

Expression of Interest (EOI)

for

Empanelment of Information Security Audit Firms

Digital India Corporation

(Ministry of Electronics& Information Technology)

Electronics Niketan Annex,

6 CGO Complex

Lodhi Road New Delhi-110003

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1 SECTION I – INTRODUCTION

Digital India Corporation (DIC) is a not-for-profit organization set up by the Ministry of Electronics and Information Technology (MeitY), Govt. of India, under Section 8 of Companies Act 2013. DIC leads and guides in realizing the vision, objectives, and goals of the Digital India program. It provides strategic support to Ministries/Departments of Centre/States for carrying forward the mission of Digital India by way of Capacity Building for e-Governance projects, promoting best practices, encouraging Public-Private Partnerships (PPP), nurturing innovation and technology in various domains.

NeGD and MyGov are Independent Business Division (IBD) established by MeitY within DIC to undertake Programme Management of National e-Governance Plan. NeGD has been playing a pivotal role in supporting the Ministries in Programme Management and the implementation of e-Governance projects like DigiLocker, Umang, Poshan Tracker, API Setu, Openforge, National Academic Depository, Academic Bank of Credits, etc.

DIC invites responses against **Expression of Interest** (EOI) from established, reputed and reliable CERT-In empaneled Information Security Audit Firms for **Empanelment of Security Audit Service Providers for conducting Information Security Audit** of various IT services, Platforms and Mobile Applications as and when required.

The purpose of this "EOI" is solely to enable DIC in defining the requirements for Empanelment of service providers to conduct Information Security Audit of various IT services and empanelment of eligible bidders for the period of contract. The empaneled bidders will provide services anywhere in India. DIC or it's IBDs may place the work orders to the empaneled agencies for its own requirement or for the projects on behalf of its clients.

No contractual obligation on behalf of DIC whatsoever shall arise from the EOI process unless and until a formal contract is signed and executed by duly authorized officers of DIC and the bidder. DIC may modify any / all of the terms of this EOI and shall be entitled to invite RFP from eligible EOI Respondents.

2 SECTION II – SCHEDULE OF EVENTS

SN	Event	Date
1	Date of commencement of empanelment Process	May 12, 2022
2	Last date of Accepting Queries	May 19, 2022 at 23:59 hrs. through email sharmag@digitalindia.gov.in
3	Pre-Bid Meeting (Online) – The meeting link will be published	May 20, 2022 at 1500 hrs.

	at www.dic.gov.in	
4	Last Date and Time for EOI Submission along with all supporting documents.	May 31, 2022, at 15:00 Hrs.
5	Date of Opening EoIs	June 01, 2022, at 15:00 Hrs.
6	Bid Submission	Online Mode (Through Central Procurement Portal) Portal www.eprocure.gov.in
7	Bid Availability	RFP can be Downloaded from the eProcurement portal https://eprocure.gov.in/eprocure/a pp , DIC site https://dic.gov.in/index.php/notification/tender , or MeitY site https://www.meity.gov.in/tenders
8	Date of Technical Presentation	Will be communicated to Eligible bidders only through email.
9	Cost of the RFP document	NIL
10	Address for Communication	Digital India Corporation Electronics Niketan Annexe, CGO Complex, Lodhi Road, New Delhi 110003 Phone: 011 – 24360199 / 24303500 / 24303555 e-mail: sharmag@digitalindia.gov.in

3 SECTION III - PURPOSE/ OBJECTIVE

DIC intends to empanel reputed CERT-In empanelled Security Auditors/Service Providers for a period of 36 months and that can be extendable for another 24 Months as per mutual agreement and requirements.

In order to enhance the security of critical infrastructure of the projects undertaken by DIC and to manage Cyber security risks, DIC wishes to conduct Information Security Audit of various IT services/Projects functional within the DIC. DIC intends to issue this bid document to the bidders to participate in the competitive bidding for setting up a strong audit framework with monitoring capabilities. This EOI has been prepared solely for the purpose of enabling DIC to empanel few Service Providers

(SP) for conducting the work as per the scope of work provided in this document.

The EOI document is not recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the DIC and successful bidders as identified by DIC, after completion of the selection process as detailed in this document.

4 SECTION IV - SCOPE OF WORK

The RFQ (Request for Quotation) detailing the scope of work will be shared among all Empaneled agencies, and they may be invited by the Evaluation Committee to make presentations and submission of technical proposal and financial effort estimate regarding the project under consideration. After objective evaluation the most suitable agency may be assigned the work by DIC/IBD, on the recommendation of the above Committee.

The scope mentioned below is illustrative but not exhaustive. Bidders are expected to update and include additional relevant items in these activities to conform to global best practices, currently available knowledge base, emerging threats to IT, Information and Cyber Security, latest security solutions.

