

### Corrigenda No 1

All queries received up to the stipulated deadline of 10 February 2026 have been examined in detail. Following Corrigenda have been issued on Gem bid GEM/2026/B/7106494, after due consideration:

SI No		Existing Clause	Revised clause
1	<b>Cl 11.10 page 414, 11.10(2)</b>	No bidder is exempted from furnishing the said EMD except the following: a. Registered Micro & Small Enterprises (MSEs) as defined in MSEs Procurement Policy, 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 completely exempted from payment of EMD on submitting a copy of valid certificate of registration with the authority or agency as indicated in the policy. However, such bidders must submit a Bid Security Declaration (Annexure XXII) in place of the EMD.	" EMD exemptions as per GeM General Terms & Conditions (at the time of bid publishing) is permitted. However, such bidders must submit a Bid Security Declaration (Annexure XXII) in place of the EMD "
2	<b>Cl 3. page No 25, Table Criteria sl no 10, Data protection, Col 3: 1st sentence</b>	The bidder/Contractor/SI and Cloud Service Provider (CSP) shall provide an undertaking to: a. comply with the provisions of the Digital Personal Data Protection (DPDP) Act, 2023, the Information Technology (IT) Act, 2000 and all relevant laws, and also penalties/liquidated damages if breach of BIS data found. b. The ownership of all data and rights to audit SI/CSP/Contractor shall remain with BIS for compliance.	"The bidder/ Contractor/ SI and Cloud Service Provider (CSP)/SaaS provider shall provide an undertaking to : a. Comply with the provisions of the Digital Personal Data Protection (DPDP) Act, 2023, the Information Technology (IT) Act, 2000 and all relevant laws, and also penalties/liquidated damages if breach of BIS data found. b. The ownership of all data and rights to audit SI/CSP/Contractor/SaaS Provider shall remain with BIS for compliance"

3	<p><b>CI 3. page No 25,</b> Table Criteria 11, <b>MeitY Empanelled CSP,</b> Col 3: 1<sup>st</sup> sentence</p>	<p>"The Cloud Service Provider (CSP) should be empanelled with the Ministry of Electronics &amp; Information and Technology (MeitY), Government of India for offering both DC &amp; DR on its own to government bodies."</p>	<p>"The Cloud Service Provider (CSP) or the underlying data centre for SaaS platforms should be empanelled with the Ministry of Electronics &amp; Information and Technology (MeitY), Government of India for offering both DC &amp; DR on its own to government bodies."</p>
4	<p><b>CI 3. page No 26,</b> Table Criteria 11, Col 3,</p>	<p><b>CSP Uptime offered:</b> a. Uptime offered on a single VM instance is more than or equal to 99.5%. b. Uptime offered on 2 or more VM instances (in HA mode) is more than or equal to 99.9%.</p>	<p><b>CSP Uptime offered:</b> a. Uptime offered on a single VM instance is more than or equal to 99.5%. b. Uptime offered on 2 or more VM instances (in HA mode) is more than or equal to 99.9%. c. For SaaS, platform-level uptime of 99.9% is acceptable (subject to SI undertaking and CSP concurrence.)</p>
5	<p><b>CI 3, Criteria 11, Page 25,</b></p>	<p><b>CSP Public Facing Website:</b> CSP shall have published on its public facing website-cloud services' rates for India, Service Level Agreements (SLAs), dashboard live status of cloud services' health across global data centre and outage details (if any) with RCA.</p>	<p>The criteria " <b>CSP Public Facing Website</b>" is removed.</p>
6	<p>page no 49, <b>CI 5.2.2, System Monitoring Addition (4)</b></p>	<p>-</p>	<p>"4. CSP shall publish a secure customer accessible dashboard providing status and details of cloud services".</p>

