

# REQUEST FOR PROPOSAL

## Hiring IT Consultant

### Haryana Kaushal Rozgar Nigam Limited

Haryana Kaushal Rozgar Nigam Limited,  
Sainik Pariwar Bhawan Building, Near  
ISKCON Temple, Plot No 101, Sector  
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**HKRNL**

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## **DISCLAIMER**

This Request for Proposal ("RFP") is issued by Haryana Kaushal Rozgar Limited (HKRNL).

The information contained in this RFP or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of HKRNL or any of its employees or advisers, is provided to Bidders on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided. This RFP is not a contract and is neither an offer nor invitation by HKRNL to the prospective Bidders or any other person.

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. The RFP has been created after a very extensive study and hence is a fair representation of the scope of work overall. However, neither HKRNL, nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements in the information or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and liability therefore is hereby expressly disclaimed. The purpose of this RFP is to provide the Bidder(s) with information that may be useful to them in the development of their Proposals in response to this RFP. The information contained in this RFP is selective and is subject to updating, expansion, revision, and amendment at the sole discretion of HKRNL. This RFP document is not exhaustive and does not purport to contain all the information that a Bidder may require for the purpose of deciding for participation in this bidding process. Neither HKRNL nor any of its officers, employees nor any of its advisors nor consultants undertakes to provide any Party with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein which may become apparent. Each Bidder should conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigations into the project, the regulatory regime which applies thereto and by and all matters pertinent to HKRNL and to seek its own professional advice on the legal, financial, and regulatory consequences of entering into an agreement or arrangement relating to the project.

HKRNL 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.

## **Abbreviations**

<b>Abbreviation</b>	<b>Description</b>
HKRNL	Haryana Kaushal Rozgar Nigam Limited
DSC	Digital Signature Certificate
EMD	Earnest Money Deposit
GCC	General Contract Conditions
GST	Goods and Services Tax
GoH	Government of Haryana
NDA	Non-Disclosure Agreement
RFP	Request for Proposal
PBG	Performance Bank Guarantee
SSP	Selected Service Provider
TCV	Total Contract Value
TCS	Tax Collected at Source
TDS	Tax Deducted at Source
TEC	Tender Evaluation Committee

## Definitions

<b>Term</b>	<b>Definition</b>
Authority/Purchaser	Means HKRNL, Government of Haryana i.e., the issuer of this tender
Bidder(s)	Eligible, reputed, qualified entities with strong technical and financial capabilities to deliver services as per the scope defined in this RFP
Bid/ Proposal	This means the documents in their entirety comprising of the Technical Proposal, and Commercial Proposal, clarifications to these, technical presentation/ demo submitted by the Bidder, the Bidder herein, in response to the RFP, and accepted by HKRNL
Bidder's Representative	The person or the persons appointed by the Bidder from time to time to act on its behalf for overall co-ordination, supervision and execution of Project
Contract / Project Period	The time period for completion of the entire project scope of work defined in the RFP
Certificate of Acceptance (CoA)	A written documentation issued by HKRNL evidencing the acceptance, approval or completion, as the case may be, of any Deliverable including any documentation of the Project such that may be required in terms of the Contract
Deliverables	The equipment, services and other documentation, milestones and activities Required to be undertaken by SSP to complete the Scope of Work for the Project, as defined in the RFP.
EMD/ Bid Security	This refers to the amount to be deposited by the Bidders to HKRNL to demonstrate commitment and intention to complete the bid process of this RFP
End of Contract	This refers to the time when the Contract Period shall end
Letter of Intent / Letter of Award	This refers to the letter issued by HKRNL to the Successful Bidder indicating its selection as the Bidder for implementation of the Project
Project	Selection of Service Provider for Operation and Maintenance of HKRNL Application and IT infrastructure
RFP/ Tender	Refers to Request for Proposal containing the technical, functional, commercial and operational specification and including all clarifications/addendums, explanations and amendments issued by HKRNL in respect thereof
Successful Bidder	Refers to the bidder who has participated in the bidding process as mentioned in the RFP and has been selected by HKRNL to deliver the scope of work
Total Contract Value/ Contract Value	Value (Exclusive of all taxes, levies and duties) finally agreed between HKRNL and the Bidder for the delivery of Services mentioned in the RFP, which will be the maximum value payable to the Bidder for this Project.

PART I

# **INSTRUCTION TO THE BIDDERS**

## 1. Tender Notice

Haryana Kaushal Rozgar Nigam Limited (HKRNL), Government of Haryana (GoH) invites sealed proposal from reputed experienced professional organizations for "Selection of IT Consultant". The prospective firms may download the technical and commercial bid from HKRNL website <https://hkrnl.itiharyana.gov.in> and submission of proposal may be done as per details provided in RFP. HKRNL reserves the right to reject any/all applications without assigning any reasons whatsoever

### Note:

- a. The detailed schedule for the various activities to be performed in RFP process by the Bidder for quoting their offer is given in this RFP document under "TENDER SCHEDULE". Bidder should carefully note down the cut-off dates for carrying out each process/activity.
- b. In any event HKRNL, will not be liable and responsible for any damages or expenses arising from any difficulty, error, imperfection or inaccuracy with this website, including all associate service, or due to such unavailability of the website or any part thereof or any contents or any associate services.

## 2. Invitation to Bidders

- a) HKRNL hereby invites Proposals from reputed, competent, and professional companies, who meet the minimum eligibility criteria as specified in this bidding document for the **“Selection of IT Consultant”** as detailed in this RFP document.
- b) The complete bidding document shall be published on <https://hkrnl.itiharyana.gov.in> for the purpose of downloading.
- c) Bidder is advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- d) Earnest Money Deposit can be paid through Demand Draft as per details mentioned in the table given below.
- e) RFP Fee of INR 5900/- (including taxes) in form of Demand Draft shall be submitted along with the proposal in a separate envelop. Other instructions can be seen in the tender form. All or any one of the tenders may be rejected by competent authority.
- f) The summary of details regarding this invitation of bids are listed in the table below:



Sr.	Items	Description
1	RFP Reference Number	HKRNL/1885
2	Name of the Project	Selection of IT Consultant
3	RFP Document Download Start / End Date & Time	Start: 29.09.2023 End: 28.10.2023
4	Last date to send in requests for clarifications	All the queries should be received on or before 28.10.2023 upto 17:00 Hrs, through email only with subject line as follows:  "Queries – Selection of IT Consultant".  The Pre-Bid queries to be sent to the email id: <a href="mailto:gm1hkrl@gmail.com">gm1hkrl@gmail.com</a>
5	Last date (deadline) for submission of bids	28.10.2023 upto 17:00 Hrs
6	RFP Fee to be paid via Demand Draft ( DD should be in favor of CEO, Haryana Kaushal Rozgar Nigam Ltd. panchkula	INR 5900/-
7	Date Time and Place of opening of Technical Proposals	31.10.2023 at 15:00 Hrs at HKRNL Office
8	Date Time and Place of opening of Financial Proposals	To be announce later
9	Earnest Money Deposit (EMD) to be paid in form of Demand Draft.	INR 2,00,000/-
10	Performance Bank Guarantee (PBG) from Nationalized Bank	10% of the contract value valid up to 3 months post end of contract. PBG Should be only from Nationalized / Scheduled banks.
11	Last date for signing contract	As intimated in work order of HKRNL
12	Bid Validity Period	120 days from the last date (deadline) for submission of bids.
13	Contract Period	2 years from the date of LoA

**Note:** Prospective Bidders may visit HKRNL Office for any further information / clarification regarding this RFP on prior appointment during working hours till the date of technical bid submission.

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### **3. About Haryana Kaushal Rozgar Nigam Limited**

#### **3.1 Background**

Haryana Kaushal Rozgar Nigam Limited (HKRNL) is ambitious initiative taken by Honorable Chief Minister, Haryana to give a permanent solution for exploitation complaints raised by the manpower against their service providers. This was a revolutionary decision, now all the contractual manpower engaged under Deployment of Contractual Persons Policy, 2022, are being deployed through HKRNL in all Government departments/ Boards/ Authorities/ Corporations/ PSUs/ Missions/ under Government of Haryana.

Government of Haryana has established Haryana Kaushal Rozgar Nigam Limited under Companies Act, 2013 and has been incorporated on 13.10.2021. The mandate of HKRNL is to provide services of deployment of manpower on contractual basis and for a specific period to Government Departments, Boards, Corporations, Statutory entities, Universities, and other organizations owned and controlled by the State Government.

A complete online Portal was envisaged to be designed to digitize all the processes relating to the deployment & post deployment of contractual manpower for Government Departments, Boards, Corporations, Statutory entities, Universities, State Educational Institutions, and other organizations owned and controlled by the State Government Haryana government is ensuring employment opportunities in government departments, boards and corporations in a robust and transparent manner by using e-governance systems for deserving youth of Haryana and ensure deployment of manpower on time. HKRNL brought transparency in the recruitment system by gave jobs on the basis of merit. This transparent and automated system ends the malicious practices and corruption in the system and also minimize exploitation from private contract system.

#### **4. Objective of the RFP**

The HKRNL Application, Blockchain implementation is a combination of integrated infrastructure hosted on cloud consisting of enterprise hardware and custom / purpose-built application software. The same is extremely important of HKRNL operations, considering that business model of HKRNL is highly system driven. Thus, availability and security of the HKRNL application is paramount in the sense that more than 7000 government users which includes FD, HoDs, DDOs and HKRNL. The objective of this RFP is to find a suitable IT Consultant to assess, upgrade, and optimize the HKRNL system, including conducting a comprehensive assessment, proposing technical upgrades and security solutions, improving user experience, managing change requests, optimizing infrastructure, and establishing a project office with key personnel. The consultant will deploy a team of experts to collaborate with the HKRNL IT team and deliver the project within specified timelines and resource requirements.

With the rapid urbanization and technological revolution, India is set to take its stride in adoption and implementation of new technologies. Here digital transactions, easing business processes and enabling transparency is opening new doors for innovation and deployment of new age technologies. As various technologies are setting their foot, blockchain has found traction across the spectrum both the public and private sector. Adoption of blockchain technology has increased rapidly from proof of concepts to pilots to production rollouts in the last two years. The Haryana Government too has taken cognizance of its potential and is now exploring this technology in multiple domains such as asset registration, human resource hiring and management, financial management and so on. Blockchain technology's applicability and transformative potential and the range of possibilities have been researched and understood by

the HKRNL.

HKRNL is fully functional on IT application to provide its services to various departments and organizations. Now HKRNL wants to move ahead in the area of digitization of manpower deployment centric services using blockchain technology.

In this regard, HKRNL is intended to migrate its application and all records and database in block chain technology and to implement/develop the block chain-based database environment for its IT application and redesign/redevelop all its application related processes using blockchain technology to make its database and related records free from any type of tempering and manipulation.