The selected bidders would be required to furnish the reports as per this solution. Reports would be in:

- Soft copies, hard copies, copies of screen shots, outputs, Audit evidence
- Soft outputs which are importable into a database, spreadsheet, or GRC platforms.
- Tracking sheet
- PowerPoint presentation for Top management
- Vulnerabilities identified, Vulnerability ratings
- Threat Profile, Test Plan
- Compliance profile covering compliance with Banks policies, legal and regulatory requirements and industry best practices, whichever are the best
- Compliance requirements where applicable
- Screenshots and code listing or line numbers where feasible in code reviews

Indicative deliverables include but not limited to the following services:

i. Vulnerability Assessment

DIC expects an authenticated type but non-destructive vulnerability assessment to be carried out. Vendor should be able to cover a broad range of systems like Operating system (Windows, Linux, etc.), Databases (MSSQL, Oracle, MongoDB, etc.), Web servers (Apache, Tomcat, IIS, etc.), Network and Security devices, Virtualization, Cloud environment etc. Vendors are expected to conduct the audit against the standard configuration document that DIC has created, as also the latest global standards and industry best practices.

In case, any new asset is identified during project execution, vendor is expected to develop the checklist and conduct the assessment.

ii. Penetration testing

The security assessment should use the industry standard penetration test methodologies (like OSSTM) and scanning techniques and will focus on applications. The application tests should cover but not limited to OWASP Top 10 attacks.

iii. Technical standard creation

The ISSP is expected to create a base document with parameters, values etc. and descriptions of risks to enable a system, platform, application, database etc. to be securely configured for use in the DIC. Iso 2700...

iv. General Process Audit

Assess whether the data processing that takes place in systems and IT occurs in a controlled environment, supporting data integrity and security.

v. IT General Controls Audit

Assess whether the data processing that takes place in systems and IT occurs in a controlled environment, supporting data integrity and security

vi. Consulting and Forensic Analysis

DIC wants to develop detailed security mechanisms which is focused on the on-going management of information security requirements. DIC would require on-demand security consultants/manpower to define the processes requirement to ensure that risks are identified, apprised to management, and addressed in an effective manner. Empaneled vendors should be able deploy various personnel on time-to-time basis, who can provide consultancy on developing security mechanisms as per latest security standards and data governance frameworks, conduct forensic analysis on demand basis and help DIC to conduct forensic analysis activities.

5 SECTION V - VALIDITY OF EMPANELEMENT AND TERMINATION

The validity of the empanelment will be for 36 months and further 24 Months if extended from the date of award of the Letter of Intent. The validity of empanelment may be extended for a suitable period at the behest of the DIC. Irrespective of the period, the empanelment will be deemed operative until the completion of the assigned projects and hence the empaneled firm should ensure resource availability until completion of the work at hand.

Termination: The Authority may, by not less than 90 (Ninety) days written notice of termination to the selected bidder, such notice to be given after the occurrence of any of the events specified in this clause, terminate this Agreement if:

- i. The selected bidder fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, as specified in a notice of suspension, within 90 days of receipt of such notice of suspension or within such further period as the Authority may have subsequently granted in writing;
- ii. The selected bidder becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary;
- iii. The selected bidder fails to comply with any final decision reached as a result of arbitration proceedings; The selected bidder submits to the Authority a statement which has a material effect on the rights, obligations or interests of the Authority and which the selected bidder knows to be false;
- iv. Any document, information, data or statement submitted by the selected bidder in its Proposals, based on which the selected bidder was considered eligible or successful, is found to be false, incorrect or misleading;
- v. As the result of Force Majeure, the selected bidder is unable to perform a material portion of the Services for a period of more than 60 days; or The Authority, in its sole discretion and for any reason whatsoever, decides to terminate this Agreement.

Note: This EOI is not exhaustive in describing the functions, activities, responsibilities and services for which Bidder will be responsible. The Bidder, by participation in this EOI, implicitly confirm that if any functions, activities, responsibilities or services which are either not specifically

described in this EOI or specifically described but has to undergo suitable changes/modifications due to regulatory/statutory changes and are termed necessary or appropriate by DIC for the proper performance of the contract, such functions, activities, responsibilities or services (with applicable changes, if any) will be deemed to be implied by and included within the scope of services under this EOI and Bidder's response to the same extent and in the same manner as if specifically described in this EOI and Bidder's response.

6 SECTION VI - EOI SUBMISSION PROCESS

- i. **Raising of queries/clarifications on Request for EOI document:** The Bidders requiring any clarification on this document should submit their written queries to email id sharmag@digitalindia.gov.in. Any suggestions/feedback may also be sent to the above email id.
- ii. **Modification in Request for EOI document:** At any time prior to the deadline for submission of EOIs, DIC may modify any part of this document. Such change(s) if any may be in the form of an addendum/corrigendum and will be uploaded on DIC website https://dic.gov.in. All such changes will automatically become part of this EOI and will be binding on all Bidders. Interested Bidders are advised to regularly refer to the DIC website referred above for any updates.
- iii. Request for extension of date for submission of EOIs will not be entertained. However, to give prospective Bidders reasonable time to take the amendment into account in preparing their EOIs, DIC may, at its discretion, extend the last date for the receipt of EOIs. No EOI may be modified subsequent to the last date for receipt of EOIs. No EOI may be withdrawn in the interval between the last date for receipt of EOIs and the expiry of the EOI validity period specified by the Bidder in the.
- iv. Bidders are advised to study the EOI Document carefully. Submission of the EOI will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the EOI document with a full understanding of its implications. EOIs not complying with all the given clauses in this EOI document are liable to be rejected. Failure to furnish all information required in the EOI Document or submission of an EOI not substantially responsive to the EOI document in all respects will be at the bidder's risk and may result in the rejection of the EOI.
- v. Shortlisted Bidders shall have to submit a **Performance Bank** Guarantee (PBG) of amount Rs. 10,00,000 only (Rupees Ten Lakh Only). In case of MSME/Startups the PBG Amount will be