7	page 368, Cl 6.40.1(28)(4)	The AI Models / Large Language Models (LLMs) shall be deployed in a fully air-gapped environment to ensure that no data, information, or metadata belonging to the Bureau is transmitted, accessed, shared, or exposed to any external systems, networks, or thirdparty entities under any circumstances and such air-gapped models/LLMs shall be maintained and upgraded to the latest stable versions, as required, without any external connectivity, to ensure security, performance, and compliance.	"The AI Models / Large Language Models (LLMs) shall be deployed in a secure air-gapped or equivalent environment (e.g. private VPC) to ensure zero data retention by third parties. No data, information, or metadata belonging to the Bureau is transmitted, accessed, shared, or exposed to any external systems, networks, or third party entities under any circumstances and such air-gapped models/LLMs shall be maintained and upgraded to the latest stable versions, as required, without any external connectivity, to ensure security, performance, and compliance."
8	Page 389, cl 7.4.1(c),	The selected CSP shall provision three separate cloud hosting instances for the following environments: i. MOP Development/Implementation: Sized at 25% of the production environment ii. User Acceptance Testing (UAT): A full replica (100%) of the production environment iii. Stabilization and Go-Live (Production): The final production environment iv. DR Site: A full replica (100%) of the production environment	"The selected CSP shall provision following separate cloud hosting instances for the following environments: i. MOP Development/Implementation: should be provisioned to ensure proper Development and UAT of Batch- wise modules (ii.) User Acceptance Testing (UAT) of entire MoP: A full replica (100%) of the production environment, however Storage can be scaled but must support full load testing (iii.) Stabilization and Go-Live (Production): The final production environment (iii)DR Site: A full replica (100%) of the production environment"
9	Page 277: Cl 6.16.17, SI No 1(b),	It shall interface with instruments using standard communication protocols (e.g., RS-232, USB, TCP/IP, OPC-UA etc.).	"It shall interface with instruments using standard communication protocols (e.g., RS-232, USB, TCP/IP, OPC-UA etc.) or it shall allow integration via middleware/APIs etc. to enable seamless integration of laboratory equipment with LIMS module. Overall responsibility of integration is with SI at equipment end and also at MoP's end.

10	Page 30, cl 4, sl no 7 of table, 1 <sup>st</sup> sentence	Experience of the Cloud Service Provider (CSP) in delivering scalable cloud hosting services with proven capability to dynamically hyperscale infrastructure to support at least 1,00,000 concurrent users. a. 1 project – 3.5 marks b. 2 or more project – 7 marks	"Experience of the Cloud Service Provider (CSP)/SaaS platform in delivering scalable cloud hosting services with proven capability to dynamically hyperscale infrastructure to support at least 1,00,000 concurrent users.a. 1 project – 3.5 marks, b. 2 or more project – 7 marks"
		Public customer references along with undertaking mentioning that the CSP has the capacity to hyperscale to handle sudden spike in the concurrent user requirement (upto 1 lakh). Documents shall be submitted on CSP's letterhead with sign and stamp of the CSP.	Public customer references along with undertaking mentioning that the CSP/underlying CSP in case of SaaS, has the capacity to hyperscale to handle sudden spike in the concurrent user requirement (upto 1 lakh).Documents shall be submitted on CSP's letterhead with sign and stamp of the CSP "
11	page no 389, Cl 7.4.2	" Mandatory Security Services from CSP" The first sentence after the title is replaced with the following: " The cloud platform should support and provide the following integrated security services:"	"Mandatory Security Services (native or third party)" The first sentence after the title is replaced with the following: "The cloud platform should support and provide the following security services:"
12	Page 374, cl 7.1(3) <b>Open-Source/OTS Components. Addition after (e)</b>	-	(f). The proposed OTS solution should be cloud agnostic to be deployed on any meity empannelled cloud service provider"
13	Cl 8.2, Sl No 3, page 396: The text in Column 3	"T+2 months"	"T+4 months"
14	Page 42, cl <b>11.29(2) Scope of Audit, Addition of Note after (g):</b>	-	Note: "BIS will provide reasonable prior notice for scheduled audits, which will remain limited to the scope defined in the RFP. The third-party auditor will operate under strict confidentiality obligations, and any access to source code or production data (if required) will be granted on a need-to-know basis under controlled and supervised conditions."

