitted along with the eligibility bid. Certificate of Registration/ Incorporation under Companies Act 1956/2013 or Partnership Act 1932 or Limited Liability partnership Act 2008, as the case may be. • ITR of last 3 audited FYs along with CA/Statutory Auditor's Certificate for business operations continuity for FY 2024-25
2	Financial Turnover from IT / ITeS	Average annual turnover from IT / ITeS Should be at least Rs 15 Crores from the last 3 audited financial year's i.e. FY 2022-23, 2023-24, 2024-25	CA Certificate with CA's Registration Number/ Seal and Balance sheets of respective Financial Year
3	Financial: Net Worth	The net worth of the bidder should be positive as on bid submission date.	Balance sheet with CA's Registration Number/ Seal

4	Technical Capability	Bidder should have prior experience of software development as per the following criteria in the last 5 years from the date of bid submission: - One Project related to Managing Aadhaar Services like AUA/KUA/Data Vault/Payment integration/Wallet system valuing INR 2.4 Crores. OR Two Projects related to Managing Aadhaar Services like AUA/KUA/Data Vault/Payment integration/Wallet system valuing INR 1.8 Crores. OR Three projects related to Managing Aadhaar Services like AUA/KUA/Data Vault/Payment integration/Wallet system valuing INR 1.5 Crores.	Work Order with Completion Certificate from the client and Details of Project
5	Blacklisting	Bidder should not have been debarred / black-listed by any Govt departments/Private/Bank or RBI or any other regulatory authority or Financial Institutions in India as on date of bid publication.	Undertaking that effect should be submitted as per Annexure-III.
6	Power of Attorney	Bidder should give details of the Authorized signatory on company's letter head.	Self-declaration to this effect on the company's letterhead should be submitted. ANNEXURE-II

Signature of Bidder

Name:

Designation:

Date:
Place:

Seal:

ANNEXURE-14: FORMAT OF PERFORMANCE BANK GURANTEE

For Contract Performance Bank Guarantee

Ref: _____ Date: _____

Bank Guarantee No.: _____

To:

Chief Executive Officer (CEO),

CHiPS, Raipur

Chhattisgarh,492001

Ref:

Dear Sir,

PERFORMANCE BANK GUARANTEE – For "**Selection of Agency for Development, Implementation, Operation & Maintenance of Aadhaar and its allied Services in the State of Chhattisgarh**"

WHEREAS

M/s. (name of Service Provider), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Service Provider), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated ……. (Hereinafter, referred to as "Contract") with you for "**Selection of Agency for Development, Implementation, Operation & Maintenance of Aadhaar and its allied Services in the State of Chhattisgarh**", in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Service Provider) is required to furnish an unconditional and irrevocable Bank Guarantee in your favour for an amount of 10% of the Total Contract Value, and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach / default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of 10% of the Total Contract Value i.e. <in words> without any demur.

Notwithstanding anything to the contrary, as contained in the said Contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold valid till 180 days after completion of the Contract Period, subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until 6 months after the completion of Contract Period.

We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honour the same without demur.

We hereby expressly waive all our rights: Requiring pursuing legal remedies against CHiPS; and for notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

We the Guarantor, as primary obligor and not merely Surety or Guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount

mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to 10% of the Contract Value, and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association / Constitution of our bank and the undersigned is / are the recipient of authority by express delegation of power/s and has / have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee. Notwithstanding anything contained herein:

Our liability under this Performance Bank Guarantee shall not exceed 10% of the Total Contract Value. This Performance Bank Guarantee shall be valid only from the date of signing of Contract to 180 days after the End of Contract Period; and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before 180 days after the completion of Contract Period.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such count.

Dated …………………. this ………. Day …………. 20__.