Rs. 5,00,000 Only (Rupees Five Lakh Only)¹ in the form of DD/Banker's Cheque, FDR or Bank Guarantee issued by any Commercial bank in favour of **'Digital India Corporation'** payable at Delhi within 15 days of award of empanelment letter/Letter of Intent (LOI). PBG should be valid for a period of 36+2 months and further 24+2 Months if extended from the last date of issue of empanelment letter. PBG in any other form will not be accepted. Bank Guarantee to be provided against this tender should be issued by a commercial bank.

The PBG may be forfeited:

- a. If the agency fails to perform the awarded job.
- b. If found involved in some illegal activities leading to blacklisting of the firm or any of the directors.
- c. Any information given is found wrong, leading to the cancellation of his offer/bid including any information/ security breach by the deployed resource.
- vi. EOI as per the format provided in **Annexure-III** on the company Letter Head and details as per the format provided in **Annexure-IV** and **Annexure-V** should be submitted along with proof of documents. **Annexure-I** and **Annexure-II** along with documents should also be submitted.
- vii. If the space in the Performa is insufficient for furnishing full details, the information shall be supplemented on separate sheets of paper stating therein the part of the statement and serial number. Separate sheets may be used for each part. Any inter-lineation, erasures, or overwriting shall be valid only if the person(s) signing the EOI initial(s) them.
- viii. **Submission of EOIs:** Detailed EOI has to be submitted through CPP Portal on or before **May 31, 2022, at 1500 Hrs**. No extension on the specified submission schedule will be entertained.
- ix. DIC may ask Bidders for clarifications or additional documents/credentials at its discretion.
- x. **Opening of EOI** DIC will convene the EOI opening session on duly notified date over VC link, where one representative from the Bidders, who have success fully submitted the EOI, can participate. One representative from each Bidder can remain present during the EOIs opening process. The EOIs will then be passed on to a duly constituted Tender Evaluation Committee (TEC).

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¹ MSME/Start-ups agency must submit the valid respective Certificate

7 SECTION VII – EVALUATION OF EOI

- i. The response to EOIs received by the designated date and time will be examined by DIC to determine if they meet the terms and conditions mentioned in this document including its subsequent amendment(s) if any and whether responses to EOI are complete in all respects.
- ii. On scrutiny, the response to EOIs found NOT in the desired format/illegible/ Incomplete/not containing clear information, will be rejected for the further evaluation process.
- iii. If deemed necessary, DIC may seek clarifications on any aspect of EOI from the applicant. If a written response is requested, it must be provided within 3 days. Response received beyond 3 days, if any, may not be considered. However, that would not entitle the applicant to change or cause any change in the substances of their EOI document already submitted. DIC will also make enquiries to establish the past performance of the applicants in respect of similar work. All information submitted in the application or obtained subsequently will be treated as confidential.

8 SECTION VIII - BIDDER'S ELIGIBILITY CRITERIA

The process is open to all Bidders who fulfill the eligibility criteria as set out below and is in agreement with DIC as per terms & conditions of this EOI document. The Bidders should furnish necessary documentary evidence supporting to meet the eligibility criteria provided in the bidding process. EOIs not fulfilling the eligibility criteria will be rejected.

Table 1:- Eligibility Criteria

Parameter	Criteria	Documentary Evidence		
Technical Criteria	Bidder should be CERT-In empaneled as on the date of submission of bid	Copy of certificate		
Legal Entity	1. A company incorporated in India under the Companies Act, 1956 or 2013 or LLP Act 2008 and subsequent amendments thereto 2. Registered with the Income Tax (PAN) and GST (GSTN) Authorities in India with active status	Certified by Authorized Signatory: 1. Copy of Certificate of Incorporation 2. Copy of Registration Certificates with the GST & IT (PAN) Authorities		
Bidder Turnover	_	Documentary evidence in the form of certified Audited Balance		

	of the bidder during the last three years, ending on 31st March 2022, should be atleast 2 crore.	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.
Bidder Turnover from Security Audit services	The minimum average annual financial turnover of the bidder from Security Audit services during the last three years, ending on 31st March 2022, should be atleast 50 lakhs.	Copy of the Purchase Order/Work order or Letter of Award or Contract of work and completion certificate or any proof of Security Audit work with financials. If the work of a client is subcontracted to the bidder, the client should acknowledge the awareness of such work order. Or A certificate from the Statutory Auditor / Chartered Accountant indicating the turnover details for the relevant period from Security Audit services.
Bidder Experience	The bidder must have 3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private Company.	Bidders are required to submit copies of relevant contracts/orders/Invoices/project on going certificate from client for providing Security Audit services for: - EACH of FY 2019-20, FY 20-21 or FY 21-22 or FY 2019-20 with project duration of at-least 3 years or - FY 2019-20 and Contract/Order executed in FY 2020-21 with project duration of at-least 2 years Details as per Annexure V should also be submitted. If the work of a client is subcontracted to the bidder, the client should acknowledge the awareness of such work order.

