

**Indian Council of Medical Research (ICMR)**  
**Department of Health Research**  
**Ministry of Health & Family Welfare**  
**Government of India**

**REQUEST FOR PROPOSAL (RFP) FOR SINGLE WINDOW DIGITAL PLATFORM  
FOR HEALTH INNOVATION SUPPORT UNDER ICMR**

**REQUEST FOR PROPOSAL**

**05.06.2026**

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## **Disclaimer**

The information contained in this Request for Proposal document (“**RFP**”) or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisers, is provided to Bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement or an offer by the Authority to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Consultancy. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

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

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

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this RFP.

The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

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

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority, or any other costs incurred in connection with or relating to its Proposal. All such

costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

## 1. INTRODUCTION

### 1.1 Background

1.1.1 The Indian Council of Medical Research (ICMR), under the Department of Health Research (DHR), is the apex body for biomedical research in India. In order to strengthen the ecosystem for successful commercialization of medical technologies among the Indian Council of Medical Research (ICMR) institutions and ICMR-supported institutions. The project entitled “Creation of an Integrated Single Window Digital Platform for Patent Support, Regulatory Facilitation, Validation, and Commercialization of Health Technologies” is being supported by World Bank to be implemented at the Council. The platform will be delivered through a third-party outsourcing model with robust risk management, security frameworks and user adoption strategies.

1.1.2 In pursuance of the above, ICMR invites proposals from firms registered in e-Governance Tier-I category of the NICSI (National Informatics Centre Services Inc.).

### 1.2 Request for Proposal

The Council invites proposals from interested Agency empanelled with NICSI under e-governance Tier-I consultancy category who shall assist the Council as Project Support Unit for strategy development and implementation of the Project and assist towards achieving the objectives of the Project, and by providing deliverables in milestone basis. The time-period of the assignment will be 06 months with phased delivery.

The Authority intends to select the Firm through a **limited competitive bidding** in accordance with the procedure set out herein.

### 1.3 Due diligence by Bidders

Bidders are encouraged to inform themselves fully about the assignment before submitting the Proposal and attend a Pre-Bid Conference on the date and time specified in Clause 1.8.

### 1.4 Sale of RFP Document

The bid document is available online on the ePublish mode of the CPP Portal. This can also be downloaded from the Authority’s website([icmr.gov.in/tenders](https://www.icmr.gov.in/tenders)). *[Note: All subsequent corrigendum/ amendment, if any, shall be published only on <https://eprocure.gov.in> or ICMR website <https://www.icmr.gov.in/tenders>]*

### 1.5 Validity of the Proposal

The Proposal shall be valid for a period of not less than 210 days from the Proposal Due Date (the “PDD”).

### 1.6 Brief description of the Selection Process

The Authority shall adopt QCBS method for evaluating the Proposals invited from the shortlisted agencies, comprising of technical and financial proposal separately in sealed envelope. In the first stage, a technical evaluation will be carried out as specified in the RFP and in the second stage, a financial evaluation will be carried out as specified in the RFP. Proposals will finally be ranked according to their combined technical and financial scores as specified in technical evaluation criteria in the RFP.

## 1.7 Payment to Consultants

All payments to the Consulting Firm shall be made in INR in accordance with the provisions of this RFP.

## 1.8 Schedule of Selection Process

The Authority would endeavour to adhere to the following schedule:

No.	Event Description	Date
1.	Date of Publishing	05.06.2026, 06:00 PM
2.	Pre-Bid Conference	11.06.2026, 11:00 AM
3.	Last date for hosting of clarification to the queries raised	Within 7 days from pre bid conference
4.	Proposal Due Date or PDD	19.06.2026, 06:00 PM
5.	Opening of Technical Proposals Communication to the bidders meeting the pre-qualification Criteria Presentation by the bidders meeting the pre-qualification Criteria	7-10 days from PDD (Shall be informed to pre-qualified bidders separately)
6.	Opening of Financial proposal	Shall be informed to technically qualified bidders separately
8.	Signing of Agreement	Within 7 Days of Letter of Award (LOA)
9.	Validity of Applications	210 days of Proposal Due Date

## 1.9 Pre-Bid Conference

The date, time and venue of Pre-Bid Conference is given below:

Date: 11.06.2026

Time: 11:00 AM

Venue: Meeting will be conduct through VC. Interested bidders may join the meeting through the following link:

<https://bharatvc.nic.in/join/4904046830>

Conference ID: 4904046830

Password: 673298

## 1.10 Communications

1.10.1 All communications including the submission of hard copy along with the enclosures of Technical Proposal should be submitted to the address mentioned in section 2.1.3.

1.10.2 All communications should contain the following information, to be marked at the top in bold letters as

### **RFP NO. ICMR/RFP/SWDP/01 FOR SINGLE WINDOW DIGITAL PLATFORM FOR HEALTH INNOVATION SUPPORT UNDER ICMR.**

## 1.11 General Terms & Conditions / Technical Compliance Requirements

S. No.	Requirement Area	Description / Compliance Requirement
1	Compliance with Government Standards	The portal shall comply with Government of India standards including <b>Guidelines for Indian Government Websites (GIGW), STQC guidelines, CERT-In Cyber Security Guidelines, OWASP Top 10 Security Guidelines, ISO/IEC 27001 standards, and National Cyber Security Policy.</b>
2	Security Audit & Certification	The portal must undergo <b>Vulnerability Assessment and Penetration Testing (VAPT)</b> by a <b>CERT-In empanelled agency</b> prior to deployment. All vulnerabilities must be rectified before final acceptance.
3	Safe-to-Host Certification	The bidder shall obtain a <b>Safe-to-Host Certificate</b> from the authorized security auditing agency prior to production deployment of the portal.
4	GIGW Compliance	The portal shall be <b>fully compliant with GIGW guidelines</b> including accessibility standards, responsive design, standard navigation, usability standards, and secure coding practices. Compliance must be ensured before final delivery.
5	Identity and Access Management (SSO)	The SSO system must support <b>OAuth 2.0, SAML 2.0, and OpenID Connect</b> authentication protocols and provide secure identity management.
6	Role-Based Access Control	The system shall support <b>Role-Based Access Control (RBAC)</b> with configurable user roles, permission management, and access hierarchy.
7	Multi-Factor Authentication	The system should support <b>Multi-Factor Authentication (MFA)</b> for enhanced login security wherever applicable.
8	Data Security	Sensitive data must be protected through <b>encryption during transmission (HTTPS/SSL) and encryption at rest</b> wherever applicable.
9	Protection from Web Vulnerabilities	The system must be protected against common vulnerabilities such as <b>SQL Injection, Cross-Site Scripting (XSS), Cross-Site Request Forgery (CSRF), Broken Authentication, and other OWASP Top 10 threats.</b>
10	Source Code Ownership	The <b>complete source code, database schema, documentation, and configuration files</b> shall remain the property of the client organization after project completion.
11	Documentation	The bidder shall provide complete documentation including <b>System Requirement Specification (SRS), System Design Document,</b>

		<b>Architecture Document, API Documentation, User Manual, Administrator Manual, and Deployment Guide.</b>
12	Training	The bidder shall conduct <b>training sessions for designated staff</b> covering system administration, user management, security management, and portal operations. Training materials shall be provided.
13	Hosting Compatibility	The developed portal must be compatible with hosting on <b>Government Data Centres (GDC), NIC Cloud, or MeitY empanelled Cloud Service Providers.</b>
14	Scalability	The system must be designed for <b>scalability to support increasing number of users, applications, and integrations</b> in future.
15	Performance	The portal should support <b>high performance and concurrent user access</b> with optimized database and application architecture.
16	Testing Requirements	The bidder shall conduct <b>Unit Testing, Integration Testing, System Testing, Security Testing, Performance Testing, and User Acceptance Testing (UAT)</b> before deployment.
17	Maintenance and Support	The bidder shall provide <b>post-deployment support including bug fixes, updates, and security patches</b> during the maintenance period.
18	Backup and Disaster Recovery	The system shall include <b>automated backup mechanisms and disaster recovery procedures</b> to ensure data safety and service continuity.
19	Logging and Monitoring	The system must maintain <b>comprehensive logs for authentication, user activities, administrative actions, and system access</b> for audit and security monitoring.
20	Intellectual Property Rights	All <b>software, source code, documentation, and intellectual property developed under this project</b> shall belong to the client organization.
21	Change Management	Any modifications or enhancements during development shall follow a <b>formal change management process with approval from the client organization.</b>
22	Confidentiality	The bidder shall maintain <b>strict confidentiality of all project-related data, systems, and information</b> accessed during the project.
23	Final Acceptance	The project shall be considered complete only after <b>successful security audit, GIGW compliance verification, Safe-to-Host certification, User Acceptance Testing, and submission of source code and documentation.</b>

## 2. INSTRUCTIONS TO BIDDERS

### A. GENERAL

#### 2.1 Scope of Proposal

2.1.1 Detailed description of the objectives, scope of services, deliverables and other requirements relating to this Consultancy Services are specified in this RFP. In case an applicant firm possess the requisite experience and capabilities required for undertaking the Consultancy Services, it may participate in the Selection Process individually (the “**Sole Firm**”) in response to this invitation. The term bidder (the “**Bidder**”) shall mean the Sole Firm who submits its Proposal under this RFP. The manner in which the Proposal is required to be submitted, evaluated and accepted is explained in this RFP. For avoidance of doubt, it is clarified that NO consortium / Joint Venture / Subcontracting can be resorted to by Bidder while applying under this RFP, and the same (if undertaken) shall not be eligible under this RFP, and be liable for summary rejection.

2.1.2 Bidders are advised that the selection of consultant shall be on the basis of an evaluation by the Authority through the Selection Process specified in this RFP. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that the Authority’s decisions are without any right of appeal whatsoever.

2.1.3 The Bidder shall submit their Proposal in the designated tender box (available at reception at ICMR Hqrs) in hard copy and manner specified in this Section of the RFP. The Technical and Financial Proposal shall be submitted in signed and sealed envelope in the form at Appendix-I and II respectively.

Attn: Address for submission of hard copies

Tender Box (Reception)  
Indian Council of Medical Research  
Address- V. Ramalingaswami Bhawan, P.O. Box No. 4911,  
Ansari Nagar, New Delhi - 110029, India  
Email: [cpcicmr.hq@icmr.gov.in](mailto:cpcicmr.hq@icmr.gov.in)  
Contact No: 011-26588004

#### 2.2 Pre-qualification criteria/ Condition of eligibility

2.2.1 Bidders must read carefully the minimum conditions of eligibility (the “**Conditions of Eligibility**”) provided herein. Proposals of only those Bidders who satisfy the pre-qualification criteria will be considered for technical evaluation.