Yours faithfully,

For and on behalf of the …………… Bank,

(Signature)

Designation

(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

ANNEXURE-15: INFORMATION OF APPLICATIONS UNDER UID PROJECT (Envelop-A)

I. **Aadhaar Authentication Ecosystem Project**

The Govt. of India has formulated Unique Identification Authority of India (UIDAI) for providing a Unique Identity (Aadhaar) to all residents of India. With the Aadhaar enrolment already taking place at many locations across the country, the downstream services and applications of the Unique Identification (Aadhaar) number shall need to be formulated and operationalized. The UIDAI proposes to provide online authentication using demographic and biometric data. The UID (Aadhaar) Number, which uniquely identifies a resident, will give individuals the means to clearly establish their identity to public and private agencies across the country. The purpose of Authentication is to enable Aadhaar-holders to prove identity and for service providers to confirm the resident's identity claim in order to supply services and give access to benefits.

Aadhaar authentication is the process wherein Aadhaar number, along with other attributes (including biometrics) is submitted to the Central Identities Data Repository 'CIDR' for its verification and such repository verifies the correctness thereof on the basis of information or data available with it. Aadhaar authentication service only responds with a "yes/no" and no Personal Identity Information (PII) is returned as part of the response. The purpose of Authentication is to enable residents to prove their identity and for service providers to confirm that the resident is 'who they claim to be' in order to supply services and give access to benefits.

The UIDAI will provide online authentication using demographic and biometric data. The Unique Identification (Aadhaar) Number, which uniquely identifies residents, will give individuals the means to clearly establish their identity to public and private agencies across the country.

The 'Aadhaar Authentication Framework' of UIDAI details the Authentication types offered by UIDAI. Aadhaar authentication provides several ways in which a resident can authenticate themselves using the system. At a high level, authentication can be 'Demographic Matching and/or 'Biometric/ OTP Matching. But, in all forms of authentication the Aadhaar Number needs to be submitted so that this operation is

reduced to a 1:1 match. Authentication shall enable residents to prove their identity based on the demographic and/ or biometric information captured during enrolment, thus making the process of identification convenient and accurate.

Through Aadhaar Authentication, more residents shall be able to prove their identity and thereby become eligible to benefit from Government schemes and subsidies. Aadhaar Authentication shall help AUAs in delivering services to eligible beneficiaries based on establishing their identity, thus improving efficiency and transparency in service delivery to the common man. Aadhaar is a permanent and non-revocable identity as opposed to currently existing identity systems which are based on local, revocable credentials. Hence, AUAs are encouraged to use Aadhaar Authentication in conjunction with the AUA's existing authentication process so as to strengthen their authentication process. Aadhaar Authentication should be perceived as a mechanism to strengthen the current authentication process followed by AUAs to authenticate residents/ beneficiaries and enhance the level of identity authentication assurance while providing convenience to the resident.

Project Architecture

"Aadhaar Authentication" means the process where in Aadhaar Number or Virtual ID or UID Token, along with other attributes, including biometrics, are submitted to the Central Identities Data Repository (CIDR) for its verification on the basis of information or data or documents available with it. UIDAI provides an online service to support this process.