No. of Resources	The firm should have a pool of at least 5 professionals² with international accreditation like CISA (Certified Information Systems Auditor), CISSP (Certified Information Security Professional), CEH (Certified Ethical Hacker) and BS7799/ISO27001 trained lead auditors etc. employed with them.	the resources on Company's Letter Head should be provided as per the Educational Qualification
Blacklisting	Bidder should not have been blacklisted or debarred by Govt. of India and/or any State Government and/or any Central/State PSU at the time of bid submission date	Signed and stamped Annexure VII on company's Letterhead
Net Worth	Net Worth of the Bidder should be positive as per the last audited financial statement.	Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the Net Worth details for the relevant period shall be uploaded with the bid.

9 SECTION IX - TECHNICAL EVALUATION

Only the Technical Bids of Eligible bidders will be evaluated. The Technical bid will be evaluated as per the Technical Evaluation Criteria mentioned in the table below:

Table 2:- Technical Evaluation Criteria

S. No.	Evaluation Criteria	Max. Marks	Documentary Evidence to be submitted	
Avg. Annual	The Bidder has an Average Annual	15	Copy of the Purchase Order/Work order or Letter	

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² The Resources should be on the roles of the bidding firm.

turnover from Security Audit services	three financial years from Security Audit Services i.e., 2019-20,		of Award or Contract of work and completion certificate or any proof of Security Audit work with financials. If the work of a client is subcontracted to the bidder, the client should acknowledge the awareness of such work order.
	>= 2.5 + Cr – <i>15 Marks</i>		OR
	For MSME/Start-ups: >=INR 0.5 Cr and <0.75 Cr - 5 Marks >=INR 0.75 Cr and < 1.0Cr - 10 Marks >= 1.0 + Cr - 15 Marks		A certificate from Statutory Auditor / Chartered Accountant clearly specifying the turnover from Security Audit Services during the last three financial years.
Years of Operation in Security Audit Services	Years of operation of the Bidder in "Security Audit Services" only, as on 31-03-2022: = 3 Years: 4 Marks = 4 or 5 Years: 8 Marks = 6 or 7 Years: 12 Marks > 7 Years: 15 Marks	15	Work-order/ Contract / Invoices / Completion Certificate / Project ongoing certificate from the client for the relevant years. or A certificate from the Statutory Auditor / Chartered Accountant/ Company Secretary indicating the Years of operation of the Bidder in "Security Audit Services"
Security Audit Projects	Number of Projects handled for Implementation of Security Audit services (in Last 3 FY as on 31st Mar 2022). <= 3 project: 0 Marks > 3 projects and <= 5	15	Invoices/ Work-order / Contract / Completion Certificate / Project ongoing certificate from the client. Details as per Annexure V should also be submitted.

	projects: 4 Marks > 5 projects and <=8 projects: 8 Marks > 8 projects and <=10 projects: 12 Marks > 10 projects: 15 Marks		
Security Audit Services Project Value	Number of Projects handled for Implementation of Security Audit services having value more than 10 lakhs (in Last 3 FY as on 31st Mar 2022) No Project: <i>O Marks</i> = 1 or 2 projects: <i>2 Marks</i> = 3 or 4 projects: <i>4 Marks</i> = 5 or 6 projects: <i>6 Marks</i> = 7 or 8 projects: <i>8 Marks</i> = 9 or More projects: <i>10 Marks</i>	10	Invoices/ Work- order/Contract/ Completion Certificate/ Project ongoing certificate from theclient Details as per Annexure V
	For MSME/Start-ups		
	Number of Projects handled for Implementation of Security Audit services having value more than 10 lakhs (in Last 3 FY as on 31st Mar 2022)		
	No Projects: 0 Mark		
	=1 or 2 projects: 4 Marks		
	=3 or 4 projects: 8 Marks		
	=5 or more projects: 10 Marks		

Presentati on			Time, Date and place will be informed later.
	A. Bidder's profile,		
	B. Bidder experience/citations,		
	C. Comparison of pre and post stage of work done		
	D. Offerings and capability,		
	E. Tools & Skills		
	F. Team size and Qualification		
	G. Bidder's approach for Security Revamp		
	H. Program management, change management, governance, information security and compliance aspects applicable for Security implementation strategy		
Prototype	Demonstrate prototype of solution to be developed including screens and flow Application(s) as selected by the Evaluation committee.	25	Bidder will be provided 1-week advance notice for the same.

10 SECTION X - EMPANELMENT CONDITIONS

The selection process will be as under:

- i. Screening based upon Eligibility criteria & Technical evaluation.
 - a. Eligible Bidders scoring a minimum of **70 marks** in Technical Evaluation will be empaneled.
 - b. DIC reserves the right to accept or reject any tender in whole or in

parts without assigning any reason thereof. The decision of DIC shall be final and binding on all the vendors to this document and DIC will not entertain any correspondence in this regard.

ii. The resources of empaneled agency working on project shall be required to sign a Non-Disclosure Agreement cum Undertaking with DIC regarding non-disclosure of any information related to Design/Development/Audit/testing/Security breach with any third agency/person. The confidentiality shall prevail even after the completion of the duration of empanelment.