15	Page 41-42, Clause 5.1.2.4.2.c(iii)	"Cost of the email and SMS gateways (if any), including any recurring charges, will not be borne by the Bureau on actuals."	"The cost of integration of the Email and SMS Gateways shall be borne by the System Integrator (SI). However, the charges for SMS and Email usage shall be borne by BIS on actual basis."
16	Page 466, Annexure XX		Annex-XX updated (refer attachment)
17	Page 381, cl 7.3.7(l)	The system should support integration with digital signature (DSC) or e-signature (e-Sign) platforms for legally valid digital signing of documents. Procurement and management of DSC and e-Sign certificate is the responsibility of the Bureau while the SI will only be responsible for the integration for DSC/e-sign? Please confirm.	The system should support integration with digital signature (DSC) or e-signature (e-Sign) platforms for legally valid digital signing of documents. Procurement and management of DSC and e-Sign certificate is the responsibility of the Bureau while the SI will only be responsible for the integration for DSC/e-sign and the cost associated with its integration & maintenance."
18	Page 462, Annexure-XVII:	Format for Self-Certification (Certified by Statutory Auditor)	Format for Self-Certification (Certified by SA or CA or CS or CMA)
		Signature of the statutory auditor (Stamp of statutory auditor)	Signature & Stamp of the SA/CA/CS/CMA
19	Page 28, cl 4, table criteria (2)	Experience in implementing an Open-Source or Proprietary OTS application software project in last five financial years (from FY 2020-21 to FY 2024-25). a. Implementation of one OTS in any project - 3 marks b. Implementation of two or more different OTS in any projects - 5 marks c. The project(s) submitted in compliance to this criterion is for Indian Central or State Government Ministries, Departments, PSUs or Organizations - 1 mark	cl 4(3) replaced by "Experience in implementing an Open-Source or Proprietary OTS application software project in last five financial years (from FY 2020-21 to FY 2024-25). Only those projects will be considered containing: a.HRMS b.Finance & Accounting c.Laboratory Management Information System d.Procurement / Purchase Management e.Inventory & Asset Management If two different projects collectively demonstrate any two of the above five features, they shall be treated as one project for evaluation purposes. Similarly, three or more projects covering different features from the above list shall be considered equivalent to one complete project. a. Projects containing any two of above features - 3

			marks b. projects containing three or more features– 5 marks c. The project(s) submitted in compliance to this criterion is for Indian Central or State Government Ministries, Departments, PSUs or Organizations – 1 mark
20	Page 32, cl 4, Note (d)	Projects relating to website development and maintenance will NOT be considered for bid evaluation.	removed.