2.2.2 To be eligible for evaluation of its Proposal, the Bidder as sole entity (no consortium / JV / sub-contracting shall be allowed for the purpose of this RFP) shall fulfil the following:

##### (A) Pre –Qualification Criteria

S. No.	Minimum qualification criteria	Documentary Evidence
A	The Bidder shall be an organization registered under the Indian Companies Act,	Bidders are required to submit the following documents:

	<p>1956/2013 or a Partnership Firm registered under the Indian Partnership Act, 1932/ a Limited Liability Partnership registered under The Limited Liability Partnership Act, 2008 and operational in India for the last 10 years from the date of issue of this RFP.</p> <p>The Bidder must be currently empanelled as a Tier 1 Consultancy under “e-Governance category” with NICSI (National Informatics Centre Services Inc.)</p>	<p>a. Certificate of incorporation or Partnership deed or firm registration</p> <p>b. GSTIN copy</p> <p>c. Copy of PAN</p> <p>d. Proof of valid empanelment by NICSI (Tier 1)</p>
B	<p>Bidder is required to have an average annual turnover of INR 100 Cr(from consulting services in India during last three years, ending on 31st March of the previous financial year (FY 2022-2023, 2023-24, 2024-25)</p> <p>For the purposes of this RFP, the term “Turnover” shall mean:</p> <p>“The aggregate value of the realization of amount made by the sale, supply of consultancy services rendered by the entity during a Financial Year. For the avoidance of doubt, it is clarified that it shall not include interest earned from financial instruments.”</p> <p>For the purposes of this RFP, the term “Consultancy Services” shall mean:</p> <p>“those services defined as such in General Financial Rules issued by Min. of Finance, GOI excluding services related to Tax Advisory, Legal, Audit, Compliance, Risk Assessment and Information Technology.”</p>	<p>Certificate signed by the Statutory Auditor and/or documentary evidence certified by CA as per the specified criteria for the year FY 2022-2023, 2023-24, 2024-25</p>
C	<p>The net worth of the Bidder should not be negative on 31.3.25.</p>	<p>Net Worth Certificate from the Statutory Auditor or equivalent.</p>
D	<p>The bidder should have physical offices with permanent staff in India with access to their knowledge networks and the office/ branch/ site office must be located in Delhi, NCR.</p>	<p>Self Declaration of the Bidder on their letter head along with the Address proof.</p>
E	<p>The Bidder should not have been blacklisted by any State Government, Central Government or any Public Sector undertaking or any Autonomous Organization of Central or State Government</p>	<p>Self-Declaration Certificate that the Bidder is not blacklisted. (Certificate to be enclosed in the proposal duly signed by the</p>

	for breach of Contractual Conditions as on proposal due date.	authorized signatory on its letter head)
F	<p>Bidder must meet the following:</p> <ul style="list-style-type: none"> <li>At least one completed project in last five years in Health IT/ IPharma/MedTech/Health Research sectoral growth strategy in government/ ministry/ department/ public sector undertaking/ government authority etc.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>At least one completed project in last five years related to healthcare IT in government/ ministry/ department/ public sector undertaking/ government authority etc.</li> </ul>	Copies of Work Order / LOI / LOA / Contract Agreement document / Completion Certificate issued by Competent Authority etc.,

2.2.3 The Bidder should submit a Power of Attorney as per the format at Form - 4 of Appendix- I; provided, however, that such Power of Attorney would not be required if the Application is signed by a partner or Director (on the Board of Directors) of the Bidder.

2.2.4 While submitting a Proposal, the Bidder should attach clearly marked and referenced continuation sheets in the event that the space provided in the specified forms in the Appendices is insufficient. Alternatively, Bidders may format the specified forms making due provision for incorporation of the requested information.

2.2.5 Any entity which has been barred by the Central Government, any State Government, a statutory authority or a public sector undertaking, as the case may be, from participating in any project, and the bar subsists as on the date of Proposal, would not be eligible to submit a Proposal either by itself or through its Associate.

### 2.3 Conflict of Interest

2.3.1 Authority requires that Selected Bidder provides professional, objective, and impartial advice and always holds the Authority's interest's paramount, strictly avoids conflicts with other assignment(s)/ job(s) or his own corporate interests and act without any consideration for future work.

2.3.2 Without limitation on the generality of the foregoing, Bidders, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below: -

(a) Conflicting assignment/ job: A Consultant {including its Personnel and Sub-Consultant(s)} or any of its affiliates shall not be hired for any assignment/ job that by its nature may be in conflict with another assignment/ job of the Consultant to be executed for the same or for another Authority, for example a Consultant hired to prepare engineering design for an infrastructure project shall not be engaged to prepare an independent environmental assessment

for the same project and a Consultant assisting an Authority in the privatization of public assets shall not purchase nor advise purchasers of such assets.

(b) **Conflicting Relationships:** A Consultant (including its Personnel and Sub-Consultants) that has a business or family relationship with a member of the Authority's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment/job (ii) the selection process for such assignment/job or (iii) supervision of the Contract, may not be awarded a Contract unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Authority throughout the selection process and the execution of the Contract.

2.3.3 Consultants have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of Authority, or that may reasonably be perceived as having this effect. Any such disclosure shall be made as per the standard forms of technical proposal provided herewith. If the Consultant fails to disclose said situations and if the Authority comes to know about any such situation at any time, it may lead to the disqualification of the Consultant during bidding process or termination of its Contract during execution of assignment.

2.3.4 No agency or current employees of the Authority shall work as consultants under their own ministries, departments or agencies.

2.3.5 The Selected Bidder shall not have a Conflict of Interest as per the terms of the Agreement.

## **2.4 Number of Proposals**

No Bidder or its Associate shall submit more than one Application for the Consultancy. A Bidder applying individually or as an Associate shall not be entitled to submit another application either individually.

## **2.5 Cost of Proposal**

The Bidders shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Selection Process including subsequent negotiation, visits to the Authority, Project site etc. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

## **2.6 Acknowledgement by Bidder**

2.6.1 It shall be deemed that by submitting the Proposal, the Bidder has:

- (a) made a complete and careful examination of the RFP;
- (b) received all relevant information requested from the Authority;
- (c) accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of their Authority;
- (d) satisfied itself about all matters, things and information, necessary and required for submitting an informed Application and performance of all of its obligations thereunder;
- (e) acknowledged that it does not have a Conflict of Interest; and
- (f) agreed to be bound by the undertaking provided by it under and in terms hereof.

2.6.2 The Authority shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the Authority.

## **2.7 Right to reject any or all Proposals**

2.7.1 Notwithstanding anything contained in this RFP, the Authority reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons therefor.

2.7.2 Without prejudice to the generality of Clause 2.7.1, the Authority reserves the right to reject any Proposal if:

- (a) at any time, a material misrepresentation is made or discovered, or
- (b) the Bidder does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Proposal.

2.7.3 Misrepresentation/ improper response by the Bidder may lead to the disqualification of the Bidder. If such disqualification / rejection occurs after the Proposals have been opened and the highest-ranking Bidder gets disqualified / rejected, then the Authority reserves the right to consider the next best Bidder, or take any other measure as may be deemed fit in the sole discretion of the Authority, including annulment of the Selection Process.

## **B. DOCUMENTS**

### **2.8 Contents of the RFP**

2.8.1 This RFP comprises the Disclaimer set forth hereinabove, the contents as listed below and will additionally include any Addendum / Amendment issued in accordance with Clause 2.10:

#### **Request for Proposal**

1. Introduction
2. Instructions to Bidders
3. Criteria for Evaluation
4. Fraud and corrupt practices
5. Miscellaneous

#### **Schedules**

1. **Terms of Reference**
2. **Appendices**

#### **Appendix – I: Technical Proposal**

Form 1 : Letter of Proposal

Form 2 : Particulars of the Bidder

- Form 3 : Statement of Legal Capacity
- Form 4 : Power of Attorney
- Form 5 : Financial Capacity of the Bidder
- Form 6 : Format for Earnest Money Deposit/Bid Security
- Form 7 : Description of Approach, Methodology and Work Plan
- Form 8 : Work Schedule and Planning for Deliverables
- Form 9 : Checklist for Bidders

## **Appendix – II: Financial Proposal**

- Form 1 : Covering Letter
- Form 2 : Financial Proposal

### **2.9 Clarifications**

2.9.1 Bidders requiring any clarification on the RFP may send their queries to the Authority in writing before the date mentioned in the Schedule of Selection Process at Clause 1.8. The envelopes or email subject shall clearly bear the following identification:

*“Queries/Request for Additional Information concerning RFP for Selection of Consulting Firm as Project Support Unit (PSU) for the project ‘India - Enhancing Innovation among ICMR Institutions’”*

The Authority shall endeavour to respond to the queries within the period specified therein but no later than 7 (seven) days prior to the PDD.

2.9.2 The Authority reserves the right not to respond to any queries or provide any clarifications, in its sole discretion, and nothing in this Clause 2.9 shall be construed as obliging the Authority to respond to any question or to provide any clarification.

### **2.10 Amendment of RFP**

2.10.1 At any time prior to the deadline for submission of Proposal, the Authority may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP document by the issuance of Addendum/ Amendment and posting it on the official website and by conveying the same to the prospective Bidders through electronic communication.

2.10.2 The revised RFP containing the amendments shall be binding on all Bidders.

2.10.3 In order to afford the Bidders a reasonable time for taking an amendment into account, or for any other reason, the Authority may, in its sole discretion, extend the PDD.

## **C. PREPARATION AND SUBMISSION OF PROPOSAL**

### **2.11 Language**

The Proposal with all accompanying documents (the “**Documents**”) and all communications in relation to or concerning the Selection Process shall be in English language and strictly on the forms provided in this RFP. No supporting document or printed literature shall be submitted

with the Proposal unless specifically asked for and in case any of these Documents is in another language, it must be accompanied by an accurate translation of all the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

## **2.12 Format and signing of Proposal.**

2.12.1 The Bidder shall provide all the information sought under this RFP. The Authority would evaluate only those Proposals that are received in the specified forms and complete in all respects.

2.12.2 The Bidder shall submit the Proposal as prescribed in Clause 1.6.

2.12.3 The Proposal shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder before submitting hard copy. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialled by the person(s) signing the Proposal. The Proposals must be properly signed by the authorized representative (the “**Authorised Representative**”) as detailed below:

- (a) by the proprietor, in case of a proprietary firm; or
- (b) by a partner, in case of a partnership firm and/or a limited liability partnership; or
- (c) by a duly authorised person holding the Power of Attorney, in case of a Limited Company or a corporation; or
- (d) A copy of the Power of Attorney certified by a notary public in the form specified in Appendix-I (Form-4) shall accompany the Proposal (if required).

2.12.4 Bidders should note the PDD, as specified in Clause 1.8, for submission of Proposals.

Except as specifically provided in this RFP, no supplementary material will be entertained by the Authority, and that evaluation will be carried out only on the basis of Documents received by the closing time of PDD as specified in Clause 2.16.1. Bidders will ordinarily not be asked to provide additional material information or documents subsequent to the date of submission, and unsolicited material if submitted will be summarily rejected.

## **2.13 Technical Proposal**

2.13.1 Bidders shall submit the technical proposal as per the formats specified at Appendix-I (the “**Technical Proposal**”).

2.13.2 While submitting the Technical Proposal, the Bidder shall, in particular, ensure that:

- (a) all forms are submitted in the prescribed formats and signed by the prescribed signatories;
- (b) power of attorney, if applicable, is executed as per Applicable Laws;
- (c) the proposal is responsive in terms of Clause 2.19.3.

2.13.3 Failure to comply with the requirements spelt out in this Clause 2.13 shall make the Proposal liable to be rejected.

2.13.4 The Technical Proposal shall not include any financial information relating to the Financial Proposal.

2.13.5 The Authority reserves the right to verify all statements, information and documents, submitted by the Bidder in response to the RFP. Any such verification or the lack of such verification by the Authority to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Authority thereunder.

2.13.6 In case it is found during the evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the Bidder or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Consultant either by issue of the LOA or entering into of the Agreement, and if the Selected Bidder has already been issued the LOA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the Authority without the Authority being liable in any manner whatsoever to the Selected Bidder or Consultant, as the case may be.