DIC reserves the right to contact the reference clients to ascertain the submission made by the bidders, during the evaluation process.

11 SECTION XI - PRE - BID MEETING

- i. DIC shall hold a pre bid meeting with the prospective bidders as per the schedule provided in Section- II. Queries received from the bidders in writing, or over email (preferably in an excel file), up till two days prior to the pre bid meeting, shall be addressed. The queries can be sent to DIC through email at sharmag@digitalindia.gov.in.
- ii. Only those pre-bid queries which are received in the following prescribed format shall be entertained:

Company Name		M/s		
S. No. Relevant Section / Annexure of RFP		RFP Page No.	Relevant Content from RFP	Vendor's Query / Comment

iii. To join the Pre-bid conference, interested bidders are required to provide the details of the bidder representatives (maximum 2) by emailing at "sharmag@digitalindia.gov.in" two days before the schedule pre-bid meeting date.

12 SECTION XII – TERMS & CONDITIONS

- i. Submission of an EOI is evidence of a Bidder's consent to comply with the terms and conditions of the Request for EOI process and subsequent bidding process. If a Bidder fails to comply with any of the terms, its bid may be summarily rejected.
- ii. The willful misrepresentation of any fact in the EOI will lead to the disqualification of the Bidder without prejudice to other actions that DIC

may take. The EOI and the accompanying documents will become the property of DIC. The Bidders shall be deemed to license, and grant all rights to DIC, to reproduce the whole or any portion of their product/solution for the purpose of evaluation, to disclose the contents of submission to other Bidders and to disclose and/or use the contents of submission as the basis for EOI process.

- iii. DIC reserves the right to accept or reject any or all responses received against the EOI received without assigning any reason therefore whatsoever and DIC's decision in this regard will be final.
- iv. DIC reserves the right to inspect the facilities of the bidder at any time during the evaluation stage to verify the genuineness and to ensure conformity with the proposal submitted.
- v. The bidder is required to submit its full profile giving details about the organization, experience, technical personnel in the organization, competence, and adequate evidence of its financial standing etc. in the enclosed form which will be kept confidential.
- vi. No contractual obligation whatsoever shall arise from the EOI process.
- vii. Any effort on the part of Bidder to influence the evaluation process may result in the rejection of the EOI.
- viii. DIC is not responsible for non-receipt of EOIs within the specified date and time due to any reason including postal delays or holidays in between.
- ix. DIC reserves the right to verify the validity of the information provided in the EOIs and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI.
- x. Bidders shall be deemed to have:
 - a. Examined the Request for EOI document and its subsequent changes, if any for the purpose of responding to it.
 - b. Examined all circumstances and contingencies, having an effect on their EOI application and which is obtainable by the making of reasonable enquiries.
 - c. Satisfied themselves as to the correctness and sufficiency of their EOI applications and if any discrepancy, error or omission is noticed in the EOI, the Bidder shall notify DIC in writing on or before the end date/time.
- xi. The bidder shall bear all costs associated with submission of EOI, presentation/ POC/prototype desired by DIC. DIC will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.
- xii. Bidders must advise DIC immediately in writing of any material change to the information contained in the EOI application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their

advice.

- xiii. Shortlisted Bidders must not advertise/publicize in any form (without prior written permission from DIC) about their unit having been shortlisted by DIC.
- xiv. The bidder should be agreeable to provide:
 - a. Competent Manpower
 - b. Source code, object code/executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.) wherever applicable,
 - c. All necessary functional, Design and technical documentation, wireframes, mock-ups etc.
 - d. DIC will Interview each candidate before being onboarded for any project
 - e. DIC shall give an indicated price of each resource beforehand to provide the resource in the specified budget only
 - f. The hired resources shall work under the guidance of the DIC team and follow the office hours of the DIC. The resource must not limit himself/herself to office hours and should be ready to contribute as and when required by DIC.
 - g. Service Provider must provide a competent resource within 21 days from the date of posting the requirements. Only written mode of communication (Letter/email) shall be deemed valid.
 - h. The service provider must provide a replacement of resource within 1 week of the request made by DIC if in case the deputed resource does not perform satisfactorily or some behavior issues.
 - i. In case Service Provider/ Empaneled Agency is unable to provide the replacement of resource within the specified time as mentioned in above points, the service provider will be charged Rs. 2500 per day till it provides competent manpower (The penalty will be maximum up to 30% of the man month rate quoted in the price bid.)
 - j. In case of project-based engagement, the applicable penalty (if any) will be mentioned in the RFQ (Request for Quotation) document.
 - k. The regular violation of not providing quality manpower, frequent replacement, not providing manpower within the stipulated time period, the empanelment may be cancelled and the PBG will be forfeited.
 - 1. The resource may be required to work for extender hours to meet the timeline of the project. No overtime/ compensatory off will be provided for the same.
- xv. The Intellectual Property Rights on the developed software code/design