21	Page 25, Clause 3, Table criteria no 11	<p><b>CSP Native Security Service:</b> In-house or native CSP security solutions shall not be considered for this requirement. CSP shall provide third-party security solutions hosted in India region/data centres for: a. CSP Native NextGen Firewall with IPS and IDS capability. b. CSP Native Web Application Firewall. c. CSP Native L3/L4 and L7 DDoS Protection</p> <p>Data Encryption at rest with dedicated hardware security module. e. Automated Security Assessment. f. Container Services: container orchestration and management. g. Identity and Access Management - fine grained access control for access to cloud resources: Only the resource with appropriate permissions and grants has access to any specific resource and All access and changes carried out are logged, cannot be tampered with and be auditable h. CSP managed databases having feature of inbuilt scaling, HA &amp; backup for MySQL, NoSQL, OpenSearch, PostgreSQL and MS SQL / Oracle. i. CSP Managed AI services from India data centre like GenAI, OCR, Chatbot, Language translation, text and table extraction from pdf, ability to host opensource models.</p>	<p><b>CSP Native Security Service:</b> In-house or native CSP security solutions shall not be considered for this requirement. CSP shall provide third-party security solutions hosted in India region/data centres for: a. CSP Native NextGen Firewall with IPS and IDS capability. b. CSP Native Web Application Firewall. c. CSP Native L3/L4 and L7 DDoS Protection</p> <p>Data Encryption at rest with dedicated hardware security module. e. Automated Security Assessment.</p> <p><b>"CSP Additional features:</b></p> <p>a. Container Services: container orchestration and management b. Identity and Access Management - fine grained access control for access to cloud resources: Only the resource with appropriate permissions and grants has access to any specific resource and All access and changes carried out are logged, cannot be tampered with and be auditable</p> <p>c. CSP managed databases having feature of inbuilt scaling, HA &amp; backup for MySQL, NoSQL, OpenSearch, PostgreSQL and MS SQL / Oracle</p> <p>d. Managed AI services from India data centre like GenAI, OCR, Chatbot, Language translation, text and table extraction from pdf, ability to host opensource models.</p> <p>e. Should hold any opensource applications/models</p>
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22	Page 400, cl 8.2, Table serial no 11 (1)	<p>Completion of Development, Implementation, Testing, Data Migration, Beta Launch and UAT of Batch 6 that covers:</p> <ol style="list-style-type: none"> <li>1. Department-Wise portal (HQ/BO/RO/LABS/NITS) (IT Services Department + Hindi Department)</li> <li>2. Public Relation Department</li> <li>3. Bureau Secretariat Management</li> <li>4. Unified Centralized Dashboard and Reporting</li> <li>5. AI/ML/NLP &amp; GIS Enablement</li> <li>6. Integration of all modules</li> </ol> <p>UAT of Batch 6</p> <p>Completion of Training, Security Testing, Deployment on Production Environment, Go-live &amp; Stabilization of Batch 6:</p> <ol style="list-style-type: none"> <li>1. Department-Wise portal (HQ/BO/RO/LABS/NITS) (IT Services Department + Hindi Department)</li> <li>2. Public Relation Department</li> <li>3. Bureau Secretariat Management</li> <li>4. Unified Centralized Dashboard and Reporting</li> <li>5. AI/ML/NLP &amp; GIS Enablement</li> <li>6. Integration of all modules.</li> </ol>	<p>Completion of Development, Implementation, Testing, Data Migration, Beta Launch and UAT of Batch 6 that covers:</p> <ol style="list-style-type: none"> <li>1. BIS website &amp; Department-Wise portal (HQ/BO/RO/LABS/NITS) (IT Services Department + Hindi Department)</li> <li>2. Public Relation Department</li> <li>3. Bureau Secretariat Management</li> <li>4. Unified Centralized Dashboard and Reporting</li> <li>5. AI/ML/NLP &amp; GIS Enablement</li> <li>6. Integration of all modules</li> </ol> <p>UAT of Batch 6</p> <p>Completion of Training, Security Testing, Deployment on Production Environment, Go-live &amp; Stabilization of Batch 6:</p> <ol style="list-style-type: none"> <li>1. BIS Website &amp; Department-Wise portal (HQ/BO/RO/LABS/NITS) (IT Services Department + Hindi Department)</li> <li>2. Public Relation Department</li> <li>3. Bureau Secretariat Management</li> <li>4. Unified Centralized Dashboard and Reporting</li> <li>5. AI/ML/NLP &amp; GIS Enablement</li> <li>6. Integration of all modules.</li> </ol>
23	cl 5.3.1.3 (3), Addition (i)	-	(i) The UAT of rehosted applications shall be carried out before giving final approval.