A blockchain-based approach would increase the efficiency process flows and reduce fraudulent activities. Once the environment is created for the blockchain technology, the vendor/OEM has to migrate all the existing records related to databases in block chain technology in a phased manner.

## **5. Important Information for the Bidders**

### **5.1 Contract Period**

The Service Provider will be contracted for a period of TWO (2) years from the date of issue of LoA or signing the contract whichever is earlier. However, the HKRNL can terminate the contract any time during the period on account of poor performance or as per requirement.

### **5.2 Completeness of Response**

Response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in rejection of its Proposal and forfeiture of the EMD.

### **5.3 Proposal Preparation Costs**

The bidder shall submit the bid at its own cost and HKRNL shall not be held responsible for any cost incurred by the bidder. Submission of a bid does not entitle the bidder to claim any cost and rights over HKRNL and HKRNL shall be at liberty to cancel any or all bids without giving any notice. All materials submitted by the bidder shall be the absolute property of HKRNL and no copyright /patent etc. shall be entertained by HKRNL.

### **5.4 Amendment of RFP Document**

All the amendments made in the document would be published on the HKRNL website and shall be part of RFP. The Bidders are advised to visit the aforementioned websites/portal on regular basis to check for necessary updates. The HKRNL also reserves the right to amend the dates mentioned in this RFP.

### **5.5 Supplementary Information to the RFP**

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

### **5.6 HKRNL's right to terminate the tendering process**

HKRNL may terminate the RFP process at any point of time and without assigning any reason.

HKRNL reserves the right to amend/edit/add/delete any clause of this Bid Document. This will be informed to all and will become part of the RFP and information for the same would be published on the e-Tendering portal.

## 5.7 Earnest Money Deposit (EMD)

5.7.1 Bidders shall submit, EMD as defined in this RFP. Bidders are required to submit an Earnest Money deposit (EMD) for an amount of INR 2,00,000 (Rs. Two Lakh only). Please refer Annexure 4 for the payment of the same. Bids of the bidders who have not paid the EMD as stipulated in this RFP, will be rejected by HKRNL as non-responsive. No exemptions to this will be allowed. Unsuccessful Bidders' EMD will be returned within 30 days from the date of finalization of the tender. EMD of successful bidder will be returned only after submission of Performance Bank Guarantee.

5.7.2 No interest will be paid by HKRNL on the EMD amount and EMD will be refunded to the all Bidders (including the Successful Bidder(s)) without any accrued interest on it. The Bid submitted without EMD or with EMD which does not conform to RFP clauses, mentioned in this document, will be summarily rejected.

5.7.3 The EMD may be forfeited:

- a. If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.
- b. In case of a Successful Bidder(s) if the Bidder fails to sign the contract in accordance with the terms and conditions.
- c. If during the bid process, a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- d. If, during the bid process, any information is found false/fraudulent/malafide, and then HKRNL shall reject the bid and, if necessary, initiate suitable action.
- e. The decision of the HKRNL regarding forfeiture of the EMD shall be final and binding upon bidders.

## 5.8 Authentication of the Bid

Authorized person of the bidder who signs the bid shall obtain the Power of Attorney from the bidder, which shall be submitted with the Bid. All pages of the bid and its annexures, etc. shall be signed and stamped by the person or persons signing the bid.

## 5.9 Language of Bids

This bid should be submitted in English language only. If any supporting documents submitted are in any language other than English, then the translation of the same in English language is to be duly attested by the bidder and submit with the bid, and English translation shall be validated at HKRNL's discretion.

## 5.10 Submission of bids

The bidding process will be a TWO (2) bid system, comprising of the following two bids viz.

**a. Envelope – 1 Technical Bid**

The information to be submitted by the bidders as Envelope 1 (Cover 1) are mentioned further in the document

**b. Envelope – 2 Financial Bid / Price Bid**

The information to be submitted by the bidders as Envelope 2 (Cover 2) are mentioned in Section 8.2

The bidders are requested follow the Bid Submission process as detailed in Annexure 1.

**Bid Submission Instructions:**

Complete bidding process will be two (2) envelope system. Submission of bids shall be in accordance with the instructions given in the Table below:

Sr. No.	Document Type	Document Format	Submission
RFP Fee & EMD and Eligibility Details - Envelope –A			
1.	RFP Fee	Demand Draft of INR 5900/- with the proposal.	Yes
2.	EMD	Demand Draft of INR 2,00,000/- with the proposal.	Yes
3.	Technical Proposal	Eligibility criteria Proposal shall be prepared in accordance with the requirements specified in Section 5.21 and 5.22 The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP.	Yes
Financial Bid– Envelope –B			
4.	Financial Proposal	The Financial Proposal shall be prepared in accordance with the requirements specified in this RFP.	Yes

The following points shall be kept in mind for submission of bids.

- a. Non-submission of the required documents or submission of the documents in a different format / contents may lead to the rejections of the bid proposal submitted by the bidder.
- b. The bidder should ensure that all the required documents, as mentioned in this RFP/ bidding document, are submitted along with the bid and in the prescribed format only.
- c. The prices should be quoted in Indian Rupees only.
- d. The Bidder is expected to price all the items and services sought in the RFP and proposed in the technical proposal. The Bid should be comprehensive and inclusive of all the services to be provided by the Bidder as per the scope of his work and must cover the entire Contract Period.
- e. HKRNL may seek clarifications from the Bidder on the technical proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications.
- f. The Financial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.
- g. Financial Proposal shall not contain any technical information. Similarly, technical proposal with any financial cost related information shall be summarily rejected and the bidder shall be disqualified from the tender process.
- h. It is required that the all the proposals submitted in response to this RFP should be unconditional in all respects, failing which HKRNL reserves the right to reject the proposal.
- i. Proposals sent by fax/ post/ courier shall be rejected.
- j. It shall be the sole responsibility of the bidder to ensure that all the documents required for the

Eligibility criteria and the Technical Evaluation of the bid are Submitted along with the proposal.

### 5.11 Late Proposal Submission

Proposals received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall not be considered.

### 5.12 Non-conforming Proposals Submitted

A Proposal may be construed as a non-conforming proposal and ineligible for consideration:

- a. If it does not comply with the requirements of this RFP.
- b. If the Proposal does not follow the format requested in this RFP or does not appear to address the particular requirements of the HKRNL.

### 5.13 Acknowledgement of Understanding of Terms & Conditions

By submitting a Proposal, each Bidder shall be deemed to acknowledge that he has carefully read all sections of this RFP, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

### 5.14 Bid Opening and Evaluation Process

- 5.14.1 Total transparency shall be observed and ensured while opening the Proposals/Bids. All Bids shall be opened in the presence of Bidder's representatives who choose to attend the Bid opening session on the specified date, time and address.
- 5.14.2 HKRNL reserves rights at all times to postpone or cancel a scheduled Bid opening.
- 5.14.3 The Bidder's representatives who are present shall sign an attendance sheet evidencing their attendance.
- 5.14.4 In the event of the specified date of Bid opening being declared a holiday for HKRNL, the bids shall be opened at the same time and location on the next working day. In addition to that, if the representative of the Bidder remains absent, HKRNL will continue process and open the bids of all bidders.
- 5.14.5 During Bid opening, preliminary scrutiny of the Bid documents shall be made to determine whether they are complete, whether required Bid Security has been furnished, whether the Documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements shall be prima facie rejected. HKRNL has the right to reject the bid after due diligence is done.

### 5.15 Tender Evaluation Committee

- 5.15.1 HKRNL shall form a Tender Evaluation Committee (hereinafter referred to as "TEC") to evaluate the bids. The TEC shall evaluate the responses to the RFP and all supporting documents/ documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- 5.15.2 The decision of the TEC in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee. The TEC may ask for meetings with the bidders to seek clarifications on their proposals. The bidder shall submit requisite supporting documents/ certificates on the credentials. The committee may visit bidder's client site to validate the credentials/ citations claimed by the bidder.
- 5.15.3 The TEC reserves the right to reject any or all proposals entails the basis of any deviations.
- 5.15.4 Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP. The TEC would submit its decision to the competent authority whose decision

would be final and binding upon the bidders.

## 5.16 Evaluation Process

- 5.16.1 TEC shall review the proposal of the Bidders to determine whether the requirements as mentioned in Section 5.18 of the RFP are met. Incomplete or partial Proposals are liable for disqualification.
- 5.16.2 Bid Evaluation shall be conducted following Quality Cum Cost Based Selection (QCBS) methodology. In the first stage, Technical Proposals shall be opened and evaluated as per the Minimum Eligibility criteria mentioned in Section 5.21 of the RFP. Bids not meeting the Minimum Eligibility Criteria will be summarily rejected.
- 5.16.3 Bids qualifying through the Minimum Eligibility Criteria will be further evaluated for their objective evaluation based on the Criteria mentioned in section 5.22. A cut off for the technical score will be defined. The Technical scoring for respective bidders will be worked out as elaborated in Section 5.24.
- 5.16.4 In the Second stage, Financial Proposal of those Bidders who qualify in Eligibility Criteria, shall be opened. All Bids shall be opened in the presence of Bidder's representatives who choose to attend the Bid opening sessions on the specified date, time and address. The Financial / Price Bids, of those bidders who do not achieve the cut off / minimum technical qualification score, will not be opened.
- 5.16.5 At the end of two stages, Weighted Technical and Price bid scores (only of those bidders who qualify as per the minimum Technical Score) will be added to arrive at a Composite score of each of the bidder. The Bidder with the highest Composite score will be declared as the Successful Bidder, subject to all supporting documentation being in order.
- 5.16.6 Evaluation and award of Contract shall be done as per provisions of Haryana State Government Rules and rules defined in this RFP.

**Please note** that TEC may seek inputs from their professional, external experts in the bid evaluation process.

## 5.17 Minimum Eligibility Criteria

Minimum Eligibility Criteria is a set of Qualify/Not-qualify criteria. Not complying to even one of the listed criteria will render a bid to be unresponsive. The Bidders must comply with each of the criteria listed below and should submit sufficient documentary proof as mentioned in the table.