- and related documentation will be with DIC.
- xvi. The design and development will be carried out as per the best practices followed worldwide.
- xvii. DIC may decide to have a mixed set of in-house and bidder's resources for sustainable good quality design and development and bidder should be agreeable to work under this setup and should agree to transfer necessary knowledge, skills and documents to DIC personnel.
- xviii. The bidder should be agreeable to provide to DIC all necessary functional and technical documentation required by DIC from time to time.
- xix. The bidder agrees with DIC to execute the contract, Non-Disclosure Agreement (NDA) and Integrity Pact as per the format of DIC. The contract format along with NDA and integrity pact will be shared with eligible Bidders.
- xx. DIC may re-visit any of the conditions of this EOI, before the deadline for submission.
- xxi. Conflict of Interest: An Applicant shall not have a conflict of interest that may affect the Selection Process or the Project. Any Applicant found to have a Conflict of Interest shall be disqualified.
- xxii. The empaneled agency is solely responsible for providing the essential resources, such as workstations, laptops, and appropriate licensed tools/software, to the deployed Manpower to perform their tasks and duties efficiently as per the scope of work.
- xxiii. DIC shall have the right to change the terms & conditions/ cancel the tendering process at any time, without thereby incurring any liabilities to the affected Bidders. Reasons for changing the terms & conditions/cancellation, as determined by DIC in its sole discretion include but are not limited to, the following:
 - a. Services contemplated are no longer required
 - b. Scope of work not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments
 - c. The project is not in the best interest of DIC
 - d. Any other reason

Annexure I: Eligibility Criteria Document Details

Param eter	Criteria	Documentary Evidence	Comp liance (Yes / No)	Bidder's Comment	Name of attached PDF and Page No.
Technic al Criteria	Bidder should be CERT-In empaneled as on the date of submission of bid	Copy of certificate			
Legal Entity	1. A company incorporated in India under the Companies Act, 1956 or 2013 or LLP Act 2008 and subsequent amendments thereto 2. Registered with the Income Tax (PAN) and GST (GSTN) Authorities in India with active status	Certified by Authorized Signatory: 1. Copy of Certificate of Incorporation 2. Copy of Registration Certificates with the GST & IT (PAN) Authorities			
Bidder Turnov er	The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March 2022, should be at least 2 crore.	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.			
Bidder Turnov er from Securit y Audit service s	The minimum average annual financial turnover of the bidder from Security Audit services during the last three years, ending on 31st March 2022,	Copy of the Purchase Order/Work order or Letter of Award or Contract of work and completion			

	should be at least 50	certificate or one		
	lakhs.	certificate or any proof of Security		
	iakiis.	Audit work with		
		financials. If the		
		work of a client is		
		subcontracted to		
		the bidder, the		
		client should		
		acknowledge the		
		awareness of		
		such work order.		
		or		
		A certificate from		
		the Statutory		
		Auditor /		
		Chartered		
		Accountant		
		indicating the		
		turnover details		
		for the relevant		
		period from		
		Security Audit		
		services.		
Bidder	The hidder must have	Ridders are		
Bidder	The bidder must have	Bidders are		
Experie	3 years of experience	required to		
	3 years of experience (ending month of	required to submit copies of		
Experie	3 years of experience (ending month of March 2022) of	required to submit copies of relevant		
Experie	3 years of experience (ending month of March 2022) of providing Security	required to submit copies of relevant contracts/orders		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any	required to submit copies of relevant contracts/orders /Invoices/project		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization /	required to submit copies of relevant contracts/orders /Invoices/project on going		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed /	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed /	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for providing		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for providing Security Audit services for:		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for providing Security Audit services for: - EACH of FY		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for providing Security Audit services for: - EACH of FY 2019-20, FY		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for providing Security Audit services for: - EACH of FY 2019-20, FY 20-21 or FY		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for providing Security Audit services for: - EACH of FY 2019-20, FY 20-21 or FY 21-22		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for providing Security Audit services for: - EACH of FY 2019-20, FY 20-21 or FY 21-22 or		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for providing Security Audit services for: - EACH of FY 2019-20, FY 21-22 or - FY 2019-20		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for providing Security Audit services for: - EACH of FY 2019-20, FY 21-22 or - FY 2019-20 with project		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for providing Security Audit services for: - EACH of FY 2019-20, FY 21-22 or - FY 2019-20 with project duration of at-		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for providing Security Audit services for: - EACH of FY 2019-20, FY 21-22 or - FY 2019-20 with project		
Experie	3 years of experience (ending month of March 2022) of providing Security Audit services to any Govt Organization / PSU / Public Listed / Bank/Private	required to submit copies of relevant contracts/orders /Invoices/project on going certificate from client for providing Security Audit services for: - EACH of FY 2019-20, FY 21-22 or - FY 2019-20 with project duration of at-		