## **2.14 Financial Proposal**

2.14.1 Applicants shall submit the financial proposal in the formats at Appendix-II (the “Financial Proposal”) clearly indicating the total cost of the Consultancy in both figures and words, in Indian Rupees, and signed by the Applicant ‘s Authorized Representative. The bid of the Consultancy will be treated as unresponsive in case of a mismatch while quoting financial cost between figure and words.

2.14.2 The rates quoted shall be firm throughout the period of performance of the assignment up to and including acceptance of the deliverables by the Authority and discharge of all obligations of the Consultant under the Agreement.

2.14.3 While submitting the Financial Proposal, the Bidder shall ensure the following:

(i) All the costs associated with the assignment shall be included in the Financial Proposal. The total amount indicated in the Financial Proposal shall be without any condition attached or subject to any assumption and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered as nonresponsive and liable to be rejected.

(ii) The Financial Proposal shall take into account all expenses and tax liabilities. For the avoidance of doubt, it is clarified that all taxes shall be deemed to be included in the costs shown under different items of the Financial Proposal. Further, all payments shall be subject to deduction of taxes at source as per Applicable Laws.

## **2.15 Submission of Proposal**

1. A two staged bid system will be followed for this RFP with QCBS system selection as per GFR,2017. The two covers to be submitted by bidders are –
  - a. Technical and
  - b. Financial

2. The bid document is available online on the CPP portal [*eprocare.gov.in*]. This can also be downloaded from the Authority's website, viz [*icmr.gov.in/tenders*]. The copy of EMD shall be submitted along with Technical Proposal. In case, original hard copy of EMD is not submitted, the Proposal will be considered as not responsive and be rejected.
3. The Proposal are to be submitted on or before the last date of proposal submission. Proposals received in any other form will not be accepted and may lead to rejection of the Proposal.
4. Details of the process for submission is provided in this RFP
5. The Bidder should take into account any Corrigendum to this RFP document that may have been published before submitting their Proposals.
6. Please note that prices must not be indicated in the technical bid and must only be indicated in the financial bid. In case any Bidder submits prices or any other financial information in technical bid then the bids of such bidders will be summarily rejected by the Authority.
7. The technical bid and financial bid should be complete documents and should be submitted separately as per their respective format specified in this RFP. All the pages of the bid must be sequentially numbered and must contain the list of contents with page numbers. Bidders are required to submit all details as per the formats given in the RFP document only. Any deficiency in documentation may result in the rejection of the bid at the sole discretion of the Authority.
8. The Bidders are requested to go through the RFP document carefully to understand the documents required to be submitted and the process to be followed as a part of the Proposal. Any deviations may lead to rejection of the Proposal.
9. The Bidder should try to submit the proposal well before the last date and hence to avoid any inconvenience at the last moment. The Bidder will not be allowed to submit the Proposal after the Bid submission time.
10. Each document submitted by the bidder in technical and financial proposals must be duly signed by the authorized signatory as per RFP (Authorized Signatory and Authentication of Bids)
11. Bids are to be submitted in two Parts i.e. Part - I & Part - II.

**PART - I** titled as **TECHNICAL BID** shall contain the complete technical details on the competency of the bidder (Except Price Bid Form). Apart from the documents and signed copy of the purchased tender document, the necessary enclosures should be submitted in this technical bid. In short, the technical bid should contain all the necessary documents to prove the technical competency and capability of the bidders.

**PART - II** titled as **PRICE BID** shall contain only the 'Price Bid Form' duly filled in the prescribed Performa. Price Bid not submitted in the prescribed performa will not be considered for evaluation and summarily rejected.

The tender offers, duly filled, shall be submitted in two separate sealed covers for Technical and Price Bids respectively. Such covers shall be super scribed as Technical (Envelope-1 marked as “Technical Bids”) and Commercial Bids (Envelope-2 marked as “Commercial Bids”) and sealed separately. Both the sealed covers shall be put into **another sealed (third) bigger envelope** which should also be super scribed as “BIDS for RFP for Selection of Consulting Firm as Project Support Unit (PSU) for the project ‘India - Enhancing Innovation among ICMR Institutions’

## **2.16 Proposal Due Date**

2.16.1 Proposal should be submitted before 1730 hrs on the PDD specified at Clause 1.8 at the address provided in Clause 1.10 in the manner and form as detailed in this RFP. A receipt thereof should be obtained from the person specified therein.

2.16.2 The Authority may, in its sole discretion, extend the PDD by issuing an Addendum in accordance with Clause 2.11 uniformly for all Bidders.

## **2.17 Modification/ substitution/ withdrawal of Proposals**

2.17.1 The Bidder may modify, substitute, or withdraw its Proposal after submission, provided that written notice of the modification, substitution, or withdrawal is received by the Authority prior to PDD. No Proposal shall be modified, substituted, or withdrawn by the Bidder on or after the PDD.

2.17.2 The modification, substitution, or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with Clause 2.15, with the envelopes being additionally marked “MODIFICATION”, “SUBSTITUTION” or “WITHDRAWAL”, as appropriate.

2.17.3 Any alteration / modification in the Proposal or additional information or material supplied subsequent to the PDD, unless the same has been expressly sought for by the Authority, shall be disregarded.

## **2.18 Earnest Money Deposit/Bid Security**

The Bidder shall furnish as part of its Proposal, a bid security of INR 1.60 Lakh (Indian Rupees One Lakh Sixty Thousand only) the bid security may be accepted in the form of Bank Guarantee (including e- Bank Guarantee as per applicable norms) from any of the Commercial Banks in the format specified at Form 08 of this RFP in favour of Director General, Indian Council of Medical Research and payable at New Delhi (the “**Bid Security**”),returnable not later than 60 (sixty) days from PDD except in case of the second highest ranked Bidders. In the event, the first ranked Bidder commences the assignment, the second ranked Bidder, who has been kept in reserve, shall be returned its Bid Security forthwith, but in no case would it be later than 120 (one hundred and twenty) days from PDD. The Selected Bidder’s Bid Security shall be returned, upon the Bidder signing the Agreement and submitting the Performance Security as per the terms of the Agreement. In case a bank guarantee is provided, its validity period shall not be less than 210 (two hundred and ten) days from the Bid Due Date, inclusive of a claim period of 60 (sixty) days and may be extended as may be mutually agreed between the Authority and the Bidder from time to time.

Any Bid not accompanied by the Bid Security shall be rejected by the Authority as non-responsive. The Bid Security submitted in Bank Guarantee shall be in format as prescribed in Form 08 of Appendix I.

The Authority shall not be liable to pay any interest on the Bid Security and the same shall be interest free.

The Bidder, by submitting its Application pursuant to this RFP, shall be deemed to have acknowledged that without prejudice to the Authority's any other right or remedy hereunder or in law or otherwise, the Bid Security shall be forfeited and appropriated by the Authority as the mutually agreed pre-estimated compensation and damage payable to the Authority for, inter alia, the time, cost and effort of the Authority in regard to the RFP including the consideration and evaluation of the Proposal under the following conditions:

- (a) If a Bidder submits a non-responsive Proposal.
- (b) If a Bidder engages in any of the Prohibited Practices specified in Section 4 of this RFP;
- (c) If a Bidder withdraws its Proposal during the period of its validity as specified in this RFP and as extended by the Bidder from time to time.
- (d) In the case of the Selected Bidder, if the Bidder fails to reconfirm its commitments during negotiations as required vide Clause 2.22.
- (e) In the case of a Selected Bidder, if the Bidder fails to sign the Agreement or commence the assignment as specified in Clauses 2.26 and 2.27 respectively; or
- (f) If the Bidder is found to have a Conflict of Interest as specified in Clause 2.3.

## **D. EVALUATION PROCESS**

### **2.19 Evaluation of Proposals**

2.19.1 The submissions for Pre-Qualification shall be evaluated first as specified in this tender. Subsequently the technical and financial evaluation as specified in this tender will be carried out only for those Bidders who meet the Pre-Qualification criteria. Based on this technical evaluation, a list of technically qualified Applicants shall be prepared in the order of their merit. The "Financial Proposal" shall be opened in the presence of the Bidders who choose to attend. at a date communicated separately to the technically qualified bidders.

2.19.2 Proposals for which a notice of withdrawal has been submitted in accordance with Clause 2.17 shall not be opened.

2.19.3 Prior to evaluation of Proposals, the Authority will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive only if:

- (a) the Technical Proposal is received in the form specified at Appendix-I;
- (b) it is received by the PDD including any extension thereof pursuant to Clause 2.16;
- (c) it is signed, sealed, bound together in hard cover and marked as stipulated in Clauses 2.12 and 2.15;
- (d) it is accompanied by the Power of Attorney as specified in Clause 2.2.3;

- (e) it is accompanied by the EMD as specified in Clause 2.18;
- (f) it contains all the information (complete in all respects) as requested in the RFP;
- (g) it does not contain any condition or qualification; and
- (h) it is not non-responsive to the terms/requirements hereof.

2.19.4 The Authority reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by the Authority in respect of such Proposals.

2.19.5 The Authority shall subsequently examine and evaluate Proposals in accordance with the Selection Process specified at Clause 1.6 and the criteria set out in Section 3 of this RFP.

2.19.6 After the technical evaluation, the Authority shall prepare a list of technically qualified Bidders in terms of Clause 3.2 for opening of their Financial Proposals. A date, time and venue will be notified to all Bidders for announcing the result of evaluation and opening of Financial Proposals. Before opening of the Financial Proposals, the list of technically qualified Bidders along with their Technical Scores will be read out. The opening of Financial Proposals shall be done in presence of respective representatives of Bidders who choose to be present. The Authority will not entertain any query or clarification from Bidders who fail to qualify at any stage of the Selection Process. The financial evaluation and final ranking of the Proposals shall be carried out in terms of Clauses 3.3 and 3.4.

2.19.7 Bidders are advised that Selection shall be entirely at the discretion of the Authority.

Bidders shall be deemed to have understood and agreed that the Authority shall not be required to provide any explanation or justification in respect of any aspect of the Selection Process or Selection.

2.19.8 Any information contained in the Proposal shall not in any way be construed as binding on the Authority, its agents, successors or assigns, but shall be binding against the Bidder if the Consultancy is subsequently awarded to it.

## **2.20 Confidentiality**

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising the Authority in relation to matters arising out of or concerning the Selection Process. The Authority shall treat all information, submitted as part of the Proposal, in confidence and shall require all those who have access to such material to treat the same in confidence. The Authority may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or to enforce or assert any right or privilege of the statutory entity and/or the Authority or as may be required by law or in connection with any legal process.

## **2.21 Clarifications**

2.21.1 To facilitate evaluation of Proposals, the Authority may, at its sole discretion, seek clarifications from any Bidder regarding its Proposal. Such clarification(s) shall be provided within the time specified by the Authority for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.

2.21.2 If a Bidder does not provide clarifications sought under Clause 2.21.1 above within the specified time, its Proposal shall be liable to be rejected. In case the Proposal is not rejected, the Authority may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of the Authority.

## **E. APPOINTMENT OF CONSULTANT**

### **2.22 Negotiations**

The Selected Bidder may, if necessary, be invited for negotiations. The negotiations shall generally not be for reducing the price of the Proposal but will be for re-confirming the obligations of the agency under this RFP issues such as understanding of the RFP, methodology and quality of the work plan shall be discussed during negotiations.

### **2.24 Award of Consultancy**

After selection, a Letter of Award (the “**LOA**”) shall be issued, in duplicate, by the Authority to the Selected Bidder and the Selected Bidder shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the Selected Bidder is not received by the stipulated date, the Authority may, unless it consents to extension of time for submission thereof, cancel the LOA and the next highest-ranking Bidder may be considered.