Aadhaar Service Architecture
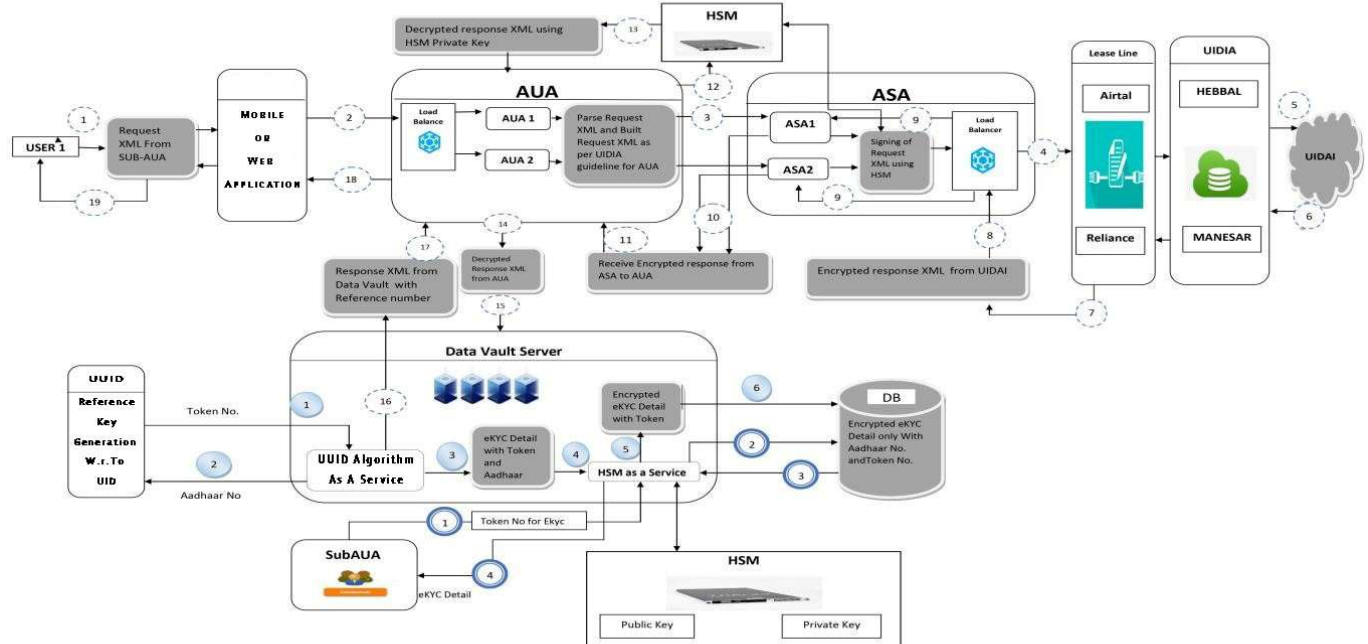
Central Identities Data Repository (CIDR): CIDR is a government agency that stores and manages data for the country's Aadhaar project. CIDR is regulated by the Unique Identification Authority of India (UIDAI).

Authentication Service Agency (ASA): An organization or an entity providing connectivity using private secure network to UIDAI's data centers for transmitting authentication requests from various AUAs.

Authentication User Agency (AUA): An organization or an entity using Aadhaar authentication as part of its applications to provide services to Aadhaar number holders. Examples include Government Departments, Banks, and other public or private organizations.

SUB-AUA: Sub-AUA is an entity having a relationship/contract with AUA offering specific services in a particular domain.

Management Services Provider (MSP): An organization appointed by UIDAI that manages UIDAI's CIDR Authentication Service Providers (AUsP): Entities proposed to be created that will provide CIDR based authentication services to various authentication user agencies

UIDAI's CIDR: A centralized database in or more locations containing all Aadhaar numbers issued along with the corresponding demographic and biometric information

Network/ Connectivity Provider: Entities that would provide required connectivity between other members of authentication ecosystem - between merchant and AUA, between AUA and AUsP/MSP, between AUsP/ MSP and CIDR

Device Suppliers: Organizations that would manufacture, supply and maintain devices required for carrying out authentication

Stakeholders in the Authentication Ecosystem

Authentication Service will require involvement of various ecosystem members. Various members who are expected to play role in Aadhaar authentication ecosystem include:

- Aadhaar Holders/ Residents - Residents who have already been issued Aadhaar number.

- Terminals/ Merchants - Terminals are devices deployed by AUAs to provide services to residents. These devices will host applications of the AUA and initiate resident's authentication requests. Merchants are the outlets that provide the services at grass-root level & maintain the terminals

Authentication Service Agency (ASA)

ASA is any entity that transmits authentication requests to the CIDR on behalf of one or more AUAs. They play the role of enabling intermediaries. They have an established secure connection with the CIDR and convey AUAs' authentication requests to the CIDR. ASAs receive CIDR's response and transmit the same back to the AUA.

ASAs are entities that have established secure leased line connectivity with the CIDR compliant with UIDAI's standards and specifications. ASAs offer their UIDAI-compliant network connectivity as a service to Authentication User Agencies and transmit AUAs' authentication requests to CIDR. Only entities contracted with UIDAI as ASAs shall send authentication requests to the CIDR; no other entity can directly communicate with CIDR. An ASA could serve several AUAs; and may also offer value added services such as multi-party authentication, authorization and MIS reports to AUAs.