		- FY 2019-20		
		and Contract/ Order executed in FY 2020-21 with project duration of at- least 2 years Details as per		
		Annexure V should also be submitted. If the work of a client is subcontracted to the bidder, the client should acknowledge the awareness of such work order.		
No. of Resour ces	The firm should have a pool of at least 5 professionals³ with international accreditation like CISA (Certified Information Systems Auditor), CISSP (Certified Information Security Professional), CEH (Certified Ethical Hacker) and BS7799/ISO27001 trained lead auditors etc. employed with them.	stamped details of the resources on Company's Letter Head should be provided as per the Educational Qualification & Experience		
Blackli sting	Bidder should not have been blacklisted or debarred by Govt. of India and/or any State Government and/or any Central/State PSU at the time of bid submission date	Signed and stamped Annexure VII on company's Letterhead		

 $^{^{\}scriptscriptstyle 3}$ The Resources should be on the roles of the bidding firm

Net Worth	Net Worth of the Bidder should be positive as per the last audited financial statement.	evidence in the form of certified				
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Annexure II: Technical Evaluation Criteria Document Details

S. No.	Evaluation Criteria	Documentary Evidence to be submitted	Bidder's Comments	Name of attached PDF and Page No.
Avg. Annual turnover from Security Audit services	The Bidder has an Average Annual turnover from for last three financial years from Security Audit Services i.e., 2019-20, 2020-21, 2021-22.	15		
	>= INR 0.5Cr and <1.5Cr - 5 Marks			
	>= INR 1.5Cr and < 2.5Cr – 10 Marks			
	>= INR 2.5+ Cr - 15 Marks			
	For MSME/Start-ups:			
	>= INR 0.5Cr and <0.75Cr – 5 <i>Marks</i>			
	>= INR 0.75 and < 1.0Cr - 10 Marks			
	>= INR 1.0+ Cr - 15 Marks			
Operatio n in Security Audit	Years of operation of the Bidder in "Security Audit Services" only, as on 31-03-2022:	15		
Services	= 3 Years: 4 Marks			
	=4 or 5 Years: 8 Marks			
	=6 or 7 Years: 12 Marks			
	>7 Years: 15 Marks			
Security Audit Projects	Number of Projects handled for Implementation of Security Audit services (in Last 3 FY as on 31st Mar	15		

	2022).		
	<= 3 Project: 0 Marks		
	> 3 projects and <= 5 projects: 4 Marks		
	> 5 projects and <=8 projects: 8 Marks		
	> 8 projects and <=10 projects: 12 Marks		
	> 10 projects: 15 Marks		
Security Audit Services Project Value	Number of Projects handled for Implementation of Security Audit services having value more than 10 Lakhs (in Last 3 FY as on 31st Mar 2022)	10	
	No Project: <i>0 Marks</i>		
	=1 or 2 projects: 2 Marks		
	=3 or 4 projects: 4 Marks		
	=5 or 6 projects: 6 Marks		
	=7 or 8 projects: 8 Marks		
	=9 or More projects: 10 Marks		
	For MSME/Start-ups		
	Number of Projects handled for Implementation of Security Audit services having value more than 10 Lakhs (in Last 3 FY as on 31st Mar 2022)		
	No Project: 0 Marks		
	=1 or 2 projects: 4 Marks		
	=3 or 4 projects: 8 Marks		
	=5 or more projects: 10 Marks		

Presentat ion	Technical presentation of 30 minutes duration covering the	20	
	I. Bidder's profile,		
	J. Bidder experience/citations,		
	K. Comparison of pre and post stage of work done		
	L. Offerings and capability,		
	M. Tools & Skills		
	N. Team size and Qualification		
	O. Bidder's approach for Security Revamp		
	P. Program management, change management, governance, information security and compliance aspects applicable for Security implementation strategy		
Prototype	Demonstrate prototype of solution to be developed including screens and flow Application(s) as selected by the Evaluation committee.	25	

Annexure III: EOI Submission Form

(To be submitted on the letterhead of the Agency(s))

Date:
То
OSD Admin,
Digital India Corporation
Electronics Niketan Annex,
6 CGO Complex,
New Delhi-110003
Dear Sir,
Subject: Submission of the Expression of Interest (EOI) for "Empanelment of CERT-In certified Information Security Audit Firms for providing Information Security support to DIC"
We, the undersigned, offer to provide services in accordance with your Expression of Interest (EOI) for "Empanelment of CERT-In certified Information Security Audit Firms for providing Information Security support to DIC" dated We are hereby submitting our Expression of Interest (EOI).
We hereby declare that all the information and statements made in this Expression of Interest (EOI) are true and accept that any misinterpretation contained in it may lead to our disqualification.
We agree to abide by all the terms and conditions of the EOI document. We understand DIC is not bound to accept any proposal you receive.
Yours sincerely,
Authorized Signature [In full and initials]:Name and Title of Signatory:
Name of Bidder:
Address:
Location:
Date:

Annexure IV: Bidder's Information Details

Sr. No.	Items	Bidder's Response
1	Basic Information	
а	Name of the organization & contact person	
ъ	Registered office Address	
С	Phone no. of the contact person	
d	Email address of the contact person	
е	Web site if any, of the organization	
f	Year of commencement of business	
g	PAN no.	
h	Service tax registration No. / GST No.	
2	Location of competency center and number of professionals	
3	No. of certified professionals with mandatory skills.	
4	Average relevant experience of Project Managers handled Security Audit projects	
5	Average relevant experience of Certified Security Audit professionals	
6	Net profits during past four financial years	
	Net Profit (In Rupee Lakhs):	
	For 2021-22	
	For 2020-21	