**Annexure-XX: Current System Information**

<b>Sr. No.</b>	<b>Current System</b>	<b>Information</b>
1.	BIS Website	<ol style="list-style-type: none"><li>1. Application Server: Apache2 (V2.4)</li><li>2. Application Server Size: 39 GB, centos 7 16 Core vCPU, 64 GB RAM, 100 GB</li><li>3. Code: PHP (ver:7.2) and WordPress</li><li>4. Database: MySQL (MySQL Ver 15.1 Distrib 10.2.12-MariaDB, for Linux (x86_64) using redline 5.1) 12 Core vCPU, 32GB RAM, 100GB</li><li>5. Database Size: 21 GB</li><li>6. Hits per day: 20,000</li></ol>
2.	Human and Finance Management System (HFMS)	<ol style="list-style-type: none"><li>1. Application Server: Tomcat</li><li>2. Technology Stack for Web Application: Java, Struts 1</li><li>3. Database: PostgreSQL</li><li>4. Database Size: 3009 MB</li><li>5. Hits per day: 300 HFMS Server – vCPU: 8, RAM: 16 GB, Space/HDD: 200 GB, Qty: 1</li></ol>

3.	Manakonline(PC+Hall marking+FMCS) & CRS	<ol style="list-style-type: none"> <li>1. Application Server: Tomcat</li> <li>2. Technology Stack for Web Application: Java, J2EE</li> <li>3. Database Software: EDB PostgreSQL</li> <li>4. Database size: 16 TB</li> <li>5. Hits per day: 75,000</li> </ol> <p><b>Hosting Infrastructure (Cloud Resources + LB + Backup + Bandwidth)</b></p> <ol style="list-style-type: none"> <li>1 Managed Application Servers (App01, App02) – vCPU: 24, RAM: 32 GB, Space/HDD: 400 GB, Qty: 2.</li> <li>2 Managed Application Servers (App03, App04) – vCPU: 30, RAM: 72 GB, Space/HDD: 400 GB, Qty: 2.</li> <li>3 Managed Application Servers (App05, App06) – vCPU: 24, RAM: 64 GB, Space/HDD: 400 GB, Qty: 2.</li> <li>4 Managed Application Server (Hallmark Server) – vCPU: 12, RAM: 56 GB, Space/HDD: 1024 GB, Qty: 1.</li> <li>5 Managed DB Service with Master (DB01) Manak – vCPU: 48, RAM: 72 GB, Space/HDD: 4500 GB, Qty: 1.</li> <li>6 Managed DB Service with Slave (DB02) Manak – vCPU: 36, RAM: 72 GB, Space/HDD: 3500 GB, Qty: 1.</li> <li>7 Managed DB Service with Slave (DB03) Manak – vCPU: 36, RAM: 72 GB, Space/HDD: 3500 GB, Qty: 1.</li> <li>8 FTP Server (18 TB + 36 TB) – Space/HDD: 54000 GB, Qty: 1..</li> <li>10 Backup Service (Avg. Full Backup Size / Node) – Space/HDD: 5000 GB, Qty: 6.</li> <li>11 Load Balancer (3 domains with 500 GB/month throughput) – Qty: 1.</li> <li>12 Internet Bandwidth – 150 Mbps.</li> <li>13 Domain Renewal (crsbis.in, manakonline.in) – Qty: 2.</li> <li>14 Email IDs – Qty: 1.</li> </ol>
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4.

Standards Promotion

1. Application Server: Apache2 version 2.4
2. Application Server Size: 20GB
3. Code: PHP7.3
4. Database: MySQL Ver 15.1 Distrib 10.4.22-MariaDB, for Debian-Linux-GNU (x86\_64) using redline 5.2
5. Database Size: 8.6 GB
6. Hits per day: 500
7. Infra

