

Request for Proposal (RFP)

for

Engagement of an Agency for Digitizing the Data transfer process from Laboratory Equipment's in the Bureau laboratories to the Laboratory Information Management (LIMS) system of the Bureau



Bureau of Indian Standards

Manak Bhavan

9, Bahadur Shah Zafar Marg, New Delhi, Delhi 110002

Reference No.: LRMD /RFP/2022-23/01

DISCLAIMER

This Request for Proposal (RFP) is not an offer by Bureau of Indian Standards (the Bureau), but an invitation to receive electronic proposals or e-bids from interested eligible bidders for engagement of an agency for Digitizing the Data transfer process from Laboratory Equipment's in laboratories of the Bureau to the Laboratory Information Management (LIMS) system of The Bureau .

No contractual obligations whatsoever shall arise from the RFP process unless and until a formal agreement is signed and executed between the Bureau and the Service Provider.

This RFP is being issued with no financial commitment and the Bureau reserves the right to withdraw the RFP and change or vary any part thereof or foreclose the same at any stage.

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Notice Inviting Bids

RFP Reference No.: ITSD/EF/RFP/2022-23/01

Date: ____-Dec-2022

Bureau of Indian Standards (the Bureau) invites electronic bid (e-bids) proposals from eligible professional agencies or companies or firms for Digitizing the Data transfer process from Laboratory Equipment's in laboratories of the Bureau to the Laboratory Information Management (LIMS) system of The Bureau.

 <p style="text-align: center;">मानक: पथप्रदर्शकः</p>	<p style="text-align: center;">Bureau of Indian Standards</p> <p style="text-align: center;">Manak Bhavan, 9 Bahadur Shah Zafar Marg, New Delhi - 110002, India Tel : +91 11 23230131, 23233375, 23239402 Fax : +91 11 23234062, 23239399, 23239382 Email : lrmd-bis@bis.gov.in Website: www.bis.gov.in</p>
<p>Request for Proposal for Engagement of an Agency for Digitizing the Data transfer process from Laboratory Equipment's in the laboratories of the Bureau to the Laboratory Information Management (LIMS) system of the Bureau</p>	
<p>RFP document fee</p>	<p>There is no RFP document fee</p>
<p>Earnest Money Deposit (EMD)</p>	<p>INR 18 lakh (INR eighteen lakh only) payable through Insurance Security Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Bankers Cheque or Bank Guarantee (including e-Bank Guarantee) drawn in favour of "Bureau of Indian Standards", payable at New Delhi, valid for 180 days from the bid submission end date.</p>
<p>EMD submission</p>	<p>Original EMD through Bank Guarantee(BG) or Demand Draft shall be submitted on or before e-Bid submission end date and time (as mentioned below) to the tender issuing authority. The bank details for submission of EMD are as below ,</p> <p>Name of Beneficiary :</p> <p>Bureau of Indian Standards</p> <p>Address : Bureau of Indian Standards</p> <p>Manak Bhawan</p> <p>Bahadur Shah Zafar Marg Pin code- 110001</p> <p>Bank Name Canara Bank</p> <p>IFSC Code/ NEFT Code CNRB0019084</p>

	<p>Account Number 90841010000018</p> <p>Note: Registered MSEs and Start-ups are exempted from payment of EMD as described in clause 10-J of the bid document.</p>
Date of publishing	<p>22-12-2022</p> <p>01:00 PM</p>
e-Bid submission start date and time	<p>12-01-2023</p> <p>10:00A M</p>
Pre-bid queries submission last date	<p>06-01-2023</p> <p>Email lrmd-bis@bis.gov.in</p>
Pre-bid meeting date, time and venue	<p>09-01-2023</p> <p>10:00am</p> <p>Venue: Bureau of Indian Standards, Central Laboratory , 20/9, Maharajpur, Sahibabad Industrial Area Site 4, Sahibabad, Ghaziabad, Uttar Pradesh 201010</p>
e-Bid submission end date and time	<p>07-02-2023</p> <p>3:30 pm</p>
Technical e-bid opening date and time	<p>09-02-2023</p> <p>11:30 am</p>
Technical presentation cum demonstration date and time	To be communicated to the qualified bidders at the later stage
Financial e-bid opening date and time	To be communicated to the technically qualified bidders at the later stage
Downloading of RFP, corrigendum's, addendums etc.	<p>RFP may be downloaded from:</p> <p>https://eprocure.gov.in/eprocure/app and</p> <p>http://bis.gov.in</p>
Contact person	<p>Sh. Ajay Tewari</p> <p>Scientist 'D & Head In charge, Laboratory Recognition and Management Department, IT Services Department</p> <p>Bureau of Indian Standards</p> <p>Manak Bhavan, 9 - Bahadur Shah Zafar Marg</p> <p>New Delhi - 110002, India</p>

	e-Mail: lrmd-bis@bis.gov.in Phone: 011-23230860
RFP issuing authority	Director General Bureau of Indian Standards Manak Bhavan, 9 - Bahadur Shah Zafar Marg New Delhi - 110002, India
Bid validity	180 days from the bid submission end date
Performance Bank Guarantee (PBG)	3% of the contract value (of the entire contract period) shall be furnished by the selected bidder in the form of Insurance Security Bonds, Account Payee Demand Draft, Fixed Deposit Receipt or Bank Guarantee from a Commercial Bank as per the format provided in this RFP or online payment in an acceptable form. The PBG should be valid for 55 months (12 months of implementation + 1 month of stabilization + 36 months of O&M + 6 months extra)
Assistance to bidders	Any queries relating to the RFP and the terms and conditions contained therein should be addressed to the contact person indicated in the RFP.
<ul style="list-style-type: none"> In case, bidder fails to physically submit the EMD up to the prescribed date and time above, the Bid of the bidder shall be treated as non-responsive and out rightly rejected. 	

Abbreviations

Sr. #	Abbreviation	Meaning
1.	Agency	Bidding company or LLP firm which is participating in the bidding process of this RFP.
2.	Bidder	Bidding company or LLP firm which is participating in the bidding process of this RFP.
3.	BIS	Bureau of Indian Standards
4.	BO	Branch Offices
5.	CPP Portal	Central Public Procurement Portal
6.	DD	Demand Draft
7.	EMD	Earnest money deposit
8.	FRS	Functional Requirement Specifications
9.	GFR	General Financial Rules (Government of India)

10.	GoI	Government of India
11.	GST	Goods & Service Tax
12.	GUI	Graphical User Interface
13.	IT	Information Technology
14.	ITeS	Information Technology enabled Services
15.	LoI	Letter of Intent
16.	MSEs	Medium and Small-Scale Enterprises
17.	NIB	Notice Inviting Bids
18.	NLP	Natural language processing
19.	O&M	Operations and maintenance
20.	PBG	Performance bank guarantee
21.	PSU	Public Sector Undertaking
22.	QCBS	Quality cum Cost-Based Selection
23.	RFP	Request for proposal
24.	RO	Regional Offices
25.	Rs	Indian Rupees
26.	Service Provider	Bidder selected through the bidding process for implementation of the Exchange Forum
27.	SLA	Service Level Agreement
28.	SRS	Software Requirement Specifications
29.	The Bureau	Bureau of Indian Standards
30.	TRS	Technical Requirement Specification
31.	TTS	Test to speech
32.	UAT	User acceptance testing
33.	LIMS	Laboratory Information Management System

1. Introduction

Bureau of Indian Standards (the Bureau) is the National Standards Body of India established under the BIS Act 2016 for the harmonious development of the activities of standardization, conformity assessment and quality assurance of goods, articles, processes, systems and services and for matters connected therewith or incidental thereto. The Bureau has been providing traceability and tangibility benefits to the national economy in a number of ways – providing safe reliable quality goods; minimizing health hazards to consumers; promoting exports and imports substitute; control over proliferation of varieties etc. through standardization, certification and testing.

The Bureau has its Headquarters at New Delhi, and in order to support the various conformity assessment schemes being operated by the Bureau, which requires testing of products on regular basis for checking conformity to the relevant Indian Standards, The Bureau has established a network of eight laboratories. The list of the own laboratories of the Bureau along with their address is placed at Annex XVI. More information on the laboratory activity and the list of laboratories recognised by the Bureau can be obtained from www.bis.gov.in under laboratories tab.

The Bureau has also recognized outside laboratories from both Public and Private Sector under the Laboratory Recognition Scheme (The Bureau LRS).

The Bureau of Indian Standards has also developed its web based application, Laboratory Information Management System (LIMS) and all 8 Laboratories of the Bureau as well as the laboratories recognized by the Bureau have implemented the LIMS system for receipt of test requests, allotment of samples within the laboratory and issuance of digitized test reports. The LIMS system is available on www.lims.bis.gov.in

The Bureau of Indian Standards intends to carry forward the automation of its own laboratories test equipment's by developing a system for the automatic transfer of the readings of the test equipment's to LIMS.

2. Objective

2.1 The Bureau Laboratories have three kinds of testing equipment:

- (i) IT-enabled equipment, which have the facility for the automatic recording of the test findings/readings and the display there of on the panel attached to the equipment.
- (ii) Equipment, which are not IT-enabled, but can be made so with appropriate interface/software/device.
- (iii) Manually operated equipment.

2.2 The list of first two categories of equipment can be seen at Annex XVII and XVIII.

2.3 The task is to develop the software, supported by the set of algorithms specific to each type of tests undertaken through these equipment required to be done as per the relevant Indian Standards, to convert the findings/readings of the tests conducted into test results by the application of appropriate algorithms, and transfer the test results to the LIMS for next level of tests or the generation of test reports. It is obvious, therefore, that for each of the tests prescribed by the relevant Indian Standards for a product, different set of algorithms will have to be prepared and built into the software.

It is also obvious that for the 2nd category of equipments mentioned in para 2.1 to be able to use the software, they will need to be IT-enabled for automatic recording of test reading and their display. The third category of test equipment are not covered in the scope of this RFP.

The objective of this RFP is to select of an agency for Digitizing the Data transfer process from Laboratory Equipments in the laboratories of the Bureau to the Laboratory Information Management (LIMS) system of the Bureau.

3 Eligibility & Technical Criteria

A. Eligibility Criteria

The following eligibility criterion shall be met by the bidders:

Sr.#	Parameter	Criteria	Documents to be Submitted
1.	Legal Entity	<p>Bidder shall be either</p> <p>a. A company incorporated in India under the Companies Act, 1956 or 2013 and subsequent amendments thereto</p> <p>OR</p> <p>b. An LLP firm registered under Limited Liability Partnership Act, 2008</p> <p>OR</p> <p>c. Partnership firms registered under Indian Partnership Act, 1932</p>	<p>Certificate of Incorporation signed by authorized signatory</p>
2.	Tax Registration	Bidder shall be registered with the GST Authorities in India with active status	GST registration certificates signed by authorized signatory
3.	Turnover	Bidder should have an average Turnover of INR 5 crore from IT and ITeS operations in last three Financial Years i.e., 19-20, 20-21, 21-22	Certificate by a Chartered Accountant (CA)
4.	Experience	<p>Bidder shall have been in the business of software development for at least last three (3) years .i. e., 19-20, 20-21, 21-22with experience of successful implementation of at least one project with project value not less than INR 3 Crore or two projects with each project value not less than INR 1.5 crore or three projects with each project value not less than INR 1 crore during last 3 years.</p>	<p>Work Order with Completion or Phase Completion Certificates from the client</p> <p>OR</p> <p>Work order with CA certificate</p> <p>OR</p> <p>Work order with self-certificate or letter of undertaking on bidder's letterhead signed by bidder's authorized signatory</p>
5.	Blacklisting	Bidder shall not have been blacklisted or debarred from tendering for corrupt or fraudulent	Undertaking on bidder 's letterhead signed by bidder's

		practices or non-delivery, non-performance by Govt. of India or any State Government or any Central or State PSU at the time of bid submission date.	authorized signatory (Annexure XV)
6.	Compliance to GFR rule 144 (xi)	Any bidder from the country which shares a land border with India will be eligible to bid in this RFP only if the bidder is registered with the Competent Authority (Link).	Certificate (Annexure-XIV) on bidder's letterhead signed by bidder's authorized signatory
7.	Board reSoftware or Power of attorney	A board reSoftware OR power of attorney authorizing the signatory for executing the bid.	Board reSoftware OR Power of attorney with supporting documents

B. Technical Criteria

The technical evaluation of the bids shall be as per the following criteria:

Sr.#	Criteria	Documents Required	Max. Marks
1.	Experience of successfully executing web-based software project(s) including requirement study, SRS preparation, implementation and go-live on turnkey basis within India in last 5 years i.e., 2017-18, 2018-19, 19-20, 20-21, 21-22 as on date of submission of bid: a. 1 project – 5 marks b. 2 projects – 10 marks c. 3 projects – 15 marks d. 4 projects – 20 marks	Proof of implementation: Work order with client certificate OR Work order with CA certificate OR	20
2.	Experience of successfully executing software projects with operations & maintenance services within India in last 5 years i.e., 2017-18, 2018-19, 19-20, 20-21, 21-22 as on date of submission of bid. a. 1 project – 5 marks b. 2 projects – 10 marks c. 3 projects – 15 marks	Work order with Self-certificate or Letter of Undertaking on bidder's letterhead signed by bidder's authorized signatory.	20

	d. Additional 5 marks to be provided in case of successful software project executed being Laboratory Information Management System (LIMS) or related to laboratory software or integration of testing equipment		
3.	<p>Experience of successfully hosting and maintaining web-based software application on cloud platforms within India in last 5 years i.e., 2017-18, 2018-19, 19-20, 20-21, 21-22 as on date of submission of bid.</p> <p>a. 1 project – 5 marks</p> <p>b. 2 projects – 10 marks</p> <p>c. 3 projects – 15 marks</p> <p>d. Additional 5 marks to be provided in case of Government projects</p>		20
4.	<p>Certification</p> <ul style="list-style-type: none"> • Bidder is CMMi Level 3 or above certified <ul style="list-style-type: none"> a. CMMi Level 3 – 3 marks b. CMMi Level 4 – 5 marks c. CMMi Level 5 – 7 marks • Bidder is ISO 20000 Certified 1.5 marks • Bidder is ISO 27001 certified – 1.5 marks 	Copy of valid certificate(s)	10
5.	<p>Technical presentation cum demonstration involving:</p> <ul style="list-style-type: none"> • Understanding of Scope of Work • Demonstration of the proposed Software including: <ul style="list-style-type: none"> ○ Performance and capability to handle complex requirements ○ Technology features and capabilities ○ Reporting and analytics dashboard • Post implementation support including <ul style="list-style-type: none"> ○ Upgradation or enhancement mechanism ○ Failure or error handling mechanism and timelines ○ Change request or the Bureau query handling mechanism ○ Escalation mechanism 	<p>Marks distribution:</p> <ul style="list-style-type: none"> • Understanding of Scope of work (10 marks) • Demonstration of the proposed Software (10 marks) • Post implementation support (10 marks) 	30
6.	Total Marks		100

Note:

Engagement of an Agency for Digitizing the Data transfer process from Laboratory Equipment's in the laboratories of the Bureau to the Laboratory Information Management (LIMS) system of the Bureau

- Bidders shall submit Original OEM or Manufacturers Authorization Form (MAF) wherever applicable along with technical bid
- Bidders will be provided relaxation in turnover as per the clause 9-E of this RFP.

4 Functional Requirements Specifications (FRS)

Functional requirements for Engagement of an Agency for Digitizing the Data Transfer Process from Laboratory Equipments in The Bureau laboratories to the Laboratory Information Management (LIMS) system of The Bureau are as follows:

The functional requirement specifications stated below are the indicative features for the Service Provider to develop detailed Software Requirement Specifications (SRS) and design the Software, which shall be based on his own independent study. The Service Provider shall be required to coordinate with the Bureau for the detailed study and preparation of SRS document. The SRS document may have all or some of the features mentioned below:

- 4.1 The agency will study the test equipment mentioned in this RFP with a view of understanding the IT status (preparedness) of the equipment for integration with LIMS.
- 4.2 The agency has to study the existing software inbuilt/ integrated with the equipment vis a vis the requirement of their integration with LIMS.
- 4.3 The agency has to study the complete range of tests conducted by an individual equipment mentioned in this RFP, the findings/readings of each of the tests formula/algorithms used for the processing of test findings/readings and generation of test results.
- 4.4 The agency will develop the software for digitizing the entire process of recording and processing of test findings/readings and generation of test results.
- 4.5 The agency will study the existing LIMS of the Bureau with its software architecture to develop an integration Software compatible with existing LIMS of Bureau of Indian Standard.
- 4.6 The software developed should be scalable to support the new testing requirement in accordance with the Indian Standards.
- 4.7 The software should have provision to identify the sample through QR code/Encoded code for which the test has been carried out.
- 4.8 The software developed should be able to handle the testing load of laboratories accessing the Bureau LIMS system simultaneously.
- 4.8 In case of any modifications in the data of test findings submitted to OIC (Officer In Charge)/ next approving authority, the software should facilitate the fresh processing of test findings with time and date stamp.
- 4.9 Detailed log of each activity involved in data transfer process in the software is required to be maintained in the software.
- 4.10 The data of test carried out should be saved with date and time of the test being captured.

4.11 The backup of the test data from each testing equipment along with all related information is required to be maintained for a period of 5 years since the performance of the test in the software.

4.12 Any hardware etc required for the integration purpose is required to be provided by the agency along with ensuring its integration.

4.13 The software developed should ensure the integrity of data transfer process at each step.

4.14 The APIs used for integration with LIMS should be compatible with the version of LIMS deployed and support the technical advancements .

4.15 The software should also have a provision of addition/ integration of new testing equipment procured by the Bureau laboratories.

4.16 The data set for each test equipment should be able to support basic reports such as number of tests carried out during a particular time duration using suitable filter/ idle time of the equipment during a time period .

4.17 The identity of the person performing the test should be captured in the software.

4.18 The equipment have to be integrated on as-is-and- where-is basis in the the Bureau laboratories.

4.19 The software developed should have provision for unique identification of each equipment used for the test.

4.20 The software and solution developed including all tangible and non-tangible assets in the process shall be the sole property of the Bureau and source code of the software has to be provided to the Bureau by the agency before the release of payment. The solution has to be developed in such a manner that it is transferrable to any other service provider in hassle free environment and the transferability must not involve any further financial implication for BIS , especially with respect to the development cost.

4.21 Multiple users can use same equipment for testing hence the software should be able to identify each user performing the actual test through login facility.

5.1 Technical Requirements Specifications (TRS)

Technical specifications provided here are the set of requirements that the Software shall meet. This section provides technical (non-functional) requirements which are essential for defining a proposed system and ensuring mutual understanding among key stakeholders.

A. Implementation and Hosting

- i. Implementation of the Software shall be as per the Software Requirement Specifications (SRS) prepared by the Service Provider and approved by the Bureau.
- ii. Service Provider shall be responsible for hosting the various components **on any of the MeitY empanelled Cloud Service Provider (CSP)**. The hosting of the application should be carried out on at least Tier III data centre within India.
- iii. Service Provider shall be responsible for installation, integration, testing and commissioning of the hosting environment on the cloud platform, and installation of all the software along with all the allied equipment, software, updates, patches etc. at the production environment as and when required for the successful hosting.
- iv. Service Provider shall be required to submit all necessary data centre related certifications like tier certificate, ISO 27001 certificate etc., along with its technical proposal.
- v. In case there is any requirement of any specific server (For example: for load balancing, Disaster Recovery, etc.) at any point of time, the Service Provider shall be required to provide the same without any additional cost to the Bureau.
- vi. It will be the responsibility of Service Provider to identify appropriate specifications for cloud platform for running the platform efficiently. Purpose of this shall be to provide enough capacity in terms of data processing, data storage and network bandwidth for handling of overall load and traffic without compromising the overall performance of the platform.
- vii. Service Provider shall formulate an effective back-up strategy and disaster recovery plan and shall be responsible for implementing the same at the time of hosting.

B. Software Architecture

- i. The system should allow addition of more features or sub-modules or more users in any module as and when required, without affecting the performance of other functioning modules, which should seamlessly integrate into the core system.
- ii. The system should support customization to meet the project requirements at any stage of the implementation or post go-live of the Software.

C. Upgrades and Enhancements

- i. Service Provider shall ensure quality of services and provide patches for enhancements and fixing of issues after successful go-live on a proactive basis.
- ii. It will be responsibility of the Service Provider to provide all the upgrades and enhancements of all the components of the system without any additional cost to the Bureau, which shall support upgrades (deployment of patches or new

version) without any adverse impact on the performance of any of the components.

D. Software Security

The system should have security features as per the industry standards and Government of India recommendations. The Service Provider shall get the security testing done every year or as per the Bureau's explicit request and share the **Safe-To-Host Certificate** with the Bureau.

The Service Provider shall be required to perform the following activities:

- i. Fix the issues or gaps or vulnerabilities reported in the security audit report.
- ii. Submit the action taken report on the vulnerabilities.
- iii. Any other activity concerning security audit related aspects.
- iv. Compliance on data privacy controls as per prevalent laws of Government of India.

E. User Interface and Access

- i. The Graphical User Interface (GUI) should be user friendly, interactive and responsive and should be browser as well as mobile app based.

F. Data Backup or Data Archival or Restore

- i. The Software shall have a provision of data archiving and restoring the archived data as and when required.
- ii. The proposed Software shall have features to schedule backup or restore operations. The Service Provider should ensure that activity such as proper Data Backup, Data Restoration, and Data Synchronization are tested and implemented properly.
- iii. The system shall be able to produce report of data backup or restore activity if required by the Bureau.
- iv. The system should allow recovery of data in case of hardware or software failure and data corruption. It should be able to perform recovery to a point of time (PTR), to known backup database.

G. Data Security and Privacy

- i. Privacy of the user data must be protected all the time, at rest and during transit.
- ii. Personal Identifiable Information (PII)
 1. PII should be masked at all times and should be stored securely and separately. The stored data shall not be read by any other means unless warranted by the requirements laid out by the Bureau.
 2. The Service Provider shall identify such sensitive data in voice and text in consultation with the Bureau and as per relevant regulations laid out from time to time.
 3. Whenever required by the Bureau, the Service Provider shall make appropriate transfer of ownership of data stored with personal and sensitive data.

- iii. Adherence to laws and regulations on sensitive data handling and storage
 - 1. The Service Provider shall meet industry and global best practices for data security and privacy.
 - 2. All data must be stored within geographical boundaries of India ONLY.
 - 3. The Service Provider shall comply to the rules and regulations laid out by Government of India from time to time.
- iv. The Bureau reserves the right to conduct audit through its third party appointed agency (if required) to ensure data privacy, the Service Provider shall also conduct regular audits for compliance on data privacy controls.