The agency, willing to register as ASA, should give an undertaking and demonstrate the capability of design, configure, implement and maintain the infrastructure and systems required for an ASA as per UIDAI's specifications and certify that necessary

human resources with requisite skills are in place to perform the functions required as an ASA.

Key ASA Responsibilities

- Ensure compliance of authentication related operations (processes, technology, security, etc.) to UIDAI's standards and specifications.
- Log and maintain details of all authentication transactions.
- Get its operations and systems related to Aadhaar Authentication audited as per UIDAI's specifications.
- Perform basic checks on the authentication input and forward it to CIDR
- Transmit the result of the authentication transaction received from CIDR to the AUA that has placed the request
- Inform UIDAI of the engagement/ disengagement of AUAs that it serves
- Inform UIDAI of any misuse of Aadhaar data, authentication services, or any compromise of Aadhaar related data or systems.

Mandatory Security Requirements

- ASA can connect to the CIDR only through a leased line.
- The meta data and the responses should be logged for audit purposes.
- Encrypted PID block and license keys that came as part of authentication packet should never be stored anywhere in its system.
- Network between AUA and ASA should

ASA OPERATING MODEL and ASA Server Architecture

ASAs can offer AUAs multiple protocols and options for connecting their solution to Aadhaar system and in addition provide reporting and other value-added services. If ASA is a telecom provider, then a full connectivity solution could be provided to an AUA for end-to-end Aadhaar authentication.

At a basic level, ASA service is- that of forwarding API calls from AUAs to CIDR through a secure connection. ASA server should be built like a middleware or enterprise service bus that allows secure incoming connections from AUAs to be verified, audited, and then invoking API URLs exposed by Aadhaar servers through HTTPS and then sending the response back to AUAs. A complete ASA server could be thought of as a middleware (or Enterprise Service Bus – ESB) providing multiple protocol support, multiple data format support, with built-in format translation and other capabilities such as auditing and reporting.

ASA server could be as simple as an HTTP proxy, whereas a more advanced ASA server could allow multiple incoming protocols from AUAs there by proving more options to AUAs. For example, in addition to HTTPS as a synchronous protocol, ASA server could allow AUAs to use asynchronous schemes using a messaging interface.

The following diagram depicts a high-level architecture of an ASA server:

At a high level the flow of API request and response is as follows (point number below corresponds to number within the circle above):

1. One or many AUAs should be supported. ASAs may sign up for one or many AUAs to connect through them.
   - AUAs also may choose to work with one or more ASAs to ensure reliable connectivity.
   - It is expected that having multiple ASAs in the system will ensure healthy competition and automatic price leveling for ASA services.

2. Network between AUAs and ASA.
   - This could be any kind of network depending on the needs of AUAs.
   - UIDAI suggests that this be a private leased line to have better control of availability, bandwidth, reliability, and security.
   - UIDAI mandates that communication between AUAs and ASAs for sending Aadhaar API requests and responses be secure.
   - The choice of specific protocol and security standards depends on the domain and application AUAs and ASAs are using.
   - Based on the application needs of AUA, API requests could be sent using a synchronous protocol (such as HTTPS) or an asynchronous protocol (such as a message queue).
   - For AUAs who are new and starting afresh, UIDAI suggests using HTTPS over a leased line to communicate between AUA and ASA.

3. ASA server depicted in the light blue box with dotted line border.
   - This should be built to support a "horizontally" scalable deployment on one or

many servers so that as the transaction volumes increase; additional servers can be added to handle the load.

- At a high level, ASA server could be thought of as a simple middle ware or a light-weight Enterprise Service Bus – ESB.
- A generic ASA server should provide multiple protocol support (providing AUAs a choice of protocols).
- It should also provide data validation, auditing, and basic transaction reporting capabilities.
- For example, using an open source lightweight ESBs such as Mule or Service Mix from Apache, an ASA server could be built in no time.