**App Server + Web Server 1:** Configuration includes 16 vCPU, 64 GB RAM, and 500 GB storage with a quantity of 1.

**App Server + Web Server 2:** Configuration includes 16 vCPU, 64 GB RAM, and 1000 GB storage with a quantity of 1.

**App Server + Web Server 3:** Configuration includes 16 vCPU, 64 GB RAM, and 500 GB storage with a quantity of 1.

**DB Server 1:** Configuration includes 36 vCPU, 64 GB RAM, and 300 GB storage with a quantity of 1.

**DB Server 2:** Configuration includes 12 vCPU, 16 GB RAM, and 1500 GB storage with a quantity of 1.

**DB Server 3:** Configuration includes 16 vCPU, 32 GB RAM, and 300 GB storage with a quantity of 1.

**FTP Server:** Storage capacity of 1600 GB with a quantity of 1.

**Load Balancer (as a Service):** One load balancer service is provisioned for traffic distribution across servers.

**Backup Services:** Backup storage capacity of 600 GB with a quantity of 6.

**Log Backup:** Log backup service provisioned with a quantity of 7.

**Monitoring & Alert:** Monitoring and alerting services provisioned with a quantity of 7.

**Internet Bandwidth:** Internet bandwidth provisioned up to 20 Mbps.

5. IRD

1. Application: Server Apache 2.4
2. Application Server Size: 2.0GB
3. Code: PHP 8.2 Laravel Framework 10.48.15
4. Database: MySQL
5. Database Size: 2.0GB
6. Hits per day: 150

**Managed Database as a Service (Advance):** 1 virtual machine

**Web Application Firewall – 50:**  **Virtual Machine (Compute) – Public Cloud:** 2 virtual machines running Ubuntu operating system with configuration of 16 vCPU,

**Storage Service (Basic) – Public Cloud Object Storage (NAS: 500):**

**Load Balancer – Application Load Balancer: 50:** 1 application load balancer.

**Disaster Recovery as a Service (DRaaS):** Disaster recovery setup with both primary data center (DC) and disaster recovery (DR) hosted in the cloud environment.

**Backup as a Service – Incremental Backup (Daily):**.

6.	LIMS	<ol style="list-style-type: none"><li>1. Web server Nginx 1.18.0</li><li>2. Application Server Size: 12GB</li><li>3. Code: Python 3.8.10 (Django 3.0.5)</li><li>4. Database: MongoDB+MySQL</li><li>5. Database Size: 115GB</li><li>6. Hits per day: 20,000</li><li>7. <b>Hosting Infrastructure (Cloud Resources + LB + Backup + Bandwidth)</b><ol style="list-style-type: none"><li>1 App Server – vCPU: 32, RAM: 48 GB, Space/HDD: 200 GB, Qty: 2.</li><li>2 DB Server (Mongo DB) – vCPU: 12, RAM: 48 GB, Space/HDD: 250 GB, Qty: 2.</li><li>3 DB Server (MySQL DB) – vCPU: 36, RAM: 72 GB, Space/HDD: 300 GB, Qty: 1.</li><li>4 DB Server (MySQL DB) – vCPU: 12, RAM: 72 GB, Space/HDD: 300 GB, Qty: 1.</li><li>5 File Storage – Space/HDD: 5000 GB, Qty: 1.</li><li>6 Backup Service – Space/HDD: 1400 GB, Qty: 3.</li><li>7 Log Backup (Log Size 1 GB per day) – Space/HDD: 1 GB, Qty: 7.</li><li>8 Load Balancer as a Service – Qty: 1.</li><li>9 Monitoring &amp; Alert – Qty: 7.</li><li>10 Internet Bandwidth – 30 Mbps.</li></ol></li></ol>
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7.	e-Office	<ol style="list-style-type: none"><li>1. Application Server Size: 300GB</li><li>2. Database: PostgreSQL, MongoDB</li><li>3. Database Size: 3TB</li><li>4. <b>Hosting Infrastructure (Cloud Resources + Bandwidth)</b><ol style="list-style-type: none"><li>1 Web Server – vCPU: 12, RAM: 16 GB, Space/HDD: 70 GB, Qty: 1.</li><li>2 Application Server – vCPU: 30, RAM: 36 GB, Space/HDD: 270 GB, Qty: 1.</li><li>3 PostgreSQL DB – vCPU: 30, RAM: 40 GB, Space/HDD: 470 GB, Qty: 1.</li><li>4 MongoDB – vCPU: 12, RAM: 16 GB, Space/HDD: 1920 GB, Qty: 1.</li><li>5 MongoDB Temp Server – vCPU: 4, RAM: 8 GB, Space/HDD: 370 GB, Qty: 1.</li><li>6 PostgreSQL DB SR &amp; PITR / MongoDB Replica – vCPU: 8, RAM: 12 GB, Space/HDD: 3420 GB, Qty: 1.</li><li>7 Redis, Kafka, Zookeeper, ELK – vCPU: 8, RAM: 12 GB, Space/HDD: 170 GB, Qty: 1.</li><li>8 Backup &amp; Logs – vCPU: 4, RAM: 8 GB, Space/HDD: 970 GB, Qty: 1.</li><li>9 CRL &amp; eSign Gateway Server – vCPU: 4, RAM: 8 GB, Space/HDD: 170 GB, Qty: 1.</li><li>10 Monitoring &amp; Alert – Qty: 9.</li><li>11 Internet Bandwidth – Qty: 10</li></ol></li></ol>
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### Clarification