Sr. No	Minimum Eligibility Criteria	Document to be submitted
EC 1	The Bidder should be – A company incorporated under the Indian Companies Act, 2013 or any other previous company law as per section 2 (20) of the Indian Companies Act 2013/ and is at least 5 years old (i.e., on 2018 or before) <ul style="list-style-type: none"><li>Registered with the GST Authorities</li></ul> Company should have a valid PAN number	a. Certificate of Incorporation b. Copy of PAN Card c. Copy of GST Certificate with GST Number d. Copy of Power of Attorney  <b>Annexure 1 – Document 1.1 to 1.6</b>

EC2	The Bidder should have a Development Office and registered with GST Authorities' in Panchkula (or any of the Cities in Tri-city location i.e. Panchkula, Chandigarh and Mohali)	<ul style="list-style-type: none"> <li>• GST Registration certificate</li> <li>• Address Proof/Lease Agreement etc.</li> </ul> <p><b>Annexure 1- Document 1.11</b></p>
EC 3	Bidder should have following certifications: ISO9001, ISO27001, ISO20000	Copy of certification <b>Annexure 1- Document 1.9</b>
EC 4	<p>Bidder should have experience of :</p> <ul style="list-style-type: none"> <li>• Completion of One large cloud-enabled developed product on public cloud (AWS/Google/Azure/Oracle) with more than 1 million users &amp; Project on Software Development /Providing relevant Technical Man Power with a Central or State Department or a PSU in the last three years with minimum value of INR 5 Cr.</li> <li>• Completion of 2 (two) projects of Software Development/Providing relevant Technical Man Power with a Central or State Department or a PSU customer in the last three year with average value of INR 3.5 Cr.</li> </ul>	<p>“Work Order/Purchase Order” And “Completion Certificate from Client”</p> <p>The supporting documents shall mandatorily mention the value of project, quantity and duration of the contract.</p> <p><b>Annexure 1 – Document 1.10</b></p>
EC 5	Bidder should have minimum of 100 technical resources on their roll (for more than a year) similar to skill set mentioned in profiles at Annexure "" and must have at-least 30 technical resources in Panchkula (or any of the Cities in Tricity location i.e. Panchkula Chandigarh and Mohali) location.	Undertaking from HR Head of Bidder certifying that 100 technical resources are on their roll for more than a year similar to skill set as mentioned in profiles.
EC 6	The bidder should not have been blacklisted/ banned / debarred by any Government (State / Central) / PSU in India in last 3 years for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices	Self-certification signed by the Authorized Signatory, on the company letter head as per format provided in <b>Annexure 1 – Document 1.12</b>
EC 7	The Bidder should have paid the Tender Fees by online mode	Copy of the Receipt <b>Annexure 1 – Document 1.14</b>
EC 8	The bidder should have paid the Earnest Money Deposit (EMD) as mentioned in the RFP	Copy of the EMD paid <b>Annexure 1 – Document 1.15</b>
EC 9	The Average turnover of the bidder in last three financial years i.e.,2019-20, 2020-21 and 2021-22 should not be less than ₹ 25 Crore. (Rupees Twenty-Five Crore).	CA Audited Statement and Certificate



## 5.18 Technical Bid Evaluation – Scoring

Sr	Criteria	Graded Marks	Max. Marks	Testimonial to be presented
1	<b>Organization's Capability</b>		<b>30</b>	Certificate from CA
a	<b>Financial Capability</b>	<b>20</b>		
	Net-worth of the organization as on 31st March 2021			
	Net worth <Rs. 10.00 crores but > 5.00 Crores	4		
	Net worth <Rs. 15.00 crores but ≥ 10.00 Crores	6		
	Net worth ≥ Rs. 15.00 crores	10		
b	<b>Organization Certifications</b>	<b>10</b>		
i	ISO 20000 certification	2.5	Certificates valid as on date of bidding	
ii	ISO 27001 certification	2.5		
ii	SEI CMM Level 3 Certification	5		
2	<b>Past Performance (All periods are for 3 years ending as on 31st March 2022)</b>		<b>10</b>	
	Orders ≥ 5	5		
	Orders < 5 but ≥ 3	3		
	Orders <3 but > 1	2		
3	<b>Consulting Manpower (Scoring criteria for CVs provided in table below)</b>		<b>60</b>	CVs of Proposed Manpower.
<b>TOTAL MARKS</b>			<b>100</b>	

### Scoring Criteria for CVs

SL. No	Resource	CV Weightage
1	Project Manager/Team Lead	15
2	Block Chain Technology Solution Lead	15
3	Cloud Infrastructure Specialist /Deputy Team Lead	10
4	Business Analyst	5
5	UX/UI Designers	5
6	IT Security Expert	5
7	Technical Architect	5
<b>Total</b>		<b>60</b>

Sub-criteria for qualification of consulting manpower (Selection of CV):

General Qualification	25
Adequacy for the project	70
Employment with firm	5
<b>Total</b>	<b>100</b>

The total marks for individual CVs will be weighted average total of 100 for each CV. For example, if the Project Manager has scored 90, then total score is  $(CV \text{ Score})/100 * (\text{Weightage for PM}) = 13.5$ . Similarly, scores will be calculated for each CV after evaluation.

Total marks for consulting manpower proposed will be out of 60 marks.

## 5.19 Commercial Bid Evaluation

The selection of successful Bidders will be done on Quality cum Cost Based Selection (QCBS) methodology. The methodology and respective weightages are mentioned in the Section 5.24 below.

- a. The Bidders complying with the Minimum Eligibility Criteria mentioned in Section 5.21 and who have paid the Tender Fees and EMD Fees as specified in the RFP, shall be considered as “substantially responsive” bids.
- b. The Commercial Bids will be opened on the prescribed date in the presence of bidder representatives or as decided by HKRNL.
- c. The bidders should necessarily give the commercial details in the format given in this RFP. The commercial proposals should be submitted in the prescribed format only and in accordance with the details, terms and conditions as mentioned in the RFP (hence the bidder is expected to understand the RFP in all respects).
- d. In case the selected bidder does not quote for or provision for cost/expenses required to meet the requirements of the RFP, the selected bidder shall be solely responsible for those and shall provide them, without any additional cost to HKRNL.
- e. The bidder is expected to price all the items and services sought in the RFP and proposed in the Technical Proposal. In case a Bidder fails to mention the cost of a line item, the bidder will be disqualified from further evaluation. The Bid should be comprehensive and inclusive of all the services to be provided by the bidder as per the scope of its work and must cover the entire Contract Period.
- f. The Commercial Bids of non-qualified Bidders shall be rejected and EMD shall be refunded only after work order is awarded against this tender to the Successful Bidder.
- g. In the event that any successful bidder withdraws or is not ready for engagement for any reason, HKRNL may invite the Bidder with the Bidder having the second-best composite score.
- h. HKRNL may extend the validity of this contract based on the mutual consent with the successful Consultant.
- i. The detailed roles and responsibilities of Selected Agency are mentioned in Scope of work.
- j. The Bid Evaluation Committee reserves the right to accept or reject any or all bids without giving any reasons thereof.
- k. HKRNL does not guarantee that all line items from Commercial Format shall be utilized by HKRNL. The actual line items used may be more or less. The payment shall be made for only those line items which are used based on unit cost quoted for the particular item on actual work is undertaken. HKRNL can vary the quantity by  $\pm 25\%$  during the tenure of the contract and the successful bidder will have to undertake the deliverables at the rates mentioned in the bid.
- l. The Bidder needs to account for all expenses in the Financial Bid including transport, insurance, consumables, etc. along with out-of-Pocket expenses due to Boarding, Travelling, Lodging and other related items. HKRNL shall not be liable to pay any additional cost apart from that mentioned in the Commercial Bid Format filled by the bidder and as specified in the RFP.
- m. HKRNL may seek clarifications from the bidder on the Technical Proposal. Any of the clarifications by the bidder on the Technical Proposal should not have any commercial

implications. The Commercial Proposal submitted by the bidder should be inclusive of all the items in the Technical Proposal and should incorporate all the clarifications provided by the bidder on the Technical Proposal during the Technical Evaluation.

- n. The bidder shall fill rates for all the line items. If rate for any item is not provided by the bidder or provided in format other than defined in this RFP, then HKRNL reserves the right to reject the bid.
- o. The rates specified by the Bidder in this RFP for all line items shall be valid for entire duration of contract.
- p. The Commercial Proposal shall not contain any technical information.

## 5.20 Quality cum Cost Based Selection Methodology

The following methodology and weightages will be used for objective evaluation of each of the bids.

### 5.20.1 Technical Bid Evaluation

- 5.24.1.1. Based on the documentation submitted by each of the bids, the bids will be given a score out of Maximum 100. Each responsive Bid will be attributed a technical score denoted by symbol "S(t)". The technical score shall be out of a maximum of 100 marks.
- 5.24.1.2. If in HKRNL's opinion, the Technical Bid does not meet the minimum technical specifications & service requirements or is otherwise materially deficient / inconsistent in any other aspect; the Bid shall be declared Technically Evaluated & Non-Responsive and shall not be considered for further evaluation.
- 5.24.1.3. After technical evaluation, HKRNL will rank the bidders in descending order of their technical scores with the top ranked bidder having the highest technical score. If any bidder is found to be technically inadequate to the requirements of HKRNL, i.e. if  $S(t) < 70$ , then that bidder's bid would be deemed non-responsive for further evaluation and would not be considered further in the bidding process.
- 5.24.1.4. If in case, after technical evaluation, only one bidder is found to be responsive & eligible, i.e. if the technical marks of only one bidder are more than or equal to 70, the Board will decide an acceptable price band and open Price Bid of the only eligible bidder. If the price bid of the bidder falls within the price band specified by the Board, the bidder will be declared as the SUCCESSFUL BIDDER.

### 5.21 Financial Bid Evaluation

- 5.21.1 The price bids of only technically successful bidders whose technical Bids have been awarded 70 or more marks will be opened.
- 5.21.2 The evaluation will be carried out if Price bids are complete and computationally correct. The Basic prices (i.e., ONLY the prices without GST will be considered while computing Price Bid scores).
- 5.21.3 Lowest Price bid denoted by symbol "P (m)" will be allotted a Price score of 100 marks. The Price score of all the bidders will be denoted by the symbol "S (p)". The Price score of other bidders will be computed by measuring the respective weighted Price bids against the lowest bid i.e. P (m).
- 5.21.4 These Price scores will be computed as:  $S(p) = 100 * (P(m) / P(b))$  where P(b) is the weighted Price bid of the bidder whose Price score is being calculated. The Price score shall be out of a maximum of 100 marks.

### 5.22 Computation of Composite score

5.22.1 The composite score is a weighted average of the Technical and Price Scores. The weightages of the Technical vis-à-vis the Price score is 0.70 of the Technical score and 0.30 of the Price score. The composite score (S) will be derived using following formula:

$$S = (S (t) * 0.70) + (S (p) * 0.30)$$

Thus, the composite score shall be out of a maximum of 100 marks and will be computed up to TWO (2) decimal points.

5.22.2 The responsive bidders will be ranked in descending order according to the composite score as calculated based on the above formula. The highest-ranking vendor as per the composite score will be selected. However, in order to ensure that HKRNL gets best solution in technical terms, HKRNL reserves the right to enter into negotiation with bidder having highest technical score and place order with this bidder at a suitable price.