Components 4, 5, and 6 are parts of ASA server and are described below:

4. If ASAs wishes to offer multiple choices in terms of how AUAs actually communicate with ASA server, it is suggested that a well-designed layer handling various protocols be built.
   - A pluggable set of protocol handlers could provide standard protocols such as HTTPS, JMS, etc. to be used for incoming communication from AUA servers.
   - In most cases, AUAs form the final API input XML and digitally sign them before sending it to ASA so that ASA server can forward that request to Aadhaar servers.
   - In some cases, where ASA is a domain aggregator and offering value added services such as input XML
   Creation, digital signature etc. to AUAs, a choice of data formats (XML, binary formats such as ISO-8583 in the case of financial transactions, JSON, csv, etc.) also could be offered to AUAs using a format translation

   Scheme.

   - In the above scenario, ASA is expected to digitally sign the API input XML on behalf of AUAs.
5. Once the data is received in the ASA server, servers need to do the following:
   - Validate the input data to ensure compliance to Aadhaar data definitions as well as to eliminate issues such as SQL-injection etc.
   - Once it is validated, it needs to be formatted to an XML format complying with Aadhaar API specifications.
   - After the API input XML is formed, it needs to be forwarded using HTTPS to Aadhaar servers hosted in CIDR (Central Identities Repository) as per API specification (see point#6 below).
   - Once response is received from Aadhaar servers, transaction needs to be audited into an audit database.
   - Then the response XML needs to be formatted back to AUA specific format and sent back to AUA using an appropriate protocol adapter.
6. Protocol for communication between ASA server and Aadhaar servers at CIDR is always HTTPS.
   - All Aadhaar APIs are exposed as a service over HTTPS.
   - Data format for all Aadhaar APIs is XML.
   - In most cases, ASAs need to simply forward the digitally signed API input XML to Aadhaar servers through HTTPS.
7. Network between ASA and UIDAI data centers is always through a leased line.

- As per UIDAI security policy, Aadhaar authentication and related service is ONLY offered to ASA via a secure leased line.
- ASAs are expected to provide a link to one or more of the UIDAI data centers.
- Currently UIDAI has two data centers – one in Habbel, Bangalore and one in Manesar.
- Although ASAs can choose to provision leased line connectivity to one of the data centers, ASAs are expected provision dual redundant links to both data centers to ensure high availability and reliability of Aadhaar services for their AUAs.

- While leased line is provisioned, it is expected that ASAs deploy standard network equipment's needed to ensure connectivity as well as network protection systems such as firewalls, NIPS/NIDS, and anti-virus/anti- malware systems, etc.
- It is necessary that at least 1 pair of enterprise class routers (they will be in active-standby mode to eliminate a single point of failure) needs to be provisioned by ASAs while terminating the leased line at CIDR.
- While connecting via HTTPS, ASAs need to resolve the service URL via the DNS servers provisioned by UDIAI for these purposes. ASAs need to add UIDAI DNS servers to the list on their side so that URL can be resolved.
- While connecting, it is mandated that ASAs use host name of the Aadhaar servers instead of IP addresses so as to avoid any service disruption due to UIDAI internal network changes.

8. CIDR represents one or many UIDAI data centers where Authentication and related online services are made available.
   - Aadhaar authentication related services are available inactive-active mode (meaning request can be routed to any data center) across both data centers.
   - UIDAI services are load balanced and routed internally without the knowledge of ASA to ensure maximum service availability.

Existing Applications and Technology:

Currently the following application/modules/web portals have been developed and operational for providing Aadhaar Authentication services in Aadhaar Ecosystem:

1) API Applications (Web Services) (AUA /KUA) - JAVA, Database-MySQL
2) Aadhaar Data Vault Solution- JAVA, Database-MySQL
3) HSM and DSM as a service (Web Services) - Java, MySQL

II. Aadhaar Data Vault Project

Aadhaar Data Vault is a centralized secure storage for all the Aadhaar numbers collected by the AUAs/KUAs/Su b- AUAs/ or any other agency for specific purposes under Aadhaar Act and Regulations, 2016. The Aadhaar data vault consists of reference key, which is a unique token to represent the Aadhaar number in the entire internal ecosystem of the agency. Mapping of reference key and Aadhaar number shall be maintained in the Aadhaar Data Vault. All entities including those stores Aadhaar numbers for internal identification purposes such as e-KYC, Authentication, linking with

PF etc. in a structured and electronic form need to implement Aadhaar Data Vault and shall start using reference keys mapped to Aadhaar numbers through tokenization in all systems.