### **2.25 Execution of Agreement**

After acknowledgement of the LOA as aforesaid by the Selected Bidder, it shall execute the Agreement within the period prescribed in Clause 1.8. The Selected Bidder shall not be entitled to seek any deviation in the Agreement.

### **2.26 Commencement of Assignment**

The Consultant shall commence the Consultancy within seven days of the date of the Agreement, or such other date as may be mutually agreed. If the Consultant fails to either sign the Agreement as specified in Clause 2.26 or commence the assignment as specified herein, the Authority may invite the second ranked Bidder for negotiations. In such an event, the LOA or the Agreement, as the case may be, may be cancelled / terminated.

### **2.27 Proprietary data**

Subject to the provisions of Clause 2.20, all documents and other information provided by the Authority or submitted by a Bidder to the Authority shall remain or become the property of the Authority. Bidders and the Consultant, as the case may be, are to treat all information as strictly confidential and shall follow The Digital Personal Data Protection Act, 2023 as prescribed by the Authority. The Authority will not return any Proposal or any information related thereto. All information collected, analyzed, processed or in whatever manner provided by the Consultant to the Authority in relation to the Consultancy shall be the property of the Authority.

**2.28** In the event of delay in achievement of any contractual milestone attributable to the Consultant, ICMR shall levy Liquidated Damages (LD) at the rate of 0.5% (zero point five percent) of the milestone value per week or part thereof, subject to a maximum cap of 10% of the total contract value.

2.28.1 LD shall be calculated milestone-wise, linked directly to the approved project plan and payment schedule.

2.28.2 Levy of LD shall be without prejudice to ICMR's right to terminate the contract or invoke the Performance Security.

**2.29** The sole jurisdiction over any matters arising in connection with any actions or proceedings arising out of or in relation to this tender and subsequent contract shall be with the Courts of New Delhi only.

### 3. CRITERIA FOR EVALUATION

#### 3.1 Evaluation of Technical Proposals

3.1.1 In the first stage, the Technical Proposal will be evaluated on the basis of Bidder's experience, its understanding of TOR, proposed methodology and Work Plan,

3.1.2 The scoring criteria to be used for evaluation shall be as follows:

Technical Evaluation Criteria		Score
<b>A. Bidder's Competence</b>		<b>30</b>
<b>1.</b>	<p>Average Annual Turnover of the Bidder on consultancy services in the last three financial years (i.e., 2022-2023, 2023-2024 and 2024-2025) preceding the Bid Due Date.</p> <p>This shall be arrived based on the certificate from the duly certified by statutory auditor/equivalent.</p>	<p>&gt; Rs 100 - 200 Cr: 5 Marks &gt; Rs 201 - 300 Cr: 7 Marks &gt; Rs 301 – 400 Cr: 9 Marks &gt; Rs 400 Cr: 10 Marks</p> <p style="text-align: center;">10</p>
<b>2.</b>	<p>Firm Experience</p>	<p>The Bidder should have experience of working with Central/State Government/PSUs/Government agencies/Autonomous bodies</p> <p>1 mark each year with maximum up to 10 marks for <math>\geq 10</math> years</p> <hr/> <p>The Bidder must have completed/ongoing projects in India related to development/implementation of Single Sign-On (SSO) enabled web portals or integrated authentication systems in the capacity of Project Consultant/Developer/System Integrator with Central/State Government Departments, PSUs, or Government Agencies, with each project having an order value of more than INR 1.00 Crore during the last 10 years.</p> <p><i>(1 mark per eligible project, subject to a maximum of 10 marks).</i></p> <p style="text-align: center;">10</p>

<p><b>B. Team Composition (Key Personnels)</b></p> <p>The bidder shall propose a qualified technical team for the design, development, implementation, security testing, deployment, and maintenance of the Single Sign-On (SSO) Web Portal. Marks will be awarded based on the educational qualifications, professional certifications, and relevant experience of the proposed personnel.</p> <p>The bidder shall submit CVs along with supporting documentary evidence of qualifications, certifications, and experience for evaluation.</p> <table border="1" data-bbox="337 552 1151 831"> <thead> <tr> <th>Position</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Team Lead / Project Manager</td> <td>8</td> </tr> <tr> <td>Software Developers (2)</td> <td>10</td> </tr> <tr> <td>Database Administrator</td> <td>5</td> </tr> <tr> <td>Security Expert / VAPT Specialist</td> <td>7</td> </tr> <tr> <td>Software Tester / QA Engineer</td> <td>5</td> </tr> <tr> <td>DevOps / System Integration Engineer</td> <td>5</td> </tr> <tr> <td><b>Total</b></td> <td><b>40 Marks</b></td> </tr> </tbody> </table>		Position	Marks	Team Lead / Project Manager	8	Software Developers (2)	10	Database Administrator	5	Security Expert / VAPT Specialist	7	Software Tester / QA Engineer	5	DevOps / System Integration Engineer	5	<b>Total</b>	<b>40 Marks</b>	<p><b>40</b></p>
Position	Marks																	
Team Lead / Project Manager	8																	
Software Developers (2)	10																	
Database Administrator	5																	
Security Expert / VAPT Specialist	7																	
Software Tester / QA Engineer	5																	
DevOps / System Integration Engineer	5																	
<b>Total</b>	<b>40 Marks</b>																	
<p>Team Lead / Project Manager – 8 Marks</p>	<p><b>Educational Qualification – 2 Marks</b></p> <p>Bachelor’s or Master’s degree in <b>Computer Science / Information Technology / Electronics / Software Engineering / MCA / M.Tech or related disciplines</b> from a recognized university.</p> <p><b>Relevant Professional Certification – 2 Marks</b></p> <p>Any one or more of the following:</p> <ul style="list-style-type: none"> <li>• <b>PMP (Project Management Professional)</b></li> <li>• <b>PRINCE2 Practitioner</b></li> <li>• <b>Certified Scrum Master (CSM) / Agile Certification</b></li> <li>• <b>ITIL Foundation / ITIL Practitioner</b></li> </ul> <p><b>Experience – 4 Marks</b></p> <p>Minimum <b>10–12 years of experience</b> in:</p> <ul style="list-style-type: none"> <li>• IT project management</li> <li>• Enterprise web portal development</li> <li>• Identity and Access Management (IAM)</li> </ul>	<p><b>8</b></p>																

		<ul style="list-style-type: none"> <li>• Implementation of <b>Single Sign-On (SSO) platforms</b></li> <li>• e-Governance project implementation</li> </ul> <table border="1" data-bbox="743 317 1170 464"> <thead> <tr> <th>Experience</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>10 years</td> <td>2</td> </tr> <tr> <td>11 years</td> <td>3</td> </tr> <tr> <td>12 years or more</td> <td>4</td> </tr> </tbody> </table> <p>Experience in <b>Central/State Government IT projects or large enterprise IAM systems</b> will be preferred.</p>	Experience	Marks	10 years	2	11 years	3	12 years or more	4	
Experience	Marks										
10 years	2										
11 years	3										
12 years or more	4										
	<p>Software Developers / Programmers – 2 Positions – 10 Marks</p> <p>Each developer will be evaluated out of 5 marks.</p>	<p><b>Educational Qualification – 1 Mark</b></p> <p>Bachelor’s or Master’s degree in <b>Computer Science / IT / MCA / Software Engineering or related disciplines.</b></p> <p><b>Relevant Technical Certification – 1 Mark</b></p> <p>Any one of the following certifications:</p> <ul style="list-style-type: none"> <li>• <b>Oracle Certified Professional (Java Developer)</b></li> <li>• <b>Microsoft Certified: .NET Developer</b></li> <li>• <b>AWS Certified Developer</b></li> <li>• <b>Google Professional Cloud Developer</b></li> <li>• <b>Certified Kubernetes Application Developer (CKAD)</b></li> </ul> <p><b>Development Experience – 2 Marks</b></p> <p>Minimum <b>5–8 years’ experience in web application development.</b></p> <table border="1" data-bbox="727 1587 1133 1728"> <thead> <tr> <th>Experience</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>5 years</td> <td>1</td> </tr> <tr> <td>6–7 years</td> <td>1.5</td> </tr> <tr> <td>8 years or above</td> <td>2</td> </tr> </tbody> </table> <p><b>Technical Expertise – 1 Mark</b></p> <p>Hands-on experience in at least three of the following:</p>	Experience	Marks	5 years	1	6–7 years	1.5	8 years or above	2	<p>5 + 5</p>
Experience	Marks										
5 years	1										
6–7 years	1.5										
8 years or above	2										

		<ul style="list-style-type: none"> <li>• Backend frameworks (<b>Java / .NET / Python / Node.js / PHP</b>)</li> <li>• Frontend frameworks (<b>Angular / React / Vue</b>)</li> <li>• API development and integration</li> <li>• <b>SSO authentication protocols (OAuth2, SAML, OpenID Connect)</b></li> <li>• Microservices architecture and RESTful services</li> </ul>									
	<p>Database Administrator (DBA) – 5 Marks</p>	<p><b>Educational Qualification – 1 Mark</b></p> <p>Bachelor’s or Master’s degree in <b>Computer Science / IT / MCA or related field.</b></p> <p><b>Relevant Certification – 1 Mark</b></p> <p>Any one of the following:</p> <ul style="list-style-type: none"> <li>• <b>Oracle Certified Professional (OCP – Database Administrator)</b></li> <li>• <b>Microsoft Certified: Azure Database Administrator</b></li> <li>• <b>AWS Certified Database Specialty</b></li> <li>• <b>PostgreSQL Certified Professional</b></li> </ul> <p><b>Experience – 2 Marks</b></p> <p>Minimum <b>6–10 years’ experience in database administration.</b></p> <table border="1" data-bbox="727 1304 1153 1444"> <thead> <tr> <th>Experience</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>6–7 years</td> <td>1</td> </tr> <tr> <td>8–9 years</td> <td>1.5</td> </tr> <tr> <td>10 years or above</td> <td>2</td> </tr> </tbody> </table> <p><b>Technical Expertise – 1 Mark</b></p> <p>Experience in:</p> <ul style="list-style-type: none"> <li>• Database design and optimization</li> <li>• High availability and clustering</li> <li>• <b>Database security and encryption</b></li> <li>• Backup, disaster recovery, and performance tuning</li> </ul>	Experience	Marks	6–7 years	1	8–9 years	1.5	10 years or above	2	5
Experience	Marks										
6–7 years	1										
8–9 years	1.5										
10 years or above	2										

Security Expert / VAPT Specialist – 7 Marks

**Educational Qualification – 1 Mark**

Bachelor’s or Master’s degree in **Cybersecurity / Computer Science / Information Security / IT or related fields.**

**Professional Security Certifications – 3 Marks**

Relevant cybersecurity certifications such as:

- **CEH (Certified Ethical Hacker)**
- **CISSP (Certified Information Systems Security Professional)**
- **OSCP (Offensive Security Certified Professional)**
- **CompTIA Security+**
- **ISO 27001 Lead Implementer / Lead Auditor**

7

Certification	Marks
One certification	1
Two certifications	2
Three or more certifications	3

**Experience – 3 Marks**

Minimum **6–10 years’ experience in cybersecurity**, including:

- **Vulnerability Assessment and Penetration Testing (VAPT)**
- Web application security testing
- Identity and access management security
- Secure coding and DevSecOps practices
- Compliance with **CERT-In / ISO 27001 / OWASP guidelines**