<b>Category</b>	<b>Subject</b>	<b>Consolidated Clarification</b>
<b>Infrastructure</b>	<b>DR Site Sizing &amp; Architecture</b>	The Disaster Recovery (DR) site must be a 100% replica of the Production environment.
<b>Technical Scope</b>	<b>Regional Language Support</b>	The AI-powered Chatbot and citizen-facing interfaces shall support all scheduled languages of India. This is a mandatory requirement. The SI is responsible for providing/integrating the necessary translation engines and localized content.
<b>Eligibility</b>	<b>Annual Turnover Requirement</b>	The minimum average annual turnover requirement remains INR 600 Crore from software operations.
<b>Data &amp; UAT</b>	<b>Provision of Test/Migration Data</b>	BIS will provide all legacy data for all the existing applications and its upto the SI to suitably migrate and use it for the UAT purpose. However, in case of new modules where no data available, the SI is responsible for generating comprehensive synthetic/test data that covers all functional scenarios defined in the FRS.
<b>Cloud Hosting</b>	<b>Cloud Service Provider (CSP) Costs</b>	Bidders must include the cost of MeitY-empaneled Cloud Hosting for the entire contract period within their financial bid.
<b>DPDP ACT compliance</b>	<b>Consent for Personal data</b>	Consent for DPDP act compliance from all whose personal data is being captured and used to be taken through system itself. The SI has to ensure this through the MoP portal.

**बिड दस्तावेज़ / Bid Document**

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	02-03-2026 17:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	02-03-2026 17:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Consumer Affairs Food And Public Distribution
विभाग का नाम/Department Name	Department Of Consumer Affairs
संगठन का नाम/Organisation Name	Bureau Of Indian Standards (bis)
कार्यालय का नाम/Office Name	Hq, New Delhi
वस्तु श्रेणी /Item Category	Hiring of Agency for IT Projects- Milestone basis
अनुबंध अवधि /Contract Period	7 Year(s) 4 Month(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	60000 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Turnover	Yes   Complete
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Relaxation for Turnover	Yes   Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / <b>Minimum number of bids required to disable automatic bid extension</b>	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / <b>Number of days for which Bid would be auto-extended</b>	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / <b>Number of Auto Extension count</b>	3
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	5 Days
अनुमानित बिड मूल्य /Estimated Bid Value	1500000000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / <b>Financial Document Indicating Price Breakup Required</b>	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

#### ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	30000000

#### ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	94

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this

Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

**लाभार्थी /Beneficiary :**

Assistant Director  
Bureau of Indian Standards (BIS), 9, BSZ MArg, New Delhi - 110002  
(Bureau Of Indian Standards)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

**एमआईआई अनुपालन/MII Compliance**

एमआईआई अनुपालन/MII Compliance	Yes
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1. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
  1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
  2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
  3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

**अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required**

**Scope of Work:**[1768562089.pdf](#)

**Payment Terms:**[1768562092.pdf](#)

**This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-**

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
AS PER TENDER	100	70	<a href="#">View File</a>