The necessary ICT infrastructure and Aadhaar Data Vault solution has been deployed in state data center of
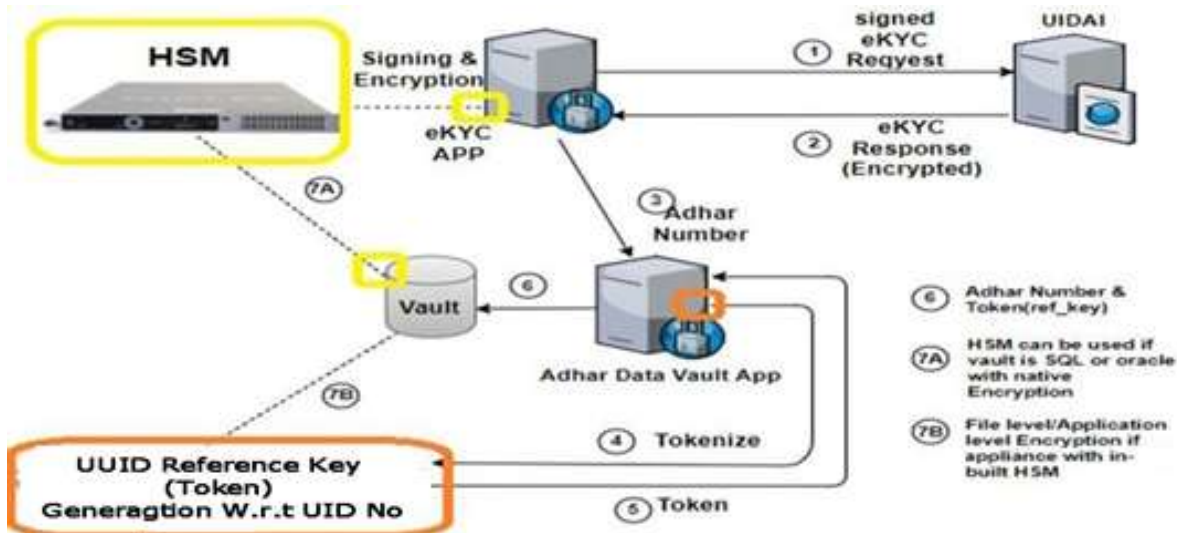
DoI T&C. There are 14 Sub AUAs has been identified in state for integration with Aadhaar Data Vault. The existing technical architecture of Aadhaar Data Vault is as following:

- **HSM**: A hardware security module (HSM) is a physical computing device that safeguards and manages digital keys for strong authentication. These modules traditionally come in the form of a plug-in card or an external device that attaches directly to a computer or network server.
- **Existing Technology**: Java 1.8 Framework, Database: MySQL.

III.   Chhattisgarh Aadhaar Portal and Website

The UID Cell of CHiPS is having its own website at URL https://pehchan.cgstate.gov.in which's being maintained by the UID Project Management Unit. In additional a portal named CH AADHAAR (CG UID Portal) is also being maintained by UID cells which have various functionalities as mentioned below:

- Aadhaar Operator On-boarding Module.

- Aadhaar Operator Payment generation Module.

- Aadhaar ECMP Client Registration and Machine Mapping Module

- User Management

- Dashboards and MIS Reports
- Grievance Management Module
- Website Management Module.
- Etc.

IV. Integration of Verification Services With Departments

Single repository of services is developed for all major important documents issued by various issuing authorities. This repository of services may be used by the departments as a service to verify the document/data digitally for various government schemes / services. This repository of services has integration with Aadhaar Authentication, Aadhaar data Vault and central ministries APIS along with state departments APIs.