Experience	Marks
6–7 years	1
8–9 years	2
10 years or above	3

<p>Software Tester / QA Engineer – 5 Marks</p>	<p><b>Educational Qualification – 1 Mark</b></p> <p>Bachelor’s or Master’s degree in <b>Computer Science / IT / Software Engineering or related field.</b></p> <p><b>Relevant Certification – 1 Mark</b></p> <p>Any one of the following:</p> <ul style="list-style-type: none"> <li>• <b>ISTQB Certified Tester</b></li> <li>• <b>Certified Software Quality Analyst (CSQA)</b></li> <li>• <b>Agile Testing Certification</b></li> </ul> <p><b>Experience – 2 Marks</b></p> <p>Minimum 4–8 years’ experience in software testing.</p> <table border="1" data-bbox="743 884 1151 1024"> <thead> <tr> <th>Experience</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>4–5 years</td> <td>1</td> </tr> <tr> <td>6–7 years</td> <td>1.5</td> </tr> <tr> <td>8 years or above</td> <td>2</td> </tr> </tbody> </table> <p><b>Testing Expertise – 1 Mark</b></p> <p>Experience in:</p> <ul style="list-style-type: none"> <li>• Functional and integration testing</li> <li>• Authentication and authorization testing</li> <li>• Security testing of web portals</li> <li>• Automated testing tools such as <b>Selenium / JMeter</b></li> </ul>	Experience	Marks	4–5 years	1	6–7 years	1.5	8 years or above	2	<p>5</p>
Experience	Marks									
4–5 years	1									
6–7 years	1.5									
8 years or above	2									
<p>DevOps / System Integration Engineer – 5 Marks</p>	<p><b>Educational Qualification – 1 Mark</b></p> <p>Bachelor’s or Master’s degree in <b>Computer Science / IT / Software Engineering or related field.</b></p> <p><b>Relevant Certification – 2 Marks</b></p> <p>Any one or more of the following:</p> <ul style="list-style-type: none"> <li>• <b>AWS Certified DevOps Engineer</b></li> <li>• <b>Microsoft Azure DevOps Engineer</b></li> <li>• <b>Docker Certified Associate</b></li> </ul>	<p>5</p>								

		<ul style="list-style-type: none"> <li>• <b>Certified Kubernetes Administrator (CKA)</b></li> </ul> <table border="1" data-bbox="711 285 1170 390"> <thead> <tr> <th>Certification</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>One certification</td> <td>1</td> </tr> <tr> <td>Two or more certifications</td> <td>2</td> </tr> </tbody> </table> <p><b>Experience – 2 Marks</b></p> <p>Minimum <b>5–8 years’ experience in system integration and DevOps implementation.</b></p> <p>Experience in:</p> <ul style="list-style-type: none"> <li>• CI/CD pipelines</li> <li>• Cloud or data center deployments</li> <li>• Containerization (<b>Docker / Kubernetes</b>)</li> <li>• Monitoring and logging platforms</li> <li>• Integration of <b>SSO with enterprise applications</b></li> </ul>	Certification	Marks	One certification	1	Two or more certifications	2	
Certification	Marks								
One certification	1								
Two or more certifications	2								
<b>C. Approach &amp; Methodology and Technical Presentation</b>		<b>30</b>							
4.	<p><b>1. Technical Presentation and Interaction with Evaluation Committee – 15 Marks</b></p> <p>Evaluation will include:</p> <ul style="list-style-type: none"> <li>• Understanding of <b>Single Sign-On architecture</b></li> <li>• Security framework</li> <li>• Integration strategy with existing applications</li> <li>• Compliance with <b>Government cybersecurity standards</b></li> </ul> <hr/> <p><b>2. Adequacy and Quality of Proposed Methodology &amp; Work Plan – 15 Marks</b></p> <p>Evaluation will include:</p> <ul style="list-style-type: none"> <li>• Project implementation plan</li> <li>• System architecture</li> <li>• Security and compliance framework</li> <li>• Testing and deployment strategy</li> <li>• Post-deployment maintenance and support</li> </ul> <p><b>Note:</b></p>	30							

	<ul style="list-style-type: none"> <li>• All proposed team members must be <b>physically present during the technical presentation.</b></li> <li>• The bidder must submit <b>CVs, certifications, and supporting documents</b> for verification.</li> </ul>	
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The combined score will be summing total of technical score and financial score.

### **3.2 Short-listing of Bidders**

Bidders will be shortlisted based on the technical scores above 70. Those bidders who qualify in technical bid, only their financial bids shall be opened.

### **3.3 Evaluation of Financial Proposal**

3.3.1 Financial Proposals will be opened only of those applicants who score 70 or more marks in technical evaluation.

3.3.2 Financial proposal will be examined to see whether the same is in accordance with the prescribed terms of the RFP.

3.3.3 The Authority will determine whether the Financial Proposals are complete, unqualified and unconditional.

### **3.4 Combined and Final Evaluation**

3.4.1 The evaluation of the bids shall be based on Quality and Cost Based Selection (QCBS). Final selection would be based on weighted score where the weights for technical and financial scores would be in the ratio of 70:30. Proposals will finally be ranked according to their combined score (S) derived from technical (S<sub>T</sub>) and financial (S<sub>F</sub>) scores as follows:

$$S = 0.7S_T + 0.3S_F$$

3.4.2 The Selected Bidder shall be the first ranked Bidder (having the highest combined score S). The second ranked Bidder shall be kept in reserve and may be invited for negotiations in case the first ranked Bidder withdraws or fails to comply with the requirements specified in Clauses 2.23, 2.26 and 2.27, as the case may be.

### **3.5 Correspondence with Bidder**

Save and except as provided in this RFP, the Authority shall not entertain any correspondence with any Bidder in relation to the acceptance or rejection of any Bid. Any information contained in the Bid shall not in any way be construed as binding on the Authority, its agents, successors or assigns, but shall be binding against the Bidder if the Project is subsequently awarded to it on the basis of such information. The Authority reserves the right not to proceed with the Bidding Process at any time without notice or liability and to reject any or all Bid(s) without assigning any reasons.

#### 4. FRAUD AND CORRUPT PRACTICES

4.1 The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Authority shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “**Prohibited Practices**”) in the Selection Process. In such an event, the Authority shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Performance Security, if available, as mutually agreed but not more than 2% of the project value quoted shall be payable to the Authority for, *inter alia*, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder’s Proposal.

4.2 Without prejudice to the rights of the Authority under Clause 4.1 hereinabove and the rights and remedies which the Authority may have under the LOA or the Agreement, if a Bidder or Consultant, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA or the execution of the Agreement, such Bidder or Consultant shall not be eligible to participate in any tender or RFP issued by the Authority during a period of 2 (two) years from the date such Bidder or Consultant, as the case may be, is found by the Authority to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

4.3 For the purpose of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:

(a) “**corrupt practice**” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Authority, shall be deemed to constitute influencing the actions of a person connected with the Selection Process; or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the Authority in relation to any matter concerning the Project;

(b) “**fraudulent practice**” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

(c) “**coercive practice**” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;

(d) “**undesirable practice**” means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

(e) “**restrictive practice**” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

## **5. MISCELLANEOUS**

5.1 The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts in the State in which the Authority has its headquarters and shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.

5.2 The Authority, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:

(a) suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;

(b) consult with any Bidder in order to receive clarification or further information;

(c) retain any information and/or evidence submitted to the Authority by, on behalf of and/or in relation to any Bidder; and/or

(d) independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.

5.3 It shall be deemed that by submitting the Proposal, the Bidder agrees and releases the Authority, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.

5.4 All documents and other information supplied by the Authority or submitted by a Bidder shall remain or become, as the case may be, the property of the Authority. The Authority will not return any submissions made hereunder. Bidders are required to treat all such documents and information as strictly confidential.

5.5 The Authority reserves the right to make inquiries with any of the clients listed by the Bidders in their previous experience record.

5.6 Financial quote shall be inclusive of all out-of-pocket expenses like local taxi, conveyance, food etc.

## **SCHEDULES**

## SCHEDULE – 1

(See Clause 1.1.3)

### Terms of Reference (TOR)

India has established several initiatives supporting health technology innovation:

- **MedTech Mitra:** Regulatory and clinical facilitation
- **Patent Mitra:** IP and technology transfer support
- **ICMR Validation Networks:** Clinical validation of diagnostic devices

### Current Challenges

1. **Fragmented Systems:** Multiple portals with no integration
2. **Process Inefficiencies:** Redundant data entry and registrations
3. **Poor Coordination:** Limited inter-departmental communication
4. **Tracking Gaps:** No centralized progress monitoring
5. **User Experience Issues:** Complex navigation across platforms

These inefficiencies create delays, increase costs, and discourage early-stage innovators from accessing critical support services.

### 1. Objectives

#### Primary Objectives:

- Integrate all health innovation support services into one unified platform
- Streamline user experience and eliminate process duplication
- Enable real-time status tracking, single-point access, and simplified communication
- Improve service efficiency and reduce innovation time-to-market by 40%

#### Secondary Objectives:

- Enhance data analytics and reporting capabilities
- Establish standardized workflows and documentation
- Create a scalable platform for future service integration
- Support India's digital health transformation goals

### 2. System Architecture & Technical Design

#### 2.1 System Architecture Overview

The platform follows a modern, scalable, multi-layered architecture designed for security, performance, and interoperability:

#### Architecture Layers:

**User Interface Layer:** Web Portal, Mobile App, Admin Dashboard

**API Gateway & Authentication:** Single Sign-On, OAuth 2.0, Rate Limiting

**Core Services Layer:** Patent Module, Regulatory Module, Validation Module, Clinical Support

**Integration Layer:** Patent Mitra API, MedTech Mitra API, ICMR Systems API, CDSCO Integration

**Data Layer:** User Database, Document Storage, Analytics DB, Audit Logs

**Security & Compliance:** Encryption, Access Control, Audit Trail, Backup Systems.

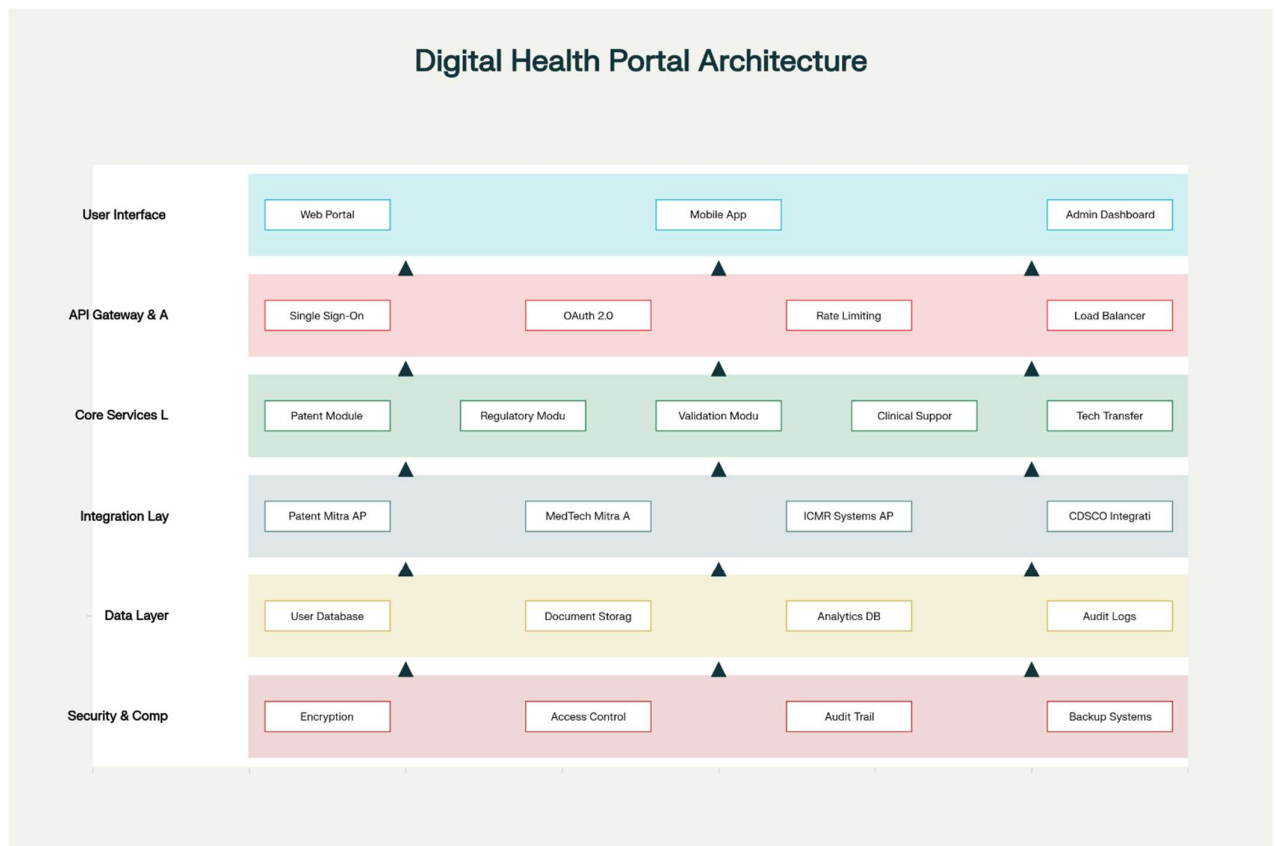
## 2.2 Technical Specifications

### Infrastructure Requirements:

- **Cloud Platform:** AWS/Azure Government Cloud
- **Database:** PostgreSQL with encryption at rest
- **API Framework:** RESTful APIs with OAuth 2.0
- **Frontend:** React.js/Angular with responsive design
- **Integration:** HL7 FHIR standards for health data
- **Performance:** 99.9% uptime, 2 second response time
- **Scalability:** Support for 10,000+ concurrent users

### Security Architecture:

- End-to-end encryption AES 256
- Multi-factor authentication
- Role-based access control
- API rate limiting and monitoring
- Regular security audits and penetration testing
- Compliance with ISO 27001 and government IT standards



**Figure 1: System Architecture Overview**

### 3. Comprehensive Risk Assessment & Mitigation Framework

#### 3.1 Risk Management Approach

The project follows the **National Institute of Standards and Technology (NIST) Risk Management Framework RMF** with continuous monitoring: **7 Step RMF Process:**

**PREPARE** Risk Assessment Planning

**CATEGORIZE** Risk Classification

**SELECT** Control Selection

**IMPLEMENT** Control Implementation

**ASSESS** Security Testing

**AUTHORIZE** Risk Acceptance

**MONITOR** Continuous Monitoring

## NIST RMF Process Framework

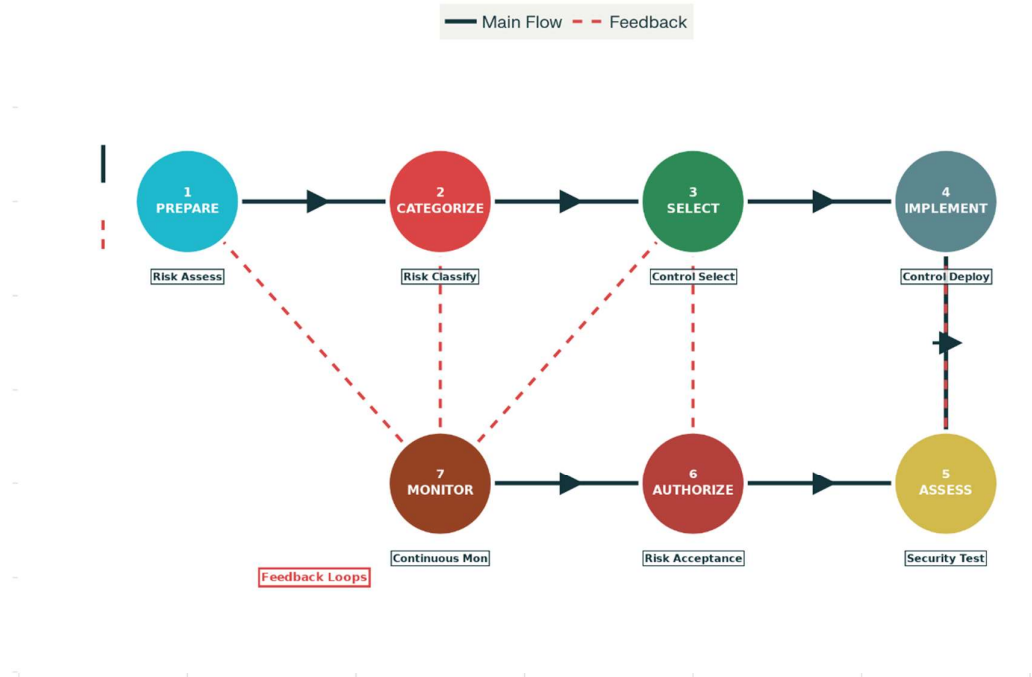


Figure 2: Comprehensive Risk Assessment & Mitigation Framework

### 3.2 Risk Register & Mitigation Strategies

Risk Category	Risk Description	Impact	Probability	Mitigation Strategy
Technical	System integration failures	High	Medium	Phased integration testing, API sandboxing, rollback procedures
Security	Data breaches, cyber attacks	High	Medium	Multi-layered security, regular audits, incident response plan
Operational	Low user adoption	Medium	High	Comprehensive training, change management, user support
Financial	Cost overruns, vendor issues	Medium	Medium	Fixed-price contracts, milestone payments, vendor evaluation
Regulatory	Compliance violations	High	Low	Legal review, compliance officer, regular audits
Vendor	Delivery delays, quality issues	Medium	Medium	SLA enforcement, penalty clauses, backup vendors

### 3.3 Risk Monitoring & Response

#### Continuous Risk Assessment:

- Monthly risk review meetings
- Quarterly stakeholder assessments
- Real-time system monitoring
- Annual comprehensive risk evaluation

#### Incident Response Plan:

- 24/7 monitoring and alerting
- Escalation procedures for critical issues
- Business continuity and disaster recovery
- Regular incident response drills

## 4. User Adoption Strategy & Change Management

### 4.1 User Adoption Framework

#### Phase Implementation Strategy:

#### Phase 1 Aim & Strategize Pre-Launch - Months 1- 2

- Stakeholder identification and analysis
- End-user survey and needs assessment
- Adoption plan creation and game plan development

#### Phase 2 Promote & Prepare Pre-Launch - Month 3

- Internal launch campaign and communication templates
- Awareness materials and town hall meetings

**Phase 3 Understand & Educate Launch - Month 4**

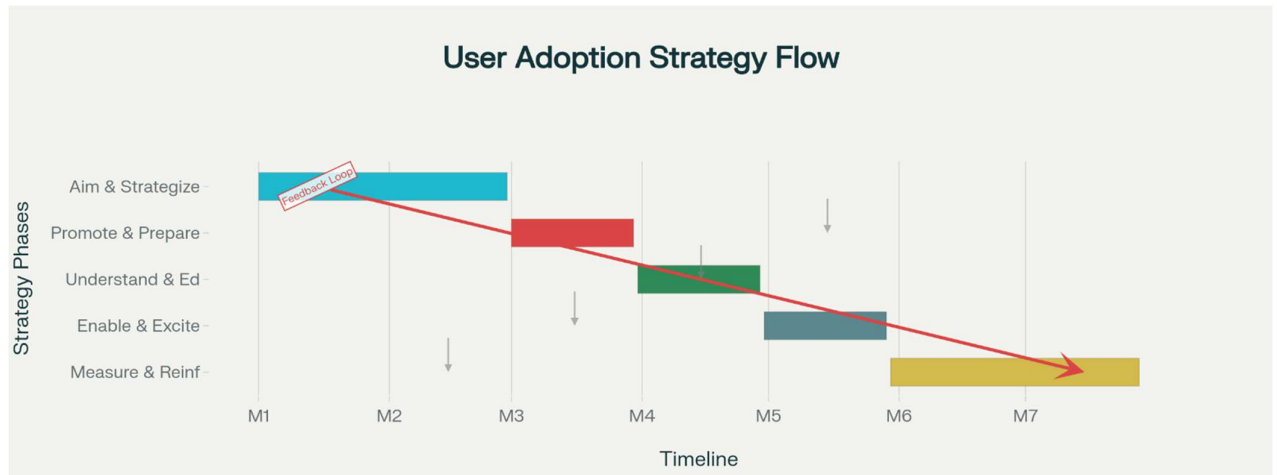
- Engagement plan execution and ambassador program
- Use case workshops and end-user training

**Phase 4 Enable & Excite Launch - Month 5**

- Live sessions and self-help resources
- Launch event and live support

**Phase 5 Measure & Reinforce Post-Launch - Month 6**

- Nurture campaigns and adoption assessments
- Optimization initiatives and continuous feedback



**Figure 3: User Adoption Framework**

**4.2 Stakeholder Engagement Plan**

StakeholderGroup	EngagementStrategy	Communication Channels	SuccessMetrics
<b>Innovators/Startups</b>	Direct outreach,demos, training	Email,webinars, workshops	Registration rates,platform usage
<b>Government Officials</b>	Briefings, progress reports	Meetings,dashboards, reports	Process efficiency, satisfaction
<b>Academic Institutions</b>	Partnership programs, training	Conferences, publications	Research submissions, collaborations
<b>Industry Partners</b>	Demonstration sessions, pilots	Industry events,case studies	Commercial partnerships, feedback