### 5.23 Award Criteria

5.23.1 Final choice of HKRNL to award this project to a suitable bidder to execute this project shall be made on the basis of composite scoring arrived as per formula mentioned in Section 5.26.

5.23.2 The Bidder having the highest Composite Score will be termed as the Successful Bidder.

5.23.3 In case, two or more bidders have the same composite scores, the Bidder with the highest technical score will be declared as the successful bidder. In case, two or more bidders have the same composite scores & technical scores, HKRNL will decide further criteria of evaluation, which will be binding on all bidders to accept without contest.

### 5.24 RFP Selection Process

5.24.1 HKRNL through this Request for Proposal (RFP) intends to get quote only from reputed technically qualified bidders. All the bidders will be assessed against the Eligibility criteria mentioned in Section 5.21.

5.24.2 The financial proposal of the bidders fulfilling the Eligibility criteria shall be opened for further evaluation. Bidders are also requested to submit their financial quotation in the format provided in the RFP. In case of discrepancies between rates quoted in amounts and in words by the bidder, the lower of the two will prevail and will be used to determine the Successful Bidders as per criteria provided in the RFP.

5.24.3 If any information provided by the Bidder is found to be inaccurate at any stage of the RFP process, HKRNL may, at its discretion, reject the offer and no correspondence will be entertained in this regard. Submission of wrong and / or false information may also disqualify the Bidder from any future work from HKRNL.

5.24.4 HKRNL reserves the right to negotiate with the Successful Bidders as per CVC guidelines or any equivalent norms. If the negotiation becomes unsuccessful then HKRNL may negotiate with the next qualified bidder.

### 5.25 Bid Validity

5.25.1 The offer/proposals submitted by the Bidders shall be valid for minimum period of 120 days after the last date of bid submission prescribed by the department. In exceptional circumstances, prior to the expiration of the bid validity period, the department may request bidders to extend the period of validity of their bids.

5.25.2 The request and the responses shall be made in writing. In event of such extension, department shall request Bidder for extension of bid validity and submit new bid security

to cover the extended period of validity of their bids. In event of such extension, Bidders shall submit new Bank Guarantee submitted as EMD to cover the extended period of validity of their bids.

- 5.25.3 A bidder may refuse the request without forfeiting its bid security. A bidder granting the request shall not be required or permitted to modify its bid. If the date up to which the bid is to remain valid happens to be a holiday for the department, the bid shall automatically remain valid up to the next working day.

## 5.26 Price and Information

- 5.26.1 The bidder shall quote for this project as per the requirements of the RFP and in the format mentioned in Section 8.2. All the prices will be in Indian Rupees.
- 5.26.2 The bidder should quote the fee considering all costs including the costs for insurance for the Contract Period, travel / stay, daily allowance or any other allowances with respect to their staff deployed for the execution of this project before or after the award of the Contract. The bidders should study the Scope of Work as per Section 6, to have understanding of all the associated costs of the project.
- 5.26.3 The bidder should indicate the GST currently applicable and the same will be reimbursed at actuals as applicable from time to time. The prices, once offered, must remain fixed and must not be subject to change for any reason whatsoever within the period of the validity of the proposal and the contract. No revision of the fee shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- 5.26.4 All costs incurred due to delay of any sort, which is attributable to the bidder, shall be borne by the bidder.

## 5.27 Payment Terms

The following payment terms will be offered to the Successful Bidders upon completing the necessary formalities and rendering deliverables as mentioned in PART II (Scope of Work).

- a) Within 15 days of HKRNL issuing the LoI / LoA / Work Order, the Successful Bidder, at its cost, charges and expenses will submit a PBG for an amount equivalent to 10% of the value of the contract in favour of HKRNL. The PBG shall be in the form of a guarantee/s of a Nationalized / Scheduled Bank acceptable to HKRNL and shall be valid for 26 months from the date of issuance of LoA.
- b) HKRNL will release the payment to the Consultant on monthly basis. Applicable GST will be paid extra as applicable.
- c) All payments will be made vide a crossed cheque payable in Panchkula, within 30 days of submission of invoice, after deducting applicable TDS, if any.

## 5.28 Intellectual Property Rights (IPR)

- 5.28.1 All rights, title and interest of HKRNL in and to the trade names, trademark, service marks, logos, products, copy rights and other intellectual property rights shall remain the exclusive property of HKRNL and the service provider shall not be entitled to use the same without the express prior written consent of HKRNL.
- 5.28.2 Nothing in contract including any discoveries, improvements or inventions made upon with / by the use of the service provider or its respectively employed resources pursuant to contract shall neither vest nor shall be construed so that to vest any proprietary rights to the service provider.

- 5.28.3 Any development and or enhancements to the application software or reporting tools which may be developed as a part of contract, will remain to be property of HKRNL and the Service Provider will have no rights whatsoever on the same in terms of royalties or any other fees up on termination of this contract.
- 5.28.4 The Service Provider shall handover all the source code, tools, flow-charts and any other material developed during the contract to HKRNL up on termination of the contract. Notwithstanding, anything contained in Contract, this clause shall survive indefinitely, even after termination of the Work Order.

## 5.29 Indemnification

- 5.29.1 The bidder, if selected as Successful Bidder, will agree and undertake that, during the Term of the Contract, it shall indemnify and keep indemnified and otherwise harmless, HKRNL from any third-party suits instituted against HKRNL which are proved to be because of a direct consequence of the installation and / or use of equipment & services, including updates made in the application, provided by the successful bidder.
- 5.29.2 The Successful Bidder shall indemnify HKRNL against all losses and claims in respect of death or injury to any of their personnel, which may arise out of or in consequence of the execution of the project and remedying of any defects therein, and against all claims, proceedings, damages, costs whatsoever in respect thereof or in relation thereto

## 5.30 Signature

A representative of the bidder, who is authorized to commit the bidder to contractual obligations, must sign with the bidder's name and seal on all pages of the Bid, including the tender/bid document. All obligations committed by such signatories must be fulfilled.

## 5.31 Conditions under which RFP is issued

- 5.31.1 This RFP is not an offer and is issued with no commitment. HKRNL reserves the right to withdraw the RFP and change or vary any part thereof, at any stage. HKRNL also reserves the right to disqualify any bidder should it be so necessary at any stage. Timing and sequence of events resulting from this RFP shall ultimately be determined by HKRNL.
- 5.31.2 No verbal conversations or agreements with any official, agent, or employee of HKRNL shall affect or modify any terms of this RFP and any alleged verbal agreement or arrangement made by a bidder with any agency, official or employee of HKRNL shall be superseded by the definitive agreement that results from this RFP process. Verbal communications by HKRNL to bidders shall not be considered binding on it, nor shall any written materials provided by any person other than HKRNL.
- 5.31.3 Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against HKRNL or any of their respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof). Until the Contract is awarded and during the validity of the Contract, bidders shall not, directly or indirectly, solicit any employee of HKRNL to leave the department or any other officials involved in this RFP process in order to accept employment with the bidder, or any person acting in collusion with the bidder, without prior written approval of HKRNL.

## 5.32 Right to the content of proposal

All proposals and accompanying documentation of the Technical Proposal will become the property of HKRNL and will not be returned after opening of the Technical Proposals. HKRNL is not restricted in its rights, to use or disclose any or all of the information

contained in the proposal and can do so without compensation to the bidders. HKRNL shall not be bound by any language in the proposal indicating the confidentiality of the proposal, or any other restriction on its use or disclosure.

The bidder is advised to take adequate care while quoting the rates. No excuse for corrections in the quoted rate will be entertained afterwards. The corrections or overwriting in bid document should be initialed by person signing the Bid form.

### **5.33 Corrections of Arithmetic Errors**

In case of discrepancies between Commercial Bid calculated by the bidder in numbers and words, the lower of the two will prevail and will be used to determine the Successful bidders as per criteria provided in RFP. Bidders shall accept correction of arithmetical errors. Failure to accept the correction in accordance with the same, shall result in the rejection of the Bid.

### **5.34 Disqualification**

The Bid from the bidders is liable to be disqualified in the following cases:

- a. Bid not submitted in accordance with the bid document.
- b. Technical Proposal contains details related to cost.
- c. The bidder qualifies the bid with its own conditions.
- d. During validity of the Bid, or its extended period, if any, the bidder increases his quoted prices.
- e. Bid is received in incomplete form and / or received after due date and time.
- f. Bid is not accompanied by all requisite supporting documents.
- g. Information submitted in technical Bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- h. Non - fulfilment of any condition / term by bidder.

### **5.35 Acknowledgement of understanding**

By submitting the proposal, each bidder shall be deemed to acknowledge that he has carefully read all sections of this RFP, including all forms, scope of work, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

### **5.36 Site visit by Bidder**

The bidder may visit the relevant Section(s) / Departments at HKRNL at any time to be agreed with HKRNL and obtain for itself on his own responsibility all information related to any specific process. The visit may not be used to raise questions or seek clarification on the RFP. All such queries or clarifications must be submitted in writing. The cost of such visits to the site(s) shall be at the bidder's own expense.

### **5.37 HKRNL's Right to accept / reject any or all Bids**

HKRNL reserves the right to accept or reject any Bid, and to annul the bidding process and reject any or all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for HKRNL's action.

### **5.38 Letter of Intent / Letter of Award**

Prior to the expiration of the period of bid validity, HKRNL will notify the Successful Bidder(s) in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted.

The Letter of Intent will constitute the formation of the contract. Upon the Successful Bidder's furnishing of Performance Bank Guarantee, HKRNL will promptly notify each unsuccessful bidder(s).

### **5.39 Signing of Contract**

HKRNL shall notify the Successful Bidder as the winner. The Successful Bidder shall enter into contract agreement with HKRNL within the time frame mentioned in the Letter of acceptance to be issued to the Successful Bidder by HKRNL.

### **5.40 Term of Contract Agreement**

The term of this Contract shall be a period of the period of 2 years from the date of issue of LoA. Extension if any will be subjected to the mutual consent of both the parties and on the basis of the performance of the bidder. In case HKRNL is not satisfied with the performance of the selected agency, HKRNL reserves the right to terminate the contract with such agency.

### **5.41 Failure to agree with the Terms & Conditions of the RFP / Contract**

Failure of the Successful Bidder(s) to agree with the Terms & Conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the award, in which event HKRNL may invite the next best bidder for negotiations or may call for fresh RFP.