**Total Minimum Qualifying Marks for Technical Score: 70**

**QCBS Weightage(Technical:Financial):70:30**

**Presentation Venue:MANAK BHAWAN, 9,BAHADUR SHAH ZAFAR MARG,NEW DELHI-110002**

**Pre Bid Detail(s)**

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
06-02-2026 11:00:00	Pre-Bid details: Date: 06 Feb 2026. Mode: Hybrid, Venu: Manak Bhawan, BIS-HQ, New Delhi Meeting link: <a href="https://bismanak.webex.com/bismanak/j.php?MTID=m1b85164bd0ab0b78e549853f60fec68c">https://bismanak.webex.com/bismanak/j.php?MTID=m1b85164bd0ab0b78e549853f60fec68c</a>

**Hiring Of Agency For IT Projects- Milestone Basis ( 1 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण / Specification	मूल्य/ Values
<b>कोर / Core</b>	
Scope of Work	Project Planning and Management , System Study and Design , Business Process Reengineering , Development of Application , STQC Certification , UAT & Go live , Data Migration , Integration with external applications , Capacity Building , Operation & Maintenance (O&M) , Assistive Application Development for Disabled Persons (As per GIGW guidelines)
Resources Needed	As specified in Scope of work

<b>विवरण / Specification</b>	<b>मूल्य/ Values</b>
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Deployment of core team	hybrid(Buyer to specify model in scope of work)
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Deliverables / Timelines	Submission of Final Project Plan , Approval of Proof Of Concept (POC) , Submission of Final Functional Requirement Specifications (FRS) , Submission of Final High Level Design document (HLD) , Submission of Final Systems Requirement Specifications (SRS) , Submission of Final User Acceptance Testing (UAT) report , Submission of Final version of User Manual , Submission of Security Audit Report , Go-Live of Services , Submission of Final Data Migration Plan , Completion of all Data Migration , Imparting all Trainings , Submission of Monthly Monitoring Reports (for projects in O&M phase) , Operationalization of Helpdesk
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**एडऑन /Addon(s)**

**क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer**

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity set to 1	अतिरिक्त आवश्यकता /Additional Requirement
1	Bindu Kumar	110002,MANAK BHAWAN, 9 BAHADURSHAH ZAFAR MARG,	1	N/A

## क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/**Buyer Added Bid Specific Terms and Conditions**

### 1. **Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

### 2. **Generic**

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

### 3. **Generic**

Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 7 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

### 4. **Generic**

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

### 5. **Generic**

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

### 6. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

### 7. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

### 8. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

**9. Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

**10. Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

BUREAU OF INDIAN STANDARDS  
payable at  
NEW DELHI

.  
Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

**11. Forms of EMD and PBG**

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C

BUREAU OF INDIAN STANDARDS

. The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

**12. Forms of EMD and PBG**

Bidders can also submit the EMD with Banker's Cheque in favour of

BUREAU OF INDIAN STANDARDS  
payable at  
NEW DELHI

.  
Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

**13. Forms of EMD and PBG**

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

BUREAU OF INDIAN STANDARDS  
Account No.  
90841010000018  
IFSC Code  
CNRB0019084  
Bank Name  
CANARA BANK  
Branch address  
BIS HQ MANAK BHAWAN NEW DELHI

.  
Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

**14. Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

BUREAU OF INDIAN STANDARDS  
payable at  
NEW DELHI

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

#### 15. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

BUREAU OF INDIAN STANDARDS

A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

#### 16. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

BUREAU OF INDIAN STANDARDS

Account No.

90841010000018

IFSC Code

CNRB0019084

Bank Name

CANARA BANK

Branch address

BIS HQ MANAK BHAWAN NEW DELHI

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

#### 17. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

### **अस्वीकरण/Disclaimer**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for

[attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)

9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

**All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in

accordance with the laws.

---धन्यवाद/Thank You---