### 4.3 Training & Support Infrastructure

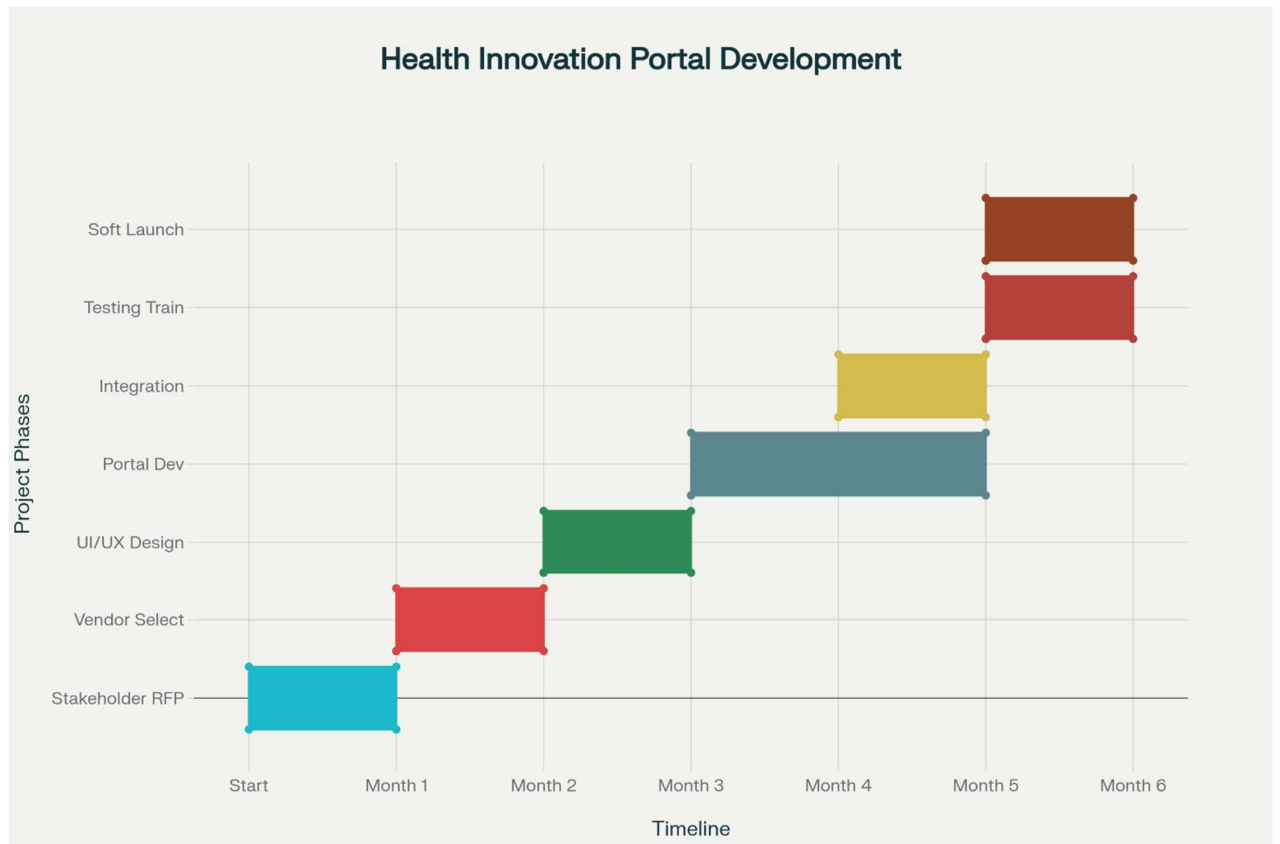
#### Multi-Modal Training Approach:

- Interactive online tutorials and walkthroughs
- Live webinar sessions with Q&A
- Video libraries with step-by-step guides
- In-person workshops for key stakeholders
- 24/7 helpdesk with multilingual support
- User community forums and knowledge base

## 5. Implementation Plan & Timeline

### 5.1 Project Phases

<b>Phase</b>	<b>Duration</b>	<b>KeyActivities</b>	<b>Deliverables</b>	<b>SuccessCriteria</b>
<b>Phase 1 Foundation</b>	Month 1	Stakeholder alignment, RFP process	Requirements document, vendor selection	Stakeholder agreement, qualified vendors
<b>Phase 2 Design</b>	Month 2-3	UI/UX design, system architecture	Design mockups, technical specifications	User approval, architecture review
<b>Phase 3 Development</b>	Month 3-5	Core platform development, API integration	Working modules, integration tests	Functional testing passed, APIs connected
<b>Phase 4 Integration</b>	Month 5	System integration, security implementation	Integrated platform, security audit	Integration tests passed, security certified
<b>Phase 5 Testing</b>	Month 6	User testing, performance optimization	Test reports, performance metrics	UAT approved, performance benchmarks met
<b>Phase 6 Deployment</b>	Month 6	Soft launch, user onboarding	Live platform, trained users	Platform operational, users onboarded



**Figure 4: Implementation Plan & Timeline**

## 6. Outsourcing Strategy & Vendor Management

### 6.1 Vendor Selection Criteria

#### Technical Qualifications:

- Minimum 5 years' experience in health IT projects
- Proven track record with government digital platforms
- Expertise in system integration and API development
- ISO 27001 and CMMI Level 3+ certifications
- 24/7 support capabilities with Indian operations

#### Financial & Legal Requirements:

- Annual turnover of ₹100+ crores
- Professional indemnity insurance of ₹10+ crores
- Clean legal and regulatory compliance record
- Ability to provide performance guarantees
- References from similar government projects

### 6.2 Contract Management Framework

#### Fixed-Price Contract Structure:

- Milestone-based payment schedule
- Performance penalties for delays

- Quality metrics and SLA enforcement
- IP ownership clauses favoring government
- Comprehensive warranty and support terms

**Vendor Oversight & Governance:**

- Weekly progress reviews and reporting
- Monthly steering committee meetings
- Quarterly performance evaluations
- Annual contract renewal assessments
- Continuous risk monitoring and mitigation

## 7. Security & Compliance Framework

### 7.1 Cybersecurity Architecture

**Multi-Layered Security Approach:**

- **Perimeter Security:** Firewall, DDoS protection, intrusion detection
- **Application Security:** Code review, vulnerability scanning, secure coding
- **Data Security:** Encryption, tokenization, secure storage
- **Access Security:** Multi-factor authentication, role-based access
- **Network Security:** VPN, network segmentation, monitoring
- **Operational Security:** Security incident response, audit logging

### 7.2 Compliance Requirements

**Government Standards Compliance:**

- MeitY guidelines for government applications
- National Information Security Policy and Guidelines
- Digital India Land Record Modernization guidelines

**International Standards:**

- ISO 27001 Information Security Management)
- ISO 27799 Health Informatics Security)
- HIPAA-equivalent privacy protections
- GDPR-like data protection principles
- NIST Cybersecurity Framework alignment

### 7.3 Data Governance & Privacy

**Data Management Policies:**

- Data classification and handling procedures
- Retention and deletion policies
- Cross-border data transfer restrictions
- User consent management
- Data anonymization and pseudonymization
- Regular privacy impact assessments

## 8. Performance Monitoring & Success Metrics

## 8.1 Key Performance Indicators KPIs

### Technical Metrics:

- System uptime: 99.9% target
- Page load time: 2 seconds
- API response time: 500ms
- Concurrent users: 10,000
- Data backup success: 100%

### User Experience Metrics:

- User registration rate: Month-over-month growth
- Session duration: Average time on platform
- Feature utilization: Usage of core modules
- User satisfaction: Net Promoter Score (NPS) score 70
- Support ticket resolution: 24 hours

### Business Impact Metrics:

- Process time reduction: 40% improvement target
- Application completion rates: 80%
- Inter-agency collaboration: Number of cross-referrals
- Innovation pipeline: Applications processed
- Cost savings: Operational efficiency gains

## 8.2 Monitoring & Analytics Framework

### Real-Time Dashboards:

- System performance monitoring
- User activity analytics
- Application processing status
- Security event monitoring
- Resource utilization tracking

### Reporting Structure:

- Daily operational reports
- Weekly performance summaries
- Monthly stakeholder updates
- Quarterly business reviews
- Annual impact assessments

## 9. Post-Implementation Support & Sustainability

### 9.1 Operational Support Model

#### 24/7 Support Infrastructure:

- Level 1 User helpdesk and basic troubleshooting
- Level 2 Technical issue resolution and escalation
- Level 3 Complex problem solving and system maintenance
- Emergency response: Critical issue resolution within 2 hours

#### Maintenance & Updates:

- Regular security patches and updates
- Feature enhancements based on user feedback
- Annual system health assessments
- Technology refresh planning every 3-5 years

## 9.2 Financial Sustainability Plan

### Long-term Funding Strategy:

- Government budget allocation for operations Years 1-3
- User fee model for premium services Year 2
- Partnership revenue from value-added services
- Grant funding for feature enhancements
- Potential licensing to other states/countries

## 10. Expected Outcomes & Impact Assessment

### 10.1 Immediate Outcomes (6-12 months)

#### System Integration:

- Single point of access for all health innovation services
- Seamless data flow between government agencies
- Standardized workflows and documentation processes
- Real-time status tracking and transparency

#### User Experience:

- 40% reduction in application processing time
- 90% reduction in duplicate data entry
- Single sign-on access to all services
- Mobile-friendly responsive design

### 10.2 Medium-term Impact (1-3 years)

#### Innovation Ecosystem:

- 50% increase in health innovation applications
- Enhanced startup and MSME participation
- Improved success rates for regulatory approvals
- Stronger academia-industry collaboration

#### Government Efficiency:

- Improved inter-agency coordination
- Better data-driven decision making
- Enhanced service delivery capabilities
- Reduced operational costs and manual processes

### 10.3 Long-term Vision (3-5 years)

#### National Health Innovation Hub:

- Model for other states and countries
- Integration with global innovation networks

- AI-powered decision support systems
- Comprehensive innovation analytics and insights

## 11. Stakeholders & Responsibilities

Stakeholder	Primary Role	Key Responsibilities
<b>ICMR</b>	Lead implementation and coordination	Project oversight, stakeholder alignment, funding
<b>CDSCO</b>	Regulatory integration and oversight	Regulatory framework integration, compliance
<b>MeitY</b>	Technical infrastructure, cybersecurity	Cloud infrastructure, security standards
<b>DPIIT</b>	IP and startup ecosystem alignment	Patent processes, startup support
<b>Outsourced Vendor</b>	Project delivery, costing, reporting	Development, testing, deployment, support
<b>Startups/Academia/M SMEs</b>	End users and beneficiaries	User feedback, testing, adoption

## **APPENDICES**

APPENDIX-I

*(See Clause 2.1.3)*

**TECHNICAL PROPOSAL**

Form-1

**Letter of Proposal**

(On Bidder's letter head)

(Date and Reference)

To,

Sub: Request for Proposal (RFP) for Selection of Consulting Firm as Project Support Unit (PSU) for the project 'India - Enhancing Innovation among ICMR Institutions'

Dear Sir,

1. With reference to your RFP Document dated ....., I/We, having examined all relevant documents and understood their contents, hereby submit our Proposal for selection as Consultant (the "**Consultant**") as consulting firm for strategy development and implementation of project 'India - Enhancing Innovation among ICMR Institutions'
2. I/We acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Consultant, and we certify that all information provided in the Proposal and in the Appendices is true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Proposal are true copies of their respective originals.
3. This statement is made for the express purpose of appointment as the Consultant for the aforesaid Project.
4. I/We shall make available to the Authority any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
5. I/We acknowledge the right of the Authority to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
6. I/We certify that in the last three years, we or any of our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder.
7. I/We declare that:

(a) I/We have examined and have no reservations to the RFP Documents, including any Addendum issued by the Authority;

(b) I/We do not have any conflict of interest in accordance with Clause 2.3 of the RFP Document;

(c) I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Clause 4.3 of the RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and

(d) I/We hereby certify that we have taken steps to ensure that in conformity with the provisions of Section 4 of the RFP, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

8. I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the Consultant, without incurring any liability to the Bidders in accordance with Clause 2.7 of the RFP document.

9. I/We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the Consultancy for the Project or which relates to a grave offence that outrages the moral sense of the community.

10. I/We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.

11. I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority [and/ or the Government of India] in connection with the selection of consultant or in connection with the Selection Process itself in respect of the above-mentioned Project.

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

13. I/We agree to keep this offer valid for 180 (one hundred eighty) days from the PDD specified in the RFP.

14. A Power of Attorney in favor of the authorized signatory to sign and submit this Proposal and documents is attached herewith in Form 4.

15. In the event of my/our firm being selected as the Consultant, I/we agree to enter into an Agreement in accordance with the draft provided. We agree not to seek any changes in the aforesaid form and agree to abide by the same.