Phases of the work :

- A. Phase I – Design, Implementation, Go-live & Stabilization will be again divided into two parts :
 - 1. Development and its implementation the software for the integration in respect of the equipment s included in the first category as per clause 2.1 (i) of this tender document shall be completed and be ready to go live within six months of the acceptance of the work order
 - 2. Development and its implementation the software for the integration in respect of the equipment s included in the second category as per clause 2.1 (ii) of this tender document shall be completed and be ready to go live within 12 months of the acceptance of the work order
- B. Phase II – O&M (Operation & Maintenance) for further 3 years for each part of the first phase .

6. Scope of the work

The scope of work provided here lists the services that the service provider will be providing as part of this project for meeting the project goals. The scope of work also contains various deliverables, schedules, reports and end products that are to be provided by the Service Provider as part of this project. The Service Provider shall be providing quality and timely services to the Bureau for the successful of the project. All the activities performed by the Service Provider during different phases of the project shall be closely monitored by the Bureau. The Service Provider is strongly advised to carefully read the scope of work and quote accordingly.

The entire project will be executed on turnkey basis which includes design, implementation, go-live, stabilization and O&M for Digitizing the Data transfer process from Laboratory Equipment's in the Bureau laboratories to the Laboratory Information Management (LIMS) system of the Bureau. The O&M shall be initially for 3 years (after completion of stabilization periods) which will be further extendable as per the terms and conditions of this RFP. The extension of O&M will be subject to the proposal received from the service provider regarding the per month O&M cost and its examination by a suitable committee to be formed by the Bureau and approval by the Bureau to the proposal submitted by the service provider.

If the contract period is extended, then the Service Provider shall ensure that all the supplied software, OEM warranty, service and support, subscription is also extended for the same period.

The overall scope of work for the envisaged Software has been divided into two phases:

C. Phase I – Design, Implementation, Go-live & Stabilization

D. Phase II – O&M (Operation & Maintenance)

If any additional IT infrastructure, non-IT infrastructure, hardware, software, licenses etc., are required for the specified scope of work and to meet the SLA requirements, service provider would be responsible for the procurement, installation, up-gradation, support, operations, and maintenance of the same for entire project duration at no extra cost to the Bureau.

The phase-wise detailed scope of work is as following:

A. Phase – I: Design, Implementation, Go-live & Stabilization

Single point of contact (SPOC) shall be assigned by the Service Provider for the Bureau for better coordination, ensuring quality services and timely reSoftware of issues.

i. Assigning SPOC

- a. Assigning a single point of contact (SPOC) for duration of the entire contract period and ensure that SPOC is available on phone as well as in person as per the requirement of the Bureau.

ii. Requirement Study and Preparation of SRS

An indicative FRS, TRS and SoW have been provided in this RFP document, the Service Provider shall carryout an independent and detailed assessment study of functional, technical, and operational requirements for the successful implementation of the Software for the Bureau.

The Service Provider is responsible to carry out a study at the Bureau Head Office to thoroughly understand the requirements. The study shall be carried out by:

- a. Interacting with concerned department officials and understanding the entire setup, processes and business needs of the Bureau.
- b. Preparation of detailed use cases scenarios.
- c. Understanding or assessment of data inputs and outputs requirements by collecting details of all the input and output points.
- d. Understanding or assessment of existing applications from perspective of integration with proposed application.
- e. Designing of proposed Software (architecture, entities, process flow etc.) as per this RFP and the requirements shared by the Bureau.
- f. Preparing Software Requirement Specifications (SRS) and obtaining Sign-off on SRS from the Bureau.
- g. Based on the approved requirements, preparation of Project Implementation Plan and submission to the Bureau.

iii. Design & Implementation

- a. Designing of screens or user interfaces of ~~Exchange Forum~~ the Software

- b. Development of Software as per the approved SRS and requirement described in this RFP document.
- iv. **Testing**

Testing of the Software i.e., functional testing, compatibility testing, system testing, performance testing, security testing etc.

 - a. Preparation and submission of detailed testing plan and strategy.
 - b. Prepare and share various use cases and scenarios.
 - c. Carryout system, performance, and security testing of various components or modules of the system.
 - d. Taking corrective steps based on the testing reports i.e., rectifying the software issues or bugs reported during the testing.
 - e. The testing results along with details or reports of action taken shall be submitted to the Bureau.
 - f. All the testing and related activities will be carried out by the Service Provider at its own expense and at no additional cost to the Bureau.
- v. **User Acceptance Testing (UAT)**
 - a. Service Provider to prepare and submit detailed UAT plans to the Bureau along with:
 - i. test cases with results for review and verification at the time of UAT.
 - ii. use cases, scenarios along with results for carrying out UAT.
 - b. Service Provider shall conduct a workshop for the Bureau officials before handing over various components to the Bureau for UAT.
 - c. UAT shall be done jointly by the Bureau and Service Provider. Service Provider shall assist the Bureau in carrying out UAT of the components.
 - d. Service Provider shall rectify the issues or bugs reported during the UAT.
 - e. the Bureau may reject any part of the Software that fails to pass any test or do not conform to the specifications or requirements of the Bureau. The Service Provider shall rectify such rejected parts or make alterations necessary to meet the specifications and shall again perform the testing, all these activities shall be performed at no additional cost to the Bureau.
 - f. Service Provider shall conduct User Acceptance Tests (UATs) to ascertain whether the proposed system meets the functional and technical requirements as per the RFP.
 - g. Final approval or user acceptance of the application software will be given by the Bureau after successful implementation and testing. This is the responsibility of the Service Provider to obtain the UAT approval from the Bureau.
 - h. All the costs towards testing, rectification or upgradation shall be borne by the Service Provider.

vi. **Training**

- a. Service Provider shall prepare training plan and get it approved from the Bureau.
- b. Service Provider shall conduct training of the Bureau officials and other stakeholders on various modules for their efficient and effective use by the concern stakeholders.
- c. Training shall be conducted before making the Software live.

vii. **Hosting, Deployment and Go-Live**

- a. Hosting: Service Provider shall be responsible for hosting the various components **on MeitY empanelled cloud platform**. The detailed hosting requirements are provided in technical specifications of this document. The cost of hosting shall be bundled with the one-time Software implementation cost and monthly O&M cost of the Software (Annexure-VI).
- b. Deployment: Only after the successful completion of UAT and receiving clearance certificate of security testing, the system shall be deployed on the production environment.
- c. Go-live:
 1. After the successful completion of UAT and receiving clearance certificate of security testing, it will be deployed on production environment and would be declared as Go-Live.
 2. Service Provider shall also handover complete, fully tested or audited, bug free, final version of source code (in softcopy format) of the implemented Software along with the complete details of technology and software (with versions) used for the implementation.

viii. **Stabilization**

- a. After successful go-live of the Software, the one month stabilization period shall be starting. During stabilization period the Service Provider shall be responsible for:
 1. Update, modify, re-build, replace any module, feature of the ~~Exchange Forum~~ Software at Service Provider's sole cost.
 2. Keep the Software free from any bugs, defect or deficiency in any aspect that prevent the Software and or or any of its sub-systems(s) from fulfilling the functional or technical requirements.
 3. Use a bug management tool and ticket shall be raised in the tool against each reported or identified bug or issue. The tickets raised shall be closed by the Service Provider in timely manner as per the deadline assigned by the Bureau.
 4. Installation of new versions or software or releases, any modification or enhancements to existing business processes.

After successful completion of the stabilization period, Bureau will be issuing a certificate of successful Go-live to the Service Provider.

B. Phase – II: O&M (Operation & Maintenance)

After issuance of successful Go-live certificate by the Bureau for both the phases , the Software shall be entering the O&M phase of 3 years.

i. General Requirements

- a. Service Provider shall be responsible for providing the post implementation support for the entire O&M phase that shall include maintenance support, technical support, failure or error management, bug fixing, and implementation and deployment of Change Request raised by the Bureau.
- b. If any OEM is involved in the process, the Service Provider shall ensure the support from OEM also for the same period.
- c. Service Provider shall deploy properly trained and skilled manpower onsite (at least 1 each in each The Bureau Lab and one at The Bureau HQ) to ensure seamless operations till the complete duration of the contract i.e. till the period of O & M.
- d. Service Provider shall submit the detailed monthly compliance report as finalized during requirement study in hard and softcopy format to the Bureau within first calendar week of the next month, and on need basis as and when required by the Bureau.
- e. The Service Provider shall be responsible for handling all the issues or problems faced by the Bureau or users. The Service Provider shall be responsible for (including following, but not limited to):
 1. Diagnosing and fixing of bugs on priority that are identified or report during the contract period.
 2. Service Provider shall provide a bug management tool or use the tool provided by the Bureau. A ticket shall be raised in this tool against each issue or bug identified or reported. The tickets raised shall be closed by the Service Provider in timely manner as per the timelines defined in the SLAs.
 3. Installation of new versions or software or releases (including next generation release) upgrades, bug fixes, functionality enhancements, patches to cater to changes (including legal, statutory and policy requirements), any modification or enhancements to existing business processes, changes to configurations, customizations, database administration, data back-up and archiving, security and other technical assistance.
 4. Overall administration, operations, monitoring, and maintenance, definitions or patches or updates or service packs, backup, recovery, etc. of the deployed IT hardware and software infrastructure at the cloud platform and to ensure the desired uptime.
 5. Update training, user manuals etc. on a regular basis and provide training to the Bureau users for proper management and handling of the Software and its issues.
 6. In case any critical issue is identified then the team shall work extra hours from office or home to fix them within the specified timelines.

ii. **Software Monitoring**

- a. Service Provider shall deploy all requisite manpower, tools and software for proactive monitoring of resource utilization, load and performance, system health, SLA conditions etc. of the Software .
- b. Service Provider shall implement necessary automation wherever possible for monitoring and raising alerts for issues and system outages automatically.

iii. **Change Request**

- a. All changes outside the scope of work having financial implications in terms of the overall cost or time of the project, shall be undertaken by the Service Provider, only after securing the express consent of the Bureau.
- b. While approving any change request, if required, the Bureau may ask the Service Provider to deploy a SPOC resource at the Bureau for some time.
- c. The change request or management procedure will follow the following steps:
 - i. The information related to initiator, initiation date and details of change required, and priority of the change will be documented by the Bureau.
 - ii. Impact of the change in terms of the estimated effort, changed schedule, cost and the items impacted will be analysed and documented by the Service Provider.
 - iii. The Bureau will approve or disapprove the change requested including the additional payments (as per the quoted man-month rate), after discussion with Service Provider.
 - iv. Any change request where the total man-month effort requirement is upto 10 man-days shall not be considered as change request.
 - v. The change request will be implemented in accordance with the agreed efforts, and schedule by the Service Provider.
 - vi. The per day change request implementation cost will be calculated using the “One-time Implementation cost” quoted by the service provider in Financial Proposal and “Project Time” as specified at para 8-B of this RFP.
 - vii. The change will be verified and tested by the Bureau after successful implementation prior to deployment on the production server.

C. Documentation

- i. The Service Provider shall create and maintain standard documentation (but not limited to) as below:
 - a. Software Requirement Specification (SRS) including but not limited to system architecture, screen designs, entities, test plan, test cases etc.
 - b. Intra and inter platform integration details
 - c. Project plans
 - d. Functional, Compatibility, System, Performance testing report

- e. Security testing clearance certificate (Safe-To-Host Certificate)
- f. Training plan, user manuals
- g. Data privacy and security policy
- h. Business continuity and exit management plan
- ii. Updating all above mentioned documents time to time, specially whenever there is any change or update in the Software. Submit all the updated documents to the Bureau.
- iii. All documentation shall be in English.

D. Training and Capacity Building

Training of key stakeholders is essential for ensuring that the implemented system is actually put to use. Hence, the service provider shall ensure a proper training to the Bureau users so as to make them well conversant with the functionalities, features and processes built in the proposed system.

- i. Service Provider shall provide comprehensive and detailed training plan.
- ii. Training plan shall be prepared in consultation with the Bureau. Service Provider shall submit the plan for approval of the Bureau before initiating the training activity.
- iii. Training will be organized at all the eight Bureau of Indian Standards own laboratories physically and to the Bureau recognized laboratories through web based system.
- iv. Requisite training infrastructure like space, seats, projector with screen etc. shall be provided by the Bureau.
- v. Training shall be organized by the Service Provider wherein all the logistics and supportive facilities (if any), apart from the above-mentioned facilities, should be arranged by the Service Provider only and all the cost incurred in making these arrangements for training at prescribed location(s) shall be borne by the Service Provider.
- vi. The Service Provider shall provide training handouts, user manuals. The language of training manual shall be in English.

E. Project Management

- i. Co-ordinate all activities with the nodal officer assigned by the Bureau.
- ii. Ensure timely delivery of all the deliverables related to envisaged services.
- iii. Co-ordinate among various stakeholders and other vendors.
- iv. Ensure that day to day issues related to the proposed Software are handled and resolved immediately.
- v. Monitor risk management related aspects and project delays.

F. Project Monitoring and Reporting

- i. Service Provider shall describe the project monitoring and reporting methodology in the bid response.

- ii. Service Provider shall submit a monthly compliance report to the Bureau for review.
- iii. Report exceptions and issues to the Bureau that require immediate attention on a regular basis.
- iv. Service Provider shall update the nodal officer of the Bureau about the critical issues in the progress review meetings to be held at periodic intervals.

G. SLA Monitoring and Audit Support

- i. Service Provider shall adhere to the SLAs laid out in the RFP.
- ii. Service Provider shall provide SLA monitoring tool and dashboard to the Bureau and its nominated audit partner (if appointed later) for evaluation of different service level parameters.
- iii. Service Provider shall be responsible to provide necessary data, logs, access etc. and to get the SLAs and other system parameters audited from the Bureau or audit partner appointed by the Bureau (if appointed later) as per schedule.

H. Miscellaneous

- i. Service Provider shall be available at the Bureau from time to time for discussions or review meetings.
- ii. Meetings may also be held through video conferencing (VC) and the Service Provider shall make all the necessary arrangements to attend these meetings through VC.
- iii. In case of physical meetings at the Bureau, the cost of travel or accommodation etc. shall be borne by the Service Provider.

7 Deliverables, Project Timelines & Payment Terms

A. Deliverables

The key deliverables of the Service Providers are as following:

Sr.#	Deliverable No.	Deliverable from Service Provider
1.	D1	<ul style="list-style-type: none">• SRS• Project implementation plan
2.	D2	<ul style="list-style-type: none">• Test plan, cases and scenarios• Performance test along with test results• User Acceptance Test (UAT) plan, cases and scenarios
3.	D3	<ul style="list-style-type: none">• UAT report• Security audit report or results• OEMs and third-party licenses, agreements, and any other supporting document
4.	D4	<ul style="list-style-type: none">• Training Plan• Security audit clearance certificate
5.	D5	<ul style="list-style-type: none">• Monthly compliance reports covering the following:<ul style="list-style-type: none">• SLA compliance reports• Details of patches or upgrades of all components• Error analysis report including reasons of error and remedial action against it.

B. Project Timelines

The project timelines for the implementation of the digitizing the Data Transfer Process from Laboratory Equipments in Bureau of Indian Standard laboratories to the Laboratory Information Management (LIMS) system of Bureau of Indian Standards for each of the phases after signing the contract with the selected bidder are as follows:

Sr.#	Activities	Timeline	Deliverable No.
1.	Signing of contract with Selected Bidder	Date of Start (T)	—
2.	Preparation and submission of SRS	T+30 calendar days	D1
3.	Deployment and go-live of the first part of phase I Deployment and go-live of the second part of the phase II	T+180 calendar days T+ 365 calendar days	—D2
4.	Stabilization	T+ 395 calendar days	D 3
5.	O&M (Operations & Maintenance) phase	3 years after completion of stabilization period for Part1 and Part 2 of Phase 1	D 4

*Further extendable as per the condition mentioned in clause 6 of this RFP .

C. Payment Terms

i. Payment Schedule

Payment schedule of the project is as following:

Sr.#	Component	Payment Schedule	Payment Milestone
1.	Services implementation Cost	50% of implementation cost	1A. On successful Go live of the first phase of the work and providing source code of the software developed to BIS
		50% of implementation cost	1B. On successful Go-live of the second phase of the work and providing source code of the software developed to BIS
2.	Operations & Maintenance Cost	100% of quarterly O&M cost	2. On successful submission of monthly compliance reports within first week of every month
3.	Change request cost	100% of change request cost	3. On successful implementation and deployment of change request

Note:

- The Software will be made live after successful UAT and receiving clearance certificate of security testing.
- For all milestones the payment due shall be done only after completion of that milestone after adjusting applicable Liquidated Damages (LD) as per Clause 7-C-ii define below.
- Payment for the routine security testing carried out after go-live every year or the security audits carried out after go-live due to fixing of identified or reported vulnerabilities shall be paid by the Service Provider.

ii. Liquidated Damages

In case of the Service Provider's failure to submit the documents and implement the Exchange Forum within the time as specified in this RFP, the Service Provider shall pay to the Bureau, fixed and agreed liquidated damages (LD) and the Bureau may, at its discretion, withhold any payment until the completion of the milestone or the contract, as applicable. The Bureau may also deduct from the Service Providers, as agreed, the liquidated damages according to the details furnished in the table below. The right to claim any liquidated damages shall be without prejudice to other rights and remedies available to the Bureau, under the contract and law.

Sr.#	Milestone	Penalty of Delay
1.	Delay in Go live of the first phase of the work	1% of milestone 1A (clause 7-C-i, Payment Schedule) payment for every week of delay (as per clause 7-B, Project

		Timelines) with a capping of 10% [#] of the milestone 1A amount.
2.	Delay in Go live of the second phase of the work	1% of milestone 1B (clause 7-C-i, Payment Schedule) payment for every week of delay (as per clause 7-B, Project Timelines) with a capping of 10% [#] of the milestone 1B amount.

The Bureau may initiate process for termination of services on grounds of non-performance.

iii. **Payment Conditions**

- a. The Service Provider shall be required to submit the invoice in formats prescribed by the Bureau.
- b. The payment of one-time Software implementation cost will be as per the details provided in the clause 7-C-i, "Payment Schedule" above after deducting the Liquidated Damage (LD) (as per clause 7-C-ii) (if applicable).
- c. The payment of Monthly O&M cost of the Software will be as per the details provided in the clause 7-C-i, "Payment Schedule" above after deducting the SLA Penalty (chapter 8) (if applicable).
- d. The payment of O&M cost will be done on quarterly basis. Therefore, Service Provider shall raise invoice on quarterly basis.
- e. Payment to be made with taxes after deducting penalties and subject to verification of the supporting documents by the Bureau.
- f. Payment shall be released after deducting TDS as per applicable provisions of GST and Income Tax.

8 Service Level Agreement (SLA)

SLA defines the quality and performance of the service delivery during the O&M phase. SLA will help the Bureau sustain the planned business outcomes from the proposed Software and enforce the service standards during the O&M phase. SLA defined here shall be in effect for the entire contract period (from the start of O&M phase and any extension thereafter).

1. The SLA is designed to:
 - a. Define unambiguously the service level standards expected from the Service Provider.
 - b. Provide tool to the Bureau to monitor and control and ensure the service levels provided by the Service Providers in compliance to the RFP document.
 - c. Draw urgent attention of the Service Provider in case there is any issues in the service levels or service level falls below the agreed or desired level.

Sr.#	Services	Details	Service levels	% Non-compliance	Penalty (% of O&M cost as quoted in 2A of financial proposal)
1	Availability	Availability and downtime (except planned downtime) of the services.	≥ 99.5% availability	> 0.5% but < 1.0%	1%
				≥ 1.0% but < 1.5%	4%
				≥ 1.5% but < 2.0%	7%
				≥ 2.0%	10% [#]
2	Response time	Average response time of the services.	≤ 3 seconds for 99% requests	≤ 3 seconds for 97.5% requests	1%
				≤ 3 seconds for 95% requests	4%
				≤ 3 seconds for 92.5% requests	7%
				≤ 3 seconds for 90% requests	10% [#]
3				1 breach	1%

Sr.#	Services	Details	Service levels	% Non-compliance	Penalty (% of O&M cost as quoted in 2A of financial proposal)
	Defect or bug re Software*	Level1: Response time in case of complete outage of exchange forum or unavailability of any of its module or any mission critical feature	≤ 6 hrs from the reporting time	2 breaches	4%
				3 breaches	7%
				4 breaches	10% [#]
		Level 2: Response time in case of Significant degrade of performance or user is unable to avail any service or feature is unavailable like unable to fill form	≤ 24 hrs from the reporting time	1 beach	No-penalty
				2 breaches	1%
				3 breaches	4%
				4 breaches	7%
		Level 3: Response time in case of Any other issue apart from above mentioned issues.	≤ 72 hrs from the reporting time	1 beach	No-penalty
				2 breaches	1%
				3 breaches	4%
				4 breaches	7%
4	Monthly compliance report (MCR)	Submission of MCR along with supporting documents as finalized during SRS preparation.	Within 1 calendar week of end of each month	Non-submission of monthly compliance report (MCR) within 1 calendar week of end of each month	2% for each subsequent week delay (maximum of 10% [#]).

The Bureau may initiate process for termination of services on grounds of non-performance.

* The Bureau will be deciding the level of defect or bug.

Note:

- All SLA conditions shall be measured through management tool. The detailed SLA compliance report (SLA report) shall be submitted along with monthly compliance report (MCR) by the Service Provider.
- Non-compliance and penalty will be calculated on monthly basis.

Engagement of an Agency for Digitizing the Data transfer process from Laboratory Equipment's in the laboratories of the Bureau to the Laboratory Information Management (LIMS) system of the Bureau

- Total penalty will be capped to 20% of the due quarterly payment.
- The Bureau may treat 20% penalty as serious breach of SLA and may initiate termination procedure against the Service Provider.

9 Opening and Evaluation of Bids

A. Opening of Technical e-Bid

- i. The Bureau will open all technical bids on the prescribed date and time of opening of bids at the prescribed venue (in this RFP), in the presence of the Bidder's representatives who may be present at the time of opening.
- ii. The representatives of the Bidders are advised to carry an identity card or a letter of authority from the Bidding entity to identify their bonafides for attending the opening of the technical bids.
- iii. The bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the appointed time and place on the next working day.

B. Opening of Financial e-Bid

- i. After evaluation of technical bid by the evaluation committee, the Bureau shall notify those bidders whose technical bids were considered non-responsive to the conditions of the RFP and not meeting the qualification and technical criteria indicating that their financial bids will not be opened.
- ii. The Bureau will simultaneously notify the bidders, whose technical bids were considered acceptable to the Bureau. The notification will be sent by the e-mail provided by the bidders.
- iii. The financial bids of technically qualified bidders shall be opened in the presence of bidders who choose to attend the bid opening process. The date and time for opening of financial bids will be communicated to the technically qualified bidders through e-mail provided by the bidder subsequently after completing the technical bids evaluation process. The name of bidders along with financial quotes will be announced at the meeting.

C. Evaluation of Bid

e-Bid proposals will be reviewed by a committee constituted by the Bureau or its designated representative(s). The Bureau, or such other authority designated by the Bureau is also referred to herein as the Evaluation Committee (or "Committee").

Initial technical bid scrutiny will be held by the Committee to confirm that bids do not suffer from the infirmities as detailed below. Bids will be treated as non-responsive if a bid is found to have been:

- submitted in manner not conforming with the manner specified in the RFP document
- Submitted without appropriate EMD as prescribed herein
- received without the appropriate or power of attorney
- having lesser than the prescribed validity period.

The EMD of all non-responsive bids shall be returned to the bidders.

D. Bid Evaluation Procedure

All responsive Bids will be considered for further processing and a list of responsive bidders will be prepared by the Bureau. All eligible bids will be considered for further evaluation by a committee according to the evaluation process defined here. The decision of the Committee will be final in this regard.

The evaluation of the bids will be done in two stages as mentioned below:

Stage-1:

- Evaluation on Eligibility criteria to establish the eligibility of the bidder.
- Bids meeting the eligibility criteria shall progress for the Technical Bid Evaluation.
- Evaluation on Technical criteria to establish the technical competency.

Stage-2:

- Post technical bid evaluations, only the technically qualified bidders shall progress for the evaluations of Financial Bids.

On each of these parameters, the bidders would be required to meet the qualification criteria as detailed in subsequent sections.

i. **Stage-1 of Evaluation of Technical Proposal**

At this stage, technical bid will be evaluated as per the Eligibility and Technical criteria.

- Evaluation for Eligibility of Bidder:

An "Evaluation Committee" would perform an initial review as per the eligibility criteria and shall be scrutinized for the responsiveness of the bid, and for the completeness of required supporting documents as required to establish the eligibility of the bidders.

- Evaluation of Technical Proposal:

Technical Evaluation of only qualified eligible bidders would be carried out in the following manner:

- a) Evaluation: The e-bids will be evaluated against the technical criteria defined in this RFP and bidder is required to provide details on the proposed Software.
- b) Presentations: bidders who are qualified on eligibility criteria will be called for making a presentation to the committee at the Bureau at a date, time communicated to them by the Bureau. The purpose of such presentations would be to allow the bidders to demonstrate the proposed Software to the committee.
- c) Clarifications: The Evaluation Committee may undertake written clarifications from the bidders. The primary function of clarification in the evaluation process is to clarify ambiguities and uncertainties, if any, arising out of the evaluation of the bid documents.
- d) Technical Marks: Upon technical evaluation of each bid in-line with a, b and c mentioned above, "Technical marks" out of 100 marks will be assigned to every bid.
- e) Minimum Marks: The bidders who score 60 or more marks in technical bid, will qualify for the evaluation of the financial bid.

- f) Formula of Calculation: The bidder with the highest marks in technical bid will be awarded 100 “Technical Score” and subsequently other bidders will also be awarded “Technical Score” relative to the highest technical marks for the final composite score calculation purpose e.g., if the highest technical marks is 90 then “Technical Score” is $(90/90) \times 100 = 100$, hence the bidder with highest technical marks will score 100 “Technical Score”. Similarly, another bidder who scored 80 marks, will get $(80/90) \times 100 = 88.88$ “Technical Score”. Following formula will be used for the “Technical Score” (TS) calculation:

$$\text{Technical Score (TS)} = \frac{(\text{Bidder's Technical Marks (BTM)})}{(\text{Highest Technical Marks (HTM)})} \times 100$$

- g) The details of technical evaluation parameters are provided in chapter 3.

ii. Stage-2 Evaluation of Financial Proposal

The evaluation will be carried out if financial bids are complete and computationally correct. The lowest financial bid will be awarded “Financial Score” of 100. The “Financial Score” of other bidder(s) will be computed by measuring the financial bids against the lowest financial bid. Following formula will be used for calculating “Financial Score”:

$$\text{Financial Score (FS)} = \frac{(\text{Lowest Financial Bid (LFB)})}{(\text{Bidder's Financial Bid (BFB)})} \times 100$$

iii. Stage-3 Computation of Composite Bid Score

The “Composite Bid Score” is a weighted average of the Technical and Financial Scores. The ratio of Technical and Financial Scores is 70:30 respectively. The Composite Bid Score will be derived using the following formula:

$$\text{Composite Bid Score} = ((TS \times 0.70) + (FS \times 0.30))$$

The responsive bidder(s) will be ranked in descending order according to the Composite Bid Score, which is calculated based on the above formula. The highest-ranking bidder as per the Composite Bid Score will be selected for award of contract.

E. Relaxation in Turnover

The condition of prior turnover will be relaxed upto 50 % for such Registered Micro and Small enterprises (MSE) as defined in MSE procurement policy 2012 issued by Department of MSME or bidders registered with the Central Purchase organisation or the concerned Ministry or Department or Start-ups as recognised by the Department for Promotion of Industry & Internal Trade (DPIIT), Government of India subject to meeting of quality & technical specifications. The decision of the Bureau in this regard shall be final and binding. Bidder(s) seeking such relaxation shall submit copy of valid

registration certificate along with technical bid. However, no relaxation will be provided in prior experience criteria of the bidders.

F. Site Visit by the Bureau

As part of the evaluation process, the Bureau or its designated agency shall be allowed to visit and examine or verify the bidder's system capabilities as defined in the Technical Proposal. The bidder, if asked by the Bureau, shall arrange and facilitate such visit. The cost of such visits to the Sites shall be at the Bureau's expense.

G. Best Value Determination and Final Evaluation

- i. Only those bidders who qualify the Stage-I evaluation shall be considered for Stage-II evaluation. Financial Proposals will be opened for the bidders who cleared Stage-I evaluation. Minimum Marks required for any bidder to be qualified for opening of financial bid is 60.
- ii. Financial bid evaluation will be done on total prices excluding GST as quoted in Annexure VI.
- iii. Proposals will be evaluated based on the Quality cum Cost based Selection (QCBS) method.
- iv. The bid having the highest composite bid score (Stage-III) will be selected as Service Provider.

H. Correction of Errors

- i. Financial bids determined to be responsive will be checked by the Bureau for any arithmetic errors. Where there is a discrepancy between the rate quoted in the financial bid, in figures and in words, the amount in words will prevail over the amounts in figures, to the extent of such discrepancy.
- ii. Provided that the Financial Proposal is substantially responsive, the Bureau will correct arithmetical errors during evaluation of Financial Proposals on the following basis:
 - a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Bureau there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected; or
 - b. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and
 - c. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.
- iii. If the bidder does not accept the correction of errors then the bid of that bidder shall be disqualified, and the EMD may be forfeited.

10 Instruction to Bidders

Bidders are expected to read the RFP document carefully and examine all clauses, instructions, terms and conditions, annexures, and other information in the RFP document as failure to furnish all the required information as per the RFP document or submission of bid not substantially responsive to the RFP document in as the aspects will be at the bidder's risk and may lead to rejection and forfeiture of the EMD.

A. Availability of RFP

This RFP document is available on the GEM Portal <https://gem.gov.in/> and on the Bureau website <https://bis.gov.in/> to enable the bidders to view and download the RFP document.

B. Eligible Bidders

- i. Bidder may be a legal entity with the intent to enter into contract to deliver the envisaged Software.
- ii. Bidders shall be eligible to operate in conformity with the provisions of the laws in India and shall have a registered office within India.
- iii. Bidders shall not have any conflict of interest with any parties included in the bidding process.
- iv. A bidder shall submit only one bid in this bidding process. Submission of more than one bid by the bidder will result in the disqualification of all the bids submitted by the bidder.
- v. Bidders shall carefully examine the eligibility criteria as provided in this RFP. Bidders shall meet all the eligibility criteria set out to be eligible for technical & financial evaluation.
- vi. Bidders shall produce documentary evidence of any claim made in the bid document regarding their eligibility and ability for fulfilling the requirements specified within this RFP. The evaluation committee may decide the type and format of such documentary evidence.
- vii. The Evaluation committee may make such investigations, if need be felt, as necessary to determine the eligibility and ability of the bidder to fulfil the requirements specified within this RFP.

C. RFP Document Fees

There is no fee for this RFP.

D. Pre-bid Meeting

The Bureau will host a pre-bid meeting in either in person or through web conferencing (online) which will be communicated later, as per the schedule given in Notice Inviting Bids. Bidders are requested to regularly visit the Bureau & GeM portal for updates and any potential changes in the timelines. The representatives of the interested agencies may attend the pre-bid meeting at their own cost. Pre-bid meeting will also provide bidders an opportunity to discuss about the project and seek clarifications regarding any aspect of the project and the RFP.

E. Bidder's Queries

All queries and clarifications relating to this RFP from the bidders, shall be submitted through email to the contact person in the prescribed format maximum by the last date as mentioned in Notice Inviting Bids.

The queries shall be sent by the authorized signatory as attached document through an email. It is bidder's responsibility to ensure that their queries are received by the Bureau. However, the Bureau neither makes any representation nor warranty as to the completeness or accuracy of the responses, nor does it undertake to answer all the queries that have been posed by the bidders.

F. Preparation and Submission of Bid

- i. Language of bid: The bid document prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bureau shall be written in English. The correspondence and documents in Hindi must be accompanied by embedded or separate Hindi font files. Only English numerals shall be used in the e-Bid.
- ii. Documents constituting the bid: The e-Bid prepared by the Bidder shall comprise the following components:
 - a. Technical Bid – Technical Electronic Bid shall comprise of
 1. EMD or Bid security details – Scanned copy or softcopy of EMD bank guarantee or DD along with complete details of reference number of the payment made through NEFT/ RTGS .
 2. Eligibility details as per eligibility criteria – Include copies of required documents in PDF format justifying that the bidder is qualified to perform the contract if their bid is accepted, and the bidder has financial & technical capability necessary to perform the contract and meets the criteria outlined as eligibility criteria and fulfil all the conditions of the RFP.
 3. Technical details as per technical criteria – Include copies of required documents in PDF format along with required information as outlined in Technical Criteria in this RFP and fulfil all the technical conditions of the RFP.
 - b. Financial Bid – The Financial Electronic Bid shall include following:
 1. Cover letter: Annexure-I.
 2. Financial quote: In the prescribed BoQ (Annexure-VI, in xls or xlsx or pdf file format).
 - c. Documents establishing bidder's qualification:
 1. The documentary evidence should be submitted by the Bidder electronically in the PDF format.
 2. The documentary evidence of bidder's qualification to perform the contract if its bid is accepted shall be as per qualification requirements specified in bid document.
 3. All the documents submitted by the bidder shall be signed by authorized signatory on each page and also put bidder's seal or stamp.

- iii. Bid currency: The prices quoted in the proposal shall be in Indian Rupees only. Proposal in any currency other than Indian Rupee (INR) shall be treated as non-responsive and hence shall be rejected.
 - iv. Formats and signing of e-Bid
 - a. Bidder shall prepare electronic copies of the technical bid and financial bid separately.
 - b. Bid document shall be digitally signed, at the time of uploading, by the bidder or a person or persons duly authorized to bind the bidder to the contract. The bidder's authorization shall be supported by attaching a scanned copy of valid proof of authorization like Power of Attorney or Board Resolution etc.
 - v. Submission of e-Bid
 - a. The bid shall be submitted on GeM Portal
 - b. Bidders should refer to the GeM portal for instructions on bidder registration on the GeM portal, preparing their bids in accordance with the requirements and submitting their bids online on the GeM portal.
 - c. Bid can be submitted only between bid submission start and bid submission end date and time given in the RFP or in corrigendum (if any). Bidders should start the bid submission process well in advance so that they can submit their e-Bids on time.
 - d. Bidder shall submit their bid considering the server time displayed in the GeM portal. The server time is the time as per which the bid submission date and time will be calculated, and the submission activities shall be allowed.
 - e. Once the bid submission date and time is over, the bidders cannot submit their bids. For delay in submission of bid due to any reasons, the bidders shall only be held responsible
 - f. Submission of bids shall be in accordance with the instructions given below:
 - 1. Technical Proposal – Technical proposal shall consist of following:
 - i. Eligibility Criteria Bid which shall be prepared in accordance with the Eligibility criteria prescribed in this RFP and as per the formats provided as annexures.
 - ii. Technical Criteria Bid which shall be prepared in accordance with the technical criteria prescribed in this RFP and as per the formats provided in annexures.
- Technical Proposal shall be titled “Technical Proposal” and should be submitted online at the GeM portal.
- 2. Financial Proposal – This proposal shall be prepared in accordance with the format provided in Annexure-VI of this RFP. Financial Proposal shall be titled “Financial Proposal” and should be submitted online at GeM portal in excel format or pdf format as

required in the GeM portal. In case of PDF format, all the pages in the Financial Proposal shall be on the letterhead of the bidder with signature of the authorized signatory and seal of the Bidder.

3. Technical Proposal shall not contain any bid price or financials, in either explicit or implicit form. Any disclosure of bid prices or financials in Technical Proposal will lead to rejection of bid.

G. Withdrawal and Resubmission of Bid

- i. At any point of time, a Bidders can withdraw their bids before the bid submission end date and time.
- ii. No bid shall be withdrawn post bid submission end date and time. Withdrawal of bid post bid submission end date may result in the forfeiting of bidder's EMD.
- iii. Bidders can re-submit their bids whenever required till bid submission end date and time. The e-Bid submitted earlier will be replaced by the new bid. The bid submission summary will be generated after successful re-submission of the revised bid.
- iv. Bidders can submit their revised e-Bids as many times as they want by uploading their bid documents within the scheduled date & time for submission of bids.
- v. No bid can be resubmitted post bid submission end date and time.

H. Amendments in RFP

- i. The Bureau may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.
- ii. At any time prior to the deadline for submission of the bids, the Bureau may amend the RFP document by issuing addendum or corrigendum without notifying any bidder or without giving any reason. All such addendum or corrigendum issued shall be part of the bidding process and shall be communicated by the Bureau on GeM and the Bureau websites.

I. Earnest Money Deposit (EMD) or Bid Security

- i. The bidder shall furnish, as part of its bid, an Earnest Money Deposit (EMD) or bid Security from a scheduled bank as per the details prescribed in Notice Inviting Bids of this RFP.
- ii. No bidder is exempted from furnishing the said EMD except Registered MSEs and Start-ups as described in the next clause. The currency of the EMD shall be Indian Rupees (INR) only.
- iii. Registered MSEs and Start-ups as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 issued by Department of Micro, Small & Medium Enterprises (MSME) or as registered with the Central Purchase Organisation or the concerned Ministry or Department or Start-ups recognized by Department for Promotion of Industry and Internal Trade (DPIIT) are exempted from payment of EMD on production of valid certificate of registration with the authority or agency as indicated in the policy.
- iv. Bids received without the EMD will be treated as non-responsive and shall be rejected outright. No further communication from the bidder, in this regard, shall be entertained by the Bureau.

- v. No interest shall be payable by the Bureau on deposited EMD.
 - vi. The EMD shall be forfeited in the following cases:
 - a. Any information submitted by the bidder is found to be incorrect or forged.
 - b. If bid is withdrawn during the validity period or any extension agreed by the Bureau and bidder.
 - c. If the bid is modified in a manner not acceptable to the Bureau after opening of the bid.
 - d. If the bidder tries to influence the evaluation process.
 - e. If the bidder fails to pay the performance bank guarantee within 15 days.
 - f. If the Service Provider fails to sign the contract in accordance with clause "Award of Contract".
 - vii. EMD of the unsuccessful bidders shall be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract'. However, in case of two packet or two stage bidding, bid securities of unsuccessful bidders during first stage i.e. technical evaluation etc. should be returned within 30 days of declaration of result of first stage i.e. technical evaluation etc. .
 - viii. The bid security of the Service Provider will be returned after signing of contract between the Bureau and Service Provider pursuant to clause 10-K (Award of Contract) and furnishing of PBG pursuant to clause 10-J (Performance Bank Guarantee).
- J. Performance Bank Guarantee (PBG)**
- i. The selected bidder shall furnish, a PBG as per the details prescribed in Notice Inviting Bids of this RFP.
 - ii. PBG should be furnished before signing of the contract, within 15 days from the issuance of LoI.
 - iii. In case of extension in contract period after completion of 3 years O&M phase, the PBG shall be recalculated for the extension period and the selected bidder shall submit the PBG with new amount. As soon as the new PBG is submitted the old PBG will be returned to the selected bidder.
 - iv. The Bureau may forfeit the PBG or security amount for any failure on part of the selected bidder to complete its obligations under the RFP.
 - v. No interest shall be payable by the Bureau on deposited PBG.

K. Award of Contract

A contract will be awarded to the bidder whose proposal conforms to the RFP and is, in the opinion of the Bureau, the most advantageous and represents the best value to the project, price and other factors considered. Evaluations will be based on the proposals and any additional information requested by the Bureau.

The bidder who will score highest composite bid score (CBS) shall be notified by the Bureau in writing or by email, that their proposal has been accepted (hereinafter the "Letter of Intent"), prior to the expiration of the period of validity of the proposals. The

receipt of this letter shall be acknowledged by the Service Provider in writing and shall send its acceptance letter (hereinafter the "Letter of Acceptance") along with the required PBG to enter into the Contract within fifteen (15) days from the receipt of the Letter of Intent. Upon the successful furnishing of PBG by the Service Provider, contract signing process will take place.

Once the Bureau notifies the Service Provider that their proposal has been accepted, pursuant to the bidder for acknowledging the Letter of Intent (LoI), the Service Provider and the Bureau shall promptly sign the contract. This shall be subject to the furnishing of the PBG as stated in clause above. The Bureau shall have the right and authority to negotiate certain terms with the Service Provider before signing of the contract. The signing of the contract shall amount to award of the contract and the Service Provider shall initiate the execution of the work as specified in the contract.

The Bureau reserves the right to award the contract, with or without further negotiations based on initial offers received.

L. Contract Period

The contract period shall be 3 years from the date of issuance of go-live certificate. After the end of the contract period, the Bureau reserves the right to either continue with the existing bidder as per the terms and conditions of this RFP or initiate the process of selecting another or replacement agency as Service Provider.

The tenure of contract of the Service Provider will end if:

- i. Bidder contravenes the conditions or clauses as specified in the contract with the Bureau.
- ii. Completion of the tenure as specified in the contract.

M. The Bureau's Right to Accept and Reject e-Bid

- i. Notwithstanding anything contained in this bid, the Bureau reserves the right to accept or reject any bid and to annul the engagement process and reject all bids, at any time without any liability or any obligation for such acceptance, rejection, or annulment, and without assigning any reasons thereof.
- ii. The Bureau reserves the right to reject any bid if:
 - a. At any time, any misrepresentation is made or uncovered, or
 - b. Bidder does not provide, within the time specified by the Bureau, the supplemental information sought by the Bureau for evaluation of the e-Bid.

N. Obligation to Maintain Eligibility and Qualifications

The contract has been awarded to the Service Provider based on specific eligibility and qualification criteria. The Service Provider is contractually bound to maintain such eligibility and qualifications during the execution of the contract. Any change which would vitiate the basis on which the contract was awarded to the Service Provider should be pro-actively brought to the notice of the Bureau within 07 days of it coming to the Service Provider's knowledge.

O. Changes in Constitution or Financial Stakes or Responsibilities

The Service Provider must proactively keep the Bureau informed of any changes in its constitution or financial stakes or responsibilities during the execution of the contract.

Where the Service Provider is a partnership firm, the following restrictions shall apply to changes in the constitution during the execution of the contract:

- i. a new partner shall not be introduced in the firm except with the previous consent in writing of the Bureau, which shall be granted only upon execution of a written undertaking by the new partner to perform the contract and accept all liabilities incurred by the firm under the contract before the date of such undertaking.
- ii. On the death or retirement of any partner of the Service Provider before the complete performance of the contract, the Bureau may, at its option, terminate the contract for default as per the Contract and avail any or all remedies thereunder.
- iii. If the contract is not terminated as provided in Sub-clause (ii) above notwithstanding the retirement of a partner from the firm, that partner shall continue to be liable under the contract for acts of the firm until a copy of the public notice given by him under Section 32 of the Partnership Act, has been sent by him to the Bureau in writing or electronically.

P. Bidder's Terms and Conditions

- iv. Any terms and conditions of the bidder will not be acceptable at any stage of bidding process.
- v. Any terms and conditions of the bidders mentioned in the bid(s) will not be considered as a part of their bids or contract and may lead to rejection of bid by treating it as non-responsive.

Q. Deviations in Terms and Conditions of RFP

- i. No deviations in the terms and conditions as laid out in the RFP will be accepted.
- ii. Bidders are advised to exercise adequate care in quoting the prices. No modification or correction in the bids will be entertained after the bid submission end date and time.
- iii. Provided that a Technical Proposal is substantially responsive, the Bureau may, at its discretion, request the bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Technical Proposal related to documentation requirements. Such omission shall not be related to any aspect of the Financial Proposal of the bid. Failure of the bidder to comply with the request may result in the rejection of its bid.

R. Assignment and Sub-contracting

The Service Provider shall not sublet, transfer, or assign the contract or any part thereof or interest therein or benefit or advantage thereof in any manner whatsoever.

S. Right to Publish

Throughout the duration of this bidding process and contract term, bidders must secure from the Bureau, written approval prior to the release of any information that pertains to the potential work or activities covered under this RFP or the subsequent contract. Failure to adhere to this requirement may result in disqualification of the bid or termination of the contract.

T. Clarifications from Bidders

- i. The Bureau at its sole discretion may contact the bidder for clarification on the responses.

- ii. The Bureau reserves the right to verify the credentials (including documents, declarations, self-certifications) provided by the bidders by its own means and methods. In case the Bureau receives feedback contrary to the responses of the bidder or is not satisfied with compatibility of the experience with the required standards or expectations, the Bureau reserves the right to form its own opinion and even reject the bids and forfeit the EMD.
- iii. If required, the Bureau may also use the other sources of information in proposal evaluation process.

U. Collusive Proposal

- i. Bidders and their employees, agents, advisors, and any other person associated with the bidder, must not engage in any collusive proposal, anti-competitive conduct or any other similar conduct with any other bidder or any other person in relation to the preparation or submission of bid.
- ii. In addition to any other remedies available under any law or any contract, the Bureau reserves the right, in its sole and absolute discretion, to reject any submission lodged by a bidder that engaged in any collusive proposal, anti-competitive conduct or any other similar conduct with any other bidder or any other person in relation to the preparation or lodgement of proposals, and further the EMD or PBG may be invoked.

V. Verification of Original Documents

Before issuing a Letter of Intent (LoI) to the Selected Bidder(s), the Bureau may, at its discretion, ask the Bidder to submit for verification the originals of all such documents whose scanned copies were submitted online along with the technical bid. If so decided, the photocopies of such self-certified documents shall be verified and signed by the competent officer and kept in the records as part of the Agreement. If the Bidder fails to provide such originals or in case of substantive discrepancies in such documents, it shall be construed as a violation of the Code of Integrity. Such bid shall be liable to be rejected as nonresponsive in addition to other punitive actions like invoking of EMD or PBG or blacklisting of the bidder or both. The evaluation of Bids shall proceed with the subsequent ranked bidder.

W. Fraud and Corrupt Practices

- i. The bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Bureau may reject any submitted bid without being liable in any manner whatsoever to the bidder if it determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice in the bidding Process.
- ii. The Bureau may also initiate appropriate legal action under relevant Indian laws against the bidder found indulging in fraud and corrupt practices.
- iii. Without prejudice to the rights of the Bureau hereinabove, if an bidder is found by the Bureau to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the bidding process, such bidder shall not be eligible to participate in any tender or RFP issued by the Bureau for a period of 3 (three) years from the date such bidder is found by the Bureau to have directly or indirectly

or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

- iv. Misrepresentation or improper response by any bidder may be led to disqualification of the bidder. If any such disqualification is detected at any stage of bidding process or implementation, such bidders are liable to be blacklisted.

X. False or Misleading Claims

The Bureau may in its absolute discretion exclude or reject any bid that in the opinion of the Bureau contains any false or misleading claims or statements. The Bureau has no liability to any person or agency for excluding or rejecting any such bid.

Y. Criminal Charges and Conviction

The Bidder warrants that it has disclosed and will continue to disclose during the term of this contract full details of all criminal convictions and all pending criminal charges against it or any of its personnel and associates that would reasonably be expected to adversely affect the bidder and the company who owns the patent of the technology being offered or the Bidder's capacity to fulfil its obligations under this contract. Bidder needs to submit the following declarations regarding:

- i. Non-blacklisting of the bidder (as per the prescribed format in annexures).
- ii. No pendency of any criminal case against the bidder or conviction by any Court of Law (as per the prescribed format in annexures).

Z. Taxes & Duties

- i. All Custom Duties, Excise Duties and any other Taxes, Duties, Cess and Levies payable by the bidder in respect of any transaction for procuring any services, components, equipment, and sub-assemblies shall be included in the bid price and no separate claim on this behalf will be entertained by the Bureau.
- ii. As regards the Income Tax, surcharge on Income Tax and other taxes including tax deduction at source, the bidder shall be responsible for such payment to the concerned authorities within the prescribed period.
- iii. GST shall be paid extra, as applicable.
- iv. Statutory variation in GST in India during the contractual period shall be to the Bureau's account.

AA. Exit or Suspension or Termination of Contract with Service Provider

No order of suspension or termination of contract with the Service Provider would be issued by the Bureau, except after conducting a proper enquiry by a designated officer of the Bureau, authorized in this regard. The grounds for suspension or termination of the Service Provider may include inter alia

- i. Contravention of the conditions or clauses as would be specified in the Contract or Letter of Appointment or Work Order.
- ii. Inability to perform the duties and requirements (non-performance) as would be specified in the contract.

BB. Transfer of Assets in case of Expiry or Suspension or Termination of Contract

In case of expiry or suspension or termination of contract, the Service Provider may be directed by the Bureau to continue all services and also to maintain all project assets

including application software, databases, system software, hardware and networking, including documents or any other relevant material that may be in its custody or control, relating to its activities as per the terms and conditions of this RFP.

Termination of the services shall be with immediate effect and would be subjected to the directions of the Bureau. In such a situation, the Bureau may direct Service Provider to continue discharging its role and responsibilities in the transition phase or appoint an administrator to take over the project assets and the management of Service Provider's functions or appoint any agency to take over the project assets and the management of the Service Provider's functions or appoint a successor Service Provider and:

- i. Transfer all or part of the project assets and the management of the Service Provider functions to the new Service Provider, or
- ii. Determine the residual value of the project assets based on guidelines or fair value as determined by the Bureau, or
- iii. Ensure smooth transfer of project assets both tangible and intangible to the new Service Provider.

11 General Terms and Conditions

A. Standards of Performance

The Service Provider shall perform the services and carry out their obligations under the contract with due diligence, efficiency, and economy in accordance with generally accepted professional standards and practices. The Service Provider shall always act in respect of any matter relating to this contract as faithful advisor to the Bureau. The Service Provider shall always support and safeguard the legitimate interests of the Bureau, in any dealings with the third party. The Service Provider shall abide by all the provisions or Acts or Rules etc. of Information Technology prevalent in the country and conform to the standards laid down in this RFP document, in totality.

B. Intellectual Property Right

The Intellectual Property Rights (IPR) rights for any bespoke development done by the Service Provider during the implementation this project, including all the documents created pertaining to this project in the entire contract period shall lie with the Bureau.

C. Delivery and Documents

- i. The Service Provider shall submit all the deliverables on due date as per the delivery schedule. The Service Provider shall not without the Bureau's prior written consent disclose the contract, drawings, specifications, plans, patterns, samples to any person or agency other than an entity employed by the Bureau for the performance of the contract. In case of termination of the contract, the entire document(s) used by the Service Provider in the execution of project shall become property of the Bureau.
- ii. The bidder shall also provide all necessary documentation as mentioned in Deliverables section of this RFP as part of the deliverables.
- iii. The bidder shall provide all necessary support whenever requested by the Bureau during the entire contract period.

D. Language of Proposal

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

E. Language of Contract

The contract shall be written in the Official Language or English. All correspondence and other contract documents, which the parties exchange, shall also be written or translated accordingly in that language. For purposes of interpretation of the contract, the English documents or translation shall prevail.

F. Authorized Signatory for Bidder

The authorized signatory should be the duly Authorized Representative of the bidder, for which a copy of Power of Attorney or Board Resolution will be submitted along with the technical bid of this RFP. All the documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative. The Power of Attorney or Board Resolution, or any other document consisting of adequate proof of the ability of the signatory to bind the bidder shall be annexed to the Proposal. The Bureau may

reject outrightly any Proposal not supported by adequate proof of the signatory's authority.

G. Suspension of Payments

The Bureau may, by written notice to bidder, suspend all payments under dispute to the bidder hereunder if the bidder fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension:

- i. Shall specify the nature of failure.
- ii. Shall request the bidder to remedy such failure within a period not exceeding thirty (30) days after receipt by the bidder of such notice of failure.

H. Notice

Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the address mentioned in the agreement.

I. Progress of Project

The Service Provider would be required to intimate the progress of the project to the Bureau in a frequency and manner as may be prescribed post mutual consultation and agreement with the Service Provider after the award of contract.

J. Forfeiture of Performance Bank Guarantee

In case of a Service Provider, the PBG submitted shall be forfeited under the following conditions:

- i. If the Service Provider violates any such important conditions of this RFP.
- ii. If the Service Provider indulges any such activities as would jeopardize the interest of the Bureau in timely completion of this contract.
- iii. The decision of the Bureau regarding forfeiture of PBG shall be final and in case of dispute this will be governed by the section on Arbitration and Legal Jurisdiction of this RFP.

K. Probity & Publicity

- i. The Bureau requires all the bidders to:
 - a. Declare any actual or potential conflict of interest.
 - b. Not collude with any other bidder or any other contractor who is a potential bidder.
 - c. Comply with all laws in force in India applicable to the bidding procedure like TRAI regulations, DND compliances, Labor Laws, Taxation Laws etc.
 - d. Not attempt to influence the outcome of the bidding procedure by offering any employment, payment or any other incentive to or in any way seek to improperly influence any person employed or engaged by the Bureau.
 - e. Not make any press releases or responses to media enquiries and questions pertaining to this process or the subsequent engagement process without the Bureau's written approval.

- ii. If the bidders act contrary to these requirements, the Bureau reserves the right to:
 - a. Terminate negotiations
 - b. Terminate consideration of the bid and
 - c. Terminate any contract that may have been executed by the Bureau with such bidder without any obligation on the Bureau to make any payments to the bidder.

L. Reservation of Rights

The Bureau reserves the right to:

- i. Extend the closing date for submission of the bids.
- ii. Amend the bid requirements at any time prior to the closing date.
- iii. Seek information from or negotiate with one or more of the bidders on any issue at any time and to continue to negotiate with one or more of the bidders.
- iv. Discontinue negotiations at any time with any bidder.
- v. Terminate or abandon this procedure or the entire project before or after the receipt of bids.
- vi. Seek the advice of external consultants to assist the Bureau in the evaluation or review of bids.
- vii. Make enquiries of any person, company, or organization to ascertain information regarding the bidder and their bid.

M. Breach of Statutes

The Service Provider shall indemnify the Bureau against all penalties and liabilities of every kind of breach of any Statutes, Ordinance, Rules and Regulations or By-laws as may be applicable for and in the execution of the contract.

N. Governing Laws

Engagement contract shall be covered and construed in accordance with Laws of India including without limitation, the relevant Central and State Acts and Rules, Regulations and Notifications issued and amended thereunder from time to time.

O. Non-Waiver

Waiver of any breach of the provision of, or any default under the engagement contract must be in writing and signed by the Party granting the waiver. No failure or delay on the part of either Party in exercising or any omission to exercise any right or remedy accusing to either Party under the engagement contract shall be a waiver thereof, nor will any partial exercise of any right or remedy particular be a waiver of further exercise of that right or remedy.

P. Right to Terminate the RFP Process

- i. The Bureau may terminate the said RFP process at any time without assigning any reason. The Bureau makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii. This RFP does not constitute an offer by the Bureau. The bidder's participation in this process may result in short listing the eligible bidders.

Q. Disqualification

The Bureau may at its sole discretion and at any time during the evaluation of RFP, disqualify any bidder, if the bidder has:

- i. Submitted the RFP documents after the response deadline.
- ii. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- iii. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc., in any project in the preceding three years.
- iv. Submitted an RFP that is not accompanied by required documentation or is non-responsive.
- v. Failed to provide clarifications related thereto, when sought.
- vi. Submitted more than one bid.
- vii. Declared ineligible by the Government of India or State or UT for corrupt and fraudulent practices or blacklisted.

R. Conflict of Interest

- i. Where there is any indication that a conflict of interest exists or may arise, it shall be the responsibility of the Bidder to inform the Bureau, detailing the conflict in writing as an attachment to this RFP.
- ii. The Bureau will be the sole Arbitrator in cases of potential conflicts of interest. Failure to notify the Bureau of any potential conflict of interest will invalidate any verbal or written agreement.
- iii. A Conflict of Interest is where a person who is involved in the procurement has or may be perceived to have a personal interest in ensuring that a particular Bidder is successful. Actual and potential conflicts of interest must be declared by a person involved in a Bid process.

S. Severability

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

T. Confidentiality

- i. Information relating to the Bureau while examination, clarifications and comparison of the RFP and after award of the Work, shall not be disclosed to any bidders or any other persons not officially concerned with such process until the engagement process is over. The undue use by any bidder of confidential information related to the process may result in rejection of the bid.
- ii. In the course of performing its functions and obligations under this RFP, the Service Provider shall maintain strict secrecy, confidentiality and privacy in respect of the confidential records and information that has come to its possession or knowledge.
 - a. Service Provider shall keep confidentiality of the details and information with regard to the project, including systems, facilities, operations, management and maintenance of the systems.

- b. It is agreed between the Bureau and the Service Provider that the Bureau has a right to prevent or prohibit Service Provider at any time from disclosing any information and records to any person and Service Provider shall abide by such decision except as required by any Statutory bodies or by due process of law.
- c. All proprietary Information, documentation and correspondence exchanged between the Bureau and the Service Provider in relation to the project and the performance of tasks by the Service Provider shall be treated as confidential and privileged by the parties and disclosed only to their respective officers, agents, representatives, professional advisors, and members of Official Committees (if any, formed for the purpose) on a need-to-know basis.
- d. Service Provider shall treat information and records provided to it or obtained otherwise by it in connection with the Project or its implementation as confidential and not use the same wholly or partially for any purpose other than for discharging the obligations under this RFP, without the prior written approval of the Bureau except as required by any Statutory bodies or by due process of law.
- e. Information that is in the public domain shall not be considered as confidential information under this RFP.

U. Indemnification and Limitation of Liability

i. Indemnification

The bidder shall indemnify, defend and hold the Bureau and their officers, employees, successors and assigns harmless from and against any and all losses arising from personal injury or claims by third parties pursuant to this agreement, including but not limited to any equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) provided by them or its associated agencies or any act, default or omission of any of them in relation to this agreement.

ii. Limitation of Liability

- a. The aggregate liability of the Service Provider (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this contract, including the work, deliverables or services covered by this contract, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this contract. The liability cap given under this clause shall not be applicable to the indemnification and confidentiality obligations set out in RFP.
- b. In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third-party claims (other than those set-forth in indemnification clause) even if it has been advised of their possible existence.
- c. The allocations of liability in this clause represent the agreed and bargained for understanding of the parties and compensation for the services reflects such allocations. Each party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other

party pursuant to this contract by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.

V. Force Majeure

If at any time during the continuance of this Contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as such acts) provided notice of happening of such event is given by one party to the other within 21 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate this contract nor shall either party shall be by reasons of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Director General of the Bureau as to whether the deliveries have been so resumed or not, shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that the Bureau shall be at liberty to take over from the Contractor at a price to be fixed by Director General, which shall be final, all unused, undamaged and accepted material, bought out components and stores in course of manufacture in the possession of the contractor at the time of such termination or such portion thereof as the Bureau elect to retain.

W. Disputes and Resolution

All disputes, differences, claims, and demands arising under the engagement contract shall be referred to arbitration of a sole arbitrator to be appointed by the mutual consent. All arbitration shall be held in New Delhi. If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be nominated by the Director General of the Bureau. The provisions of the Arbitration and Conciliation Act, 1996 shall be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. No suit or other proceedings relating to said RFP, shall be filed in any Court of law except the competent Courts of Law having jurisdiction within the local limits of New Delhi only, where headquarter of the Bureau is located.

X. Exit Management

- i. The Service Provider shall submit a detailed exit management plan along with the technical proposal. The Service Provider needs to update the transition and exit management plan on yearly basis or earlier in case of major changes during the entire contract duration. This plan needs to be discussed and approved by the Bureau.
- ii. The exit management plan shall deal with at least the following aspects:
 - a. A detailed plan of the transfer process that shall be used in conjunction with a replacement Service Provider including details of the means to be used to ensure continuing provision of the services throughout the

- transition process or until the cessation of the services, and of the management structure to be used during the transfer;
- b. Plans for the communication with key stakeholders as may be necessary to avoid any material detrimental impact on Software's operations as a result of undertaking the transfer;
 - c. Plans for training of the replacement agency (if any) to run the operations of the Exchange Forum to ensure similar user experience. The delivery of training along with handholding support on the same would be the joint responsibility of Service Provider and the Bureau.
- iii. All risks during transition stage shall be properly documented by the Service Provider in the exit management plan and mitigation measures shall be planned in advance so as to ensure a smooth transition without any service disruption.
 - iv. The transition & exit management period will start two (2) months before the expiration of the contract.
 - v. In case of termination, the exit management period will start from effective date of termination, or such other date as may be decided by the Bureau and communicated to the Service Provider.
 - vi. The Service Provider must ensure closing off all critical open issues as on date of exit. All other open issues as on date of exit shall be listed and provided to the Bureau.
 - vii. The Service Provider shall provide necessary knowledge transfer and transition support along with the deliverables as indicated below to the replacement agency or the Bureau:
 - a. Service Provider shall extend full support in transferring the control to the replacement agency or the Bureau.
 - b. Service Provider shall extend full support in successful migration of the Exchange Forum from Service Provider's cloud to the replacement agency's or the platform provided by the Bureau.
 - c. Handover complete updated documentation of the entire Software to the Bureau or replacement agency.
 - d. Handover of all the data (database back-up), licenses or keys or credentials (if any) etc. for all OEM products supplied or maintained in the system.
 - e. Handover of the list of complete inventories of all assets created for the project.
 - viii. The Service Provider shall be released from the project once successful transition is completed by meeting the parameters defined in exit management plan for successful transition.
 - ix. During the exit management period, the quality of services by the Service Provider shall not be deteriorated and best efforts shall be put by the Service Provider to maintain it as earlier.
 - x. Payments during the exit management period shall be made in accordance with the payment plan of this RFP.

Y. Miscellaneous

- i. All the deliverables and the data generated during the entire contract period of this project, will be the sole property of the Bureau.
- ii. In the event the Service Provider or the concerned division of the Service Provider is taken over or bought over by another company, all the obligations under the agreement with the Bureau, should be passed on the compliance by the new company or new division in the negotiation for their transfer.

12 Annexures

A. Annexure-I: Cover Letter

[To be submitted on bidder's letterhead]

Date:

To:

Director General
Bureau of Indian Standards
Manak Bhavan
9 Bahadur Shah Zafar Marg
New Delhi – 110002, India

Sub: RFP for Engagement of an Agency for Digitizing the Data transfer process from Laboratory Equipment's in the Bureau laboratories to the Laboratory Information Management (LIMS) system of the Bureau

Dear Sir,

With reference to your RFP document (Ref No.: LRMD /RFP/2022-23/01 dated: ____-____-2022), we, having examined the RFP document and understood their contents, hereby submit our Proposal for the aforesaid Project. The Proposal is unconditional and unqualified.

- 1 All information provided in the Proposal and in the Appendices to it is true and correct and the documents accompanying such Proposal are in original or true copies of their respective originals, as the case may be.
- 2 This statement is made for the express purpose of qualifying as a Service Provider for implementation of Exchange Forum and its Operation & Maintenance Services thereof for a period of 3 year to the Bureau of Indian Standards.
- 3 We shall make available to the Bureau of Indian Standards any additional information it may find necessary or require to supplement or authenticate the Proposal.
- 4 We acknowledge the right of the Bureau of Indian Standards to reject our Proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
- 5 We declare that we have examined and have no reservations to the RFP documents, including any corrigendum or addendum issued by the Bureau of Indian Standards.
- 6 We understand that you may cancel the bidding process at any time and that you are neither bound to accept any proposal that you may receive nor to invite the bidders to submit a proposal for the project, without incurring any liability to the bidders.
- 7 We believe that we satisfy the eligibility criteria and meet(s) the requirements as specified in the RFP document.
- 8 We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Bureau of Indian Standards in connection with the engagement of the bidder, or in connection with

the bidding process itself, in respect of the above-mentioned project and the terms and implementation thereof.

9 We agree to keep this offer valid for 180 days (one hundred eighty days) from the proposal or bid submission end date specified in the RFP.

10 We agree and undertake to abide by all the terms and conditions of the RFP document.

We submit this proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

Date: (Signature of the authorized signatory of bidder)
(Name and designation of the of the authorized signatory of bidder)
Place: (Name and rubber seal of the bidder)

CERTIFICATE AS TO AUTHORIZED SIGNATORIES

Hereby it is certified that I Mr./Ms. Company Secretary of the bidder M/s....., and that Mr./Ms. who has signed the above bid are authorized to bind the bidder by authorities of its governing body.

(Company Secretary)

Date & Place:

B. Annexure-II: Particulars of Bidder

[To be submitted on bidder's letterhead]

Sr. No.	Heads	Particulars
1.	Registered name of the firm	
2.	Type of the firm (legal entity)	
		<i>(Please enclose self-certified copy of certificate of incorporation)</i>
3.	Complete address of registered office	
4.	Date and country of incorporation	
5.	Number of years of operations in India	
6.	Number and locations of offices in India	
7.	Contact person details (name, designation, mobile number, email)	
8.	Telephone number (with ISD & STD code)	
9.	Fax number (with ISD & STD code)	
10.	Brief description of the firm including details of its main lines of business along with the brief profile of the organization	
11.	Annual turnover from IT and ITeS operations for FY 19-20, FY 20-21 and FY 21-22	<i>(enclose certificates duly signed by Chartered Accountant along with seal which should also clearly show the CA's membership number]</i>
12.	Copy of CMMi certificate and date of assessment	
13.	Validity period of the CMMi assessment	
14.	Copy of bidder's PAN card	
15.	Copy of bidder's GST registration certificate	
16.	Any other relevant information	

Signature of authorised signatory of bidder
Name and designation of authorised signatory of bidder
Telephone & mobile number (with ISD & STD Code)
Fax number (with ISD & STD Code)

Engagement of an Agency for Digitizing the Data transfer process from Laboratory Equipment's in the laboratories of the Bureau to the Laboratory Information Management (LIMS) system of the Bureau

E-mail address
Official seal of the bidder

C. Annexure-III: Format for Request for Clarifications

Bidder's Request for Clarification			
Bidder's name:		Name & designation of person submitting request	Address of organization including phone, fax, email
<<Name>>		<Name of primary contact person>	Address: Tel: Fax: E-mail:
#	Bidding document reference (Section or Page No.)	Content as in RFP requiring clarification	Query or points of clarification required
1			
2			
3			
4			
5			

D. Annexure-IV: Format for Providing Past Project Summary of Bidder

[To be submitted on bidder's letterhead]

#	Technical Evaluation Criteria No.	Project Name	Client Name	Project Value	Project Duration	Start End Date	&	Project Location
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								

E. Annexure-V: Format for providing details of past projects of the bidder

[To be submitted on bidder's letterhead]

#	Items	Guidelines
1.	Name of the project	<<Project Name>>
2.	Client Details	<<Client Name & Complete Address>> <<Contact Person's Name>> <<Contact Number>> <<Email ID>>
3.	Brief about project	<<Provide short narrative description and details of the overall project scope>>
4.	Scope of the work done	<<Provide details of scope of work under contract>>; <<highlight key result areas expected and achieved>>
5.	Duration of the project	<<No. of Years/Months>> From: <<mmm/yyyy>> To: <<mmm/yyyy>>
6.	Relevant work area or domain	<<Specify the relevance of area of work or domain relevant to the requirements of this RFP>>
7.	Location of the project	<<Specify the location of the project implementation>>
8.	Number of locations	<<Specify the number of locations for implementation>>
9.	Contract value	<<Provide particulars on contract value assigned to each major phase and milestone>>
10.	Documents attached	<<work order>>, <<client certificate>>, <<phase completion certificate>>, <<agreement>> etc.

F. Annexure-VI: Financial Proposal Format

[To be submitted on bidder's letterhead]

To:
Director General
Bureau of Indian Standards
Manak Bhavan
9 Bahadur Shah Zafar Marg
New Delhi – 110002, India

Sub: Financial Proposal for Engagement of an agency for Digitizing the Data transfer process from Laboratory Equipment's in the Bureau laboratories to the Laboratory Information Management (LIMS) system of the Bureau, (Reference No.: LRMD /RFP/2022-23/01) dated: ____ - ____ -2022).

Dear Sir,

We are pleased to submit our Financial Proposal for **Digitizing the Data transfer process from Laboratory Equipment's in the Bureau laboratories to the Laboratory Information Management (LIMS) system of the Bureau** as per the terms and conditions of the RFP document (**Reference No.: LRMD /RFP/2022-23/01) dated: ____ - ____ -2022).**

1. We hereby declare that our financial bid is unqualified and unconditional in all respects.
2. The financial bid has been quoted without seeking any minimum guaranteed support from the Bureau of Indian Standards.
3. Our financial bid is as follows:

Sr. No.	Particulars	Unit Price	Qty.	Months	Total Price (in INR)
1.	Implementation and Go-live cost				
	A. One-time Software implementation cost (Note: to be paid during implementation phase)		1	-	
	Total Cost of Implementation & Go-live				
2.	3 Years Operations & Maintenance (O&M) cost				
	A. Monthly O&M cost of the Software (Note: to be paid quarterly during O&M Phase)		1	36	
	Total Cost for O&M				
3.	Grand Total				
Note:	• The change request cost shall be derived using the "One-time Software Implementation Cost" quoted above and the Project Timelines.				

- a) The price should be quoted in Indian Rupees above by the bidder shall be exclusive of GST and inclusive of all other applicable charges and taxes.
- b) GST shall be paid extra, as applicable.
- c) Payment shall be released after deducting TDS as per applicable provisions of GST and Income Tax.

Yours faithfully,

Date: _____ (Signature of the authorized signatory of bidder)
(Name and Designation of the of the authorized signatory of bidder)
Place: _____ (Rubber seal of the bidder)

G. Annexure-VII: Format for Earnest Money Deposit (EMD)

<Location, Date>

To:
Director General
Bureau of Indian Standards
Manak Bhavan
9 Bahadur Shah Zafar Marg
New Delhi – 110002, India
Phone Nos.:011-23372193, +91 9868135825
Email id: its@bis.gov.in

Whereas <<name of the bidder>> (hereinafter called 'the bidder') has submitted a bid in response to the RFP Ref No.: _____ dated: ____-____-2022 for Digitizing the Data transfer process from Laboratory Equipment's in the Bureau laboratories to the Laboratory Information Management (LIMS) system of the Bureau (hereinafter called "the RFP").

Know all men by these presents that we <<name of the bank>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the Bureau of Indian Standards (hereinafter called "the Purchaser") in the sum of INR _____ (in words INR _____ only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<insert date>>.

The conditions of this obligation are:

1. If the bidder having its bid withdrawn during the period of bid validity specified by the bidder in the bid or bid form; or
2. If the bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - a. Withdraws his participation from the bid during the period of validity of bid document; or
 - b. Fails or refuses to participate or failure to respond in the subsequent tender process after having been shortlisted.

We undertake to pay to the Purchaser up to the above amount upon receipt of the first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

1. Our liability under this Bank Guarantee shall not exceed INR _____/- (in words INR _____).
2. This Bank Guarantee shall be valid upto <<insert date>>.

3. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>> failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

H. Annexure-VIII: Format for Performance Bank Guarantee (PBG)

(PERFORMA OF BANK GUARANTEE)

THIS DEED OF GUARANTEE executed on this the _____ day of _____ at _____ by _____ (*Name of the Bank*) having its Head or Registered office at _____ hereinafter referred to as "the Guarantor" which expression shall unless it be repugnant to the subject or context thereof include successors and assigns;

In favour of

Bureau of Indian Standards, (hereinafter referred to as "the Bureau") which expression shall, unless repugnant to the context or meaning thereof include its administrators, successors or assigns.

WHEREAS

- A. By the Agreement ("AGREEMENT") being entered into between the Bureau and _____, a _____ (company or LLP firm) incorporated under the provisions of the _____ Act, _____, having its registered office at _____, (hereinafter referred as "Service Provider") for implementation of Exchange Forum for the Bureau (hereinafter referred to as "The Project").
- B. As per terms of RFP, the Service Provider is required to furnish to the Bureau, an unconditional and irrevocable bank guarantee for an amount of INR _____ (in word INR _____) only as security for due and punctual performance or discharge of its obligations under the agreement relating to implementation of Exchange Forum for the Bureau.
- C. At the request of the Service Provider, the Guarantor has agreed to provide bank guarantee, being these presents guaranteeing the due and punctual performance or discharge by the Service Provider of its obligations relating to the Project;

NOW THEREFORE THIS DEED WITNESSETH AS FOLLOWS:

1. Capitalized terms used herein but not defined shall have the meaning assigned to them respectively in the Agreement.
2. The Guarantor hereby irrevocably guarantees the due and punctual performance by _____ (Service Provider) of all its obligations relating to the Project and in connection with design, implementation and operation of the Software by the Service Provider, in accordance with the Agreement.
3. The Guarantor shall, without demur, pay to the Bureau sums not exceeding in aggregate INR _____, within five (5) calendar days of receipt of a written demand therefore from the Bureau stating that the Service Provider has failed to meet its obligations under the Agreement. The Guarantor shall not go into the veracity of any breach or failure on the part of the Service Provider or validity of demand so made by the Bureau and shall pay the amount specified in the demand, notwithstanding any direction to the contrary given or any dispute whatsoever raised by the Service Provider or any other Person. The Guarantor's obligations hereunder shall subsist until all such demands are duly met and discharged in accordance with the provisions hereof.

4. In order to give effect to this Guarantee, the Bureau shall be entitled to treat the Guarantor as the principal debtor. The obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents or by the extension of time for performance granted to the Service Provider or postponement or non-exercise or delayed exercise of any of its rights by the Bureau or any indulgence shown by the Bureau to the Service Provider and the Guarantor shall not be relieved from its obligations under this Guarantee on account of any such variation, extension, postponement, non-exercise, delayed exercise of any of its rights by the Bureau or any indulgence shown by the Bureau, provided nothing contained herein shall enlarge the Guarantor's obligation hereunder.
5. This Guarantee shall be irrevocable and shall remain in full force and effect until _____ (180 days after completion of project duration or tenure of appointment) unless discharged or released earlier by the Bureau in accordance with the provisions of the Agreement. The Guarantor's liability in aggregate be limited to a sum of INR _____.
6. This Guarantee shall not be affected by any change in the constitution or winding up of the Service Provider or the Guarantor or any absorption, merger or amalgamation of the Concessionaire or the Guarantor with any other Person.
7. The Guarantor has power to issue this guarantee and discharge the obligations contemplated herein, and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under _____.

IN WITNESS WHEREOF THE GUARANTOR HAS SET ITS HANDS HEREUNTO ON THE DAY, MONTH AND YEAR FIRST HEREINABOVE WRITTEN.

SIGNED AND DELIVERED

by _____ Bank, by the hand of Mr. or Ms.
_____ it's _____ and authorized official.

I. Annexure-IX: Undertaking for availability of Sufficient IT Manpower

Undertaking for availability of Sufficient IT Manpower to support the requirements of RFP

[To be submitted on bidder's letterhead]

Date:

To:

Director General
Bureau of Indian Standards
Manak Bhavan
9 Bahadur Shah Zafar Marg
New Delhi – 110002, India

Sub: Undertaking for Sufficient IT Manpower

Dear Sir,

In accordance with eligibility requirements of this RFP (Reference No.: LRMD /RFP/2022-23/01) process, we _____<Name of the bidding firm>_____ wish to declare that we have more than _____<number of employees> full time employees on our own payroll, competent to support Bureau of Indian Standards's Project to execute and deliver the services as per the envisaged scope of work.

Yours faithfully,

Date:

(Signature of the authorized signatory of bidder)

(Name and designation of the of the authorized signatory of bidder)

Place:

(Name and rubber seal of the bidder)

J. Annexure-X: Self-declaration on No Conflict of Interest

Format for Self-declaration on “No Conflict of Interest”

[To be submitted on bidder's letterhead]

Date:

To:

Director General
Bureau of Indian Standards
Manak Bhavan
9 Bahadur Shah Zafar Marg
New Delhi – 110002, India

Sub: Undertaking for No Conflict of Interest

Dear Sir,

In accordance with the RFP document (Reference No.: LRMD /RFP/2022-23/01), we, M/s _____ wish to declare that we do not have any conflict of interest that may affect the current Bidding Process.

Yours faithfully,

Date:

(Signature of the authorized signatory of bidder)

(Name and designation of the of the authorized signatory of bidder)

Place:

(Name and rubber seal of the bidder)

K. Annexure-XI: Undertaking of Clean Track Record

Format for Undertaking on Clean Track Record – No Corrupt or Fraudulent Practices

[To be submitted on bidder's letterhead]

Date:

To:

Director General
Bureau of Indian Standards
Manak Bhavan
9 Bahadur Shah Zafar Marg
New Delhi – 110002, India

Sub: Undertaking of Clean Track Record

Dear Sir,

With reference to the above subject, we hereby wish to inform that, we, M/s _____ isn't debarred by any Central or State Government Department or Institution as on the date of submission of the bid and there has been no litigation with any Department or PSU or Corporation in Central or State Government which may have any material impact on our ability to deliver the project (if awarded) or under a declaration of ineligibility for corrupt or fraudulent practices as on date_____.

We hope that this undertaking provided hereinabove shall suffice the purpose. In case you need and further clarification, we would be glad to provide the same.

Yours faithfully,

Date:

(Signature of the authorized signatory of bidder)

(Name and designation of the of the authorized signatory of bidder)

Place:

(Name and rubber seal of the bidder)

L. Annexure-XII: Financial Capability Statement

Format for submitting financial capability

[To be submitted on CA's letterhead]

I hereby declare that I have scrutinized and audited the financial statements of M/s_____. Turnover* and Net Worth of the bidder (name of the Bidder) as on 31st March 2022 as per audited statement is as follows:

Financial year	Turnover (INR Crore)	Net Worth (INR Crore)
2019-20		
2020-21		
2021-22		

*To be provided from latest available Audited statement

The organization is a profit-making _____ (company or LLP firm) with positive net worth for each of the last three financial years (FY19-20, 20-21, 21-22) as on 31st March 2022.

(Sign and seal of Chartered Accountant)

M. Annexure-XIII: Declaration of no pendency of any criminal case

Declaration regarding no pendency of any criminal case against the bidder or conviction by any Court of Law

[To be submitted on bidder's letterhead]

Date:

To:
Director General
Bureau of Indian Standards
Manak Bhavan
9 Bahadur Shah Zafar Marg
New Delhi – 110002, India

Sub: Declaration regarding not involving in any Criminal Offence by any Court of Law

Dear Sir,

I/We declare that no criminal case is registered or pending against the _____ (company or LLP firm) or its owner or partners or directors anywhere in India. I/We further declare that neither I/we nor our _____ (company or LLP firm) or its owner or partners or directors are found guilty of any criminal offence or convicted by any Court of Law.

Dated theday of2022.

Yours faithfully,

Date: _____ (Signature of the authorized signatory of bidder)
(Name, address and designation of the of the authorized signatory of bidder)
Place: _____ (Name and rubber seal of the bidder)

N. Annexure-XIV: Compliance to Rule 144 (xi) of General Financial Rules (GFR), 2017

Declaration regarding compliance to the rule 144 (xi) of General Financial Rules (GFR), 2017

[To be submitted on bidder's letterhead]

Date:

To:
Director General
Bureau of Indian Standards
Manak Bhavan
9 Bahadur Shah Zafar Marg
New Delhi – 110002, India

Sub: Declaration regarding compliance to the rule 144 (xi) of General Financial Rules (GFR), 2017

Dear Sir,

I have read the clause regarding restrictions on procurement from a bidder of country which shares a land border with India; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. (where applicable, evidence of valid registration by the competent authority shall be attached.)

Dated theday of2022.

Yours faithfully,

Date: (Signature of the authorized signatory of bidder)
(Name, address, and designation of the of the authorized signatory of bidder)
Place: (Name and rubber seal of the bidder)

O. Annexure-XV: Declaration regarding Non-blacklisting

Declaration regarding non-blacklisting of bidder

[To be submitted on bidder's letterhead]

Date:

To:

Director General
Bureau of Indian Standards
Manak Bhavan
9 Bahadur Shah Zafar Marg
New Delhi – 110002, India

Sub: Declaration regarding Non-blacklisting of the firm or company

Sir,

I/We hereby declare that our _____ (Firm or company or LLP firm) is not black-listed or debarred from tendering for corrupt or fraudulent practices or non-delivery or non-performance, by any Ministry or Department of Central Government/ State Government or PSU or NASSCOM or other bodies under the Central Government/State Government.

Dated theday of2022.

Signature of Authorized signatory of Bidder_____
Name, Address and designation of authorized Signatory of the Bidder_____
Name and rubber seal of the Bidder_____
Seal of the Firm/ Company

P. Annexure-XVI : List of laboratories owned by the Bureau.

Sr No.	The Bureau LABS ADDRESS
1	The Bureau, Bengaluru Laboratory (BNBL), Peenya Industrial Area, 1st Stage, Tumkur Road, Bengaluru - 560058, Bengaluru, Bengaluru Urban, Karnataka, India – 560058
2	The Bureau, Central Laboratory (CL), 20/9, Site 4, Sahibabad Industrial Area, Sahibabad, Ghaziabad, Ghaziabad, Uttar Pradesh, India - 201010
3	The Bureau, Eastern Laboratory (ERL), (1) Annex Building & Sample-Cell: Bureau of Indian Standards, P-230, CIT Scheme, VII- M, Block-W, Kankurgachi, Kolkata-700054 (2) Main building: 1/14, CIT Scheme VII M, VIP Road, Kankurgachi, Kolkata-700054, Kolkata, Kolkata, West Bengal, India - 700054
4	The Bureau, Guwahati Branch Laboratory (GBL), 2nd Floor, West End Block, Housefed Building Complex, Last Gate, Dispur, Guwahati, Assam 781006, GUWAHATI, Kamrup, Assam, India - 781006
5	The Bureau, Northern Regional Laboratory (NRL), B-69, Industrial Focal Point, Phase VII, Mohali, Mohali, S.A.S Nagar, Punjab, India - 160059
6	The Bureau, Patna Branch Laboratory (PBL), Bureau of Indian Standards, Patliputra Industrial Estate, Patna - 800013, Patna, Patna, Bihar, India - 800013
7	The Bureau, Southern Regional Laboratory (SRL), IV CROSS ROAD, CIT CAMPUS, TARAMANI, CHENNAI-600113, TAMILNADU, CHENNAI, Chennai, Tamil Nadu, India - 600113
8	The Bureau, Western Regional Laboratory (WRL), Bureau of Indian Standards (Western Regional Laboratory), Plot no. E9, road no. 8, M.I.D.C, Andheri (East), Mumbai, Maharashtra, India, Mumbai, Mumbai Suburban, Maharashtra, India - 400093

Q. Annexure-XVII : List of Automated Test equipments available in the laboratories owned by the Bureau.

Chemical

S.no.	The Bureau Labs	Testing section	Equipment(s)	Automatic (Data Logging in the equipment already available)
1	WRL	Chemical	GC-MSMS	Yes
2			LC-MSMS	Yes
3			ICPMS	Yes
4			CS analyser	Yes
5			Ion Chromatograph	Yes
6			UV-VIS	Yes
7			FTIR	Yes
8			Water Purification System	Yes
9			XRF	Yes
10			Microbalance	Yes
11	NRL		C S Analyser	Yes
12			UV Spectrophotometer	Yes
13			Fourier transform infrared spectrometer	Yes
14			Ion Exchange Chromatograph	Yes
15			GCMS	Yes
16			ICPMS	Yes
17			LCMS	Yes
18			Microwave Digester	Yes
19			Microbalance	Yes
20			XRF	Yes
21	PBL		GCMS	Yes
22			ICPMS	Yes
23			LCMS	Yes
24			UV VISIBLE SPECTROPHOTOMETER	Yes
25			ION CHROMATOGRAPH	Yes
26	ERL		GCMSMS	Yes
27			LCMSMS	Yes
28			ICPMS	Yes
29			AAS	Yes
30			Ion Chromatograph	Yes
31				Yes
32			UV-VIS	Yes

33			FTIR	Yes
34			Hot Air Oven	Yes
35			XRF (E321R001)	Yes
36	BNBL		UV spectrophotometer	Yes
37			FTIR	Yes
38			ION CHROMATOGRAPH	Yes
39			AAS	Yes
40			GCMSMS	Yes
41			LCMSMS	Yes
42			ICPMS	Yes
43			XRF	Yes
44			Microbalance	Yes
45			Analytical balance	Yes
46			AUTOCLAVE	Yes
47	CL-2		Inductively Coupled Plasma Optical Emission Spectroscopy (ICP-OES)	Yes
48			UV-Visible Spectrophotometer	Yes
49			GC-MS/MS	Yes
50			LC-MS/MS	Yes
51			Optical Emission Spectrometer (OES)	Yes
52				Yes
53			C-S Analyzer	Yes
54				Yes
55			XRF	Yes
56	SRL		GCMSMS	Yes
57			LCMSMS	Yes
58			ICPMS	Yes
59			FTIR	Yes
60			Ion Chromatography	Yes
61			UV Vis Spectrophotometer	Yes
62			Autotitrator for Silver testing	Yes
63			AAS	Yes
64			XRF	Yes

Mechanical

S.no.	The Bureau Labs	Testing section	Equipment(s)	Automatic (Data Logging in the equipment already available)
1	CL-1	Mechanical	Impact Absorption Test Equipment (Helmet)	Yes

2			Slip Resistance Test Equipment	Yes
3			Vickers Harndess (Macro)	Yes
4			Vickers Harndess (Micro)	Yes
5			Impact test M/c (Izod/Charpy)	Yes
6			UTM (25 kN)	Yes
7			UTM (20 kN)	Yes
8			CTM (3000 kN)	Yes
9			CTM 50 KN	Yes
10			Compression testing machine	Yes
11			Humidity chamber	Yes
12			BOD Incubator	Yes
13			Curing tank	Yes
14	WRL		Compression Test Setup	Yes
15	NRL		Universal Tensile Testing Computerized machine for plywood section- 2 nos	Yes
16			Universal Tensile Testing Computerized machine for plywood section	Yes
17			Water bath in plywood section	Yes
18			Humidity chamber in plywood section	Yes
19			Incubator	Yes
20			Compression testing machine for paver 3000KN- 2 nos	Yes
21			Flexural machine	Yes
22			Tensile split testing machine	Yes
23			Fatigue testing machine	Yes
24			Compression testing machine 500 KN	Yes
25			Impact tester	Yes
26			Dynamic strength tester for toys	Yes
27			Impact tester for swing elements of toys	Yes
28	PBL		Universal Testing Machine (40 T)	Yes

29			Impact Testing Machine	Yes
30			Vernier Calipers	Yes
31			Micrometer	Yes
32			Compression Testing Machine	Yes
33			Electronic Balance	Yes
34			UTM 30 kN	Yes
35			Transparency meter	Yes
36	ERL		UTM 40 Ton	Yes
37			UTM 100 Ton	Yes
38			TTM 20 kN	Yes
39			Micro Vicker Hardness Tester	Yes
40			Vicker Hardness Tester	Yes
41			Digital Impact Tester	Yes
42			Tensile Splitting Machine	Yes
43			Flexural strength Testing Machine	Yes
44			Compression test cum penetration test setup	Yes
45	GBL		POTABILITY test Conditioning Chamber	Yes
46			UTM 40T	Yes
47			UTM 30 KN	Yes
48			Curing tank	Yes
49			Compression Testing Machine	Yes
50			Bacteriological Incubator	Yes
51			Extensometer	Yes
52	SRL		UNIVERSAL TESTING MACHINE	Yes

Electrical

S.no.	The Bureau Labs	Testing section	Euipement(s)	Automatic (Data Logging in the equipment already available)
1	CL-1	Electrical	Power Analyzer	Yes
2			Immersion Rod Endurance Panel	Yes
3			Four Point temp Indicator with Data Logger-2	Yes
4			Climatic Test Room	Yes

5			Effect of Radiant Heat test setup	Yes
6			Energy Meter Test Bench	Yes
7	WRL		Oscilloscope for Toy Testing(w/165/E-01)	Yes
8			Digital Leakage current tester	Yes
9			Data logger with sensor	Yes
10			Deflection test setup for testing screwless terminals	Yes
11			Electrical and thermal test setup for testing screwless terminals	Yes
12			Profile Projector	Yes
13			Digital weighing Balance	Yes
14			Universal testing TENSILE Machine	Yes
15			Multi cell Ageing oven with timer(8 Chambered Oven)	Yes
16			Universal tensile testing machine with extentionmeter	Yes
17			Digital temperature of Multi cell Ageing oven with timer	Yes
18			Insulation Resistance Tester(IR)	Yes
19	NRL		Humidity Chamber (With temp. controller and timer)	Yes
20			Test corner (With AC Test panel)	Yes
21	ERL		Digital Tensile testing machine	Yes
22	BNBL		Photometry Test System for CFL&TFL Consisting of Integrating Sphere, Photometric Control Panel fitted with Chromameter CL-200, Power Meter WT-210, Auto Transformer, Digital Voltmeter, Temperature Indicator, etc, along with PC, Printer, UPS, etc.	Yes
23			Glow-wire Test Apparatus	Yes
24			Temperature Data logger	Yes
25			Torsion test apparatus for lamps,	Yes
26			Dust chamber for 5X/6X,	Yes
27			Earth Bond Tester,	Yes
28			Rain test apparatus for X1/X2/X3/X4	Yes
29			Environmental chamber	Yes
30			Hot air oven (Thermal Shock Chamber)	Yes
31			Needle Flame Apparatus	Yes
32	SRL		AC/DC/Ground Bond tester	Yes
33			Digital Power analyser	Yes
34			Leakage Current Tester	Yes

Engagement of an Agency for Digitizing the Data transfer process from Laboratory Equipment's in the laboratories of the Bureau to the Laboratory Information Management (LIMS) system of the Bureau

35			Digital Micro-ohmmeter	Yes
36			TTM(50 KN)	Yes
37			TTM(2.5 KN)	Yes
38			Insulatin Tester	Yes
39			Digital Electronic Balance	Yes
40			Compression Tester	Yes
41			Data Acquisition System	Yes
42			Humidity Chamber	Yes
43			Water Absorption Test Apparatus	Yes

Microbiological

S.no.	The Bureau Labs	Testing section	Euipement(s)	Automatic (Data Logging in the equipment already available)
1	WRL	Microbiology	BOD incubators	Yes
2	BNBL		Deep Freeze ULT	Yes

R. Annexure-XVIII : List of Test equipment available in laboratories owned by the Bureau
Data Logging Possible with additional attachment.

Chemical

S.no.	The Bureau Labs	Testing section	Equipment(s)	Data Logging Possible with additional attachment
1	CL-2	Food Lab	Balance	Yes
2			Centrifuge	Yes
3			Soxlet Apparatus	Yes
4			Vacuum Oven (Vaccum Guage)	Yes
5			Hot Air Oven (Digital Temperature Cont. Cum Indicator with sensor)	Yes
6			Water Bath (Digital Temperature Cont. Cum Indicator with sensor)	Yes
7			Hot Air Oven (Digital Temperature Cont. Cum Indicator with sensor)	Yes
8			pH Meter	Yes
9			Protein Digestion and Distillation Apparatus (Kjeldahl Method)	Yes
10			Lactowin Insolubility Mixer	Yes
11			Shaker Water bath	Yes
12			Muffle Furnace	Yes
13		RAL	Microbalance	Yes
14			Analytical Balance	Yes
15		Paints & Mics.	Digital Electronic Balance	Yes
16			Tack free Balance	Yes
17			Test Sieve	Yes
18			Hot Air Oven	Yes
19			Glass Thermometer	Yes
20			Carbon Black Dispersion App.	Yes
21			Centrifuge	Yes
22			Thickness Foils	Yes
23			Digital Watch	Yes
24			Dry & Wet Thermometer	Yes
25			Cryptometer	Yes
26			Humidity Chamber	Yes
27			Carbon Black Content App.	Yes
28			Gloss Reflectance Meter	Yes
29			Scratch Hardness	Yes

30			pH Meter	Yes
31			Corrosion Cabinet	Yes
32	ERL	RAL	Microbalance	Yes
33			Semi micro balance	Yes
34	GBL	Chemical	Hot Plate, 04.04.2022(8402101)	Yes
35			Hot Plate	Yes
36	PBL	Chemical	PH METER	Yes
37			MAGNETIC STIRRER	Yes
38			Water quality meter(TDS Meter)	Yes
39			precision balance	Yes
40			Hot Air Oven	Yes
41			Hot Plate	Yes
42			Water Bath	Yes
43			Muffle Furnace	Yes
44			Digital Flame Photometer	Yes
45			Tube furnace	Yes
46	WRL	Chemical	Flame photometer	Yes
47			pH meter	Yes
48			Balance	Yes
49			Hot Air Oven	Yes
50			Stability Oven	Yes
51			Muffle Furnace	Yes
52			Digital hygrometer	Yes
53		RAL	Weighing Balance	Yes
54	NRL	Chemical	Microscope	Yes
55			Analytical Balance	Yes
56			pH meter	Yes
57	SRL	Chemical	Mettler electronic weigh balance	Yes
58			Flame Photometer	Yes
59		RAL	Microbalance	Yes
60			Electronic Balance	Yes
61			Electronic Balance	Yes
62	BNBL	Chemical	Hot air oven	Yes
63			pH Meter	Yes
64			Muffle furnace	Yes
65			BALANCE	Yes
66			CBCT	Yes
67			Flame photometer	Yes
68			Orbital shaking incubator	Yes
69			Analytical Balance	Yes
70		RAL	Cupellation furnace	Yes
71			Melting furnace	Yes
72			Annealing furnace	Yes
73			Hot plate	Yes

Mechanical

S.no.	The Bureau Labs	Testing Section	Equipment(s)	Data Logging Possible with additional attachment
1	ERL	Mechanica 1	Compression testing machine(CTM-500kN)	Yes
2	GBL	Mechanica 1	Hot air oven MIGRATION (600mmx600mmx900mm)	Yes
3			Hot Plate (2.5KW)	Yes
4			Water bath w/o cooling, (52"x18"x18")(305)	Yes
5			Water bath small, (18"x12"x7"), (306)	Yes
6			Water bath with cooling, (52"x18"x18")(304)	Yes
7			Hot Air Oven (52"x18"x18") from Mohan(309)	Yes
8			Humidity Chamber BIG(307,)	Yes
9			Humidity ChamberSmall(307)	Yes
10			Hot air oven	Yes
11			Water Bath for soundness test , 12"x9"x12"(I-therm , AI-7781)	Yes
12			Water bath	Yes
13	PBL	Mechanica 1	Tensile Testing Machine, ZMGI-500	Yes
14			Tensile Testing Machine, (0.5 T)	Yes
15			Length Comparator	Yes
16			Rockwell Hardness Machine	Yes
17			Brinell Hardness Machine	Yes
18	WRL	Mechanica 1	Compression testing Machine for cement cubes	Yes
19	NRL	Mechanica 1	Universal Tensile Test Machine for steel products	Yes
20			Abrasion testing machines-3 nos	Yes
			Humidity chamber in cement section	

			Water bath in cement section	Yes
			water bath in paver section	Yes
21			Limitign temp test setup	Yes
22	SRL	Mechanica 1	AUTOMATIC COMPRESSION TESTING MACHINE	Yes
23			PROFILE PROJECTOR	Yes
24			Digital CO detection Meter	Yes
25			Opacity Tester	Yes
26			Transparency Tester	Yes
27			Diffuse Reflectance meter For Whiteness	Yes

Electrical

S.no.	The Bureau Labs	Testing Section	Euipement(s)	Data Logging Possible with additional attachment
1	CL-1	Electrical	Humidity Chamber-1	YES
2			Data logger- 144 Chanel	YES
3			Humidity Chamber-2	YES
4			Precision Multimeter(Leakage current tester)	YES
5			Multi Test Panel-2	YES
6			Humidity Chamber-1	YES
7			Digital Micro-Ohm Meter	YES
8			Ageing Oven Cell-4	YES
9			DC High Voltage (kV) - 24 Chanel	YES
10			Data Logger	YES
11			Humidity Chamber 2	YES
12			Temperature Data Logger	YES
13			Humidity Chamber	YES
14			Temperature Rise Test Apparatus	YES
15			Static Damp Heat Test Apparatus	YES
16			Tracking Index Test Apparatus	YES
17			DUST CHAMBER	YES
18	WRL		Temp controller with sensor (Deep fridger)W/131/E-01	YES
19			Thermocouple with indicator (Fitted with vaccume Oven) and Timer W/133/E-01	YES

20		Digital Compound Gauge (Vaccume Oven) W/133/E-01	YES
21		Thermocouple with indicator (Fitted with hot set test app) W/132/E-01	YES
22		Digital AC ammeter (Old lamp load) W/130/E-01A	YES
23		Digital AC Voltmeter (Old lamp load) W/130/E-01V	YES
24		Verification removal/ Non removal of cover Pull Tester W/129/E-01	YES
25		Digital panel for Voltmeter And ammeter (Flexing test load)	YES
26		Flexing test apparatus with load	YES
27		Digital Controlled Water Bath W/138/E-01	YES
28		Digital Panel Meters of test Panel for Electric food mixer W/134/E-01	YES
29		Digital Panel Meters of test Panel for Electric food mixer W/134/E-02	YES
30		Digital High Voltage Tester with isolation transformer(W/136/E-01)	YES
31		Digital panel meters of 3 phase load bank W/150/E-01	YES
32		Dig. Compression Testing Machine(W/135/E-01)	YES
33		Digital Micro ohm meter	YES
34		Laboratory Oven(W/81/E-01)	YES
35		Laboratory Oven(W/12/E-04)	YES
36		Laboratory Oven(W/12/E-05)	YES
37		Laboratory Oven(W/22/E-03)	YES
38		Digital panel meters of Normal operation testers	YES
39		Digital panel meters of Normal operation testers	YES
40		Digital pannel meters of inductive load	YES
41		Digital pannel meters of inductive load	YES
42		Digital weighing balance	YES
43		Water bath for IR test(W/193/E-01)	YES

44		Air Oxygen pressure chamber	YES
45		DC Electronic Load for Toy testing	YES
46		A.C Panel for TOY testing (W/168/E-01)	YES
47		D.C Panel for TOY testing (W/169/E-01)	YES
48		Humidity chamber	YES
49		Inductive load bank	YES
50		Fluorescent lamp load test apparatus	YES
51		Digital temperature controller with sensor Hot air oven	YES
52		Digital Temperature Controller With Sensor of Water Bath	YES
53		Removal/non removal of cover Puul type tester	YES
54		Control panel for Iron	YES
55		Leakage current tester	YES
56		Digital Panel Meters of Inductive Load	YES
57		Digital Panel Meters of Inductive Load	YES
58		Digital Temp. & RH Control of Humidity Chamber(W/48/E-02)	YES
59		H. V. DC Tester	YES
60		Digital Micro Ohm Meter	YES
61		Mega Ohm meter	YES
62		H. V. AC Tester(W/16/E-03)	YES
63		Milli Ammeter(W/16/E-03)	YES
64		Frequency meter	YES
65		Digital temp controller with sensor (Thermal Stability)	YES
66		Ageing Oven(W/115/E-01)	YES
67		Ageing Oven(W/115/E-02)	YES
68		Low Voltage High Current Source(temp Rise)	YES
69		10 Stations DC HC Tester	YES
70		Water Bath for water immersion test with 12 Stations	YES
71		Water Bath for water immersion test with 12 Stations	YES
72		Abnormal heat test apparatus for socket and plug(W/172/E-01)	YES

73			Glow wire test apparatus	YES
74			Low Voltage High Current Source(temp Rise)	YES
75			Low Voltage High Current Source(temp Rise)	YES
76			10 Stations DC HC Tester(W/163/E-02)	YES
77			Glow wire Test apparatus	YES
78			Hot set apparatus new	YES
79	ERL		HV DC -7 channel Tester	YES
80			HV- ac tester for toys testing	YES
81			Digital million mega ohm meter	YES
82			Digital balance	YES
83	NRL		Flexing Test Arrangement	Data logging of counter with sample code can be ,made digital
84			Point ended micrometer	Data output can be made available on PC in order to save time for note down results
85			Vernier Caliper	Data output can be made available on PC in order to save time for note down results
86			AGEING OVEN Fitted With 8 digital temp. Controllers (TI 01 to TI 08) and Flow Meters (FM-1 to FM- 8)	Data logging (Temp and air Flow with sample code)can be ,made digital
87			AGEING OVEN Fitted With 4 digital temp. Controllers (TI 11 to TI 14) and Flow Meters (FM-11 to FM-14)	Data logging (Temp and air Flow with sample code)can be ,made digital

88			Thermometer	Wifi based New equipment for Temp and Humidity recorder for testing rooms may be provided
89			Thermometer	Wifi based New equipment for Temp and Humidity recorder for testing rooms may be provided
90			Thermometer	Wifi based New equipment for Temp and Humidity recorder for testing rooms may be provided
91			Thermometer	Wifi based New equipment for Temp and Humidity recorder for testing rooms may be provided
92			Digital temp. controller(Hot air oven)	Data logging (Temp with sample code)can be made digital
93			Digital temp. controller(Hot air oven)	Data logging (Temp with sample code)can be made digital
94			Digital temp. controller(Ageing oven)	Data logging (Temp with sample

			code)can be made digital
95		Hot Air oven (Dig. Temp. controller and timer)	Data logging (Temp with sample code)can be made digital
96		DC High Voltage tester (HVDC) 20 Nos	Data logging of voltage with sample code against time may be made
97		Humidity chamber	Data logging of humidity and temp withsample code may be provided
98		Dig. Micro-ohmmeter	Data may be recorded for resistance with sample code and transfer to LIMS
99		Energy meter Panel with Dig. Hour meter and timer	Data logging may be provided for power input,voltage with sample code
100		Hot air oven (With temp. controller and Timer)	Data logging (Temp with sample code)can be made digital
101		Hot air oven (With temp. controller and Timer)	Data logging (Temp with sample code)can be made digital
102		Humidity Chamber (With temp. controller and timer)	Data logging of humidity and temp withsample

				code may be provided
103			Compression testing Machine	Data recording of Load and compression may be provided
104			Hot air oven (With temp. controller and Timer)	Data logging (Temp with sample code)can be made digital
105			Cord flexing test apparatus - 90°	Data logging of counter with sample code can be ,made digital
106			Cord flexing test apparatus - 180°	Data logging of counter with sample code can be ,made digital
107			Drop test apparatus	Data logging of counter with sample code can be ,made digital
108			Eddy Current Dynamometer	Results are gegenrated with sample but transferring this results directly to LIMS not available
109			Smoke density test apparatus (With Dig. Timer, Dig. Voltmeter, Dig. Temp. indicator with sensor)	Data logging of results is provided in Equipments but transferring this results to LIMS direct may be provided

110	SRL	Electrical	AC/DC/Ground Bond tester	YES
111			Digital Power analyser	YES
112			Leakage Current Tester	YES
113			Digital Micro-ohmmeter	YES
114			TTM(50 KN)	YES
115			TTM(2.5 KN)	YES
116			Insulatin Tester	YES
117			Digital Electronic Balance	YES
118			Compression Tester	YES
119			Data Acquisition System	YES
120			Humidity Chamber	YES

Microbiology

S.no.	The Bureau Labs	Testing section	Euipement(s)	Data Logging Possible with additional attachment
1	CL-2	Microbiology Lab	BOD Incubator (ID CL/B/001)	Yes
2			BOD Incubator (ID CL/B/002)	Yes
3			BOD Incubator (ID CL/B/004)	Yes
4			HOT AIR OVEN (ID CL/B/006)	Yes
5			HOT AIR OVEN (ID CL/B/007)	Yes
6			BACTERIOLOGICAL INCUBATOR (ID CL/B/008)	Yes
7			WATER BATH (ID CL/B/009)	Yes
8			Digital weighing Balance (ID CL/B/034)	Yes
9			Digital Electronic Balance Balance (ID CL/B/035)	Yes
10			Bio - Safety Cabinet (ID CL/B/36)	Yes
11			LAF (Vertical) (ID CL/B/37)	Yes for UV Lights timer
12			LAF (Vertical) (ID CL/B/38)	Yes for UV Light timer
13			LAF (Horizontal) (ID CL/B/39)	Yes for UV Lights timer

14		Digital Electronic Balance (ID CL/B/042)	Yes
15		BACTERIOLOGICAL INCUBATOR (ID CL/B/043)	Yes
16		BACTERIOLOGICAL INCUBATOR (ID CL/B/044)	Yes
17		WET & DRY THERMOMETER (ID CL/B/050)	Yes
18		WET & DRY THERMOMETER (ID CL/B/051)	Yes
19		WET & DRY THERMOMETER (ID CL/B/053)	Yes
20		BOD Incubator (Make Ferroteck, ID CC043C002 (ID CL/B/055)	Yes
21		Vertical Autoclave (ID CL/B/062)	Yes
22		Horizontal Cylindrical Autoclave (ID CL/B/063)	Yes
23		Micropipette (ID CL/B/066)	Yes
24		Micropipette (ID CL/B/067)	Yes
25		Micropipette (ID CL/B/069)	Yes
26		Fridge (ID CL/B/070)	Yes
27		GLASS THERMOMETER (ID CL/B/073)	Yes
28		GLASS THERMOMETER (ID CL/C/MICRO/FRIDGE-02)	Yes
29		GLASS THERMOMETER (ID 527/2022)	Yes
30		GLASS THERMOMETER (ID 526/2022)	Yes

31		GLASS THERMOMETER (ID 525/2022)	Yes
32		GLASS THERMOMETER (ID 524/2022)	Yes
33		GLASS THERMOMETER (ID 523/2022)	Yes
34		GLASS THERMOMETER (ID 522/2022)	Yes
35		GLASS THERMOMETER (ID 521/2022)	Yes
36		GLASS THERMOMETER (ID 698/2020)	Yes
37		GLASS THERMOMETER (ID 696/2020)	Yes
38		GLASS THERMOMETER (ID 687/2020)	Yes
39		GLASS THERMOMETER (ID 690/2020)	Yes
40		GLASS THERMOMETER (ID 684/2020)	Yes
41		GLASS THERMOMETER (ID 680/2020)	Yes
42		GLASS THERMOMETER 682/2020	Yes
43		DRY &WET THERMOMETER (ID WD- 14)	Yes
44		DRY &WET THERMOMETER (ID WD- 07)	Yes
45		DRY &WET THERMOMETER (ID WD- 19)	Yes
46		DRY &WET THERMOMETER (ID WD- 15)	Yes

47	WRL	Microbiology Lab	BOD incubators	All these equipments are used during the testing and the final results are noted through visual examination only.
48			Laminar Air Flow	
49			Biosafety Cabinet	
50			Water Bath	
51			Colony Counter	
52			Microscope	
53			Autoclave	
54			Weighing Balance	
55			Refrigerator	
56			Deep Freezer	
57			UV Chamber	
58	BNBL	Microbiology Lab	HOT AIR OVEN	YES
59			BOD Incubator	YES
60			Water Bath	YES

ब्यूरो के प्रयोगशाला उपकरणों से ब्यूरो की प्रयोगशाला सूचना प्रबंधन (एलआईएमएस) पद्धति में डेटा स्थानांतरण प्रक्रिया को डिजिटाइज़ करने के लिए एजेंसी की नियुक्ति हेतु प्रस्ताव के लिए अनुरोध (आरएफपी)



भारतीय मानक ब्यूरो

मानक भवन

9. बहादुर शाह जफर मार्ग, नई दिल्ली, दिल्ली 110002

संदर्भ सं.: एलएमआरडी/आरएफपी/2022-23/01

अस्वीकरण

प्रस्ताव के लिए यह अनुरोध (आरएफपी) भारतीय मानक ब्यूरो (ब्यूरो) द्वारा किसी प्रकार की पेशकस नहीं है, अपितु ब्यूरो की प्रयोगशालाओं में प्रयोगशाला उपकरणों से ब्यूरो की प्रयोगशाला सूचना प्रबंधन (एलआईएमएस) पद्धति में डेटा स्थानांतरण प्रक्रिया को डिजिटाइज़ करने हेतु किसी एजेंसी की नियुक्ति हेतु इच्छुक पात्र बोलीदाताओं से इलेक्ट्रॉनिक प्रस्ताव या ई-बोलियां प्राप्त करने के लिए निमंत्रण है।

इस आरएफपी प्रक्रिया से कोई भी संविदात्मक दायित्व तब तक उत्पन्न नहीं होगा, जब तक कि ब्यूरो और सेवा प्रदाता के बीच किसी औपचारिक समझौते पर हस्ताक्षर और उसका निष्पादन नहीं किया जाता है।

यह आरएफपी बिना किसी वित्तीय प्रतिबद्धता के जारी की जा रही है और ब्यूरो आरएफपी को वापस लेने और उसके किसी भी हिस्से को परिवर्तित करने या बदलने या किसी भी स्तर पर इसे बंद करने का अधिकार अपने पास सुरक्षित रखता है।

ब्यूरो के प्रयोगशाला उपकरणों से ब्यूरो की प्रयोगशाला सूचना प्रबंधन (एलआईएमएस) पद्धति में डेटा स्थानांतरण प्रक्रिया को डिजिटाइज़ करने के लिए एजेंसी की नियुक्ति

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बोली आमंत्रण सूचना

आरएफपी संदर्भ सं. : आईटीएसडी/ईएफ/आरएफपी/2022-23/01

दिनांक: _____ दिसंबर 2022

भारतीय मानक ब्यूरो (ब्यूरो) ब्यूरो की प्रयोगशालाओं में प्रयोगशाला उपकरणों से ब्यूरो की प्रयोगशाला सूचना प्रबंधन (एलआईएमएस) पद्धति में डेटा स्थानांतरण प्रक्रिया को डिजिटाइज़ करने के लिए पात्र पेशेवर एजेंसियों या कंपनियों या फर्मों से इलेक्ट्रॉनिक बोली (ई-बोली) प्रस्ताव आमंत्रित करता है।

	<p>भारतीय मानक ब्यूरो मानक भवन, 9 बहादुर शाह जफर मार्ग, नई दिल्ली - 110002, भारत</p> <p>फोन : +91 11 23230131, 23233375, 23239402</p> <p>फैक्स : +91 11 23234062, 23239399, 23239382</p> <p>ईमेल : lrmd-bis@bis.gov.in</p> <p>वेबसाइट: www.bis.gov.in</p>
<p>ब्यूरो की प्रयोगशालाओं में प्रयोगशाला उपकरणों से ब्यूरो की प्रयोगशाला सूचना प्रबंधन (एलआईएमएस) पद्धति में डेटा स्थानांतरण प्रक्रिया को डिजिटाइज़ करने के लिए एजेंसी की नियुक्ति के प्रस्ताव के लिए अनुरोध</p>	
<p>आरएफपी दस्तावेज़ शुल्क</p>	<p>किसी प्रकार का आरएफपी दस्तावेज़ शुल्क नहीं है</p>
<p>बयाना जमा राशि (ईएमडी)</p>	<p>बीमा सुरक्षा बांड, खाता भुगतानी डिमांड ड्राफ्ट, सावधि जमा रसीद, बैंकर्स चेक या बैंक गारंटी (ई-बैंक गारंटी सहित) के माध्यम से भुगतान किए जाने वाले 18 लाख रुपये (केवल अठारह लाख रुपये) नई दिल्ली में "भारतीय मानक ब्यूरो" के पक्ष में देय हो, जो बोली जमा करने की अंतिम तिथि से 180 दिनों के लिए वैध हो।</p>
<p>ईएमडी जमा</p>	<p>बैंक गारंटी (बीजी) या डिमांड ड्राफ्ट के माध्यम से मूल ईएमडी निविदा जारी करने वाले प्राधिकरण को ई-बोली जमा करने की अंतिम तिथि और समय (जैसा कि नीचे उल्लेख किया गया है) पर या उससे पहले प्रस्तुत किया जाएगा। ईएमडी जमा करने के लिए बैंक विवरण नीचे दिए गए हैं, लाभार्थी का नाम: भारतीय मानक ब्यूरो, पता: भारतीय मानक ब्यूरो, मानक भवन, बहादुर शाह जफर मार्ग पिन कोड-110001</p> <p>बैंक का नाम केनरा बैंक आईएफएससी कोड/ एनआईएफटी कोड CNRB0019084 खाता संख्या 90841010000018</p> <p>नोट: पंजीकृत एमएसई और स्टार्ट-अप को बोली दस्तावेज के खंड 10-जे में वर्णित ईएमडी के भुगतान से छूट दी गई है।</p> <p>खाता संख्या 90841010000018</p> <p>नोट: पंजीकृत एमएसई और स्टार्ट-अप को ईएमडी के भुगतान से छूट दी गई है, जैसा कि बोली दस्तावेज के खंड 10-जे में वर्णित है।</p>
<p>प्रकाशन दिनांक</p>	<p>22-12-2022 01:00 अपराह्न</p>
<p>ई-बिड जमा करने की आरंभ तिथि और समय</p>	<p>12-01-2023 10:00A M</p>
<p>प्री-बिड क्लेशन जमा करने की अंतिम तिथि</p>	<p>06-01-2023 Email lrmd-bis@bis.gov.in</p>

प्री-बिड मीटिंग की तारीख, समय और स्थान	09-01-2023 10:00am स्थान: भारतीय मानक ब्यूरो, केंद्रीय प्रयोगशाला, 20/9, महाराजपुर, साहिबाबाद औद्योगिक क्षेत्र साइट 4, साहिबाबाद, गाजियाबाद, उत्तर प्रदेश 201010
ई बिड जमा करने की समाप्ति तिथि और समय	07-02-2023 3:30 pm
तकनीकी ई-बोली खोलने की तारीख और समय	09-02-2023 11:30 am
तकनीकी प्रस्तुति सह प्रदर्शन की तारीख और समय	योग्य बोलीदाताओं को बाद में सूचित किया जाएगा
वित्तीय ई-बोली खोलने की तारीख और समय	बाद में तकनीकी रूप से योग्य बोलीदाताओं को सूचित किया जाएगा
आरएफपी, शुद्धिपत्र, परिशिष्ट आदि को डाउनलोड करना.	आरएफपी को https://eprocure.gov.in/eprocure/app और http://bis.gov.in से डाउनलोड किया जा सकता है।
संपर्क व्यक्ति का नाम	श्री अजय तिवारी वैज्ञानिक 'डी' एंड हेड प्रभारी, प्रयोगशाला मान्यता और प्रबंधन विभाग, आईटी सेवा विभाग भारतीय मानक ब्यूरो मानक भवन, 9 - बहादुर शाह जफर मार्ग नई दिल्ली - 110002, भारत ई-मेल: lrmd-bis@bis.gov.in फोन: 011-23230860
आरएफपी जारी करने वाला प्राधिकरण	महानिदेशक भारतीय मानक ब्यूरो मानक भवन, 9 - बहादुर शाह जफर मार्ग नई दिल्ली - 110002, भारत
बोली वैधता	बोली प्रस्तुत करने की समाप्ति तिथि से 180 दिन
निष्पादन बैंक गारंटी (पीबीजी)	चयनित बोलीदाता द्वारा अनुबंध मूल्य का 3% (संपूर्ण अनुबंध अवधि का) बीमा सुरक्षा बांड, खाता प्राप्तकर्ता डिमांड ड्राफ्ट, सावधि जमा रसीद या स्वीकार्य रूप में आरएफपी या ऑनलाइन भुगतान एक वाणिज्यिक बैंक से बैंक गारंटी के रूप में प्रदान किए गए प्रारूप के अनुसार प्रस्तुत किया जाएगा। पीबीजी 55 महीनों के लिए वैध होना चाहिए (कार्यान्वयन के 12 महीने + स्थिरीकरण के 1 महीने + ओ एंड एम के 36 महीने + 6 महीने अतिरिक्त)
बोलीदाताओं को सहायता	आरएफपी और उसमें निहित नियमों और शर्तों से संबंधित किसी भी प्रश्न को आरएफपी में निर्दिष्ट संपर्क व्यक्ति को संबोधित किया जाना चाहिए।
<ul style="list-style-type: none"> • यदि बोलीदाता ऊपर निर्धारित तिथि और समय तक ईएमडी को भौतिक रूप से जमा करने में विफल रहता है, तो बोली लगाने वाले की बोली को गैर-प्रतिक्रियाशील और सीधे तौर पर खारिज कर दिया जाएगा। 	

संक्षिप्त रूप

क्र. #	संक्षिप्त रूप	अर्थ
1.	एजेंसी	बोली लगाने वाली कंपनी या एलएलपी फर्म जो इस आरएफपी की बोली प्रक्रिया में भाग ले रही है।
2.	बोलीदाता	बोली लगाने वाली कंपनी या एलएलपी फर्म जो इस आरएफपी की बोली प्रक्रिया में भाग ले रही है।
3.	बीआईएस	भारतीय मानक ब्यूरो
4.	बोओ	शाखा कार्यालय
5.	सीपीपी पोर्टल	सेंट्रल पब्लिक प्रोक्योरमेंट पोर्टल
6.	डीडी	डिमांड ड्राफ्ट
7.	ईएमडी	बयाना राशि
8.	एफआरएस	कार्यात्मक आवश्यकता विनिर्देशों
9.	जीएफआर	सामान्य वित्तीय नियम (भारत सरकार)
10.	भारत सरकार	भारत सरकार
11.	जीएसटी	माल और सेवा कर
12.	जीयूआई	ग्राफिकल यूजर इंटरफ़ेस
13.	आईटी	सूचना प्रौद्योगिकी
14.	आईटीईएस	सूचना प्रौद्योगिकी सक्षम सेवाएं
15.	आशय पत्र	आशय का पत्र
16.	एमएसई	मध्यम और लघु-स्तरीय उद्यम
17.	एनआईबी	बोलियां आमंत्रित करने की सूचना
18.	एनएलपी	प्राकृतिक भाषा प्रसंस्करण
19.	ओ एंड एम	संचालन और रखरखाव
20.	पीबीजी	निष्पादन बैंक गारंटी
21.	पीएसयू	सार्वजनिक क्षेत्र के उपक्रम
22.	क्यूसीबीएस	गुणवत्ता सह लागत आधारित चयन
23.	आरएफपी	प्रस्ताव के लिए अनुरोध
24.	आरओ	क्षेत्रीय कार्यालय
25.	रुपये	भारतीय रुपये
26.	सेवा प्रदाता	एक्सचेंज फोरम के कार्यान्वयन के लिए बोली प्रक्रिया के माध्यम से चयनित बोलीदाता
27.	एसएलए	सेवा स्तर समझौता
28.	एसआरएस	सॉफ्टवेयर आवश्यकता विनिर्देशों
29.	ब्यूरो	भारतीय मानक ब्यूरो
30.	टीआरएस	तकनीकी आवश्यकता विशिष्टता
31.	टीटीएस	टेस्ट टू स्पीच
32.	यूएटी	उपयोगकर्ता स्वीकृति परीक्षण
33.	लिम्स	प्रयोगशाला सूचना प्रबंधन प्रणाली

1 परिचय

भारतीय मानक ब्यूरो (ब्यूरो) मानकीकरण, अनुरूपता मूल्यांकन और माल, वस्तु, प्रक्रियाओं, प्रणालियों और सेवाओं की गुणवत्ता आश्वासन और जुड़े मामलों की गतिविधियों उसके साथ या उसके आनुषंगिक के सामंजस्यपूर्ण विकास के लिए बीआईएस अधिनियम 2016 के तहत स्थापित भारत का राष्ट्रीय मानक निकाय है। ब्यूरो राष्ट्रीय अर्थव्यवस्था को कई तरीकों - सुरक्षित विश्वसनीय गुणवत्ता वाले सामान प्रदान करना; उपभोक्ताओं को स्वास्थ्य संबंधी खतरों को कम करना;

निर्यात और आयात विकल्प को बढ़ावा देना; मानकीकरण, प्रमाणन और परीक्षण के माध्यम से किस्मों आदि के प्रसार पर नियंत्रण से पता लगाने की क्षमता और मूर्त लाभ प्रदान कर रहा है

ब्यूरो का मुख्यालय नई दिल्ली में है, और ब्यूरो द्वारा संचालित की जा रही विभिन्न अनुरूपता मूल्यांकन योजनाओं का समर्थन करने के लिए, जिसके लिए प्रासंगिक भारतीय मानकों के अनुरूपता की जांच के लिए नियमित आधार पर उत्पादों के परीक्षण की आवश्यकता होती है, ब्यूरो ने आठ प्रयोगशालाओं का एक नेटवर्क स्थापित किया है। ब्यूरो की अपनी प्रयोगशालाओं की सूची उनके पते के साथ अनुबंध XVI में दी गई है। प्रयोगशाला गतिविधि पर अधिक जानकारी और ब्यूरो द्वारा मान्यता प्राप्त प्रयोगशालाओं की सूची प्रयोगशाला टैब के अंतर्गत www.bis.gov.in से प्राप्त की जा सकती है।

1. ब्यूरो ने प्रयोगशाला मान्यता योजना (द ब्यूरो एलआरएस) के तहत सार्वजनिक और निजी दोनों क्षेत्रों की बाहरी प्रयोगशालाओं को भी मान्यता दी है।
2. भारतीय मानक ब्यूरो ने अपना वेब आधारित अनुप्रयोग, प्रयोगशाला सूचना प्रबंधन प्रणाली (LIMS) भी विकसित किया है और ब्यूरो की सभी 8 प्रयोगशालाओं ने प्रयोगशाला के भीतर और डिजिटल परीक्षण रिपोर्ट जारी करने के साथ-साथ ब्यूरो द्वारा मान्यता प्राप्त प्रयोगशालाओं ने परीक्षण अनुरोधों की प्राप्ति, नमूनों के आवंटन के लिए LIMS प्रणाली लागू की है। एलआईएमएस प्रणाली www.lims.bis.gov.in पर उपलब्ध है।
3. भारतीय मानक ब्यूरो परीक्षण उपकरणों की रीडिंग को एलआईएमएस में स्वतः स्थानांतरित करने के लिए एक प्रणाली विकसित करके अपने स्वयं के प्रयोगशालाओं के परीक्षण उपकरणों के स्वचालन को आगे बढ़ाने का इरादा रखता है।

4. उद्देश्य

2.1 ब्यूरो प्रयोगशालाओं में तीन प्रकार के परीक्षण उपकरण हैं:

- (i) आईटी-सक्षम उपकरण, जिसमें परीक्षण के निष्कर्षों/रीडिंग की स्वचालित रिकॉर्डिंग की सुविधा है और उपकरण से जुड़े पैनल पर इसका प्रदर्शन है।
- (ii) उपकरण, जो आईटी-सक्षम नहीं हैं, लेकिन उपयुक्त इंटरफेस/सॉफ्टवेयर/डिवाइस के साथ ऐसा बनाया जा सकता है।
- (iii) मैनुअल रूप से संचालित उपकरण।

2.2 उपकरणों की पहली दो श्रेणियों की सूची अनुबंध XVII और XVIII में देखी जा सकती है।

2.3 कार्य सॉफ्टवेयर विकसित करना है, जो प्रासंगिक भारतीय मानकों के अनुसार किए जाने वाले इन उपकरणों के माध्यम से किए जाने वाले प्रत्येक प्रकार के परीक्षणों के लिए विशिष्ट एल्गोरिदम के सेट द्वारा समर्थित है परीक्षण परिणामों में किए गए परीक्षणों के निष्कर्षों/रीडिंग को परिवर्तित करने के लिए उपयुक्त एल्गोरिदम का अनुप्रयोग, और परीक्षण के अगले स्तर के परीक्षणों या परीक्षण रिपोर्ट की जनरेशन के लिए परीक्षण के परिणामों को LIMS में स्थानांतरित करें। इसलिए यह स्पष्ट है कि किसी उत्पाद के लिए प्रासंगिक भारतीय मानकों द्वारा निर्धारित प्रत्येक परीक्षण के लिए, अलग-अलग एल्गोरिदम के सेट को तैयार करना होगा और सॉफ्टवेयर में शामिल करना होगा।

यह भी स्पष्ट है कि पैरा 2.1 में उल्लिखित उपकरणों की दूसरी श्रेणी के लिए सॉफ्टवेयर का उपयोग करने में सक्षम होने के लिए, उन्हें परीक्षण पढ़ने और उनके प्रदर्शन की स्वचालित रिकॉर्डिंग के लिए आईटी-सक्षम होने की आवश्यकता होगी। परीक्षण उपकरणों की तीसरी श्रेणी इस आरएफपी के दायरे में नहीं आती है।

इस आरएफपी का उद्देश्य ब्यूरो की प्रयोगशालाओं में प्रयोगशाला उपकरणों से ब्यूरो की प्रयोगशाला सूचना प्रबंधन (एलआईएमएस) प्रणाली में डेटा ट्रांसफर प्रक्रिया को डिजिटाइज़ करने के लिए एक एजेंसी का चयन करना है।

3 योग्यता और तकनीकी मानदंड

क. पात्रता मानदंड

बोलीदाताओं द्वारा निम्नलिखित पात्रता मानदंड को पूरा किया जाएगा:

क्र.#	मानदंड	मानदंड	प्रस्तुत किए जाने वाले दस्तावेज
1.	कानूनी इकाई	बोली लगाने वाला या तो होगा क. एक कंपनी अधिनियम, 1956 या 2013 और उसके बाद के संशोधनों के तहत भारत में शामिल एक कंपनी या ख. सीमित देयता भागीदारी अधिनियम, 2008 के तहत पंजीकृत एक एलएलपी फर्म या ग. भारतीय भागीदारी अधिनियम, 1932 के तहत पंजीकृत साझेदारी फर्म	निगमन प्रमाणपत्र अधिकृत हस्ताक्षरकर्ता द्वारा हस्ताक्षरित
2.	कर पंजीकरण प्रमाण पत्र	बोलीदाता सक्रिय स्थिति के साथ भारत में जीएसटी प्राधिकरणों के साथ पंजीकृत होना चाहिए	अधिकृत हस्ताक्षरकर्ता द्वारा हस्ताक्षरित जीएसटी पंजीकरण प्रमाण पत्र
3.	टर्नओवर	बोलीदाता के पास पिछले तीन वित्तीय वर्षों यानी 19-20, 20-21, 21-22 में आईटी और आईटीईएस परिचालन से 5 करोड़ रुपये का औसत कारोबार होना चाहिए।	Certificate by a Chartered Accountant (CA)
4.	अनुभव	बोलीदाता कम से कम पिछले तीन (3) वर्षों से सॉफ्टवेयर विकास 19-20, 20-21, 21-22 में कम से कम एक परियोजना के सफल कार्यान्वयन के अनुभव के साथ परियोजना मूल्य INR 3 करोड़ से कम न हो या प्रत्येक परियोजना मूल्य के साथ दो परियोजनाएँ INR 1.5 करोड़ से कम न हो या पिछले 3 वर्षों के दौरान परियोजना मूल्य INR 1 करोड़ से कम न हो प्रत्येक के साथ तीन परियोजनाएँ के व्यवसाय में रहा हो।	क्लाइंट से पूर्णता या चरण पूर्णता प्रमाणपत्र के साथ कार्य आदेश या सीए सर्टिफिकेट के साथ वर्क ऑर्डर या बोलीदाता के अधिकृत हस्ताक्षरकर्ता द्वारा हस्ताक्षरित बोलीदाता के लेटरहेड पर स्व-प्रमाण पत्र या वचन पत्र के साथ कार्य आदेश
5.	प्रतिबंधीकरण	बोली लगाने वाले को भ्रष्ट या धोखाधड़ी प्रथाओं या गैर-वितरण, या बोली जमा करने की तारीख के समय भारत या किसी राज्य सरकार या किसी भी केंद्र या राज्य पीएसयू द्वारा गैर-प्रदर्शन के लिए काली सूची में नहीं डाला गया हो/निविदा से वंचित नहीं किया गया हो	बोलीदाता के अधिकृत हस्ताक्षरकर्ता द्वारा हस्ताक्षरित बोलीदाता के लेटरहेड पर अंडरटेकिंग (अनुलग्नक XV)

6.	जीएफआर नियम 144 (xi) का अनुपालन	देश का कोई भी बोलीदाता जो भारत के साथ एक भूमि सीमा साझा करता है, इस आरएफपी में बोली लगाने के लिए तभी पात्र होगा जब बोली लगाने वाला सक्षम प्राधिकारी (लिक) के साथ पंजीकृत हो।	बोलीदाता के लेटरहेड पर बोली लगाने वाले के अधिकृत हस्ताक्षरकर्ता द्वारा हस्ताक्षरित प्रमाणपत्र (अनुलग्नक-XIV)।
7.	बोर्ड रीसॉफ्टवेयर या पावर ऑफ अटॉर्नी	बोली को निष्पादित करने के लिए हस्ताक्षरकर्ता को अधिकृत करने वाला एक बोर्ड रीसॉफ्टवेयर या पावर ऑफ अटॉर्नी।	बोर्ड रीसॉफ्टवेयर या सहायक दस्तावेजों के साथ पावर ऑफ अटॉर्नी

ख) तकनीकी मानदंड

बोलियों का तकनीकी मूल्यांकन निम्नलिखित मानदंडों के अनुसार होगा:

क्र.#	मापदंड	आवश्यक दस्तावेज़	अधिकतम अंक
1.	पिछले 5 वर्षों यानी 2017-18, 2018-19, 19-20, 20-21, 21-22में भारत के भीतर आवश्यकता अध्ययन, एसआरएस तैयारी, कार्यान्वयन और टर्नकी आधार पर गो-लाइव सहित वेब-आधारित सॉफ्टवेयर प्रोजेक्ट को सफलतापूर्वक निष्पादित करने का अनुभव बोली प्रस्तुत करने की तिथि के अनुसार : एक. 1 प्रोजेक्ट - 5 अंक बी. 2 प्रोजेक्ट - 10 अंक सी. 3 प्रोजेक्ट - 15 अंक डी. 4 प्रोजेक्ट - 20 अंक	कार्यान्वयन का प्रमाण: क्लाउंट सर्टिफिकेट के साथ वर्क ऑर्डर	20
2.	बोली जमा करने की तारीख को पिछले 5 वर्षों यानी 2017-18, 2018-19, 19-20, 20-21, 21-22 में भारत के भीतर संचालन और रखरखाव सेवाओं के साथ सॉफ्टवेयर परियोजनाओं को सफलतापूर्वक निष्पादित करने का अनुभव। एक. 1 प्रोजेक्ट - 5 अंक बी. 2 प्रोजेक्ट - 10 अंक सी. 3 प्रोजेक्ट - 15 अंक डी. प्रयोगशाला सूचना प्रबंधन प्रणाली (एलआईएमएस) या प्रयोगशाला सॉफ्टवेयर या परीक्षण उपकरणों के एकीकरण से संबंधित सफल सॉफ्टवेयर परियोजना के मामले में अतिरिक्त 5 अंक प्रदान किए जाएंगे।	या सीए सर्टिफिकेट के साथ वर्क ऑर्डर या बोलीदाता के अधिकृत हस्ताक्षरकर्ता द्वारा हस्ताक्षरित बोलीदाता के लेटरहेड पर स्व-प्रमाण पत्र या वचन पत्र के साथ कार्य आदेश.	20
3.	बोली जमा करने की तारीख को पिछले 5 वर्षों यानी 2017-18, 2018-19, 19-20, 20-21, 21-22 में भारत के भीतर क्लाउड प्लेटफॉर्म पर वेब-आधारित सॉफ्टवेयर एप्लिकेशन को सफलतापूर्वक होस्ट करने और अनुरक्षित बनाए रखने का अनुभव।		20

	ए. 1 प्रोजेक्ट - 5 अंक बी .2 प्रोजेक्ट - 10 अंक सी. 3 प्रोजेक्ट - 15 अंक डी. सरकारी परियोजनाओं के मामले में अतिरिक्त 5 अंक प्रदान किए जाएंगे		
4.	प्रमाणीकरण • बोली लगाने वाला CMMi स्तर 3 या उससे ऊपर का प्रमाणित है ए. सीएमएमआई स्तर 3 - 3 अंक बी. सीएमएमआई स्तर 4 - 5 अंक • सी. सीएमएमआई स्तर 5 - 7 अंक • • बोली लगाने वाला आईएसओ 20000 प्रमाणित 1.5 अंक है • • बोली लगाने वाला आईएसओ 27001 प्रमाणित है - 1.5 अंक	वैध प्रमाण पत्र की प्रति (एस)	10
5.	तकनीकी प्रस्तुति सह प्रदर्शन जिसमें शामिल हैं: • कार्य के दायरे की समझ • प्रस्तावित सॉफ्टवेयर का प्रदर्शन जिसमें शामिल हैं: ○ जटिल आवश्यकताओं को संभालने के लिए प्रदर्शन और क्षमता ○ प्रौद्योगिकी सुविधाओं और क्षमताओं ○ रिपोर्टिंग और एनालिटिक्स डैशबोर्ड • पोस्ट कार्यान्वयन समर्थन सहित ○ उन्नयन या वृद्धि तंत्र ○ विफलता या त्रुटि प्रबंधन तंत्र और समयसीमा ○ परिवर्तन अनुरोध या ब्यूरो क्रेरी हैंडलिंग तंत्र ○ ○ वृद्धि तंत्र	अंक वितरण: • कार्य के दायरे की समझ (10 अंक) • प्रस्तावित सॉफ्टवेयर का प्रदर्शन (10 अंक) • कार्यान्वयन के बाद समर्थन (10 अंक)	30
6.	कुल अंक		100

टिप्पणी:

• बोलीदाताओं को तकनीकी बोली के साथ मूल ओईएम या निर्माता प्राधिकरण फॉर्म (एमएफए) जहां भी लागू हो, जमा करना होगा

• बोलीदाताओं को इस आरएफपी के खंड 9-ई के अनुसार टर्नओवर में छूट प्रदान की जाएगी।

4 कार्यात्मक आवश्यकताएँ विनिर्देश (FRS)

ब्यूरो प्रयोगशालाओं में प्रयोगशाला उपकरणों से ब्यूरो की प्रयोगशाला सूचना प्रबंधन (एलआईएमएस) प्रणाली में डेटा ट्रांसफर प्रक्रिया को डिजिटाइज़ करने के लिए एक एजेंसी की नियुक्ति के लिए कार्यात्मक आवश्यकताएँ निम्नानुसार हैं:

नीचे बताए गए कार्यात्मक आवश्यकता विनिर्देश सेवा प्रदाता के लिए विस्तृत सॉफ्टवेयर आवश्यकता विनिर्देश (SRS) विकसित करने और सॉफ्टवेयर डिज़ाइन करने के लिए सांकेतिक विशेषताएं हैं, जो उसके स्वयं के स्वतंत्र अध्ययन पर आधारित होगा। सेवा प्रदाता को एसआरएस दस्तावेज़ के विस्तृत अध्ययन और तैयारी के लिए ब्यूरो के साथ समन्वय करना आवश्यक होगा। एसआरएस दस्तावेज़ में नीचे उल्लिखित सभी या कुछ विशेषताएं हो सकती हैं:

4.1 एजेंसी एलआईएमएस के साथ एकीकरण के लिए उपकरण की आईटी स्थिति (तैयारी) को समझने की दृष्टि से इस आरएफपी में उल्लिखित परीक्षण उपकरण का अध्ययन करेगी।

4.2 एजेंसी को एलआईएमएस के साथ उनके एकीकरण की आवश्यकता की तुलना में उपकरण के साथ अंतर्निहित/एकीकृत मौजूदा सॉफ्टवेयर का अध्ययन करना होगा।

4.3 एजेंसी को इस आरएफपी में उल्लिखित एक व्यक्तिगत उपकरण द्वारा किए गए परीक्षणों की पूरी श्रृंखला का अध्ययन करना है, परीक्षण निष्कर्षों/रीडिंग और परीक्षण परिणामों की जनरेशन के प्रसंस्करण के लिए उपयोग किए जाने वाले प्रत्येक परीक्षण सूत्र/एल्गोरिदम के निष्कर्षों/रीडिंग का अध्ययन करना है।

4.4 एजेंसी परीक्षण के निष्कर्षों/रीडिंग और परीक्षण के परिणामों की रिकॉर्डिंग और प्रसंस्करण की पूरी प्रक्रिया को डिजिटाइज़ करने के लिए सॉफ्टवेयर विकसित करेगी।

4.5 एजेंसी भारतीय मानक ब्यूरो के मौजूदा एलआईएमएस के साथ संगत एक एकीकरण सॉफ्टवेयर विकसित करने के लिए अपने सॉफ्टवेयर आर्किटेक्चर के साथ ब्यूरो के मौजूदा एलआईएमएस का अध्ययन करेगी।

4.6 विकसित सॉफ्टवेयर को भारतीय मानकों के अनुसार नई परीक्षण आवश्यकता का समर्थन करने के लिए स्केलेबल होना चाहिए।

4.7 सॉफ्टवेयर में क्यूआर कोड/एनकोडेड कोड के माध्यम से नमूने की पहचान करने का प्रावधान होना चाहिए जिसके लिए परीक्षण किया गया है।

4.8 विकसित सॉफ्टवेयर एक साथ ब्यूरो एलआईएमएस प्रणाली तक पहुँचने वाली प्रयोगशालाओं के परीक्षण भार को संभालने में सक्षम होना चाहिए।

4.8 ओआईसी (प्रभारी अधिकारी) /अगले अनुमोदन प्राधिकारी को प्रस्तुत किए गए परीक्षण निष्कर्षों के डेटा में किसी भी संशोधन के मामले में, सॉफ्टवेयर को समय और दिनांक मुहर के साथ परीक्षण निष्कर्षों के नए प्रसंस्करण की सुविधा प्रदान करनी चाहिए।

4.9 सॉफ्टवेयर में डेटा ट्रांसफर प्रक्रिया में शामिल प्रत्येक गतिविधि का विस्तृत लॉग सॉफ्टवेयर में बनाए रखा जाना आवश्यक है।

4.10 किए गए परीक्षण के डेटा को परीक्षण की तिथि और समय के साथ सहेजा जाना चाहिए।

4.11 सॉफ्टवेयर में परीक्षण के प्रदर्शन के बाद से 5-साल की अवधि के लिए सभी संबंधित जानकारी के साथ प्रत्येक परीक्षण उपकरण से परीक्षण डेटा का बैकअप बनाए रखना आवश्यक है।

4.12 एकीकरण उद्देश्य के लिए आवश्यक कोई हार्डवेयर आदि एजेंसी द्वारा इसके एकीकरण को सुनिश्चित करने के साथ प्रदान किया जाना आवश्यक है।

4.13 विकसित सॉफ्टवेयर को प्रत्येक चरण में डेटा ट्रांसफर प्रक्रिया की अखंडता सुनिश्चित करनी चाहिए।

4.14 LIMS के साथ एकीकरण के लिए उपयोग किए जाने वाले API को LIMS के संस्करण के साथ संगत होना चाहिए और तकनीकी प्रगति का समर्थन करना चाहिए।

4.15 सॉफ्टवेयर में ब्यूरो प्रयोगशालाओं द्वारा खरीदे गए नए परीक्षण उपकरणों के अतिरिक्त/एकीकरण का भी प्रावधान होना चाहिए।

4.16 प्रत्येक परीक्षण उपकरण के लिए डेटा सेट बुनियादी रिपोर्टों का समर्थन करने में सक्षम होना चाहिए जैसे कि एक समय अवधि के दौरान उपकरण के उपयुक्त फिल्टर/निष्क्रिय समय का उपयोग करके किसी विशेष समय अवधि के दौरान किए गए परीक्षणों की संख्या।

4.17 परीक्षण करने वाले व्यक्ति की पहचान सॉफ्टवेयर में दर्ज की जानी चाहिए।

4.18 उपकरण को ब्यूरो प्रयोगशालाओं में जैसा है और जहां है के आधार पर एकीकृत किया जाना है।

4.19 विकसित सॉफ्टवेयर में परीक्षण के लिए उपयोग किए जाने वाले प्रत्येक उपकरण की विशिष्ट पहचान का प्रावधान होना चाहिए।

4.20 प्रक्रिया में सभी मूर्त और गैर-मूर्त संपत्तियों सहित विकसित सॉफ्टवेयर और समाधान ब्यूरो की एकमात्र संपत्ति होगी और सॉफ्टवेयर का स्रोत कोड भुगतान जारी करने से पहले एजेंसी द्वारा ब्यूरो को प्रदान किया जाना है। समाधान को इस तरह से विकसित किया जाना चाहिए कि यह परेशानी मुक्त वातावरण में किसी अन्य सेवा प्रदाता को हस्तांतरणीय हो और हस्तांतरणीयता में बीआईएस के लिए कोई और वित्तीय निहितार्थ शामिल नहीं होना चाहिए, विशेष रूप से विकास लागत के संबंध में।

4.21 एकाधिक उपयोगकर्ता परीक्षण के लिए एक ही उपकरण का उपयोग कर सकते हैं इसलिए सॉफ्टवेयर को लॉगिन सुविधा के माध्यम से वास्तविक परीक्षण करने वाले प्रत्येक उपयोगकर्ता की पहचान करने में सक्षम होना चाहिए।

5.1 तकनीकी आवश्यकताएँ विनिर्देश (TRS)

यहां प्रदान किए गए तकनीकी विनिर्देश उन आवश्यकताओं का समूह हैं जिन्हें सॉफ्टवेयर पूरा करेगा। यह खंड तकनीकी (गैर-कार्यात्मक) आवश्यकताओं को प्रदान करता है जो एक प्रस्तावित प्रणाली को परिभाषित करने और प्रमुख हितधारकों के बीच आपसी समझ सुनिश्चित करने के लिए आवश्यक हैं।

क. कार्यान्वयन और होस्टिंग

- i. आई . सॉफ्टवेयर का कार्यान्वयन सेवा प्रदाता द्वारा तैयार और ब्यूरो द्वारा अनुमोदित सॉफ्टवेयर आवश्यकता विनिर्देशों (SRS) के अनुसार होगा।

- ii. सेवा प्रदाता किसी भी MeitY सूचीबद्ध क्लाउड सेवा प्रदाता (CSP) पर विभिन्न घटकों को होस्ट करने के लिए जिम्मेदार होगा। एप्लिकेशन की मेजबानी भारत के भीतर कम से कम टियर III डेटा सेंटर पर की जानी चाहिए।
- iii. सेवा प्रदाता क्लाउड प्लेटफॉर्म पर होस्टिंग पर्यावरण की स्थापना, एकीकरण, परीक्षण और कमीशनिंग के लिए और उत्पादन वातावरण में सभी संबद्ध उपकरणों, सॉफ्टवेयर, अपडेट, पैच आदि के साथ सभी सॉफ्टवेयर की स्थापना के रूप में और जब आवश्यक हो सफल होस्टिंग के लिए जिम्मेदार होगा।
- iv. सेवा प्रदाता को अपने तकनीकी प्रस्ताव के साथ सभी आवश्यक डेटा सेंटर संबंधित प्रमाणपत्र जैसे टियर प्रमाणपत्र, आईएसओ 27001 प्रमाणपत्र आदि जमा करने की आवश्यकता होगी।
- v. यदि किसी भी समय किसी विशिष्ट सर्वर (उदाहरण के लिए: भार संतुलन, आपदा वसूली, आदि के लिए) की कोई आवश्यकता होती है, तो सेवा प्रदाता को ब्यूरो को बिना किसी अतिरिक्त लागत के इसे प्रदान करने की आवश्यकता होगी।
- vi. प्लेटफॉर्म को कुशलतापूर्वक चलाने के लिए क्लाउड प्लेटफॉर्म के लिए उपयुक्त विशिष्टताओं की पहचान करना सेवा प्रदाता की जिम्मेदारी होगी। इसका उद्देश्य प्लेटफॉर्म के समग्र प्रदर्शन से समझौता किए बिना समग्र लोड और ट्रैफिक को संभालने के लिए डेटा प्रोसेसिंग, डेटा स्टोरेज और नेटवर्क बैंडविड्थ के मामले में पर्याप्त क्षमता प्रदान करना होगा।
- vii. सेवा प्रदाता एक प्रभावी बैक-अप रणनीति और आपदा रिकवरी योजना तैयार करेगा और होस्टिंग के समय इसे लागू करने के लिए जिम्मेदार होगा।

ख) सॉफ्टवेयर आर्किटेक्चर

- i. सिस्टम को किसी भी मॉड्यूल में जब भी आवश्यक हो, अन्य कार्यात्मक मॉड्यूल के प्रदर्शन को प्रभावित किए बिना अधिक सुविधाओं या उप-मॉड्यूल या अधिक उपयोगकर्ताओं को जोड़ने की अनुमति देनी चाहिए, जो मूल रूप से कोर सिस्टम में एकीकृत होना चाहिए।
- ii. सिस्टम को कार्यान्वयन के किसी भी स्तर पर या सॉफ्टवेयर के लाइव होने के बाद परियोजना की आवश्यकताओं को पूरा करने के लिए अनुकूलन का समर्थन करना चाहिए।

ग) उन्नयन और संवर्द्धन

- i. सेवा प्रदाता सेवाओं की गुणवत्ता सुनिश्चित करेगा और एक सक्रिय आधार पर सफल गो-लाइव के बाद संवर्द्धन और मुद्दों को ठीक करने के लिए समाधान प्रदान करेगा।
- ii. ब्यूरो को बिना किसी अतिरिक्त लागत के सिस्टम के सभी घटकों के सभी उन्नयन और संवर्द्धन प्रदान करने की जिम्मेदारी सेवा प्रदाता की होगी, जो प्रदर्शन के किसी भी घटक पर किसी प्रतिकूल प्रभाव के बिना उन्नयन (पैच या नए संस्करण की तैनाती) का समर्थन करेगा।

घ) सॉफ्टवेयर सुरक्षा

सिस्टम में उद्योग मानकों और भारत सरकार की सिफारिशों के अनुसार सुरक्षा विशेषताएं होनी चाहिए। सेवा प्रदाता प्रत्येक वर्ष या ब्यूरो के स्पष्ट अनुरोध के अनुसार सुरक्षा परीक्षण करवाएगा और ब्यूरो के साथ सेफ-टू-होस्ट प्रमाणपत्र साझा करेगा।

सेवा प्रदाता को निम्नलिखित गतिविधियों को करने की आवश्यकता होगी:

- i सुरक्षा ऑडिट रिपोर्ट में रिपोर्ट की गई समस्याओं या खामियों या कमजोरियों को ठीक करें।
- ii भेद्यताओं पर कार्रवाई की गई रिपोर्ट प्रस्तुत करें।
- iii सुरक्षा ऑडिट संबंधी पहलुओं से संबंधित कोई अन्य गतिविधि।
- iv भारत सरकार के प्रचलित कानूनों के अनुसार डेटा गोपनीयता नियंत्रणों का अनुपालन।

ड) यूजर इंटरफेस और एक्सेस

i. ग्राफिकल यूजर इंटरफेस (जीयूआई) उपयोगकर्ता के अनुकूल, इंटरैक्टिव और उत्तरदायी होना चाहिए और ब्राउज़र के साथ-साथ मोबाइल ऐप आधारित होना चाहिए।

च) डेटा बैकअप या डेटा अभिलेखीय या पुनर्स्थापित करें

- i. सॉफ्टवेयर में डेटा संग्रह करने और संग्रहीत डेटा को आवश्यकतानुसार पुनर्स्थापित करने का प्रावधान होगा।
- ii. प्रस्तावित सॉफ्टवेयर में बैकअप शेड्यूल करने या संचालन बहाल करने की विशेषताएं होंगी। सेवा प्रदाता को यह सुनिश्चित करना चाहिए कि उचित डेटा बैकअप, डेटा बहाली और डेटा सिंक्रोनाइज़ेशन जैसी गतिविधि का परीक्षण किया जाए और ठीक से लागू किया जाए।
- iii. ब्यूरो द्वारा आवश्यक होने पर, सिस्टम डेटा बैकअप या पुनर्स्थापना गतिविधि की रिपोर्ट तैयार करने में सक्षम होगा।
- iv. सिस्टम को हार्डवेयर या सॉफ्टवेयर विफलता और डेटा भ्रष्टाचार के मामले में डेटा की पुनर्प्राप्ति की अनुमति देनी चाहिए। यह ज्ञात बैकअप डेटाबेस के लिए एक निश्चित समय (PTR) पर पुनर्प्राप्ति करने में सक्षम होना चाहिए।

छ) डेटा सुरक्षा और गोपनीयता

- i. उपयोगकर्ता डेटा की गोपनीयता को हर समय, विश्राम के समय और ट्रांज़िट के दौरान सुरक्षित रखा जाना चाहिए।
- ii. व्यक्तिगत पहचान योग्य जानकारी (पीआईआई)
 - 1. PII को हर समय मास्क किया जाना चाहिए और सुरक्षित और अलग से संग्रहित किया जाना चाहिए। संग्रहीत डेटा को किसी अन्य माध्यम से तब तक नहीं पढ़ा जाएगा जब तक कि ब्यूरो द्वारा निर्धारित आवश्यकताओं की पूर्ति न हो।
 - 2. सेवा प्रदाता ब्यूरो के परामर्श से और समय-समय पर निर्धारित प्रासंगिक विनियमों के अनुसार आवाज और पाठ में ऐसे संवेदनशील डेटा की पहचान करेगा।
 - 3. जब भी ब्यूरो द्वारा आवश्यक हो, सेवा प्रदाता व्यक्तिगत और संवेदनशील डेटा के साथ संग्रहीत डेटा के स्वामित्व का उचित हस्तांतरण करेगा।
- iii. संवेदनशील डेटा प्रबंधन और भंडारण पर कानूनों और विनियमों का पालन
 - 1. सेवा प्रदाता डेटा सुरक्षा और गोपनीयता के लिए उद्योग और वैश्विक सर्वोत्तम प्रथाओं को पूरा करेगा।
 - 2. सभी डेटा को केवल भारत की भौगोलिक सीमाओं के भीतर ही संग्रहित किया जाना चाहिए।
 - 3. सेवा प्रदाता समय-समय पर भारत सरकार द्वारा निर्धारित नियमों और विनियमों का पालन करेगा।

iv. डेटा गोपनीयता सुनिश्चित करने के लिए ब्यूरो अपनी तृतीय पक्ष द्वारा नियुक्त एजेंसी (यदि आवश्यक हो) के माध्यम से ऑडिट कराने का अधिकार सुरक्षित रखता है, सेवा प्रदाता डेटा गोपनीयता नियंत्रणों के अनुपालन के लिए नियमित ऑडिट भी करेगा।

कार्य के चरण:

क. चरण I - डिजाइन, कार्यान्वयन, गो-लाइव और स्थिरीकरण को फिर से दो भागों में विभाजित किया जाएगा:

1. इस निविदा दस्तावेज के खंड 2.1 (i) के अनुसार पहली श्रेणी में शामिल उपकरणों के संबंध में एकीकरण के लिए सॉफ्टवेयर का विकास और इसका कार्यान्वयन पूरा किया जाएगा और कार्य आदेश स्वीकृति के छह महीने के भीतर लाइव होने के लिए तैयार होगा।

2. इस निविदा दस्तावेज के खंड 2.1 (ii) के अनुसार दूसरी श्रेणी में शामिल उपकरणों के संबंध में एकीकरण के लिए सॉफ्टवेयर का विकास और इसका कार्यान्वयन पूरा किया जाएगा और कार्य आदेश स्वीकृति के 12 महीने के भीतर लाइव होने के लिए तैयार होगा।

ख. चरण II - पहले चरण के प्रत्येक भाग के लिए अगले 3 वर्षों के लिए ओ एंड एम (संचालन और रखरखाव)।

6. कार्य का दायरा

यहां प्रदान किए गए कार्य का दायरा उन सेवाओं को सूचीबद्ध करता है जो सेवा प्रदाता परियोजना के लक्ष्यों को पूरा करने के लिए इस परियोजना के हिस्से के रूप में प्रदान करेगा। कार्य के दायरे में विभिन्न डिलिवरेबल्स, शेड्यूल, रिपोर्ट और अंतिम उत्पाद भी शामिल हैं जो इस परियोजना के हिस्से के रूप में सेवा प्रदाता द्वारा प्रदान किए जाने हैं। सेवा प्रदाता परियोजना की सफलता के लिए ब्यूरो को गुणवत्तापूर्ण और समय पर सेवाएं प्रदान करेगा। परियोजना के विभिन्न चरणों के दौरान सेवा प्रदाता द्वारा की जाने वाली सभी गतिविधियों की ब्यूरो द्वारा बारीकी से निगरानी की जाएगी। सेवा प्रदाता को दृढ़ता से सलाह दी जाती है कि वह कार्य के दायरे को ध्यान से पढ़ें और तदनुसार उद्धरण दें।

पूरी परियोजना को टर्नकी आधार पर क्रियान्वित किया जाएगा जिसमें ब्यूरो की प्रयोगशालाओं में प्रयोगशाला उपकरणों से ब्यूरो की प्रयोगशाला सूचना प्रबंधन (एलआईएमएस) प्रणाली में डेटा ट्रांसफर प्रक्रिया को डिजिटाइज़ करने के लिए डिज़ाइन, कार्यान्वयन, गो-लाइव, स्थिरीकरण और ओ एंड एम शामिल हैं। ओ एंड एम शुरू में 3 साल (स्थिरीकरण अवधि के पूरा होने के बाद) के लिए होगा जो इस आरएफपी के नियमों और शर्तों के अनुसार आगे बढ़ाया जा सकता है। ओ एंड एम का विस्तार प्रति माह ओ एंड एम लागत के संबंध में सेवा प्रदाता से प्राप्त प्रस्ताव और ब्यूरो द्वारा गठित एक उपयुक्त समिति द्वारा इसकी जांच और सेवा प्रदाता द्वारा प्रस्तुत प्रस्ताव को ब्यूरो द्वारा अनुमोदन के अधीन होगा।

यदि अनुबंध की अवधि बढ़ाई जाती है, तो सेवा प्रदाता यह सुनिश्चित करेगा कि आपूर्ति किए गए सभी सॉफ्टवेयर, ओईएम वारंटी, सेवा और समर्थन, सदस्यता भी उसी अवधि के लिए बढ़ाई गई है।

परिकल्पित सॉफ्टवेयर के लिए कार्य के समग्र दायरे को दो चरणों में विभाजित किया गया है:

ग. चरण I - डिजाइन, कार्यान्वयन, गो-लाइव और स्थिरीकरण

घ. चरण II - ओ एंड एम (संचालन और रखरखाव)

यदि कोई अतिरिक्त आईटी अवसंरचना, गैर-आईटी अवसंरचना, हार्डवेयर, सॉफ्टवेयर, लाइसेंस आदि, कार्य के निर्दिष्ट दायरे के लिए और एसएलए आवश्यकताओं को पूरा करने के लिए आवश्यक हैं, तो सेवा प्रदाता खरीद, स्थापना, उन्नयन,

समर्थन ब्यूरो को बिना किसी अतिरिक्त लागत के पूरी परियोजना अवधि के लिए उसी का संचालन और रखरखाव के लिए जिम्मेदार होगा।

चरणवार विस्तृत कार्यक्षेत्र निम्नानुसार है:

क. चरण - I: डिजाइन, कार्यान्वयन, गो-लाइव और स्थिरीकरण

सेवा प्रदाता द्वारा ब्यूरो के लिए बेहतर समन्वय, गुणवत्तापूर्ण सेवाएं सुनिश्चित करने और मुद्दों के समय पर री-सॉफ्टवेयर सुनिश्चित करने के लिए एकल बिंदु संपर्क (एसपीओसी) सौंपा जाएगा।

i. एसपीओसी सौंपना

क. संपूर्ण अनुबंध अवधि की अवधि में एकल बिंदु संपर्क (एसपीओसी) असाइन करना और यह सुनिश्चित करना कि ब्यूरो की आवश्यकता के अनुसार एसपीओसी फोन पर और साथ ही व्यक्तिगत रूप से उपलब्ध रहेगा।

ii. एसआरएस की आवश्यकता अध्ययन और तैयारी

इस आरएफपी दस्तावेज़ में एक सांकेतिक एफआरएस, टीआरएस और एसओडब्ल्यू प्रदान किया गया है, सेवा प्रदाता ब्यूरो के लिए सॉफ्टवेयर के सफल कार्यान्वयन के लिए कार्यात्मक, तकनीकी और परिचालन आवश्यकताओं का एक स्वतंत्र और विस्तृत मूल्यांकन अध्ययन करेगा।

सेवा प्रदाता आवश्यकताओं को पूरी तरह से समझने के लिए ब्यूरो मुख्यालय में एक अध्ययन करने के लिए जिम्मेदार है। अध्ययन निम्नलिखित को शामिल करके किया जाएगा:

- क) संबंधित विभाग के अधिकारियों के साथ बातचीत करना और ब्यूरो के संपूर्ण सेटअप, प्रक्रियाओं और व्यावसायिक आवश्यकताओं को समझना।
- ख) विस्तृत उपयोग मामलों के परिदृश्य तैयार करना।
- ग) सभी इनपुट और आउटपुट बिंदुओं का विवरण एकत्र करके डेटा इनपुट और आउटपुट आवश्यकताओं को समझना या मूल्यांकन करना।
- घ) प्रस्तावित अनुप्रयोग के साथ एकीकरण के परिप्रेक्ष्य से मौजूदा अनुप्रयोगों को समझना या मूल्यांकन करना।
- ङ) इस आरएफपी और ब्यूरो द्वारा साझा की गई आवश्यकताओं के अनुसार प्रस्तावित सॉफ्टवेयर (वास्तुकला, संस्थाएं, प्रक्रिया प्रवाह आदि) की डिजाइनिंग।
- च) सॉफ्टवेयर रिक्वायरमेंट स्पेसिफिकेशंस (SRS) तैयार करना और ब्यूरो से SRS पर साइन-ऑफ प्राप्त करना।
- छ) अनुमोदित आवश्यकताओं के आधार पर, परियोजना कार्यान्वयन योजना तैयार करना और ब्यूरो को प्रस्तुत करना।

iii. डिजाइन और कार्यान्वयन

क. एक्सचेंज फोरम सॉफ्टवेयर के स्क्रीन या यूजर इंटरफेस की डिजाइनिंग