	For 2019-20	
	For 2018-19	
7	Annual turnover of the bidder (in Rupee Lakhs) in each of the last four financial years	
	For 2021-22	
	For 2020-21	
	For 2019-20	
	For 2018-19	

Authorized Signatory:

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Date:

Place:

Seal:

Annexure V: Format for submission of previous projects undertaken

Details of the project undertaken in India or internationally (Attach Copy of Purchase orders/ any documentary evidence) (One sheet for each Project should be submitted)

Project no. 1

Sr. No	Items	Mandatory (Y/N)	Bidder's Response	Supporting document name and page no.
1	Client name	Y		
2	Location of the client along with contact person, contact no and email id	Y		
3	Date of Purchase Order/Work Order/Contract/Any relevant document indicating work allocation for the project Date of Commencement of	Y		
	contract:			
	Date of Implementation of the project:			
	Status of the Project (whether Implementation / Maintenance etc.)			
4	Nature of project for the Clients (Please list the activities handled by the bidder)	Y		
5	Scope of Work	Y		
6	Team Size	Y		
7	Name of the Project Head	Y		
8	Software Tools & Technology used	Y		
9	Total Efforts in Man months	Y		
10	Contract Amount (in Rupees Lakhs)	Y		

11	Security Audit Services contract amount (in Rupees lakhs)	Y	
12	Client Type (Government/PSU//Private Entity/)	Y	
13	Any other relevant information including reason for delay if any	N	

Note: The bidder should give the above information in this format only.

Authorized Signatory:

Name of the Authorized Signatory
Date:
Place:
Seal

(Bidders are required to furnish details for each project they have undertaken as per the Eligibility Criteria – Bidder Experience)

Annexure VI: Format of Performance Bank Guarantee

Ref. No.	
Bank Guarantee No.	
	Dated:
To,	
OSD Admin,	
Digital India Corporation,	
Electronics Niketan Annex.	
Ministry of Electronics & Information Technology,	
4th Floor, Electronics Niketan,	
6 CGO Complex, Lodhi Road	
New Delhi – 110003	

Ref: Expression of Interest (EOI) for "Empanelment of CERT-In certified Information Security Audit Firms for providing Information Security support to DIC"

Sub: PERFORMANCE BANK GUARANTEE for DIC, MeitY, Government of India

WHEREAS

M/s. (name of the bidder), a company registered under the Companies Act, 1956, having its registered office at (address of the bidder), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assignees), agreed to enter into a contract dated (Hereinafter, referred to as "Contract") with you (DIC) for "Empanelment of CERT-In certified Information Security Audit Firms for providing Information Security support to DIC"

We are aware of the fact that as per the terms of the contract, M/s. (name of the bidder) is required to furnish an unconditional and irrevocable bank guarantee in your favour for an amount INR XXX (Rupees XXX only), and guarantee the due performance by our constituent as per the contract and do hereby agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/default of the said contract by our constituent.

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

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

In the event of our constituent committing any breach/default of the said contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of amount INR XXX (Rupees XXX only), without any demur.

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

This Performance Bank Guarantee shall continue and hold good till the completion of the project, subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of the project for the total solution as per said Contract.

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

We hereby expressly waive all our rights to pursue legal remedies against DIC.

We the guarantor, as primary obligor and not merely surety or guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

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

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48 hours from the time it is posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee at the request of our constituent upon intimation to you.

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

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to amount INR XXX (Rupees XXX only) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

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

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

Notwithstanding anything contained herein: Our liability under this Performance Bank Guarantee shall not exceed amount INR XXX (Rupees XXX only);

This Performance Bank Guarantee shall be valid only up to the completion of the project for the total solution/services as per contract, and we are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before (Date) i.e. completion of the period for the proposed project in Appointment for Partner Agency.

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

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

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings

arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such count.

Dated this day 202
Yours faithfully,
For and on behalf of the
Bank,
(Signature) Designation
(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond. A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.

Annexure VII: Undertaking: Non-Blacklisting

То
Date
Digital India Corporation,
Ministry of Electronics & Information Technology,
Electronics Niketan Annex.,
6 CGO Complex, Lodhi Road
New Delhi – 110003
Subject: Expression of Interest (EOI) for "Empanelment of CERT-In certified Information Security Audit Firms for providing Information Security support to DIC"
Dear Sir/Madam,
In response to the EOI document subjected above, I/ We hereby declare that presently our Company/ firm is having an unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.
We further declare that presently our Company/ firm is not blacklisted / debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.
Thanking you,
Yours faithfully,
Name
Signature
Seal of the organization
Date

Place _____

Annexure VIII: Details of Manpower on role with requisite capabilities

Sr. No.	Name of the Professionals	Age	Sex	Qualification	Relevant Experience
1.					
2.					
3.					
4.					
5.					