### **5.42 Non-Disclosure Agreement (NDA)**

- The Successful Bidder(s) has to sign the Non- Disclosure Agreement with HKRNL. The Bidder will comply with the directions issued from time to time by HKRNL and the standards related to the security and safety in so far as it applies to the provision of the Services Adherence to basic e-Governance Guidelines and Standards for data structure (if any) shall be adhered to.
- Bidder shall also comply with HKRNL's information technology security and standard policies in force from time to time as applicable. HKRNL shall share the relevant guidelines and standards to the CONSULTANT upon signing of the CA.
- Bidder shall use reasonable endeavors to report forthwith in writing to all the partners / contractors about the civil and criminal liabilities accruing due to any unauthorized access (including unauthorized persons who are employees of any Party) or interference with HKRNL's data, facilities or Confidential Information.
- The Bidder shall upon reasonable request by HKRNL or his/her nominee(s) participate in regular meetings when safety and information technology security matters are reviewed.
- Bidder shall promptly report in writing to HKRNL any act or omission which they are aware that could have an adverse effect on the proper conduct of safety and information technology security at HKRNL.

### **5.43 Performance Bank Guarantee (PBG)**

Performance Bank Guarantee is governed for supplies and services as follows:

- a. The bidder shall carry out the supply and services in conformity with the requirements of the RFP, generally accepted professional and technically accepted norms relevant to such projects and to the satisfaction of HKRNL.
- b. The Earnest Money deposited at the time of bid submission would be given back to the Successful Bidder on payment of Performance Bank Guarantee in the form of a Bank Guarantee. No interest will be paid on the EMD amount.
- c. The selected bidder shall deposit the Performance Security as follows:



- i. The Successful Bidder shall at his own expense, deposit with HKRNL, and Performance Bank Guarantee from a Nationalized Bank / Scheduled Bank, of 10% of Contract value and validity of 30 months, as defined this tender document.
    - ii. The Performance Bank Guarantee should be furnished within 15 Working Days from the date of issue of Letter of Intent / Award.
    - iii. The Performance Bank Guarantee may be discharged/returned by HKRNL upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
  - d. HKRNL shall also be entitled to make recoveries from the Performance Bank Guarantee on the following grounds:
    - i. Any amount imposed as a fine by HKRNL for irregularities Committed by the bidder.
    - ii. Any amount which HKRNL becomes liable to the Government /Third party on behalf of any default of the bidder or any of his/her/their agent/ employees or staff.
    - iii. Any payment/fine made under the order/judgment of any court or law enforcing agency or any person working on his behalf.
    - iv. Any other outstanding amount.
  - e. Once the amount under this clause is debited, the bidder shall reimburse the Performance Bank Guarantee to the extent the amount is debited within 15 days of such debit by HKRNL failing which it will be treated as breach of agreement and may lead to termination of agreement with forfeiture of all amounts including interest free Performance Bank Guarantee in favour of HKRNL.
  - f.

#### **5.44 Right to vary the scope of work at the time of award of contract**

HKRNL reserves its right to make changes to the scope of the work at the time of execution of the resultant Agreement. If any such change causes an increase or decrease in the total value of contract, or the time required for the Bidder's performance of any part of the work under the resultant Agreement, whether changed or not changed by the order, it shall be based on the unit prices quoted by the Bidder. Based on the revised scope, payment shall be calculated based on unit prices and HKRNL shall be liable to pay only the revised amount, irrespective of the Total Cost mentioned in the Contract.

Payment to the Successful Bidder shall be made on monthly basis on the actual completion of scope of work and deliverables by the Bidder to HKRNL's satisfaction. The decision of HKRNL shall be final and binding upon the Service Provider.

#### **5.45 Governing Laws**

The contract shall be governed by the laws and procedures established by Govt. of India and Government of Haryana, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

# **PART II**

## **SCOPE OF WORK**

## 6. Scope of Work

This section of the RFP document will give the prospective bidders an overview of the Scope of Work to be performed by the Successful Bidder. The term Service Provider will be used for the Successful Bidder, once the contract is signed with HKRNL.

The section is further organized in the following sub-sections as follows

- a. **Scope of Work:**  
Detailed list of the activities of the Service Provider during the contract period along with responsibilities of HKRNL. Refer Section 6.4
- b. **Resource Requirement:**  
Details of the resources required are provided in Section 6.5
- c. **Deployment Model:**  
Deployment model is provided in Section 6.6
- d. **Contract period:**  
Tenure of the contract is defined. Refer Section 6.7

## 6.1 Scope of Work of the IT Consultant

### 6.1.1 Assessment and Documentation

- 6.1.1.1 Perform a comprehensive assessment of the current system, including the architecture, processes, codebase, database, implementation of Block Chain solution and infrastructure.
- 6.1.1.2 The consultant will get the documents prepared from the IT team at HKRNL for existing system's architecture, identifying strengths, weaknesses, and areas for improvement, including application security to the satisfaction of CEO, HKRNL.
- 6.1.1.3 The Consultant will provide requisite number of manpower to understand and documenting the business processes of every module.
- 6.1.1.4 The Consultant will understand the complete application module, including the processes, code and the database structure along with its integration with other modules and help in Hiring of the required manpower.
- 6.1.1.5 The consultant will assist in development activities as well w.r.t introduction of new technologies in the existing software solution and work in collaboration with the development team available in the department.
- 6.1.1.6 Any work carried out during the engagement period shall be the property of the HKRNL and consultant will maintain confidentiality and also shall sign an NDA.
- 6.1.1.7 Consultant shall be liable as per IT ACT 2000 (+amendments) in case of any lapse.

### 6.1.2 HKRNL Responsibility:

- 6.1.2.1 HKRNL will provide all required support during the process of assessment by the IT consultant.
- 6.1.2.2 HKRNL IT team will provide all details of processes, functionalities, architecture, database structure and infrastructure details to the Consultant.
- 6.1.2.3 HKRNL will arrange to organize knowledge sessions between IT team and Consultants manpower for detailed understanding of the current system.
- 6.1.2.4 HKRNL shall facilitate collaborative working among different teams (intra or inter departmental).

### 6.1.3 Technical Upgrades and Compliance to Standards

- 6.1.3.1 Evaluate the current technology stack and propose necessary upgrades or changes.
- 6.1.3.2 Provide recommendations for improving the performance, scalability, and security of the system.
- 6.1.3.3 Identify and address any issues related to the adoption and modification of the existing code. The Consultant will study the algorithm of all the processes in Candidate Registration, Merit-List generation, deployment, salary computation etc in order to optimize the code and the computation involving large number of records for performance improvement.
- 6.1.3.4 Conduct security testing and address any vulnerabilities found. The Consultant will propose robust security solutions in order to protect the application from nefarious intrusion and data leak. The Consultant will consider various scenarios in which data breach can happen and data can be stolen for malicious propaganda and recommend solution which can make the system hack proof. If this requires making architecture level changes in the application, this may be proposed and discussed with HKRNL.
- 6.1.3.5 The Consultant shall advise HKRNL on applicable e-governance standards and ensure that the IT solutions implemented conforms to the relevant e-Governance standards (<http://egovstandards.gov.in>) published by DIT, Gol.

6.1.3.6 IT Consultant should support, where necessary, integration with other government solutions (eg, State Portals, e-Biz,). With respect to integration into the National Infrastructure, the solution shall be enhanced to support the following:

- Aadhar based e-Authentication for the individuals.
- EPFO, ESI etc.
- Any other based on the requirements of the HKRNL from time to time

6.1.3.7 For the standards that the solution complies to and/or integrates into, the solution shall be updated, with the prior approval of HKRNL, as and when the underlying standards are revised or updated. E.g., HKRNL Portal gateway should be in compliance with the latest specifications of the Gateway standards (IIP/IIS/IGIS).

#### **6.1.4 User Experience and User Interface (UX/UI) Improvements**

6.1.4.1 Conduct a UX/UI audit to identify pain points and areas for improvement.

6.1.4.2 Detail the desired UX/UI design improvements, such as creating intuitive navigation, improving information architecture, optimizing visual hierarchy, enhancing typography, and selecting appropriate color schemes and making it more user friendly. Also, mention the need for responsive design to ensure compatibility across different devices.

6.1.4.3 Highlight any technology-specific requirements or constraints that needs to be considered while implementing the UX/UI improvements.

6.1.4.4 The Consultant should ensure accessibility standards compliance, such as WCAG (Web Content Accessibility Guidelines), to make the HKRNL Portal usable by a wide range of users, including those with disabilities.

6.1.4.5 Enhance navigation, responsiveness, and overall usability of the portal.

6.1.4.6 Develop a user manual or documentation to guide users on how to effectively use the portal.

#### **6.1.5 Change Request Management**

6.1.5.1 Describe the existing change request workflow and highlight any pain points or inefficiencies. Specify the desired improvements in terms of steps, roles, responsibilities, approval processes, and escalation procedures.

6.1.5.2 Outline the criteria for prioritizing and categorizing change requests. Specify the factors that should be considered when determining the urgency and impact of a change request, such as business value, risk, resource availability, and strategic alignment.

6.1.5.3 Develop a version control system to track code changes and releases.

6.1.5.4 Specify the desired approach for deploying approved changes to the HKRNL Portal. Also, outline the requirements for a rollback plan in case a change causes unforeseen issues or disruptions.

6.1.5.5 The Consultant shall develop a system or deploy a ready-made standard tool to track and report on change requests. This could include requirements for capturing change request details, tracking progress, generating reports, and maintaining an audit trail.

6.1.5.6 Support HKRNL in UAT processes and final approval before production release for the changes.

6.1.5.7 The Consultant shall maintain all the standard documentation of the existing system like FRS, SRS, etc. and shall keep on updating the same from time to time as and when required.

#### **6.1.6 Infrastructure Optimization**

6.1.6.1 Evaluate the current cloud infrastructure and recommend optimizations. For this the Consultant will revisit the current application sizing parameters, understand that current cloud infrastructure is sufficiently integrated and optimized to cater to the current load

and computation.

- 6.1.6.2 The Consultant will carry out a detailed usage analysis and reporting mechanisms to accurately track resource consumption, identify underutilized resources, and highlight potential areas for optimization.
- 6.1.6.3 The Consultant will carry-out Infrastructure optimization for HKRNL Portal. This could include rightsizing resources to match demand, implementing upscaling and downscaling mechanisms, optimizing database configurations, improving caching strategies, enhancing network performance, or any other relevant recommendations based on the assessment findings.
- 6.1.6.4 The Consultant will formulate the right cost optimization strategies to reduce unnecessary expenses and improve cost-effectiveness. This may involve identifying idle resources, optimizing storage costs, implementing reserved instances or spot instances, leveraging cost-saving options provided by the cloud provider, and establishing efficient billing practices.
- 6.1.6.5 The Consultant will carry out assessment of the current cloud provider or exploring alternatives. This may involve assessing pricing models, service-level agreements (SLAs), support options, and compatibility with the HKRNL Portal's requirements.

#### **6.1.7 Team Collaboration and Knowledge Transfer**

- 6.1.7.1 Work closely with the IT team to ensure smooth collaboration and knowledge sharing.
- 6.1.7.2 Provide guidance, capacity building trainings and mentoring to the team on best practices and new technologies.

#### **6.1.8 Project Management and Planning**

- 6.1.8.1 Develop a detailed project plan and timeline for implementing the recommended changes.
- 6.1.8.2 Monitor progress, track milestones, and ensure timely delivery of project tasks.
- 6.1.8.3 Provide regular updates and reports to stakeholders on the project's status.

## **6.2 Establishment of Project Office, Key Personnel and Governance Structure**

- 6.2.1 The Consultant shall setup a Project Office, with key personnel of the project team, in Chandigarh tricity to ensure access and availability of the skilled manpower for the project.
- 6.2.2 The Project Office has to be setup within 15 days of the award of Letter of Intent (LoI) or before Project Commencement whichever is earlier.
- 6.2.3 The Consultant shall deploy following key resources on-site for the project:
  - 6.2.3.1 **Project Manager/Team Lead**
    - a) Should have strong project management skills and experience in overseeing complex IT projects.
    - b) Should be able to develop a detailed project plan, monitor progress, track milestones, and ensure timely delivery of tasks.
    - c) Shall be responsible for providing regular updates and reports to stakeholders on the project's status
  - 6.2.3.2 **Technical Architect**
    - a) Should have expertise in system architecture, technology stacks, and infrastructure optimization.
    - b) Should be able to assess the current system, propose necessary upgrades, and provide recommendations for performance, scalability, and security improvements.
    - c) Should also have experience in code optimization and security testing.

#### 6.2.3.3 Business Analysts

- a) Should be able to understand and document the business processes of each module.
- b) Should be able to work closely with the IT team and gather detailed information about processes, functionalities, and database structures.
- c) Should be able to play a crucial role in identifying areas for improvement and making recommendations.

#### 6.2.3.4 UX/UI Designers

- a) Should be able to do comprehensive audit of the user experience and user interface of the HKRNL portal.
- b) Should have expertise in creating intuitive navigation, optimizing visual hierarchy, enhancing typography, and selecting appropriate color schemes.
- c) Should also be knowledgeable about responsive design and accessibility standards.

#### 6.2.3.5 IT Security Expert

- a) Should conduct security testing, identify vulnerabilities, and propose robust security solutions.
- b) Should be well-versed in application security best practices and should consider various scenarios in which data breaches can occur.
- c) Should collaborate with the IT team to make architecture-level changes if required.

#### 6.2.3.6 Cloud Infrastructure Specialist / Deputy Team Lead

- a) Should be proficient in evaluating the current cloud infrastructure, analyzing resource consumption, and identifying areas for optimization.
- b) Should have experience in rightsizing resources, optimizing database configurations, improving caching strategies, and enhancing network performance.
- c) Should also be knowledgeable about cost optimization strategies and cloud provider assessment.

#### 6.5.3.7 Block Chain Solution Expert

- a) Collaborating with managers to determine blockchain technology needs and envisaged functionalities.
- b) Applying the latest cryptography techniques to protect digital transaction data against cyberattacks and information hacks.
- c) Optimizing and securing blockchain applications by integrating new tools and technologies.
- d) Design, implement, and support distributed blockchain-based network
- e) Implementation and commissioning of Block Chain Solution as Per Annexure 4

6.2.4 The number of manpower, minimum experience and qualification requirement of the resources will be as follows:

SL. No	Resource/Solution	No of personnel on Site	Minimum Qualification	Experience/Solution
1	Project Manager/Team Lead	1	BTech + MBA from reputed institutes	<ul style="list-style-type: none"><li>• 8-10 years of experience in overseeing Complex IT Projects, preferably in Government of Haryana or Government of India. (Experience of State Govt. other than Haryana and Govt PSUs may also be included)</li><li>• PMP/Prince 2 certified.</li><li>• Prior experience in Government Process Re-engineering</li></ul>

				Should have worked in at least 3 projects as the Project Manager or Team Lead.
2	Technical Architect	1	BTech (in IT, Electronics or Computer Science)	<ul style="list-style-type: none"> <li>• 8-10 years of experience in overseeing Complex IT Projects, preferably in Government of Haryana or Government of India. (Experience of State Govt. other than Haryana and Govt PSUs, private enterprises may also be included)</li> <li>• Should be knowledgeable about various architectural patterns, such as client-server, microservices, and event-driven architectures.</li> <li>• Proficiency in various programming languages, frameworks, and technologies relevant to the organization's tech stack.</li> <li>• Should have hands on experience of enterprise level designing and development of scalable, secure, and high-performance software applications for Government in India or abroad.</li> <li>• Should be familiar with cloud platforms (such as AWS, Azure, or Google Cloud or Oracle) and have a deep understanding of various infrastructure components like compute, storage, networking, and databases.</li> <li>• Should have experience in analysing system performance metrics, optimizing code, improving database configurations, implementing caching strategies, and enhancing network performance</li> <li>• Should bring in experience of working with other government solutions or external APIs, such as Aadhar-based e-Authentication, EPFO integration, and state portals.</li> <li>• Should be familiar with relevant e-governance standards, such as those published by the Department of Information Technology, Government of India</li> </ul>
3	Business Analyst	1	MBA/BTech	<ul style="list-style-type: none"> <li>• 6-8 years of experience in overseeing Complex IT Projects, preferably in Government of</li> </ul>



				<p>Haryana or Government of India. (Experience of State Govt. other than Haryana and Govt PSUs may also be included)</p> <ul style="list-style-type: none"> <li>• Should be skilled in gathering requirements, conducting stakeholder interviews, facilitating workshops, and documenting business processes</li> <li>• Experience should include analyzing complex business problems and proposing effective solutions.</li> <li>• Prior experience in Government Process Re-engineering</li> <li>• Should have worked on at least 3 projects as BA in the Government Sector</li> <li>• Should have excellent written and verbal communication skills</li> <li>• Should be proficient in process mapping techniques, such as creating process flows, swimlane diagrams, and use case models</li> <li>• Should be adept at collaborating with cross-functional teams, including developers, testers, project managers, and other consultants</li> <li>• Should possess strong interpersonal skills and be capable of managing stakeholders' expectations and requirements</li> </ul>
4	UX/UI Designers	1	BTech	<ul style="list-style-type: none"> <li>• At least 4 years of UI/UX experience</li> <li>• Should be proficient in using any industry-standard design tools such as Sketch, Adobe XD, Figma, or In Vision to create wireframes, prototypes, and visual designs</li> <li>• Familiarity with front-end technologies like HTML, CSS, and JavaScript is beneficial for understanding implementation constraints</li> <li>• Should possess expertise in creating intuitive information architecture and navigation structures</li> <li>• Should have a strong sense of visual design, including typography, color theory, and layout composition</li> </ul>

				<ul style="list-style-type: none"> <li>• Experience should include designing UI components, icons, and visual assets</li> </ul>
5	IT Security Expert	1	BTech	<ul style="list-style-type: none"> <li>• 4-6 years of experience in overseeing Complex IT Projects, preferably in Government of Haryana or Government of India (Experience of State Govt. other than Haryana and Govt PSUs may also be included)</li> <li>• Should have a strong understanding of information security principles, best practices, and frameworks such as ISO 27001, NIST, or CIS Controls</li> <li>• CISA or CISM certification desired</li> <li>• Should possess expertise in designing and implementing secure architectures for IT systems</li> <li>• Should be capable of designing and delivering security awareness and training programs for the organization's staff</li> <li>• Should have experience in cloud security</li> <li>• Should understand security governance principles and have experience in developing security policies, standards, and procedures</li> </ul>
6	Cloud Infrastructure Specialist/Deputy Team Lead	1	BTech	<ul style="list-style-type: none"> <li>• 6-8 years of experience in overseeing Complex IT Projects, preferably in Government of Haryana or Government of India (Experience of State Govt. other than Haryana may also be included)</li> <li>• Should have extensive experience working with cloud platforms, preferably those commonly used in the government sector, such as Amazon Web Services (AWS), Microsoft Azure, or Google Cloud Platform (GCP) Or Oracle</li> <li>• Should have a solid understanding of the unique requirements and regulations specific to the government sector</li> <li>• Should be familiar with government compliance frameworks, data protection standards, and security guidelines that govern the handling and</li> </ul>

				<p>storage of sensitive government data</p> <ul style="list-style-type: none"> <li>• Should have expertise in designing scalable, resilient, and secure cloud architectures</li> <li>• Should be capable of designing and implementing cloud infrastructure components such as virtual networks, subnets, load balancers, auto-scaling groups, and high availability configurations</li> <li>• Should be experienced in implementing security controls and best practices within the cloud environment, such as identity and access management (IAM), encryption, network security groups, and monitoring/logging solutions</li> <li>• Should be adept at optimizing cloud costs and managing the budget effectively</li> <li>• Should have experience in analysing cloud usage, identifying cost-saving opportunities, and implementing cost control measures, such as instance rightsizing, reserved instances, or spot instances</li> <li>• Should have experience in preparing for and successfully completing government compliance audits</li> </ul>
7	Complete Block Chain Solution as Per Annexure 4. With implementation and commissioning	1	B.Tech.	<ul style="list-style-type: none"> <li>• 3-6 years of experience in overseeing Complex IT Projects, preferably in Government of Haryana or Government of India (Experience of State Govt. other than Haryana may also be included)</li> <li>• Should have experience in building tools to interact with smart contracts.</li> <li>• A high level understanding of common cryptographic and smart contract related vulnerabilities</li> <li>• Should be able to Design and develop decentralized applications (dApps) using blockchain technologies such as Ethereum, Hyperledger, or Corda.</li> <li>• Should be Familiar with blockchain infrastructure such as nodes, miners, and wallets.</li> </ul>

				<ul style="list-style-type: none"> <li>• Should have experience in developing and deploying blockchain nodes and infrastructure.</li> <li>• Complete Block Chain Solution as Per Annexure 4. With implementation and commissioning</li> </ul>
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6.2.5 Format of the CV is provided in Annexure 1.13

### 6.3 Deployment Model

- 6.3.1 It is envisaged that all resources will be required full-time on the project. Periodic requirements will be analyzed, discussed, and decided during Weekly review meeting between the Consultant and HKRNL.
- 6.3.2 In its pricing schedule in Section 8.2 the Consultant is required to provide fixed rate for the all resources. Please note that man-month rate will be converted to man-day rate for partial monthly billing using the formula Man-Month Rate/ 22-days.
- 6.3.3 The bidder shall source 3-4 CVs per position of the desired qualification and experience and HKRNL shall select one most suitable among the same.
- 6.3.4 Implementation and commissioning of Block Chain Solution as Per Annexure 4 and Scope of work
- 6.3.5 In this regard, HKRNL is intended to migrate its application and all records and database in block chain technology and to implement/develop the block chain-based database environment for its IT application and redesign/redevelop all its application related processes using blockchain technology to make its database and related records free from any type of tempering and manipulation.
- 6.3.6 HKRNL is intended to use blockchain-based approach would increase the efficiency process flows and reduce fraudulent activities. Once the environment is created for the blockchain technology, the vendor/OEM has to migrate all the existing records related to databases in block chain technology in a phased manner.

### 6.4 Project Period

The Service Provider will be contracted for a period of two (2) years from the date of issue of LoA or signing the contract whichever is later. However, the HKRNL can terminate the contract any time during the tenure of the contract, on account of Service Provider's poor performance.

# Annexures

Document No.	Description
Annexure 1	Documents for Eligibility Criteria
Annexure 2	Documents for Financial Proposal
Annexure 3	Other Documents/Formats
Annexure 4	Block Chain Compliance from Bidder and OEM

## Annexure -1: Documents for Eligibility Criteria

Document No.	Description	Submitted (Yes/No)	Pg No.
Document 1.1	Format for Bid Submission Covering Letter		
Document 1.2	Format for Bidder Details		
Document 1.3	Certificate of Incorporation / Partnership Deed		
Document 1.4	Copy of PAN Card		
Document 1.5	Copy of GST Certificate with GST Number		
Document 1.6	Power of Attorney in the name of Signatory		
Document 1.7	Format for CA Letter about Profitability and Net-worth		
Document 1.8	Format Authorization Letter		
Document 1.9	Valid ISO Certification's		
Document 1.10	Format of Project Citation		
Document 1.11	Self-Declaration about at least ONE (1) office in Tricity		
Document 1.12	Format for Non-Blacklisting		
Document 1.13	CVs of Proposed Manpower as per format		
Document 1.14	Demand Draft of RFP fee		
Document 1.15	Demand Draft of EMD		
Document 1.16	Technical Proposal comprising of Company profile, Capabilities, Strengths, Proposed Resource Management, Proposed Approach & Methodology		

\* Bidders are to consider this document as a Checklist and Index. The same should be included as a part of Technical Bid

## Format for Turnover details and Profitability

(To be submitted on the letterhead of the Chartered Accountant)

{Place, Date}

To,

Chief Executive Officer  
Sainik Pariwar Bhawan Building,  
Plot No 101, Near ISKCON Temple,  
Sector 12, Panchkula - 134112  
Haryana

**Subject: Turnover details for Request for Proposal for Selection of IT Consultant**

**RFP Reference No:** HKRNL/

Dear Sir,

Please find below Annual Turnover and profitability status of <Bidder's Name>. Also please find the Net-worth of <Bidder's Name>

Sl. No	Financial Year	Annual Turnover	Profitable (YES / NO)
1	2019-20		
2	2020-21		
3	2021-22		

We also declare that M/s <Bidder's Name> has a Net-worth of Rs. (Amount in Words) as on 31st March 2023.

Thanking you,

(Signature, Name and Designation of the  
Authorized signatory of the Bidder/s)

(Signature and Name of the  
Chartered Accountant with  
Seal)

## Format for Project Citation

Project Title: (Attach separate sheet for each Order)	
Order date	
Name of Client	
Address	
Order Value in INR	
Type of Client (Government (State / Central) or Semi Government or Corporation or PSU or ULB)	
Brief Description of Work:	
Work Start Date	
Work Completion Date	

*Note:*

1. The Bidder is required to use above formats for all the projects referenced by the bidder.
2. "Completion Certificate from Client" OR "Work Order/Purchase Order" shall be provided as supporting document for each project.

(Name and Designation of the Authorized signatory of the Bidder) Name:

Designation: Seal:

Date:

Place:

Business Address:



## Format for Undertaking of “Non-Blacklisting”

(To be submitted on non-judicial stamp paper of Rs. 100/-).

{Place, Date}

To,

Chief Executive Officer  
Sainik Pariwar Bhawan Building,  
Near ISKCON Temple, Plot No 101,  
Sector 12, Panchkula - 134112  
Haryana

**Subject: Undertaking of Non-Blacklisting for– Submission of proposal in response Request for Proposal for Selection of IT Consultant**

**RFP Reference No: HKRNL/**

We, the undersigned, hereby declare that We are not under a declaration of ineligibility / banned / Blacklisted by any State or Central Government / any other Government institutions in India for any reason as on last date of submission of the Bid or convicted of economic offence in India for any reason as on last date of submission of the Bid.

We hereby declare that

- a. We have examined and have no reservations to the Bidding Documents, including Addenda issued, if any, in accordance with Instructions to Bidders.
- b. Our bid shall be valid for a period of 120 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.
- c. If our bid is accepted, we commit to submit a performance security in accordance with the Bidding Documents.

We hereby also declare that

- a. We are not convicted for any of the following offenses under the Prevention of Corruption Act, 1988; We have not been convicted under any Indian Penal Code or any law in force, for creating public injury to person or property or risk to public health as a part of execution of public procurement contract; We have not been blacklisted/banned/debarred by any Government (State/Central) / Semi Government/ Corporation / PSU in India in last 3 years;
- b. We have not violated the code of integrity in last 2 years;
- c. Our Security Deposit or EMD or performance security deposit or any other deposit was not withheld (fully or partly) by the purchaser during any procurement process or contract execution undertaken by purchaser in last 2 years;
- d. We have not withdrawn our bids post submission of the same. (Maximum incidents are limited to 3)
- e. If Owner / Partner / Director / Trustee of the organization is Owner / Partner / Director / Trustee of any other organization: We hereby declare that Our Owner / Partner / Director / Trustee are not Owner / Partner / Director / Trustee of any other organization which is presently blacklisted / Banned / Suspended by the Government / Semi-Government / PSUs.
- f. We accept that in case of any irregularity, lapses, non-compliances, HKRNL's decision shall be final and binding on us.

- g. We accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.
- h. We also accept that, if it is found that any of the information provided by us is proved wrong/ falsified/ deviated/ incorrect/ concealed from facts, our bid will be summarily rejected along with the blacklisting of our firm and forfeiture of our EMD/ PBG, as the case may be.

Yours sincerely,

Authorized Signatory

(Authorized person shall attach a copy of Authorization for signing on behalf of Bidding Company)

Full Name and Designation

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Signature of Notary (with official seal)

Name:

Designation:

Seal:

Business Address:

The CV shall not exceed more than 4 A-4 pages.

S. No	Item	Description
1	Name	
2	Designation	
3	Role Proposed	
4	Current responsibilities in the firm	
5	Total years of relevant experience	
6	Years of experience with the responding firm	
7	Educational Qualification: <ul style="list-style-type: none"><li>• Degree</li><li>• Academic institution graduated from</li><li>• Year of graduation</li><li>• Specialization (if any)</li><li>• Professional certifications (if any)</li></ul>	
8	Professional Experience details (project-wise): <ul style="list-style-type: none"><li>• Project name</li><li>• Client</li><li>• Key project features in brief</li><li>• Location of the project</li><li>• Designation</li><li>• Role</li><li>• Responsibilities and activities</li><li>• Duration of the project</li></ul>	
9	Summary of the individual's experience which has direct relevance to the project	

## Annexure-2: Documents for Financial Proposal

<b>Format No.</b>	<b>Description</b>	<b>Submitted (Yes/No)</b>
Format 2.1	Commercial bid covering Letter	
Format 2.2	Commercial bid	

## Format for Bid Submission Covering Letter

(To be submitted on the letterhead of the bidder)

{Place, Date}

To,

Chief Executive Officer  
Sainik Pariwar Bhawan Building,  
Plot No 101, Near ISKCON Temple,  
Sector 12, Panchkula - 134112  
Haryana

**Subject: Bid Submission Cover Letter for- Request for Proposal for Selection of IT Consultant**

**RFP Reference No:**

HKRNL/

Dear Sir,

We, the undersigned bidders, having read and examined in detail all the bidding documents for <<Name of the RFP>>, do hereby propose to provide our services as specified in the RFP. We attach hereto our responses to the requirements and commercial proposals as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to HKRNL, Govt. of Haryana is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its shortlisting process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of bid validity as defined in this RFP. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the RFP. We also herewith express our willingness to subject to HKRNL's conditionality regarding manpower recruitments (required for the project) and change of hands of management.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,  
Yours faithfully

(Signature of the Authorized Signatory of the Bidder)

(In the capacity of)

(Name)

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

(Name and Address of Company)

Seal/Stamp of bidder

Dated this \_\_\_ Day of \_\_\_\_\_ 2023

## Format for Bidder Details.

<< To be printed on Bidder's Company's Letter Head, Signed by Authorized Signatory >>

### **TO WHOMSOEVER IT MAY CONCERN**

#### **Bidder Information**

**(In case of Consortium. Separate sheet for each Bidder should be attached)**

Sr.	Particulars	Information
1.	Name of the Agency	
2.	Address of the Agency	
3.	Telephone Nos.	
4.	Fax	
5.	E-mail	
6.	Website (If available)	
7.	Year of Establishment	
8.	Date of registration	
9.	ROC Reference No. (with supporting document)	
10.	PAN No:(with supporting document)	
11.	GST Number (with supporting document)	

Thanking you,

(Name and Designation of the Authorized signatory of the Bidder)

Name:

Designation: Seal:

Date:

Place:

Business Address:

## Commercial Proposal Cover Letter

(To be submitted on the letterhead of the bidder)  
{Place, Date}

To,

Chief Executive Officer  
Sainik Pariwar Bhawan Building,  
Near ISKCON Temple, Plot No 101,  
Sector 12, Panchkula - 134112  
Haryana

Tel:

Mail id:

**Subject: Commercial Proposal Cover Letter for-Request for Proposal for Selection of IT Consultant**

RFP Reference No:

Dear Sir,

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of Request for Proposal for Selection of IT Consultant do hereby propose to provide Services as specified in the bidding documents.

**Price and Validity:** All the prices mentioned in our Bid are in accordance with the terms as specified in the bidding documents. All the prices and other terms and conditions of this Bid are valid for a period of 120 days from the last date of submission of the Bids. The prices we have offered, will remain fixed and subject to price escalation mention in the RFP during the period of Contract.

**Taxes:** We are an entity registered in India and do hereby confirm that our bid price is exclusive of all applicable taxes (i.e. GST). All relevant/ applicable taxes would be considered for reimbursement on actuals as per HKRNL's discretion and prevailing Government laws.

**Deviations:** We hereby declare that all terms and conditions mentioned in the RFP (all volumes, annexures and corrigendum's) are acceptable to us without any deviations and all the services shall be performed strictly in accordance with the bid documents.

**Unit Rates:** We have indicated in the relevant Annexures enclosed, the unit rates for the purpose of an account of payment as well as for price adjustment, in case of any increase / decrease from the scope of work under the contract.

**Bid Price:** We declare that our Bid Prices, exclusive of all applicable taxes, duties, and GST are for the entire scope of the work and requirements as specified in the Bid documents. We understand that only the basic price i.e. Prices without GST will be considered for Price Bid Evaluation. However, in case any bidder quotes the taxes as NIL / ZERO, the said bid of the Bidder will be considered as non- responsive and will not be processed further.

We understand and agree that the price bids will be evaluated only on the basis of PART-A of the Commercial Bid format and the prices quoted in the PART-B of the Commercial Bid will not be



considered in the price bid evaluation. We agree to provide any additional manpower resources as per the price quoted during the tenure of the contract.

Contract Performance Bank Guarantee: We hereby declare that in case the Contract / Order is awarded to us, we shall submit the Contract Performance Bank Guarantee in the form prescribed in the RFP.

We hereby declare that our Bid is made in good faith, without collusion or fraud and the information contained in the Bid is true and correct to the best of our knowledge and belief. We also understand that if our bid is conditional in any way, it shall be summarily rejected.

We understand that our Bid is binding on us and that you are not bound to accept a bid you receive.

We confirm that no technical information or deviations are attached here with this Commercial offer.

Yours faithfully,

(Name and Designation of the Authorized signatory of the Bidder)

Name:

Designation: Seal:

Date:

Place:

Business Address:

## Format for Commercial Bid

### PART – A

SL. No	Resource	Man-month Rate (A)	Annual Cost (B) = (A) x 12
1	Project Manager/Team Lead		
2	Technical Architect		
3	Business Analyst		
4	UX/UI Designers		
5	IT Security Expert		
6	Cloud Infrastructure Specialist /Deputy Team Lead		
7	Complete BlockChain Solution with		
Total Cost (C)			Σ (B)

Sr. No.	Description	Basic Price (Rs.)	Taxes (Rs.) if any	Total Price (Rs.)
	Cost of Services as per the scope defined in PART II (6.4) of this RFP	(C) + Deployment Overhead		
1	Cost of year 1			
2	Cost of year 2			
3	<b>GRAND TOTAL AMOUNT (without GST)</b>			

#### Grand Total Amount without GST in Words Rs.:

#### Note:

- The prices quoted are for the scope as mentioned in PART II and for a period of 2 year.
- The Bidder shall provision for all costs required for the entire duration of the contract. HKRNL shall not be liable to pay any additional costs, apart from that mentioned in the table above.
- The rate quoted by bidder shall include all costs associated with fulfilling the project deliverables, Out of Pocket Expenses including but not limited to Travelling, Lodging, Food, insurance, etc. HKRNL shall not pay any additional cost to bidder.
- All costs shall remain valid for the entire duration of the contract
- The prices are valid for 120 days from the date of bid.

For and on behalf of:

Signature (Authorized Representative and Signatory of the Bidder):

Name of the Person:

Designation:

Date:

**ONLY PART A WILL BE CONSIDERED FOR PRICE BID EVALUATION**  
**BIDDERS ARE REQUESTED TO SUBMIT ONLINE COMMERCIAL BID FORMAT IN ENVELOPE 1**  
**A COPY OF COMMERCIAL BID PRINTED ON LETTERHEAD TO BE UPLOADED AS PART OF ENVELOPE 2**

### Annexure-3: Other Documents/Formats

Document 3.1	Format for Pre-Bid Queries
Document 3.2	Performance Bank Guarantee

## Format for Pre-Bid Queries

(To be printed on Bidder Company's Letter Head and Signed by Authorized Signatory)  
To,

Chief Executive Officer  
Sainik Pariwar Bhawan Building,  
Plot No 101, Near ISKCON Temple,  
Sector 12, Panchkula - 134112  
Haryana

Dear Sir,

**Subject: Pre-bid queries for- Request for Proposal for Selection of IT Consultant**

**RFP Reference No:** HKRNL/

With reference to the subject RFP, please find below pre-bid clarifications request.

Clarification Requested by:

Name	
Designation	
Company	
Address	
Contact Number	
e-mail ID	
Date	

### Clarifications Requested:

Sr.	RFP Reference(s) No.)	Document (Clause	Pg. No.	Content of RFP requiring Clarification(s)	Points of clarification

*Note: Bidders are requested to provide the queries in MS Excel format*

Thanking you,

(Name and Designation of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

## Format for Bank Guarantee

### Performance Bank Guarantee (PBG)

Ref: \_\_\_\_\_

Date: \_\_\_\_\_

Bank Guarantee No.: \_\_\_\_\_

To,

Chief Executive Officer  
Sainik Pariwar Bhawan Building,  
Plot No 101, Near ISKCON Temple,  
Sector 12, Panchkula - 134112  
Haryana

Against Contract covering “**Request for Proposal for Selection of IT Consultant**” (hereinafter called the said 'Contract') entered into between the Haryana Kaushal Rozgar Nigam Limited (hereinafter called the Purchaser) and \_\_\_\_\_ (hereinafter called the Bidder) this is to certify that at the request of the Bidder we \_\_\_\_\_ Bank Ltd., are holding in trust in favor of the Purchaser, the amount of \_\_\_\_\_ (write the sum here in words) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

We \_\_\_\_\_ Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that shall be taken for satisfactory performance and fulfillment in all respects of the said contract by the Bidder i.e. till \_\_\_\_\_ hereinafter called the said date and that if any claim accrues or arises against us \_\_\_\_\_ Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable against us \_\_\_\_\_ Bank Ltd, notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us \_\_\_\_\_ Bank Ltd, by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

The Performance Bank Guarantee shall be valid from the date of acceptance of the Letter of Intent and shall continue till sixty (60) days after the completion of all contractual liabilities including warranty obligations and defect liability period as per CVC guidelines. It is fully understood that this guarantee is effective from the date of the said contract and that we \_\_\_\_\_ Bank Ltd, undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.

We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal

relating thereto our liability under this present bond being absolute and unequivocal.

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

The provisions relating to Sanctions for Violations specified in the Integrity Pact, entered into by the Bidder with the purchaser shall be applicable for forfeiture of Performance Bank guarantee in case of a decision by purchaser to forfeiture the same without assigning any reason for imposing sanction for violation for the Pact.

We \_\_\_\_\_ Bank Ltd, further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, \_\_\_\_\_ Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, shall, but for this provision have the effect of so releasing us from our liability under this guarantee.

This guarantee shall not be discharged due to the change in the constitution of the Bank or the Bidder.

Date \_\_\_\_\_  
Place \_\_\_\_\_  
Signature \_\_\_\_\_  
Witness \_\_\_\_\_  
Printed Name \_\_\_\_\_

(Bank's Seal)

**Block Chain Solution Compliance from Bidder and OEM on Letter Head.**

<b>S. No</b>	<b>Specification</b>	<b>Compliance (Y/N)</b>	<b>Comments</b>
1	The Block chain platform must be Tamper proof and transparent.		
2	The proposed blockchain platform should be based on Hyperledger Fabric project		
3	The proposed blockchain platform should have a OEM support and be a enterprise solution		
4	The OEM should have a defined product lifecycle and upgradation path		
5	The platform should provide capability of peer-to-peer network of distributed validation nodes to perform a common business transactional in real-time and record and replicated among the participants stakeholders and ensures non-repudiation and validity		
6	The proposed solution should provide a web based interface for common tasks like provision blockchain networks, enrol member organizations, and deploy & run smart contracts to update and query the ledger		
7	The proposed blockchain platform should come as a pre-assembled platform and includes all the required blockchain network components and their dependencies within an integrated blockchain operations console and comprehensive REST APIs for devops		
8	The platform should be designed for continuous operation as a highly secure, resilient, scalable platform with continuous monitoring and automated recovery of all network components with continuous backup of the configuration changes		
9	To ensure security and data integrity within a permissioned blockchain network with enrolled members, all organizations must use X.509 certificates for their identity and exchange digitally signed messages over TLS-encrypted links		
10	The blockchain platform should have a built in data replication functionality to an external database for data visualization, analytics and reporting purpose.		
11	Should support Stronger confidentiality, privacy, and auditability support with on-chain fine-grained Access Control Lists, on-chain configuration audit log, and crypto-hash integrity audit		
12	All records should be encrypted -data in transit as well as data at rest		
13	Should support a rich set of Fabric APIs through REST calls for simpler transaction integration.		
14	Provides audit logging of all API calls to the blockchain resources, with records available through an authenticated, filterable query API.		
15	Provides a comprehensive, intuitive web user interface and wizards to automate many administration tasks. For example, adding organizations to the network, adding new nodes, creating new channels, deploying and instantiating chain codes, browsing the ledger, and more		
16	The platform should be able to dynamically handles configuration updates without node restart		



17	The underlying platform should include dashboards, ledger browser, and log viewers for monitoring and troubleshooting		
18	The platform should validate query results at commit time to ensure ledger integrity and avoid phantom reads.		
19	The platform should enable transparent shadowing of transaction history to external database and use of Analytics or Business Intelligence on blockchain transaction history and world state data		
20	The platform should have a bundled Blockchain App Builder that initializes and scaffolds a chain code project right out of the box		
21	The underlying blockchain platform should support RAFT consensus mechanism		
22	The underlying blockchain platform should be a network consisting of validating nodes (peers) that update the ledger and respond to queries by executing smart contract code—the business logic that runs on the blockchain. External applications invoke transactions or run queries through client SDKs or REST API calls, which prompts selected peers to run the smart contracts.		
23	Unlike typical applications, Blockchain Platform's distributed ledger and the distributed metadata database handle data replication out-of-the-box.		
24	Should have feature to enable dynamic scalability to handle the evolving workloads by increasing the resources in the current VMs or scaling out to more VMs to run the additional nodes (e.g., peers, orders.) Additional VMs and nodes can be deployed in other data centers across a WAN for disaster recovery (DR.)		
25	Blockchain platform should support Open dap, Oracle Internet Directory or Microsoft Active Directory as Authentication Servers		
26	Blockchain platform should support using a hardware security module (HSM) to store and manage keys		
27	Blockchain Platform administrative tools should be accessible through following browsers: 1. Mozilla Firefox 2. Microsoft Edge 3. Google Chrome 4.Apple Safari		
28	Blockchain Platform Service should provide availability SLA of 99.9% via Cloud Service provider		
29	Blockchain Platform Service should provide declarative templates (smart contracts/auto-generation of chaincode/Endorsement policies/business event notifications) to ensure faster development, testing, and deployment.		