16. In the event of my/our firm being selected as the Consultant, I/we agree and undertake to provide the services in accordance with the provisions of the RFP and Terms of Reference.

17. I/We have studied RFP and all other documents carefully. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or concerning or relating to the Selection Process including the award of Consultancy.

18. The Financial Proposal is being submitted online separately. This Technical Proposal read with the Financial Proposal as submitted online shall constitute the Application which shall be binding on us.

19. I/We agree and undertake to abide by all the terms and conditions of the RFP Document.

20. The Bid Security in accordance with this RFP is submitted.

In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP Document.

Yours faithfully,

(Signature, name and designation of the authorised signatory) (Name and seal of the Bidder)

APPENDIX-I

Form-2

**Particulars of the Bidder**

1.1	Title of Consultancy:
1.2	Title of Project:
1.3	State whether applying as Sole Firm: Sole Firm
1.4	State the following: Name of Firm: Legal status (e.g. sole proprietorship or partnership): Country of incorporation: Registered address:  Year of Incorporation:  Year of commencement of business: Principal place of business:  Name, designation, address and phone numbers of authorised signatory of the Bidder: Name: Designation: Company: Address:

Phone No.:

Fax No. :

E-mail address:

(Signature, name and designation of the authorised signatory)

For and on behalf of .....

APPENDIX-I

Form-3

**Statement of Legal Capacity**

*(To be forwarded on the letter head of the Bidder)*

Ref. Date:

To,

Dear Sir,

Sub: Request for Proposal (RFP) for Selection of Consulting Firm as Project Support Unit (PSU) for the project 'India - Enhancing Innovation among ICMR Institutions'

I hereby confirm that we, the Bidder satisfy the terms and conditions laid down in the RFP document.

I have agreed that ..... (insert individual's name) will act as our Authorised Representative and has been duly authorized to submit our Proposal. Further, the authorised signatory is vested with requisite powers to furnish such proposal and all other documents, information or communication and authenticate the same.

Yours faithfully,

(Signature, name and designation of the authorised signatory

For and on behalf of .....

*\* Please strike out whichever is not applicable*

APPENDIX-I

Form-4

**Power of Attorney**

Know all men by these presents, We, ..... (name of Firm and address of the registered office) do hereby constitute, nominate, appoint and authorize Mr/Ms..... son/daughter/wife and presently residing at ....., who is presently employed with/ retained by us and holding the position of ..... as our true and lawful attorney (hereinafter referred to as the “Authorised Representative”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for Selection of Consulting Firm as Project Support Unit (PSU) for the project ‘India - Enhancing Innovation among ICMR Institutions’ – [\*\*\*\*\*] (the “Authority”) including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us till the entering into of the Agreement with the Authority.

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

IN WITNESS WHEREOF WE, ..... THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ..... DAY OF ....., 20\*\*

For .....

(Signature, name, designation and address)

Witnesses:

1

1

2

2

Notarized

Accepted

.....

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

APPENDIX-I

Form-5

**Financial Capacity of the Bidder**

*(Refer Clause 2.2.2 (B))*

<b>S. No.</b>	<b>Financial Year</b>	<b>Annual Turnover from Consultancy Project(Rs.)</b>
1.	2022-2023	
2.	2023-2024	
3.	2024-2025	

**Certificate from the Statutory Auditor§**

This is to certify that ..... (name of the Bidder) has received the payments shown above against the respective years on account of consultancy projects.

(Signature, name and designation of the authorised signatory)  
Date: \_\_\_\_\_ Name and seal of the audit firm: \_\_\_\_\_

§ In case the Bidder does not have a statutory auditor, it shall provide the certificate from its chartered accountant that ordinarily audits the annual accounts of the Bidder.

£ In the event that the Bidder does not wish to disclose its Annual Revenue, it may state that it has received more than the amount specified in the aforesaid certificate.

**Note:** Please do not attach any printed Annual Financial Statement.

## APPENDIX-I

### Form-6

### Bid Security

*(To be executed on Stamp paper of appropriate value)*

B.G. No.

Dated:

In consideration of you, the ----- (hereinafter referred to as the “**Authority**”, which expression shall unless it be repugnant to the subject or context thereof include its, successors and assigns) having agreed to receive the Bid of ..... {a Company registered under the provisions of the Companies Act, 1956/2013 or Applicable Laws of the country of incorporation} and having its registered office at ..... (hereinafter referred to as the “**Bidder**” which expression shall unless it be repugnant to the subject or context thereof include its/their executors administrators, successors and assigns), for the project related to the \_\_\_\_\_ (hereinafter referred to as the “**Project**”) pursuant to the RFP Document dated \*\*\*\*\* issued in respect of the Project and other related documents (hereinafter collectively referred to as “**Bidding Documents**”), we [Name of Bank (hereinafter referred to as the “**Bank**”), at the request of the Bidder, do hereby irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the Bidding Documents (including the RFP) by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the Authority an amount of Rs. 1.60 Lakh as bid security (hereinafter referred to as the “**Bid Security**”) as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the Bidder if the Bidder shall fail to fulfil or comply with all or any of the terms and conditions contained in the said Bidding Documents (“**Guarantee**”).

1. Any such written demand made by the Authority stating that the Bidder is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents shall be final, conclusive and binding on the Bank.
2. We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the Authority is disputed by the Bidder or not merely on the first demand from the Authority stating that the amount claimed is due to the Authority by reason of failure of the Bidder to fulfil and comply with the terms and conditions contained in the Bidding Documents including, *inter alia*, the failure of the Bidder to:
  - a. keep its Bid valid and open during the Bid validity period, as set forth in the said Bidding Documents, for any reason whatsoever.

- b. sign the Letter of Award and/or the Service Agreement, within the specified time limit;
  - c. furnish the Performance Security within the period prescribed in the Service Agreement;
3. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding **Rs. 1.60 Lakh**.
  4. This Guarantee shall be irrevocable and remain in full force for a period of 210 days from the Bid Due Date inclusive of a claim period of sixty (60) days or for such extended period as may be mutually agreed between the Authority and the Bidder, and agreed to by the Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid.
  5. We, the Bank, further agree that the Authority shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents including, inter alia, the failure of the Bidder to keep its Bid open during the Bid validity period set forth in the said Bidding Documents. The decision of the Authority, that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Authority and the Bidder or any dispute pending before any court, tribunal, arbitrator or any other authority.
  6. The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.
  7. In order to give full effect to this Guarantee, the Authority shall be entitled to treat the Bank as the principal debtor. The Authority shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said Bidding Documents or to extend time for submission of the Bids or the Bid validity period or the period for conveying acceptance of Letter of Award by the Bidder or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said Bidding Documents by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Bidding Documents or the securities available to the Authority, and the Bank shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Bidder or by any change in the constitution of the Authority or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.
  8. Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.

9. We undertake to make the payment on receipt of your notice of claim on us addressed to [name of Bank along with branch address] and delivered at our above branch which shall be deemed to have been duly authorized to receive the said notice of claim.
10. It shall not be necessary for the Authority to proceed against the said Bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Authority may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.
11. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Authority in writing.
12. The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, and the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.

Signed and delivered by \_\_\_\_\_ Bank

By the hand of Mr./Ms. \_\_\_\_\_, its \_\_\_\_\_ and authorized official.

(Signature of the authorized Signatory)

(Official Seal)

**APPENDIX-I**

**Form-7**

**Description of Approach, Methodology and Work Plan**

*(To be submitted as part of Technical Proposal)*

*(on Bidder's Letter-head)*

**Consultant's Name** \_\_\_\_\_

**[Address and Contact Details]**

**Consultant's Reference No.** \_\_\_\_\_

**Date**.....

A description of the approach, methodology and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing for training if the Terms of Reference specify training as a specific component of the assignment.

**[Suggested structure of your Response:]**

**a) Technical Approach and Methodology**

{Please explain your understanding of the objectives as outlined in the TOR and also highlight its important aspects and may supplement various requirements of the TOR, also make precise suggestions if it considers this would bring more clarity and assist in achieving the Objectives laid down in the TOR. Please do not repeat/copy the TORs here.}

**b) Work Plan.**

{Please outline the methodology for carrying out this assignment, its approach toward achieving the Objectives laid down in the TOR. The Applicant will submit a brief write up on its proposed team and organization of personnel explaining how different areas of expertise needed for this assignment have been fully covered by its proposal. The Applicant should specify the sequence and locations of important activities, and provide a quality assurance plan for carrying out the Consultancy Services. A list of the final documents (including reports) to be delivered as final output(s) should be included here}.

.....

(Signature with date)

.....

(Name and designation)

Duly authorized to sign Proposal for and on behalf of

.....

[Name, address, and seal of Consultant]



**APPENDIX-I**

**Form 9**

**Checklist for Bidders**

*(To be submitted as part of Technical Proposal)*

*(on Consultant's Letter-head)*

Consultant's Name \_\_\_\_\_

[Address and Contact Details]

Consultant's Reference No. \_\_\_\_\_ Date.....

*Note to Consultants: This checklist is merely to help the Consultants prepare their Proposals; it does not override or modify the tender requirement. Consultants must do their own due diligence also.*

<b>Sr</b>	<b>Documents submitted, duly filled, signed</b>	<b>Yes/ No/ NA</b>
<b>Technical Proposal</b>		
1.	Form 1	
2.	Form 2	
3.	Form 3	
4.	Form 4	
5.	Form 5	
6.	Form 6	
7.	Form 7	
8.	Form 8	

9.	Form 9	
10.	Form 10	
11.	Financial Proposal was separately enveloped	

**APPENDIX-II**  
**FINANCIAL PROPOSAL**  
Form-1  
**Covering Letter**

*(Indicative ONLY; To be submitted in the BOQ available online only)*

(Date and Reference)

To,

Dear Sir,

Subject: Request for Proposal (RFP) for Selection of Consulting Firm as Project Support Unit (PSU) for the project 'India - Enhancing Innovation among ICMR Institutions'

I/We, ..... (Bidder's name) herewith enclose the Financial Proposal for selection of my/our firm as Project Support Unit (PSU) for the project 'India - Enhancing Innovation among ICMR Institutions'.

I/We agree that this offer shall remain valid for a period of 210 days from the Proposal Due

Date or such further period as may be mutually agreed upon.

Yours faithfully,

(Signature, name and designation of the authorised signatory)

**Note:** *The Financial Proposal is to be submitted strictly as per forms given in the RFP.*

**APPENDIX-II**  
*(See Clause 2.1.3)*  
**Form-2**  
**Financial Proposal**

Component	Description	Basic Cost (excl Tax) (Rs.)	Taxes as applicable on (i)	Total Cost (Rs.)	Payment Terms (% of PO value)
		(i)	(ii)	[(i)+(ii)]	
Platform Development	Coremodules, integrations, testing				50%
UI/UX Design	User interface, experience design				13%
Security & Compliance	Cyber security, audits, certifications				12%
Testing & Training	User testing, training programs				12%
Project Management	Vendor coordination, oversight				13%
<b>Total</b>	<b>Complete out source delivery</b>				<b>100%</b>

Note:

1. Bidders may be asked to submit price break-up of the quoted cost, at the financial evaluation stage.
2. The financial evaluation shall be based on the above Financial Proposal. The total Amount in the above table, therefore, be the amount for purposes of evaluation.
3. No Escalation on any account will be payable on the above amounts.
4. All payments shall be made in Indian Rupees and shall be subject to applicable Indian laws withholding taxes if any.

Authorized Signature

Name:.....

Designation.....

Name of Firm.....

Address: