

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	17-10-2025 17:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-10-2025 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 Heavy Industries And Public Enterprises
विभाग का नाम/Department Name	Department Of Heavy Industry
संगठन का नाम/Organisation Name	N/a
कार्यालय का नाम/Office Name	National Automotive Board
वस्तु श्रेणी /Item Category	Hiring of Agency for IT Projects- Milestone basis
अनुबंध अवधि /Contract Period	2 Year(s) 2 Month(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	400 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Exemption for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Exemption for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (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

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों 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 लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	5
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	10
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	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	17700000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	HDFC Bank
ईएमडी राशि/EMD Amount	354000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	HDFC Bank
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	26

(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

केटेगरी 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 :

International Centre For Automotive Technology
Unit - National Automotive Board (NAB), Plot No. 26, Near HSIIDC Office, IMT Manesar, Gurugram - 122051
(International Centre For Automotive Technology)

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 as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted 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 exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, shall upload the supporting documents to prove his eligibility for exemption.
3. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.
4. If the bidder is a DPIIT registered Startup, the bidder shall be exempted 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 exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.
5. 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.
6. 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.
7. 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.
8. 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.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

Price Breakup - [1758867985.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of Work:[1758868001.pdf](#)

Payment Terms:[1758868105.pdf](#)

Pre-Qualification Criteria:[1758868121.pdf](#)

Instructions to Bidder:[1758868129.pdf](#)

Additional Document 1:[1758868155.pdf](#)

Additional Document 2:[1758868172.pdf](#)

Additional Document 3:[1758868186.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
Please Refer Attached QCBS Evaluation Paramater	100	70	View File

Total Minimum Qualifying Marks for Technical Score: 70

QCBS Weightage(Technical:Financial):70:30

Presentation Venue:International Centre For Automotive Technology, Plot No. 26, Sector - 3, Near HSIIDC Office, IMT Manesar, Gurugram - 122051

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
10-10-2025 14:00:00	International Centre For Automotive Technology, Plot No. 26, Sector - 3, Near HSIIDC Office, IMT Manesar, Gurugram - 122051

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

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Scope of Work	Operation & Maintenance (O&M)
Resources Needed	As specified in Scope of work
Deployment of core team	Onsite

विवरण/ Specification	मूल्य/ Values
Deliverables / Timelines	Submission of Monthly Monitoring Reports (for projects in O&M phase)
एडऑन /Addons	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परिषेती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परिषेती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity set to 1	अतिरिक्त आवश्यकता /Additional Requirement
1	Girish Chander	122051,INTERNATIONAL CENTRE FOR AUTOMOTIVE TECHNOLOGY Plot No 26, Sector 3, HSIIDC, IMT-Manesar, Gurgaon 122050	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. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

3. 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 are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws 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. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

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 कार्यवाई 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---

Additional Terms & Conditions (ATC)

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Additional Terms & Conditions (ATC)**NIT (Notice Inviting Tender)**

The Director, International Centre for Automotive Technology (ICAT) - **GST No. 06AABAN9435G2ZI**, a division of National Automotive Board (NAB), Govt. of India, hereby invites proposal in two bids system (Technical & Financial) for **“Comprehensive IT Infrastructure Outsourcing and Managed Services at the International Centre for Automotive Technology (ICAT) under Tender No. ICAT/GeM/IT-OSC/PVRT/2025-26/269”**.

Tender Activity Schedule

Description of work	Comprehensive IT Infrastructure Outsourcing and Managed Services for Automotive Technology (ICAT)
Scope of Work	As Per Scope of Work Given In “Annexure – A & B” of the ATC Document
Site Location	ICAT Centre – 1 & 2
Earnest Money Deposit (EMD) Or Bid Security Declaration	Earnest Money Deposit (EMD): INR 3,54,000/- (Rupees Three Lakh Fifty-Four Thousand Only) can be submitted in form of DD/Bank Guarantee/ Banker's Cheque drawn in favour of “International Centre for Automotive Technology”, payable at Manesar/ Gurugram valid for at least six months from any branch of Delhi/NCR of Indian scheduled Bank or Online through RTGS/NEFT/Internet Banking in Beneficiary Name “International Centre for Automotive Technology”. Or Firms that are registered as Micro or Small Enterprises (MSEs) under the provisions of the Public Procurement Policy for MSEs, 2012, issued by the Ministry of Micro, Small and Medium Enterprises (MSME), Government of India, or those recognized as Startups by DPIIT, or are registered with the Central Purchase Organization (e.g., NSIC) or the concerned Ministry/Department for the tendered item, shall be exempted from submission of Earnest Money Deposit (EMD) Or In place of a Bid security, Bidders can submit Bid securing declaration as per “Form V” accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 1 year from the date of opening of this bid from being eligible to submit Bids for contracts with the ICAT that invited the Bid.
Eligibility Criteria (QCBS)	Refer “Annexure E” of the ATC Document
Selection Criteria	The selection of the successful bidder for the tender titled “Comprehensive IT Infrastructure Outsourcing and Managed Services” at the International Centre for Automotive Technology (ICAT) shall be carried out through the Quality and Cost Based Selection (QCBS) methodology.

Additional Terms & Conditions (ATC)

	➤ Evaluation Methodology: Under the QCBS method, both technical competence and financial competitiveness of the bidders shall be evaluated. The overall selection shall be based on a combined score derived from the Technical Proposal (weightage: 70%) and the Financial Proposal (weightage: 30%). ➤ The bidder securing the highest Final Score (S) shall be selected for award of the contract, subject to verification of documents and approval by the competent authority. ➤ Tie-Breaking Clause: In the event of a tie in the final score, the bidder with the higher technical score shall be selected. If a tie still exists, ICAT reserves the right to make the final decision based on additional technical assessment or reference checks.
The Last Date of Receipt of Queries if any,	Submission of Pre-Bid Queries Bidders are required to submit their queries, if any, in writing to deepika.nehra@icat.in , kirranpreet.aalag@icat.in , javed.rahi@icat.in & vikas.sharma@icat.in by 7th October' 2025 up to 1700 Hrs.
Date for Clarification Meeting	Pre-Bid Meeting shall be held to address queries and provide clarifications regarding the scope of work, technical requirements, and the bid submission process. ➤ Date: 10th October' 2025 ➤ Time: 14:00 Hrs. ➤ Venue: <i>International Centre for Automotive Technology (ICAT), Plot No. 26, Sector - 3, IMT Manesar, Gurugram - 122051, Haryana</i> ➤ Mode: <i>Physical Meeting</i> All interested bidders are encouraged to attend the pre-bid meeting to seek necessary clarifications before submission of their bids.

ICAT Bank Details for NEFT/RTGS (In case any bidder deposits the EMD of INR 3,54,000/- through NEFT/RTGS)**HDFC Bank Details (Saving A/c for transactions in INR Only); -**

Beneficiary Name	International Centre for Automotive Technology
Bank Name	HDFC Bank Ltd.
Branch	Plot-K, Sector-2, Manesar-122051 Haryana
Account No.	05891450000118
Account Type	Saving
RTGS IFSC Code	HDFC0000589
Swift Code	HDFCINBB
MICR Code	110240079

- ICAT reserves the right to reject/modify/cancel the tender without assigning any reason thereof.

Additional Terms & Conditions (ATC)**Annexure – A****Detailed Technical Specification and Scope of Work/Services**

Invitation of Bids from interested & experienced vendor or service providers for “**Comprehensive IT Infrastructure Outsourcing and Managed Services at the International Centre for Automotive Technology (ICAT)**”.

The primary objective of this tender is to solicit proposals from qualified and experienced Service Providers for comprehensive IT outsourcing services. ICAT aims to leverage the Service Provider’s expertise to ensure robust, secure, and future-ready IT operations by outsourcing the full spectrum of IT services to a capable partner. The scope includes delivering reliable day-to-day IT support, while also enabling ICAT’s digital transformation agenda through targeted strategic initiatives.

This program is designed to create a dual focus:

- Maintain and enhance current IT services with defined Service Level Agreements (SLAs).
- Drive strategic transformation across infrastructure, applications, security, and compliance.

The engagement is structured into two broad categories, and bidders are expected to understand and respond to both:

- **Business as Usual (BAU) Services:** Ongoing day-to-day IT operations management to ensure continuity, end-user support, and foundational IT hygiene.
- **Digital Modernization Projects with Deliverables:** Focused initiatives that build long-term resilience, enhance security, modernize systems, and align IT with future business needs.

The Key Objectives for Digital Modernization Projects with Deliverables are:

1. **Infrastructure Modernization and Resilience:** - Redesign and upgrade of legacy infrastructure, virtualization optimization, backup and storage strategy, and disaster recovery planning.
2. **Cloud and Security Governance:** Design and implementation of cloud adoption strategies, Zero Trust architecture, and integrated security governance models in alignment with Meity/C-DAC guidelines.
3. **Application and Modernization:** Technical advisory and architectural support for revamping core applications like HRMS, ERP, and certification platforms.
4. **Compliance – ISO 27001 and Privacy:** Planning and implementation of Governance, Risk and Compliance (GRC) programs for ISO 27001 certification and compliance with privacy laws (e.g. DPDP act, GDPR).

Initial Transition and Validation Period for Business as Usual (BAU):

A dedicated period of approximately one to two months, commencing from the official Service Commencement Date, shall be designated as the Initial Service Transition and Validation Period. The primary objectives for this phase are:

1. The Service Provider shall fully transition operational responsibility while conducting detailed due diligence to validate the assumptions of this RFP against ICAT's actual IT environment.
2. Perform comprehensive assessments of the current infrastructure, security posture, processes, and documentation.
3. Identify and document any significant risks or dependencies that may impact the ability to meet the defined SLAs.
4. Collaboratively refine and finalize operational procedures, resource deployment, and propose any necessary adjustments to SLAs based on verified findings, subject to a formal change control process.

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5. Identify and prioritize critical remediation activities required to achieve a stable and manageable operational state.

The following table outlines the responsibilities during this transition and due diligence phase:

Category / Item	Description / Scope Notes	Responsibility	Comments
Transition			
Transition Project Management	Project Management effort for managing the migration and takeover of services.	Service Provider	-
Knowledge Transfer & Training	Training provider staff on the client environment and client staff on new processes.	Shared	Collaborative effort between ICAT and the Service Provider.
Tooling & Ticketing System	Procurement of all necessary tools and ticketing systems.	Vendor	Vendor to bring and deploy their ticketing tool of their choice. Prices of it shall be included in the financial bid (not as a separate item). Except for ticketing tool, other tools will be procured by ICAT based on recommendation from vendor.
Tooling Deployment & Integration	Deployment and integration of ITSM, monitoring, and security tools.	Shared	-

A. Scope of Business as Usual (BAU) Services:

The Service Provider's core responsibility is to manage the services detailed below. Bidders must provide a detailed technical solution for each of these areas, demonstrating a clear understanding and capability to deliver on all aspects of this scope.

Tentative List of IT Infrastructure and Resources: The following is a **tentative list of IT infrastructure and resources** currently deployed at the Customer's premises. This list is provided for reference purposes only to enable the prospective bidders to understand the existing IT environment. The actual quantity and configuration may vary at the time of execution, and the Selected Bidder shall be required to support the IT ecosystem on an "as-is" and evolving basis.

Tentative IT Infrastructure Details:

- **Desktop / Laptop Users:** Approximately 500+ end-user computing devices (desktops and laptops) across both campuses.
- **Servers:** Approximately 12+ physical and/or virtual servers hosted within ICAT's data centres.
- **CAD/CAE Server Nodes:** Approximately 90 nodes utilized for Computer-Aided Design (CAD) and Computer-Aided Engineering (CAE) applications.
- **Wi-Fi Infrastructure:** Wireless network coverage across two campuses covering approximately 8 acres and 47 acres, respectively.
- **Security Software:** Deployment of endpoint protection solutions, including antivirus, firewall appliances (4 units), and other cybersecurity tools.

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- **Printers:** Approximately **20+** networked and standalone printers deployed across user departments.
- **Local Area Network (LAN):** LAN infrastructure supporting approximately 700 users, including switches, routers, and structured cabling.
- **EPABX System:** Private branch exchange system for internal and external telephony communication.
- **CCTV Surveillance:** Comprehensive CCTV coverage across both campuses as per area specifications mentioned above.
- **Microsoft 365:** MS 365 licenses provisioned for all desktop and laptop users, enabling productivity and collaboration tools.
- **Leased Line Management:** Management and monitoring of leased line connectivity for internet and inter-campus communication.
- **Access Control and Attendance Systems:** Integrated access control system and biometric attendance machines installed across both campuses.

i. Network and Security Management

- The selected Service Provider shall be responsible for the comprehensive management, monitoring, and security of ICAT's network infrastructure. This section outlines the specific responsibilities and deliverables required from the vendor.
- This sub-section details the Service Provider's responsibility for the end-to-end management, monitoring, and security of ICAT's network infrastructure. The specific responsibilities and deliverables are categorized as follows:

Network Operations

- **Monitoring:** The provider must conduct continuous 9/5 monitoring of all network devices, including routers, switches, firewalls, and SD-WAN edges. This includes tracking link status, device availability, and performance metrics like latency, jitter, and bandwidth usage.
- **Alerting & Notification:** The provider is required to provide real-time alerts for any faults, performance issues, or security events, and to follow pre-defined escalation procedures based on incident severity.
- **Incident Management:** This involves detecting, logging, and categorizing all network incidents. The provider will perform remote diagnostics, coordinate with ISPs and vendors for resolution, and produce a detailed Root Cause Analysis (RCA) for all significant incidents.
- **Optimization:** The provider will analyze performance trends to identify and address potential bottlenecks. With ICAT's approval, they will implement configuration changes for network optimization.

Network Maintenance and Configuration

- **Configuration Management:** The provider is responsible for regular backups of all network device configurations and for managing changes according to an agreed-upon change control process. They must also ensure configuration consistency across devices.
- **Patch Management:** This includes tracking vendor releases for patches and firmware and scheduling their application during designated maintenance windows to address vulnerabilities.
- **Lifecycle Management:** The provider will track hardware and software End-of-Life (EoL) and End-of-Support (EoS) dates and provide recommendations for timely upgrades or replacements.
- **Configuration & Architecture Management:** The Provider shall manage and maintain information within a Configuration Management Database (CMDB) and an Enterprise

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Architecture Management Tool to ensure consistency, traceability, and alignment of IT assets with enterprise architecture principles.

Network Security Management

- **Firewall & VPN:** The provider will monitor the health and performance of firewalls, manage rulesets based on approved requests, and conduct regular rule-based reviews. They will also configure and monitor VPNs and troubleshoot any connectivity issues.
- **Threat Detection:** This covers monitoring alerts from the Intrusion Detection/Prevention System (IDS/IPS), tuning rules to reduce false positives, and reporting on detected threats.
- **Network Access Control (NAC):** If a NAC solution is in use, the provider will be responsible for managing policies for device authentication and authorization.

Supporting Services and Documentation

- **Reporting:** The provider is expected to provide monthly or quarterly reports on network uptime, performance, incidents, and security events, along with any custom reports as needed.
- **Documentation:** Key documentation tasks include maintaining current network diagrams, a detailed inventory of network assets, and Standard Operating Procedures (SOPs).
- **Vendor Management:** The provider will serve as the technical point of contact for ISPs and other hardware/software vendors, including managing Return Merchandise Authorizations (RMAs).
- **IP & DNS:** The provider is responsible for managing IP address allocation and internal DNS/DHCP server configurations.

ii. Infrastructure Management

The Service Provider shall be responsible for the comprehensive management, monitoring, and maintenance of ICAT's physical and virtual server infrastructure, storage, and backup systems. The scope of services is detailed below:

Server Management (Physical and Virtual)

- **Monitoring:** The provider must perform 9/5 monitoring of hardware health, OS status, availability, and key performance metrics (CPU, RAM, disk I/O). They are also required to monitor specific application services.
- **Alerting & Incident Management:** This includes providing real-time alerts for hardware failures and OS issues, following defined escalation procedures, and providing a detailed Root Cause Analysis (RCA) for significant outages.
- **OS Management:** The provider is responsible for evaluating, scheduling, and applying OS patches and updates, maintaining configuration standards, and troubleshooting OS-level issues.
- **Performance & Lifecycle:** This involves analyzing performance trends, recommending configuration changes, and tracking server hardware warranty, EoL, and EoS dates to provide recommendations for refreshers.
- **Virtualization:** For virtualization platforms like VMware or Hyper-V, the provider must manage and monitor the hypervisor, apply patches, and perform basic VM provisioning and troubleshooting.

Storage Management (SAN, NAS, Direct Attached Storage- DAS)

- **Monitoring:** The provider is tasked with 9/5 monitoring of storage device health, capacity utilization (pools, volumes, LUNs), and performance metrics (IOPS, latency).
- **Capacity & Configuration:** Responsibilities include tracking storage consumption trends, forecasting future needs, provisioning/de-provisioning storage, and managing access controls.

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- **Maintenance:** The provider must manage firmware updates, troubleshoot hardware failures, and track the lifecycle status (EoL, EoS) of storage hardware.

Backup and Recovery Management

- a) **Monitoring & Management:** The provider will perform daily monitoring of backup job success/failure, manage the backup software, and monitor the health and capacity of backup targets.
- b) **Policy & Restoration:** They will implement and manage backup policies as approved by ICAT, and perform data restoration upon authorized requests, in compliance with SLAs.
- c) **Verification:** The provider is required to regularly perform test restores to verify backup integrity, with the frequency and scope defined by the SLA.
- d) **Reporting:** Regular reports on backup success rates, storage consumption, and restore tests must be provided.

High Availability and Resilience Testing

- High Availability (HA) testing shall be conducted periodically, with formal submission of HA test reports as part of the scope.
- Reports shall cover availability metrics, failover test results, and corrective recommendations

iii. Application (HRMS/ERP/IOCS) Infrastructure Management

- The Service Provider will manage the on-premises servers and storage for key ICAT applications (HRMS, Online Certification System, and ERP) during their transition to a cloud solution.
- This includes managing OS patching, configuration, and performance monitoring during business hours.
- Performance monitoring beyond business hours to cover batch jobs, offline processing, and other critical background operations will be performed using automated tools only, with alerts and notifications generated for any performance degradation, failures, or threshold breaches.
- The provider will also regularly test backup integrity and recovery procedures in coordination with ICAT until the application migration is complete.

iv. Desktop and User Support

The Service Provider shall provide comprehensive help desk and end-user support services. The goal is to ensure the timely and effective resolution of user issues across hardware, software, and network connectivity.

v. End-user support and incident management

- a) **Help Desk:** The provider will act as the primary point of contact for user issues and requests via multiple channels (phone, email, chat, etc.).
- b) **Incident Handling:** This includes logging, tracking, and prioritizing all issues in a ticketing system.
- c) **Troubleshooting:** The provider will offer Tier 1 and Tier 2 remote troubleshooting for hardware, operating systems, and standard applications, including the use of remote-control support.
- d) **Escalation:** Issues that cannot be resolved will be escalated to internal IT or third-party vendors.

vi. Hardware Troubleshooting (Diagnosis)

The Service Provider will diagnose issues related to desktop and laptop components. Physical repairs are considered a separate service, but the provider is responsible for coordinating warranty repairs.

- **Operating System (OS) Support:** This covers troubleshooting OS errors, boot problems, and performance issues for Windows and macOS. The provider will also assist with OS-level configuration settings.

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- **Standard Application Support:** The provider will troubleshoot and provide "how-to" assistance for a pre-defined list of standard applications, such as the Microsoft Office Suite and web browsers.
- **Connectivity Issues:** The scope includes troubleshooting basic network connectivity issues from the user's perspective, such as problems with Wi-Fi, LAN connections, or VPN clients.
- **Device Lifecycle Management and Maintenance**
 - **Patching:** The provider will evaluate, schedule, and deploy OS patches and updates, and manage updates for standard applications. They will also report on patch compliance.
 - **Security:** This includes ensuring endpoint security software (antivirus/anti-malware) is running and up-to-date, and monitoring alerts for remediation.
 - **Deployment:** The provider is responsible for developing and maintaining standard OS images and deploying them to new or replacement devices.
 - **Hardware Refresh & Asset Management:** The provider will assist with hardware refresh rollouts and manage an inventory of all managed desktop and laptop assets.
- **Configuration and Security Management:** The provider will apply and maintain standard configurations and policies, deploy approved software remotely, and enforce basic security policies like password complexity and disk encryption.
- **Hardware Repair and Replacement:** This is noted as a separate service that covers physical repair or replacement of faulty hardware.
- **New User Onboarding / Offboarding:** The document prompts bidders to clarify if tasks like account creation, device setup, and asset collection are part of the service.

vii. **Security and Compliance:** The Service Provider shall be responsible for delivering all in-scope services in a secure and compliant manner. The provider will manage and advise on security controls to protect ICAT's IT environment, adhering to best-practice frameworks and ICAT's internal security policies

- **Endpoint Security**
 - The provider will manage and monitor ICAT-licensed endpoint security solutions (e.g., antivirus, EDR, XDR).
 - They must ensure that security definitions are up-to-date and that security policies are consistently enforced across all endpoints.
- **Email Security**
 - The provider will manage ICAT-licensed email security solutions.
 - They will configure and maintain policies for anti-phishing, anti-spam, and anti-malware protection.
- **Server and Application Infrastructure Security:** The provider is responsible for applying OS hardening and managing patching schedules and secure configurations for all on-premises infrastructure.
Important Note: This responsibility will cease upon the migration of applications to a cloud-based solution, at which point the application vendor will handle security management.
- **Infrastructure and Network Security**
 - The provider will implement ICAT-approved Zero Trust principles and manage network segmentation (e.g., VLANs, firewalls).
 - They will also perform continuous security monitoring using a SIEM system and follow defined response procedures for security alerts.

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- **Data Loss / Leakage Prevention (DLP)**

To strengthen data protection, the Service Provider shall provide advisory and implementation support for DLP controls covering:

- Endpoints (laptops, desktops, mobile devices)
- Email Systems (monitoring and preventing sensitive data exfiltration via mail)
- Network (inspection of data in motion across internal and external communication channels)

- **Incident Response Plan**

- The Provider is required to assist in the development, implementation, and maintenance of a robust incident response plan.
- This plan will define the roles, responsibilities, and procedures for effectively responding to security incidents.

- **Security Awareness and Testing**

- The Provider shall include regular phishing simulation exercises to test user awareness and resilience against social engineering threats.
- The provider will assist in the development and delivery of regular security awareness training for all ICAT employees to promote a security-conscious culture.

viii. **End-to-End IT Operations Leadership and Service Delivery Oversight:** The Service Provider shall be responsible for managing all day-to-day IT operations.

- **Operational Leadership:** The provider must offer strategic and operational leadership for all IT operations, including network, storage, server, backup, and end-user support.
- **Team Management:** The provider is responsible for managing and mentoring on-site technical teams, ensuring optimal task delegation, quality, and continuous skill development.
- **Accountability:** The provider will serve as the single point of accountability and escalation for all operational performance issues, working with customer leadership to meet expectations.
- **Process and Governance:** This role involves enforcing strict adherence to SLAs and operational processes, such as change management and incident resolution. The provider will also lead service delivery governance by preparing and presenting regular operational dashboards and performance scorecards.
- **Coordination:** The provider will coordinate with third-party vendors and OEMs to resolve issues related to infrastructure components.
- **Strategic Planning:** The role includes leading capacity planning, asset lifecycle management, and availability assurance, while balancing performance, risk, and cost.
- **Continuous Improvement:** The provider is expected to drive continuous service improvement by using metrics, trend analysis, and root cause findings to enhance operational maturity.
- **Disaster Recovery:** Finally, the provider will actively contribute to Disaster Recovery (DR) planning and testing to ensure operational preparedness and system recovery.

ix. **Security Operation (SOC) Functions:** The Service Provider shall be responsible for managing all Security Operations Center (SOC) functions. The provider will manage security monitoring, incident response, and security tool management.

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- **Security Monitoring:** The provider will manage security monitoring tools (e.g., SIEM, EDR) to provide 24X7 automated alerting. Human analysis of these alerts will be conducted primarily during Indian business hours.
- **Incident Handling:** Responsibilities include detecting, analyzing, and triaging security alerts and potential incidents. The provider will then coordinate the response to confirmed incidents as defined in the Incident Response Plan (IRP).
- **Log Management:** The provider is tasked with the collection, management, and analysis of security logs.
- **Threat Intelligence:** The provider will utilize threat intelligence feeds if they are provided by ICAT.
- **Security Tool Management:** This involves operational management, tuning, and health monitoring of all key security tools.

The selected vendor shall:

- Provide security monitoring of ICAT's systems using ICAT-provided security tools.
- Perform incident response activities during Indian business hours. as defined in the Incident Response Plan

- x. **IT Governance, Risk and Compliance (GRC) Enablement and Process Standardization:** The Service Provider shall be responsible for establishing and standardizing processes for IT governance, risk management, and compliance.

- **Policy and Process Development:** The provider will develop, document, and implement IT and Information Security policies, Standard Operating Procedures (SOPs), and process frameworks that align with industry GRC principles.
- **Gap Assessments:** They will conduct detailed gap assessments and baseline studies of existing IT and security processes to identify inefficiencies and areas for improvement.
- **Risk Management:** The provider will facilitate risk assessment workshops, support the creation of risk registers, and establish mechanisms for ongoing risk monitoring and mitigation.
- **Governance Documentation:** They are responsible for creating and maintaining essential governance documentation, including process flows, responsibility matrices (RACI), and other artifacts required for audits.
- **Audit Support:** The provider will support the internal audit process by assisting with evidence gathering, remediation planning, and tracking issue closure.
- **Advisory Role:** They will provide continuous advice on enhancing process maturity, control effectiveness, and operational accountability.
- **Liaison and Implementation:** The provider will act as a liaison between IT teams and leadership to embed governance practices into daily operations, thereby promoting compliance, transparency, and readiness for future initiatives.

- xi. **Change Management and Service Continuity:** The Service Provider shall be responsible for implementing and adhering to a formal change management process and for ensuring service continuity through robust disaster recovery planning.

- **Change Management**

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- The Service Provider must follow a formal Change Request (CR) process for all changes to the IT environment.
- Each CR must include a detailed change plan, impact analysis, documented approval from ICAT, a testing plan, and a back-out plan.
- A joint Change Advisory Board (CAB) with representatives from both ICAT and the Service Provider will be established to review and authorize significant changes.

• **Disaster Recovery (DR) and Business Continuity**

- The Service Provider is responsible for supporting infrastructure recovery during a disaster.
- This includes developing and maintaining a comprehensive Disaster Recovery (DR) plan for all managed infrastructure and services.
- The DR plan must be fully aligned with ICAT's overall Business Continuity Plan (BCP) and must be designed to meet the defined Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO).
- The provider will be conducting annual DR drill to test the plan's effectiveness.
- The Provider shall conduct DR Drills as per the ICAT's approved DR Plan.
- A formal DR Drill Report shall be submitted after each drill, documenting results, deviations, and remediation steps.

xii. **Proactive Support and Maintenance:** The Service Provider shall adopt a proactive approach to IT support and maintenance, moving beyond reactive resolution to anticipate and prevent issues before they impact business operations.

• **Advanced Monitoring and analytics**

- The provider will use advanced monitoring tools, such as Network Monitoring and SIEM systems, to gain deep visibility into the managed environment.
- They will implement threshold-based alerting to notify support teams of potential issues before they become critical.
- Where applicable, they will also employ predictive analytics to identify trends and foresee potential failures, enabling early detection and prevention.

• **Regular Health Checks**

- The provider is required to conduct routine and scheduled system health checks and performance monitoring across all managed infrastructure.
- These checks are designed to identify and address potential issues related to performance, capacity, and security.
- The provider will also be required to provide reports that summarize the findings of these checks and the actions taken to resolve them.

xiii. **Cross-Functional Services:** The Service Provider shall deliver the following cross-functional services, which apply to all in-scope services and managed infrastructure components described in this document.

- **Reporting:** The provider will be responsible for providing regular and comprehensive reports on the health, performance, capacity, and security of the managed infrastructure. The reports must detail all incidents, changes, and security events.
- **Documentation:** The provider must maintain accurate and up-to-date documentation for all managed services and infrastructure, including inventory lists, system configurations, and Standard Operating Procedures (SOPs).

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- **Vendor Management:** The provider will act as the technical point of contact for all in-scope hardware and software vendors. This includes managing support cases and Return Merchandise Authorizations (RMAs) to ensure issues are resolved promptly.
 - **Security Integration:** The provider must ensure that all managed components and systems comply with ICAT's defined security policies. This includes implementing patching strategies and performing basic system hardening, with the specific scope to be clearly defined and agreed upon.
 - **Change Management:** All planned modifications to the managed environment must follow an agreed-upon change control process. This process will include formal submission, review, approval, and documentation of all changes to minimize risk and ensure system stability.
- xiv. **Service Level Agreements (SLAs):** The Service Provider shall adhere to stringent Service Level Agreements (SLAs) to ensure the quality, availability, and responsiveness of all services rendered. The following metrics and procedures shall be the basis for all managed services.
- **Incident Management SLAs**

Priority Levels: The Service Provider shall work with ICAT to define and agree upon clear definitions for incident priority levels, typically categorized as:

 - **P1 - Critical:** Complete or significant service outage impacting business operations.
 - **P2 - High:** Partial service degradation or a critical issue impacting a significant number of users.
 - **P3 - Medium:** Non-critical issue impacting a single user or a minor function.
 - **P4 - Low:** General inquiries, "how-to" questions, or minor requests.
 - **Guaranteed Response Times:** The Service Provider shall guarantee the following response times (acknowledgment and start of work) for each priority level during standard business hours. These timings may be subject to change during the transition phase based on mutual agreement.
 - **P1 (Critical): 2 Business Hours**
 - **P2 (High): 4 Business Hours**
 - **P3 (Medium): 8 Business Hours**
 - **P4 (Low): No formal SLA**
 - **Target Resolution Times:** The Service Provider shall establish and adhere to target resolution times for each priority level, with the understanding that actual resolution time is dependent on the complexity of the incident.
 - **Off-Hours Support:** Defined procedures, response times, and resolution targets shall be established for P1 (Critical) incidents that occur outside of standard business hours. This may include on-call support or in-person support in special cases.
 - **System Availability of SLAs**
 - **Uptime Guarantee:** The Service Provider shall provide a specific up-time guarantee for all critical systems and network infrastructure under management.
 - **Monthly Uptime:** A baseline monthly uptime of 99% is required, with clear definitions for what constitutes planned downtime, exclusions, and hardware failures. This percentage may be adjusted during the transition phase.

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- xv. **Performance Reporting:** The Service Provider shall commit to tracking and reporting on key performance indicators (KPIs) on a regular basis. The KPIs that must be reported include:
- **Mean Time To Resolve (MTTR):** The average time taken to resolve incidents.
 - **Incident Volume and Trends:** Data on the number of incidents and patterns over time.
 - **SLA Achievement Rates:** A measure of how well the Service Provider is meeting the agreed-upon Service Level Agreements.
 - **System Availability and Uptime: Reporting on the availability and uptime of critical systems and network infrastructure.**
 - **The Provider shall provide performance reporting across multiple layers, including General System, Network, Application, Database, Server, Security, and User Experience.**
- xvi. **Reporting and Documentation:** The Service Provider shall provide regular and comprehensive reports and documentation on the performance and status of all managed services and infrastructure.
- **Helpdesk Performance Metrics:** The provider must provide detailed reports on helpdesk performance, including ticket volumes and trends, adherence to SLAs, and, if applicable, First Call Resolution (FCR) rates and user satisfaction scores.
 - **System & Network Availability:** The provider is required to provide reports detailing the uptime and availability of all managed systems and network infrastructure. These reports must explicitly compare actual uptimes against the guaranteed SLA's.
 - **Patch Management Status:** The provider will furnish reports on the status of all patch management activities for managed systems, including compliance levels to demonstrate that systems are securely maintained.
 - **Backup & Recovery:** The provider must provide reports on the success and failure rates of scheduled backup jobs. These reports should also include a summary of any data recovery tests performed.
 - **Security Overview:** The provider will deliver a regular security overview that summarizes key security events, alerts, the status of endpoint security, and vulnerability management activities.
 - **IT Asset Inventory:** The provider must maintain and provide an up-to-date, easily accessible IT asset inventory for all managed hardware and software.
- xvii. **Escalation and Continuous Improvement:** The Service Provider shall maintain a clear escalation process and demonstrate a commitment to continuous improvement
- Proactive Risk and Management**
- **Risk Register:** The Service Provider shall maintain a risk register for all managed services and proactively conduct ongoing reviews to identify and mitigate potential risks.
 - **Escalation-Driven Issue Resolution:** The Service Provider shall implement a multi-tiered escalation process for addressing unresolved issues, critical incidents, and service concerns. This process must be clearly documented, with defined contacts and timelines for each level. The typical escalation levels are defined as follows:

Escalation Level	Provider Role / Title	Key Responsibilities at this Level
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Level 1 (L1)	Help Desk Agent/L1 Support Engineer	Log all Incidents/Requests; provide initial diagnosis & troubleshooting; resolve basic/documented issues; gather required information; and escalate unresolved/complex issues to L2 according to procedure.
Level 2 (L2)	Technical Specialist (e.g., Network Eng, Sys Admin, Sec Analyst)	Perform in-depth technical troubleshooting & resolution; manage specific technologies; implement approved complex changes; provide technical updates for ongoing incidents; and escalate to L3 if required expertise/authority is lacking or SLA is at risk.
Level 3 (L3)	IT Operations Head/Service Delivery Head	Take ownership of major/complex incidents; prioritize and allocate technical resources; coordinate cross-functional teams; authorize specific actions/changes; communicate status updates to ICAT IT management; and manage vendor technical support engagement if needed.
Level 4 (L4)	Senior Operations Management/Account Director/Executive Sponsor	Provide executive oversight; authorize significant resource allocation or deviation from standard process; engage executive counterparts at third-party vendors if required; manage ICAT relationship at a senior level; resolve major disputes; and ensure overall service delivery alignment with the contract and ICAT expectations.

- **Root Cause Analysis (RCA):** The Service Provider shall conduct and provide detailed Root Cause Analysis (RCA) reports for all P1 (Critical) incidents and for significant recurring problems. Each RCA report must include a comprehensive corrective action plan.

Rigorous Project Oversight and Reporting

- **Weekly Status Reports:** The Service Provider provides weekly status reports detailing project activities, identified risks, and mitigation strategies.
- **Monthly Governance Meetings:** The Service Provider shall participate in monthly governance meetings to conduct strategic reviews of service performance and alignment with ICAT's objectives.
- **Quarterly Performance Reviews (QPRs):** The Service Provider shall participate in quarterly performance reviews to discuss key milestones, service performance, and future roadmap planning.

Continuous Service Improvement

- **Commitment:** The Service Provider shall demonstrate a commitment to continuous service improvement through proactive analysis, feedback mechanisms, and action plans discussed during Quarterly Performance Reviews (QPRs).
- **Training:** The Service Provider shall ensure that its personnel supporting ICAT receive ongoing technical, security, and process training relevant to the services provided.

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- **Communication:** The Service Provider shall provide transparent stakeholder communication. This includes conducting monthly client feedback surveys and providing annual updates to the strategic IT roadmap.

B. Scope of Digital Modernization Projects with Deliverables

These projects are designed to modernize, secure, and future-proof the organization's IT landscape. They go beyond routine operations and focus on implementing scalable architecture, robust security frameworks, and next-generation applications. Each initiative is aligned with long-term business goals and will be delivered through milestone-based execution led by specialized consultants and domain experts.

- i. **Infrastructure Modernization Resilience:** To enable a scalable, high-availability, and intelligent IT infrastructure, ICAT envisions a comprehensive modernization of its legacy systems. This includes infrastructure redesign, virtualization optimization, strategic backup and storage management, and the implementation of robust disaster recovery practices. The engagement aims to align IT infrastructure with business growth, continuity, and performance expectations.

a) Infrastructure and Network Architecture Planning and Advisory

- **Network Architecture Assessment & Optimization:** Reviewing the current network architecture and recommending optimized, scalable designs for network devices, including future-state design with segmentation and zero trust principles.
- **Virtualization Optimization:** Assessing the current hypervisor platform and recommending optimization and scalability plans.
- **Strategic Network Design & Governance:** Planning and governing the adoption of emerging technologies like SD-WAN and Cloud Network Hubs.
- **Storage & Backup Modernization:** Assessing existing storage infrastructure and recommending modern data protection, tiering, and backup solutions. This includes designing a future-state architecture and assisting with Disaster Recovery (DR) planning and testing.
- **Endpoint Management Modernization:** Assessing the current endpoint fleet and management tools and recommending Unified Endpoint Management (UEM/EDR) platforms.
- **Performance Management & Optimization:** Analyzing performance trends to identify bottlenecks and assisting with capacity planning.

b) Hardware, Licensing and Procurement Advisory

- **Technical Procurement Support:** Providing technical evaluations, comparative analyses, and decision inputs for a wide range of hardware (firewalls, servers, laptops) and software.
- **Licensing Advisory:** Recommending optimal licensing models and providing advice on renewals, upgrades, and compliance.
- **Technology Evaluation & Strategic Recommendations:** Performing technical due diligence, developing scorecards, and translating evaluations into strategic investment decisions.

c) Infrastructure and Network Security

- **Zero Trust & Segmentation Implementation:** Supporting the implementation of micro-segmentation, access control, firewall zoning, VLAN governance, and network hardening.

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- **Security Monitoring & SIEM Integration:** Defining logging policies and alert handling mechanisms, recommending SIEM platforms, and supporting incident advisory.
 - **Compliance-Driven Technical Control Implementation:** Ensuring infrastructure practices align with standards like ISO 27001, CERT-In, IT Act 2011, and NIC guidelines, and supporting technical controls for BCP/DR and endpoint security.
- d) **Cloud and Security Governance:** To support ICAT's digital transformation journey, the Service Provider shall offer expert advisory and strategic leadership services across Cloud, Cybersecurity, and IT Governance domains. These services will help ensure that ICAT's IT environment remains secure, resilient, and aligned with business goals, regulatory standards, and emerging technology trends.
- e) **Strategic IT and Security Architecture Advisory:** The Service Provider will act as a Virtual CIO/CISO, providing strategic guidance on
- Ongoing IT and cybersecurity posture.
 - Quarterly governance reviews and deep-dive assessments.
 - Annual strategic IT and security planning.
 - Leadership on ISO 27001 and compliance strategies.
 - Strategic guidance on major IT and cyber initiatives.

Translating technical insights into business-aligned communications

- f) **Enterprise Architecture Governance:** To ensure IT investments align with a unified technology direction, the provider will

Support **Enterprise Architecture (EA) Governance** with the following activities:

- Establishing an Architecture Governance & Compliance Process.
 - Supporting IT Portfolio Management for rationalization and prioritization.
 - Developing and maintaining Architecture Blueprints for both current state and target state.
 - Implementing and maintaining an Enterprise Architecture Tool.
 - Supporting the creation and functioning of an Architecture Review Board (ARB).
 - Defining and maintaining Architecture Principles and standards across Business, Data, Application, Technology, and Security layers.
- g) **Security Architecture and Risk Advisory:** The provider will offer expert advisory to secure the environment through:
- A Security Assessment Framework shall be created for periodic evaluation of the Customer's security posture. This shall also include consideration of AI Risk Governance Frameworks where relevant
 - Security architecture reviews (e.g., Identity & Access, Threat Protection).
 - Risk assessment workshops and vulnerability advisory.
 - Defining security tooling implementation strategy (e.g., SIEM, EDR, IAM).
 - Advisory on regulatory frameworks (IT Act, CERT-In, NIC Guidelines).

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- Integrating Zero Trust, segmentation, and remote access policies.
 - Advisory on mobile device and endpoint security.
- h) **Cloud Strategy, Architecture and Optimization:** The provider will give end-to-end guidance for cloud transformation, including
- Cloud adoption strategy (Hybrid/Multi-cloud).
 - Architecture design on AWS, Azure, or GCP for secure, scalable, and cost-effective solutions.
 - Cloud governance and FinOps (billing optimization, security compliance).
 - Cloud roadmap and workload prioritization.
- i) **Future Oriented Strategic Initiatives:** The provider will guide ICAT in preparing for technology shifts and sustainability goals, offering advisory on
- Emerging technologies like AI/ML, Zero Trust, and IoT.
 - Green IT and sustainability roadmaps.
 - Cloud and IT cost optimization through FinOps.
 - Business Continuity Planning (BCP) and cyber resilience.
- j) **Mobile Device Security: The provider will**
- Offer advisory services on Mobile Device Management (MDM) policies, including device encryption and remote wipe capabilities.
 - Potentially extend its scope to include basic MDM administration if ICAT procures a solution.
- k) **Security Testing**
- **The Provider shall conduct comprehensive VAPT exercises covering the following assets:**
 - **10 Servers** (critical infrastructure systems)
 - **15-20 External Ports** (internet-facing endpoints)
 - **3 Business Applications** (including web, API, and backend components)
 - **Red Teaming exercise shall be conducted to simulate real-world attacker techniques and validate the resilience of ICAT's environment.**
 - Focus should be on bypassing defenses and testing detection/response capabilities.
 - Deliverables will include an attack path report, detection gaps, and recommended defense improvements.

C. Application Modernization

To modernize ICAT's core applications (such as HRMS, ERP, and the Online Certification Platform), the Service Provider shall deliver a comprehensive suite of services that cover strategic advisory, architecture governance, project execution, security validation, and go-live support. This engagement includes modernization through SaaS adoption, custom application deployment, and cloud-native hosting strategies.

For the Application Modernization project, the estimated effort has been defined as 40 man-months. For the remaining three projects, the vendor must propose the total estimated man-months of effort along with the proposed duration for each line item. The proposal should also include a detailed resource plan,

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any underlying assumptions, and the rationale supporting the proposed estimates and timelines.

i. Program Management and Execution Coordination

The provider will supply a dedicated Project Manager (PM) to coordinate the migration of an existing application to a SaaS platform and the deployment of a new custom-developed application. The PM's responsibilities include:

- **Coordination & Communication:** Acting as the primary point of contact and liaising with all stakeholders.
- **Task Management:** Developing and maintaining a detailed project plan.
- **Dependency Management:** Identifying and managing dependencies between all parties.
- **Risk Management:** Identifying, documenting, and mitigating risks within the provider's scope.
- **Reporting:** Providing regular status reports to ICAT.
- **Deliverable Oversight:** Ensuring the quality and timely completion of deliverables.

ii. Vendor Selection Support: The Service Provider will offer technical and security expertise during the evaluation of application vendors, including providing input on questionnaires and reviewing security components of proposals.**iii. Strategic Application Advisory and Architecture Governance**

The provider will offer strategic guidance through a Chief Technical Architect to ensure applications align with the enterprise's future technology direction. This includes:

- **Strategic Application Roadmap:** Reviewing the application stack and recommending modernization paths.
- **Enterprise Architecture (EA) Governance:** Defining and maintaining Architecture Principles across Business, Data, Application, Technology, and Security layers.
- **Solution Architecture & Design:** Developing detailed blueprints for new platforms.
- **Technology Assessment & Advisory:** Evaluating new platforms and frameworks.

iv. Cloud Architecture and Optimization Support: The provider will assist with the design and optimization of cloud architecture for modernized applications, including deployment architectures, optimization recommendations (performance, resilience, cost), and assistance with vendor due diligence and licensing.**v. Application Security Validation and Advisory**

An Application Security Specialist will provide advisory services throughout the application lifecycle, focusing on:

- **Security Architecture Review:** Evaluating data flow, authentication, and encryption.
- **Go-Live Readiness Review:** Confirming that basic security controls are in place.
- **UAT Support:** Validating security functionalities during User Acceptance Testing.
- **Annual Security Posture Review:** Providing risk-based insights from log reviews and threat intelligence.

vi. Verification and Validation (Functional Testing Advisory): Functional Testers will support ICAT during UAT by reviewing test cases and validating integrations to ensure alignment with business requirements.**vii. UAT and Go-live Readiness:** The provider will assist the ICAT team during UAT to validate security functionalities and conduct a pre-Go-Live review of security configurations.

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- viii. **Post Go-live Advisory:** Periodic, high-level advisory reviews of the application's security posture will be provided based on logs and its interaction with the managed infrastructure. This service does not include operational security management or functional application support.

D. Compliance – ISO 27001 and Privacy

The Service Provider shall support ICAT in building a comprehensive information security and data privacy governance program. This includes implementation of Information Security Management System (ISMS) aligned to leading frameworks (e.g., ISO 27001), as well as alignment with applicable privacy regulations (e.g., **DPDPA, GDPR**). The scope spans assessment, risk treatment, control implementation, audit preparation, and ongoing compliance assurance.

i. Current State Assessment and Gap Analysis

The Service Provider shall:

- Perform an independent review of CUSTOMER's current information security and privacy posture
- Identify gaps against ISO 27001, DPDPA, GDPR, and CERT-In guidelines
- Document key findings across technical, procedural, and organizational domains

ii. ISMS Scope Definition and Risk Management

The Service Provider shall:

- Define the scope of the ISMS in collaboration with CUSTOMER's leadership
- Conduct comprehensive risk assessments using industry-standard methodologies
- Create a Risk Treatment Plan (RTP) and Statement of Applicability (SoA)
- Align risk register with business units and critical information assets

iii. ISMS Documentation and Policy Framework

The Service Provider shall create and formalize ISMS documentation, including but not limited to:

- Information Security Policy
- Access Control Policy
- Acceptable Use, Asset Management, Incident Response, and Business Continuity Policies
- ISMS Charter, Control Mapping, SOPs, and Forms/Templates
- Roles and responsibilities matrices and governance models

iv. Security Controls Implementation Advisory

The Service Provider shall:

- Provide technical and procedural advisory for implementation of controls based on ISO 27001 Annex A, DPDPA requirements, and CERT-In mandates
- Advice on deployment of key security technologies (e.g., SIEM, endpoint security, backup, secure access, logging)
- Guide integration of privacy-by-design and least privilege principles into IT and business processes

v. Privacy Framework Implementation and Compliance Advisory

The Service Provider shall:

- Align ICAT's policies and systems with applicable privacy regulations (e.g., DPDPA, GDPR)
- Define a Consent Framework, Data Classification, Cross-border Transfer Policies, and Retention Practices

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- Support creation of Data Processing Agreements (DPAs) and vendor risk frameworks
- Define privacy notices, user rights mechanisms, and breach notification processes
- vi. **Privacy Impact Assessments**
The Service Provider shall:
 - Conduct formal Privacy Impact Assessments and/or Data Protection Impact Assessments for high-risk processing activities
 - Define and implement mitigations based on risk level
 - Document outcomes and decisions for audit readiness
- vii. **Internal Audit (Pre-certification Readiness)**
The Service Provider shall:
 - Develop and execute an internal audit plan covering the ISMS and privacy controls
 - Identify non-conformities, document observations, and advise on corrective actions
 - Create a Management Review Report as part of readiness activities
- viii. **External Audit Support and Remediation Planning**
The Service Provider shall:
 - Assist ICAT in managing and responding to external audits from certification bodies or regulators
 - Support in evidence collation, audit walkthroughs, and clarification responses
 - Develop remediation plans and track resolution of findings
- ix. **Awareness, Training and Capacity Building**
The Service Provider shall:
 - Conduct training programs for various stakeholder groups (e.g., IT, HR, Legal, Business Units)
 - Topics may include Information Security Awareness, Data Privacy Obligations, and Secure Handling of Data
 - Maintain training records to support compliance and maturity tracking

Roles and Responsibilities

This section defines the key responsibilities of both the Service Provider and ICAT to ensure a clear partnership. A RACI (Responsible, Accountable, Consulted, Informed) matrix is used to detail these responsibilities.

a. Service Provide Responsibilities

The Service Provider is responsible for:

- Delivering all IT services as defined in the RFP.
- Adhering to all agreed-upon SLAs.
- Performing proactive maintenance and monitoring.
- Ensuring the security and compliance of managed systems.
- Providing expert advisory services.
- Delivering timely and accurate reporting.
- Managing assigned personnel and collaborating with ICAT and third parties.
- Bidder is expected to deploy ticket management software of their preference. Cost of the license to be covered in the bid document under service head. No hardware and software is bought as part of the tender. The team deputed will conduct gap analysis and suggest solution for ICAT to procure.

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b. ICAT Responsibilities

ICAT is responsible for:

- Providing clear points of contact and decision-makers.
- Granting necessary access to systems and information.
- Providing timely approvals for changes and projects.
- Owning the funding and procurement process for hardware and software.
- Managing primary third-party contracts.
- Defining business needs, risk appetite, and security policies.
- Ensuring user compliance with IT policies.
- Retaining ownership of the overall Business Continuity and Disaster Recovery (BCP/DR) strategy.
- Retaining ownership of application functionality and data.

c. RACI Matrix: The Service Provider is required to complete and submit a RACI Matrix (provided in an Annexure) that clearly defines the roles for all in-scope tasks. The proposal must include a definition of each RACI role (Accountable, Responsible, Consulted, Informed), and any changes will be managed through a formal change control process.

The following table details the RACI roles for key activities:

A: Accountable (The party ultimately responsible for the activity)

R: Responsible (The party that performs the activity)

C: Consulted (The party whose input is required)

I: Informed (The party that needs to be kept up to date)

Resource Development

The Service Provider must propose and deploy a suitably qualified and experienced team to successfully deliver all services defined within the Scope of Work and consistently meet or exceed all agreed-upon Service Level Agreements (SLAs).

i. Resource Model Expectations

The Service Provider is expected to use a blended resource model, which includes:

- **Dedicated Full-Time Equivalents (FTEs):** For roles requiring a consistent presence, such as day-to-day operational management and direct user interaction.
- **Shared/Part-Time Specialist Professionals:** To provide cost-effective access to high-level expertise and strategic guidance for specialized functions on an as-needed basis.

Any replacement of key resources requires ICAT's prior approval, must be equally or better qualified, and a minimum of 30 days' notice must be provided.

ii. Resource Development Strategy

Bidders must submit a detailed Resource Deployment Strategy within their proposal, explaining how their proposed team structure will ensure full coverage of the Scope of Work and consistent achievement of all SLAs. Key personnel are required to have a physical on-site presence at ICAT's office for a minimum of two days per week.

The proposal must also include a table with the following columns filled out for all roles:

- **Role**
- **Service Category / Strategic Initiative**
- **Model (e.g., Dedicated FTE, Shared)**
- **Deployment (e.g., On-site, Remote)**
- **Number of Resources**

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Estimate number of resources required including their qualification and experience is given below:

BAU (Business as Usual)			
Service Category	Project	Role	Monthly FTE
BAU (Business as Usual) IT Support for ICAT	Day-to-Day Operations	IT Head - IT & Information Security/Service Delivery Head	1
BAU (Business as Usual) IT Support for ICAT	Day-to-Day Operations	IT Security Analyst / SOC Liaison	1
BAU (Business as Usual) IT Support for ICAT	Day-to-Day Operations	IT Network Administrator	2
BAU (Business as Usual) IT Support for ICAT	Day-to-Day Operations	IT System Administrator	1
BAU (Business as Usual) IT Support for ICAT	Day-to-Day Operations	IT Senior IT Process Consultant (GRC)	1
BAU (Business as Usual) IT Support for ICAT	Day-to-Day Operations	IT IT Hardware Support Engineer	-
BAU (Business as Usual) IT Support for ICAT	Day-to-Day Operations	IT IT Hardware Junior Support Engineer (Cable support)	-
BAU Total			6

Customer Existing Team Integration (Highlighted Text in Above Table): The existing personnel of the Customer, i.e., ICAT, comprising **three (3) Helpdesk Personnel** and **one (1) Cable Support Engineer (as highlighted "Yellow" in the referenced table)**, shall continue in their current roles and responsibilities during the tenure of the contract. The Selected Bidder / Service Provider shall be required to ensure seamless integration of these existing personnel into its service delivery framework. These personnel shall operate in close coordination with the Service Provider's deployed team to facilitate effective collaboration, knowledge continuity, and operational efficiency. The primary responsibility for ensuring the retention and optimal engagement of the said personnel shall rest with the Service Provider. This is to ensure the preservation of institutional knowledge and to support a smooth transition and ongoing operations. The remuneration and employment-related obligations pertaining to the existing personnel shall continue to be borne by ICAT. However, the Service Provider shall be required to work in alignment with ICAT to maintain harmony and coordination between the existing team and the newly deployed resources. No changes in the deployment, responsibilities, or engagement of the existing personnel shall be made without the prior written consent of ICAT.

BAU Roles JD**1. Job Title: Head - IT & Information Security / Service Delivery Head**

Experience Required: 15-20 years in IT Operations and Security, with 5+ Years in leadership roles

Role Overview: This role will oversee all aspects of IT infrastructure, support operations, and security governance, ensuring resilient, secure, and cost-effective service delivery across the enterprise.

Key Responsibilities:

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A. IT Infrastructure & Operations

- Lead and manage day-to-day IT operations including networks, servers, end-user computing, and helpdesk.
- Ensure high availability, performance, and scalability of all IT systems.
- Manage installation, configuration, and maintenance of hardware (routers, switches, firewalls, servers).
- Drive IT projects to completion on time and within budget.
- Oversee on-site IT personnel and service desk teams.
- Optimize vendor contracts and relationships to ensure cost-effective services.
- Maintain up-to-date documentation of systems, processes, and infrastructure.

B. Information Security & Compliance

- Define and enforce network security protocols (firewalls, VPNs, patch management, access controls).
- Lead ISO 27001 implementation: gap analysis, risk assessments, ISMS policy, and audits.
- Implement incident response and disaster recovery plans.
- Monitor compliance with internal security standards and external regulations.
- Oversee endpoint protection, log monitoring, and threat mitigation processes.
- Coordinate with external security vendors and audit agencies.

C. Governance, Strategy & Communication

- Align IT and security initiatives with organizational goals and business continuity needs.
- Establish SLAs, KPIs, and reporting metrics for IT performance and incident resolution.
- Present regular updates to management on IT health, risks, and project status.
- Champion proactive maintenance and predictive analytics for infrastructure health.
- Ensure effective change management and structured control processes.

Qualifications:

- Bachelor's or Master's degree in IT, Computer Science, or related field.
- 15-20 years of IT experience, including leadership of cross-functional teams.
- Hands-on expertise with:
 - Networking protocols (TCP/IP, DNS, DHCP, BGP, OSPF)
 - Firewall and VPN technologies (Cisco, Palo Alto, Fortinet)
 - ITSM frameworks and ticketing tools
 - Server virtualization
 - Backup and DR

Preferred Skills & Certifications:

- ITIL, CCNA/CCNP, ISO 27001 Lead Implementer, or equivalent.
- Experience working in ISO-certified or regulated environments.
- Familiarity with cloud (AWS/Azure) and hybrid IT models.

2. Job Title: Network Administrator

Experience Required: 5–7 years of hands-on experience in enterprise network administration and support.

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Role Overview: The Network Administrator will be responsible for ensuring the design, deployment, security, and performance of the organization's network infrastructure. The candidate will work closely with internal teams and client stakeholders to ensure high availability, scalability, and compliance with network services.

Key Responsibilities:

- Deploy, configure, and maintain core network infrastructure including routers, switches, firewalls, and wireless access points.
- Monitor network health and performance; proactively identify and resolve network bottlenecks, outages, or performance degradation.
- Implement and maintain robust network security controls—firewalls, VLAN segmentation, VPNs, and Zero Trust principles—to protect enterprise assets.
- Conduct regular maintenance activities: firmware upgrades, patch management, configuration reviews, and performance tuning.
- Collaborate with internal IT and external teams (e.g., cloud vendors, consultants) for issue resolution and infrastructure upgrades.
- Create and maintain detailed documentation such as topology diagrams, device configurations, and operational procedures.
- Provide second/third-level technical support for escalated network-related issues and assist with root cause analysis.
- Manage and optimize advanced network services including VLANs, SD-WAN, NAC, and multi-site VPNs.
- Contribute to network scalability and modernization efforts—on-premises to cloud transition support, hybrid connectivity, etc.
- Assist with internal and external audits by providing relevant network data and evidence of controls.
- Recommend tools, technologies, and process improvements to enhance overall network resilience and agility.
- Participate in disaster recovery (DR) planning, testing, and incident response efforts.
- Guide and mentor junior network engineers or support staff, sharing expertise and promoting best practices.
- Provide weekly/monthly reporting on network KPIs, incident trends, and project updates to management.

Qualifications:

- Bachelor's degree in computer science, Information Technology, Electronics, or a related field.
- 5–7 years of progressive experience in enterprise network administration and support.
- Strong expertise in Layer 2/3 protocols and technologies (TCP/IP, OSPF, BGP, DNS, DHCP, NAT, etc.).
- Proven hands-on experience with enterprise-grade networking hardware from Cisco, Juniper, Fortinet, or equivalent.
- Experience in deploying and managing security solutions including firewalls, IPS/IDS, and secure remote access (SSL/IPSec VPN).
- Familiarity with Zero Trust Network Access (ZTNA), VLAN design, and network segmentation.
- Proficiency in using network monitoring and performance tools
- Excellent analytical and troubleshooting skills in high-pressure environments.
- Strong communication and documentation skills with the ability to present technical ideas clearly to non-technical stakeholders.

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Preferred Qualifications:

- Industry certifications such as CCNA/CCNP, Fortinet NSE, or equivalent.
- Experience with enterprise wireless, SD-WAN, and NAC technologies.
- Experience in cloud networking
- Exposure to ITIL processes and ticketing systems (e.g., ServiceNow, JIRA).

3. Job Title: Senior IT Process Consultant (GRC)

Experience Required:

- 5-7 years of experience in IT process consulting, audit readiness, or IT GRC roles.
- Proven track record of implementing ISO 27001 or similar information security frameworks.

Role Overview: The IT Process Consultant will play a pivotal role in shaping and institutionalizing IT and Information Security processes in line with industry standards like ISO 27001. The role involves conducting gap analyses, defining SOPs and policies, facilitating audits, and supporting the broader ISMS implementation lifecycle. The candidate will collaborate with stakeholders across IT, Security, and Business to ensure regulatory compliance, process maturity, and audit readiness.

Responsibilities:

- Lead the development, documentation, and rollout of IT and Information Security policies, SOPs, and operational procedures.
- Conduct detailed ISO 27001 gap analyses and prepare actionable remediation plans.
- Facilitate and document Risk Assessment and Risk Treatment workshops in collaboration with business and IT teams.
- Drive the creation, maintenance, and version control of ISMS documentation.
- Plan and execute internal ISMS audits, track non-conformities, and ensure timely closure.
- Coordinate and support external ISO 27001 certification and surveillance audits.
- Identify opportunities for process improvement and standardization across IT operations.
- Contribute to and facilitate periodic Security Awareness & Policy Training programs.
- Provide recommendations and process alignment support for industry regulations (e.g., GDPR etc).
- Regularly report audit readiness status, risk posture, and process maturity to management.

Qualifications:

- Bachelor's or Master's degree in Information Technology, Computer Science, or related field.
- Deep understanding of ISO 27001, ITIL, and other IT GRC frameworks.
- Strong documentation and analytical skills with ability to translate complex regulations into actionable processes.
- Excellent facilitation and communication skills for working with technical and non-technical stakeholders.
- Exposure to audit lifecycle and evidence management tools.

Preferred Certifications (Good to Have):

- ISO 27001 Lead Implementer or Lead Auditor
- ITIL Foundation or higher
- CISA / CISM / CRISC (a plus)

4. Job Title: Security Analyst / SOC Liaison

Experience Required: 4-6 years of hands-on experience in security operations, incident detection, and response.

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Role Overview: The Security Analyst / SOC Liaison will be responsible for managing day-to-day security monitoring activities, analyzing threats, and coordinating incident response across the organization. This role acts as the first line of defense, working closely with the SOC, IT teams, and ISO 27001 leads to ensure timely detection, triage, and escalation of security incidents, along with maintaining continuous compliance posture.

Responsibilities:

- Monitor, investigate, and analyze security events from various sources (e.g., SIEM, firewalls, antivirus, IDS/IPS).
- Triage and assess alerts, identify false positives, and escalate real incidents for further containment and remediation.
- Coordinate and document incident response activities in line with the Information Security Incident Response Plan (IRP).
- Work closely with IT infrastructure, application, and SOC teams to track remediation of identified vulnerabilities or incidents.
- Manage and fine-tune security detection tools, correlation rules, alert thresholds, and false positive filters.
- Maintain evidence logs and documentation to support audits and ISO 27001 compliance requirements.
- Generate weekly/monthly reports on security posture, incident trends, and tool effectiveness.
- Participate in on-call rotation to respond to high-priority (P1) security incidents during non-business hours.
- Support implementation and continuous improvement of ISO 27001 Annex A controls related to security monitoring and incident response.

Qualifications:

- Bachelor's degree in Cybersecurity, Computer Science, or related discipline.
- Strong understanding of security monitoring tools (SIEMs like Splunk, QRadar, etc.).
- Knowledge of incident response lifecycle, MITRE ATT&CK framework, and threat hunting basics.
- Proficient in analyzing logs, alerts, and packet captures.
- Familiarity with regulatory and standards-based compliance frameworks (ISO 27001, NIST, etc.).

Preferred Certifications (Good to Have):

- CompTIA Security+, CEH, or similar foundational security certification.
- ISO 27001 Associate or familiarity with ISMS audits.

5. Job Title: System Administrator

Experience Required: Minimum 4–6 years of hands-on experience in system administration, server management, and OS patching in enterprise environments.

Role Overview: Responsible for managing, maintaining, and securing the organization's on-premises /Cloud server infrastructure and core systems, ensuring high availability, performance, and compliance with IT policies.

Responsibilities:

- Primary responsibility for the operational management of all on-premises physical and virtual servers within scope
- OS patching, configuration management, performance monitoring, and troubleshooting for Windows/Linux servers
- Manage virtualization platform at the host level (hypervisor patching, basic VM operations)

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- Implement and manage server backup jobs (liaising with central backup team/SOW if applicable)
- Respond to server-related incidents and alerts, providing L2/L3 support
- Participate in on-call rotation for critical server issues
- Coordinate with hardware vendors for server repairs/RMAs
- Support application infrastructure (HRMS, ERP, IOCS) servers while on-premises
- Coordinate and support DR drills for server infrastructure.
- Maintain up-to-date documentation and follow change management processes.
- Perform server performance tuning, log monitoring, and participate in root cause analysis of system-related incidents.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Proven experience in server and system administration in mid-to-large IT environments.

Preferred Skills & Certifications:

- Windows Server, Linux (Red Hat/Ubuntu), VMware/Hyper-V
- Active Directory, DNS, DHCP, Group Policies
- Backup tools (Veeam, Acronis, etc.)
- Scripting (PowerShell/Bash)
- Familiarity with ISO 27001 standards
- Certifications: MCSA, RHCSA, or equivalent desirable

6. Job Title: IT Hardware Support Engineer

Experience Required: Minimum 2–5 years of experience in desktop support, hardware troubleshooting, and end-user IT service delivery.

Role Overview: Deliver hands-on support for end-user computing devices including desktops, laptops, and peripherals. Address service requests and incidents to ensure consistent user experience and minimal downtime.

Key Responsibilities:

- Provide L1/L2 Help Desk support for end-users
- Troubleshoot and resolve issues related to desktops, laptops, peripherals, OS, and standard applications
- Perform on-site support at both Manesar locations
- Manage end-user device lifecycle (imaging, deployment, patching via tools); Coordinate hardware break-fix with vendors
- Assist with new user onboarding/offboarding (device setup/collection)
- Maintain records of IT assets and repairs.
- Install and configure IT hardware and standard enterprise software.
- Support onboarding/offboarding device provisioning and handover.

Qualifications:

- Diploma or Bachelor's in IT, Computer Applications, or related field.
- 2+ years of L1/L2 IT support experience in enterprise or campus environments.

Preferred Skills & Certifications:

- Windows OS, MS Office, Remote Desktop Tools, Endpoint Security
- Hardware troubleshooting – desktops, laptops, printers, scanners
- Inventory management tools (e.g., ServiceNow, ManageEngine)

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- Certifications: CompTIA A+, MCP, ITIL Foundation (preferred)

7. Job Title: IT Hardware Junior Support Engineer (Cable Support Engineer)

Experience Required: Minimum 2–5 years of experience in desktop support, hardware troubleshooting, and end-user IT service delivery

Role Overview: Support structured cabling and physical connectivity infrastructure across enterprise workspaces, ensuring stable wired network access and adherence to cabling standards.

Key Responsibilities:

- Provide physical support including network cable installation, termination, testing, and troubleshooting for end-user connectivity
- Patch and label ports in switches and patch panels.
- Assist with physical setup of IT assets and relocation tasks.
- Conduct basic connectivity testing and troubleshooting.
- Maintain records of cabling layouts and port assignments.
- Assist with physical deployment and movement of IT hardware (desktops, printers, peripherals)
- Maintain an inventory of cabling supplies, Support Hardware Support Engineers with on-site tasks

Qualifications:

- ITI/Diploma or equivalent technical education in Electronics or Networking.
- 1+ year of field experience in structured cabling or basic IT support.

Preferred Skills & Certifications:

- Knowledge of LAN topologies, patch panels, and switch connections
- Hands-on with cable testing tools (e.g., Fluke testers)
- Familiar with basic IT hardware handling and safety practices
- Certifications: Basic Networking, BICSI Installer (optional but preferred)

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1. **Knowledge Transfer (KT) and Personnel Transition:** ICAT is fully committed to ensuring a seamless transition and knowledge transfer from the existing team to the Service Provider's team to ensure continuous, uninterrupted service delivery.

Knowledge Transfer (KT) Phases – The KT process is divided into three phases:

- **Phase 1: Initial Knowledge Gathering:** The Service Provider's team will identify and document all key systems, tools, processes, and workflows. They will also collect necessary credentials and technical documentation from ICAT's internal teams.
 - **Phase 2: Knowledge Sharing:** The Service Provider's staff will participate in structured training sessions and hands-on demonstrations. All technical resources, including SOPs and troubleshooting guides, will be formally shared.
 - **Phase 3: Ongoing Support and Review:** The provider will have continuous access to ICAT's subject matter experts (SMEs). The KT process will be monitored with feedback loops, and a final review will confirm the provider's readiness for full operational responsibility.
2. **Deliverables:** Deliverables against services covered under Business as Usual and Digital Modernization Projects with Deliverables is defined in *Annexure "B"*.
 3. **Rate Card for Additional Services:** In addition to the resources proposed for delivering the core Managed Services, ICAT anticipates potential future needs for specialized personnel to support application-related tasks beyond the initial scope of this agreement. The bidders are also required to submit a rate card for specialized personnel to support potential future needs beyond the core managed services. The purpose of this is to provide ICAT with flexibility and cost predictability

3.1 Rate Card for Additional Services or Change Requests: The Service Provider must submit a comprehensive rate card detailing pre-agreed hourly or daily rates for various roles, including:

- Application-focused resources (e.g., developers, testers, architects)
- Leadership roles (e.g., Project Managers, Program Manager, Chief Technical Architect, IT Strategy Advisor, Service Delivery Manager etc)
- Cloud, Security and Infrastructure specialists (e.g., Cloud Architects, Network Engineers, Security Consultants, Cloud Migration Specialist etc)

This rate card will be the basis for pricing any additional work or change requests, which will be undertaken only with mutual agreement and formal approval from ICAT.

3.2 Rate Validity & Adjustments:

- Rates must remain fixed for the first two years of the contract.
- After two years, any adjustments must be mutually agreed upon based on a predefined mechanism (e.g., inflation index).
- **Separation from BAU Services:** It is explicitly stated that the roles and rates in this rate card are for additional, on-demand services only. They are separate from the core Managed Services and their associated fixed fees, and the resources listed are not considered part of the baseline staffing model required to fulfill the primary contract obligations.

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4. **Exclusions:** This section clarifies the services and activities that are outside the scope of this Request for Proposal (RFP) and are the responsibility of ICAT, unless specifically included as an option or variation.

The following are explicitly excluded from the scope:

- **Application Development & Support:** Application development, coding, functional support, or business process configuration.
 - **Database Administration:** Advanced Database Administration services, beyond ensuring availability and performing backups.
 - **Hardware, Software, and Infrastructure Costs:** The costs of hardware, software, licenses, cloud consumption, cabling, and network circuits.
 - **Physical Security:** The physical security of ICAT premises.
 - **Major Transformation Projects:** Large-scale projects such as cloud migrations or ERP implementations (with a cumulative effort exceeding 500 person-days), except for the specific scope mentioned in the RFP.
 - **Data Management:** Data entry, cleansing, or application data migration services.
 - **Compliance Auditing:** Formal legal or regulatory compliance attestation or auditing. The Service Provider will support these efforts but will not act as the auditor or legal advisor.
 - **Pre-Existing Issue Remediation:** Extensive remediation of major pre-existing issues discovered after the contract starts.
 - **Full Business Recovery:** Full business recovery management during a disaster. The Service Provider's role is limited to supporting infrastructure recovery.
5. **Contract Duration:** The Contract shall be valid for a total period of two (2) years, comprising the following components business-as-usual services and Digital Modernization Projects with Deliverables commencing from the date of signing of the Master Agreement (GeM Contract) between ICAT and the Selected Bidder, and shall remain in force subject to satisfactory performance, as determined through annual performance reviews conducted by ICAT. For administrative purposes, ICAT shall issue internal work orders on an annual basis, as outlined below:
- An initial internal order shall be issued for a period of **twelve (12) months**, effective from the **date of award of the contract on the GeM portal**.
 - A subsequent internal order for the next **twelve (12) months** shall be issued **subject to satisfactory performance and service delivery** during the initial 12-month period, as assessed by ICAT.
- ICAT reserves the right to **withhold, extend, or terminate** any subsequent internal orders based on the Selected Bidder's adherence to service levels, timelines, and performance benchmarks as defined in the agreement.

6. **Contract Extension and Price Variation Clause:** Upon completion of the initial Contract Period of *two (2) years*, ICAT reserves the right, at its sole discretion, to extend the contract on a yearly basis for up to *three (3) additional years* for the continuation of Business-as-Usual (BAU) services and Digital Modernization Projects with Deliverables.

Such extensions shall be subject to the following conditions:

- **Performance-Based Extension:** Extension of the contract shall be contingent upon the satisfactory performance of the Selected Bidder, as determined through formal performance evaluations conducted by ICAT, and shall be governed by mutually agreed terms and conditions at the time of such extension.
- **Price Variation During Extension Period:** In the event the Selected Bidder proposes a price revision for the extended period (post completion of the initial 2-year term), ICAT may, at its discretion, accept or reject the proposed price revision, based on prevailing market conditions and benchmarking. However, under no circumstances the price variation exceeds **ten percent (10%)** of the original contracted rates for the corresponding scope of work.

Additional Terms & Conditions (ATC)

- **Right to Re-Tender:** Notwithstanding the above, ICAT reserves the unequivocal right to initiate a fresh tendering process at any time after the completion of the initial contract period, should it be determined that such action is in the best interest of the organization from a cost, quality, or strategic perspective.

The Selected Bidder shall have no claim or right for extension beyond the initial contract period, and any extension shall be at the sole discretion of ICAT.

7. **Performance Review:** The Purchaser shall conduct a performance evaluation at the end of each contract year against the agreed Service Level Agreements (SLAs) and Key Performance Indicators (KPIs). Continuation of the contract into the subsequent year shall be contingent upon satisfactory performance, as determined by the Purchaser. The performance review will be conducted on deliverables, security posture of the application, up time of application and services offered in line with agreed SLAs.

8. **Locations & Offices coverage**

The following locations shall be covered under the scope:

Name of Entity	Type of Unit	Location	No. of Units
International Centre for Automotive Technology (ICAT)	ICAT Centre - 1 (Regd. & Corporate Office, Testing Facilities)	Sector - 3, Manesar, Gurugram, Haryana, India	1
	ICAT Centre - 2 (Testing Facilities)	Sector - M11, Manesar, Gurugram, Haryana, India	1
Total Units			2
<i>Note: The Solution/tool shall provide flexibility to add new locations outside the state of Haryana/within Haryana from the current location</i>			

For or any technical queries please feel free to contact the undersigned:

Contact Person: Mrs. Deepika Nehra - Parivartan Department

Contact No. +91 9818844795 (Mobile)

Email ID: deepika.nehra@icat.in

Contact Person: Mr. Kirranpreet Aalag - Parivartan Department

Contact No. +91 9871441144 (Mobile)

Email ID: Kirranpreet.aalag@icat.in

Additional Terms & Conditions (ATC)

Annexure - B

Key Deliverables

Heads	Deliverables	Acceptance/Evidence	SLA/Metrics
A. Business as Usual (BAU) Services: To execute and monitor the following ongoing day-to-day IT operations/activities.			
A1 Network & Security Management	- Updated network configuration baseline (signed and version-controlled). - Approved network diagram revised quarterly or after major changes. - Documented change logs for each reconfiguration. - Backup logs and rule review sign-off sheets. - Monthly operational performance report (SLAs, KPIs, incident summary, capacity utilization).	Network Management system dashboards; Backup logs; Rule review sign-off; Version-controlled diagrams	Availability $\geq 99.5\%$; Config backup $\geq 98\%$
A2 Infrastructure Management	- Patch compliance dashboard reports. - OS hardening evidence reports. - Hypervisor care logs. - Storage capacity forecast reports. - Backup monitoring reports and quarterly restore drill reports with evidence. - AD configuration documentation. - ADRAP reports.	Patch compliance dashboards; Restore logs; Capacity reports	Patch compliance $\geq 95\%$; Restore success 100% critical systems
A3 Desktop & User Support	Service desk; UEM-managed patching & AV/EDR; Standard images; Joiner/leaver automation	Ticket resolution reports; Endpoint compliance export	SLA adherence $\geq 95\%$; Endpoint patch/ AV $\geq 95\%$
A4 Security & Compliance	Prepare & Rollout IT Security Policies; Enforcement (AD/GPO, MDM, SIEM rules); Incident Response Plan & drills; Awareness trainings	Policy library; Enforcement evidence; Drill reports; Awareness reports	Policy set ≤ 60 days; ≥ 2 drills/year; Awareness coverage $\geq 95\%$
A5 End-to-End IT Operations Leadership & Service Delivery Oversight	Single Accountability; Weekly ops review; Monthly governance reports	Review Minutes; Governance reports	100% scheduled Meetings
A6 Security Operations (SOC)	SIEM onboarding; Use-case catalog; Threat reviews; SOC dashboards; Purple team review	SOC dashboards; RCA reports; Use-case catalogue	P1 detection ≤ 15 min; MTTR ≤ 4 Hrs.
A7 IT Governance, Risk & Compliance (GRC) Enablement & Process Standardization	ISO 27001 readiness pack; CERT-In & DPDP compliance; Quarterly internal audits	Risk register; Audit reports	Risk register updated quarterly

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A8 Change Management & Continuity	CAB governance; DR runbooks; Annual DR drill with failover evidence; Vendor to propose cost-effective BCP & DR solutions (cloud-preferred in Cold, Pilot-Light, or Warm Standby mode) with RTO/RPO targets, cost justification, and regular DR test plan	CAB minutes; DR drill reports	100% approved changes; 1 DR drill/year
A9 Proactive Support	Advanced monitoring; Quarterly health checks	Health check reports	Closure of findings ≤30 days
A10 Cross Functional services	SOP/runbook library; Vendor TAC/RMA Log	Library repo; Vendor case ledger	100% SOPs current
A11 SLA/performance Reporting/CSI	SLA dashboard; Monthly performance pack; Quarterly CSI plan	SLA dashboards; CSI tracker	SLA ≥95% across services
B. Digital Modernization Projects with Deliverables: Provide expert opinion on the following focused initiatives and will be paid as/when required. The bidder must bid for 40 Man Months for the Initial 2 years in the financial bid.			
B1 Infra Modernization & Resilience	Future-state HLD/LLD; Procurement scorecards	Signed HLD/LLD packs; Procurement docs	Blueprints ≤90 days; Scorecards before refresh
B2 Cloud & service Governance	Cloud landing zone; Security architecture; EA governance; Tech evaluations	Governance artifacts; Architecture docs	
B3 Application Modernization	Vendor Selection Support, Strategic Application Advisory & Architecture Governance, Cloud Architecture & Optimization Support, Application Security Validation & Advisory, Verification & Validation (Functional Testing Advisory), UAT & Go-Live Readiness Support, Post-Go-Live Advisory		
B4 Compliance - ISO 27001 & Privacy	Current State Assessment & Gap Analysis, ISMS Scope Definition & Risk Management, ISMS Documentation & Policy Framework, Security Controls Implementation Advisory, Privacy Framework Implementation & Compliance Advisory, Privacy Impact Assessments (PIA / DPIA), Internal Audit (Pre-certification Readiness), External Audit Support & Remediation Planning, Awareness, Training & Capacity Building	All the documents are required for compliance purpose, Audit findings and closure of NCs. Acquiring of ISO 27001 certificate.	

Additional Terms & Conditions (ATC)

B5 IT Manual	The bidder shall prepare and submit a comprehensive IT Manual, covering policies, procedures, governance, security, and operational guidelines, as part of the IT outsourcing activity		
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Note: For the purposes of this tender, "Man-Month" refers to the effort equivalent of one (1) full-time resource working for one (1) calendar month, based on a standard of 8 working hours per day and 22 working days per month, totaling 176 hours per Man-Month.

Additional Terms & Conditions (ATC)

Annexure - C

Tender Specific & Conditions

1. **Submission of Quotation and Technical Documentation:** The bidder shall submit a comprehensive quotation strictly in accordance with the detailed Scope of Work and Services outlined in "*Annexure-A & B*" of the *Additional Terms and Conditions (ATC) document*. The quotation must include both the technical and financial components as prescribed in the tender.

The bid must be accompanied by complete technical documentation, which shall include (but not be limited to):

- Detailed solution architecture and approach for implementation
- Compliance statement against the scope of work
- Product specifications and brochures (if applicable)
- List of hardware/software requirements (if applicable)
- Project execution plan and timelines
- Details of technical support, updates, and upgrade policies
- Credentials and experience of the bidder (including relevant project references)
- Authorization letters from OEMs (if applicable)

Incomplete bids or those not accompanied by the required documentation shall be liable for rejection at the discretion of ICAT.

2. Pre-Bid Meeting Conditions

- 2.1 **Pre-Bid Meeting** shall be held to address queries and provide clarifications regarding the scope of work, technical requirements, and the bid submission process.

- **Date:** 10th October' 2025
- **Time:** 14:00 Hrs.
- **Venue:** International Centre for Automotive Technology (ICAT), Plot No. 26, Sector - 3, IMT Manesar, Gurugram - 122051, Haryana
- **Mode:** Physical Meeting

All interested bidders are encouraged to attend the pre-bid meeting to seek necessary clarifications before submission of their bids.

2.2 Submission of Pre-Bid Queries

- Bidders are required to submit their queries, if any, in writing to deepika.nehra@icat.in, kirranpreet.aalag@icat.in, javed.rahi@icat.in & vikas.sharma@icat.in by 7th October' 2025 up to 1700 Hrs.
- Queries should be submitted in the following format:

Sl. No.	Clause No.	Existing Provision	Query/Suggestion
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2.3 Clarifications and Amendments

- Clarifications and responses to the pre-bid queries shall be issued in the form of a Corrigendum/Addendum and uploaded on the **GeM Portal & ICAT Website**.
- The corrigendum shall form an integral part of the tender document and must be duly considered while submitting the final bid.

2.4 No Individual Communication

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- No individual responses will be provided to bidders. All clarifications shall be shared only through official corrigenda.

2.5 Non-Mandatory Attendance

- Attendance at the pre-bid meeting is not mandatory for bid submission. However, it is strongly recommended to attend for a complete understanding of the requirements.

2.6 Binding Clarifications Only Through Corrigendum

- Only clarifications provided through officially issued corrigenda shall be considered binding. Any verbal discussions or informal exchanges during the pre-bid meeting shall not be treated as official unless formally incorporated.

2.7 No Suggestions or Deviations Post Submission Deadline

- No suggestions, deviations, modifications, or requests for clarification shall be entertained after the bid submission deadline. Bidders are therefore advised to seek all necessary clarifications and raise concerns during the pre-bid period.

3. Earnest Money Deposit (EMD)

3.1 EMD Amount: Bidders are required to submit an *Earnest Money Deposit (EMD) of INR 3,54,000/- (Indian Rupees Three Lakh Fifty-Four Thousand Only)* along with their bid. The EMD shall be submitted through the mode specified in the GeM portal or as otherwise prescribed in the tender document.

3.2 Exemption for MSEs/Startups: As per the guidelines issued by the Ministry of Micro, Small and Medium Enterprises and the Department for Promotion of Industry and Internal Trade (DPIIT), Government of India, Micro and Small Enterprises (MSEs) and recognized Startups are exempted from payment of EMD, subject to submission of the following

- **Valid supporting documents such as Udyam Registration Certificate (for MSEs) or Startup Recognition Certificate issued by DPIIT.**
- A duly signed Declaration/Undertaking in lieu of EMD in the prescribed format *"Form-V"* provided in the Additional Terms and Conditions (ATC) document.

3.3 Bid Rejection in Absence of EMD/Declaration

- Bids submitted without the requisite EMD or valid exemption documents or duly signed Declaration/Undertaking in lieu of EMD in the prescribed format *"Form-V"* shall be summarily rejected as non-responsive.
- Submission of incorrect, expired, or manipulated exemption certificates may lead to disqualification and blacklisting as per applicable procurement rules.

3.4 Forfeiture of EMD: The EMD shall be liable to forfeiture in the following cases

- If the bidder withdraws or modifies the bid during the bid validity period.
- In case of any false declaration or non-compliance with tender terms.
- If the successful bidder fails to sign the contract or submit the required Performance Security within the stipulated time.

3.5 Refund of EMD: EMDs of unsuccessful bidders shall be refunded without interest after finalization of the contract. For the successful bidder, EMD may be adjusted against the Performance Security, if applicable.

Additional Terms & Conditions (ATC)

4. Liquidated Damages (LD) and Penalty Clause

4.1 Timely Completion of Work: The successful bidder (hereinafter referred to as the “Solution Provider”) shall be obligated to complete the scope of work as per deliverables as mentioned in the documents. Any delay in completion beyond the stipulated timeline shall attract Liquidated Damages (LD) as detailed below, **except in cases of Force Majeure** as defined herein.

4.2 Imposition of Liquidated Damages (LD): In the event of delay in fulfilling the scope of work related to implementation activities, ICAT shall impose Liquidated Damages at the rate of **0.5% (half percent) of the total contract value per week of delay** or part thereof, until the completion of the delayed activity to the satisfaction of ICAT.

4.3 Maximum Cap on LD: The cumulative LD imposed under this clause shall be subject to a maximum ceiling of **10%** of the total contract value. Upon reaching this cap, ICAT reserves the right, without prejudice to any other contractual rights, to:

- Terminate the contract, and/or
- Forfeit the Performance Security / Bank Guarantee submitted by the Solution Provider, and/or
- Take any other action deemed appropriate in accordance with the terms of the tender and applicable laws.

4.4 Non-Waiver of Obligations: The imposition and recovery of LD shall not absolve the Solution Provider from its obligations under the contract, including completion of the delayed work and provision of post-implementation services as specified.

4.5 LD Recovery: LD, if applicable, shall be recovered either from

- Payments due or payable to the Solution Provider; or
- By invoking the Security Deposit or Performance Security (PBG), at ICAT’s sole discretion.

4.6 Final Authority on LD: The determination of delay, calculation of LD, and the decision on recovery mechanism shall rest solely with ICAT and shall be final and binding on the Solution Provider.

Operational Penalty for Service Disruptions

4.7 In the event that:

Clause Area	Condition	Penalty	Cap / Escalation
Incident Resolution (SLA)	Critical (P1) incident not resolved within SLA	1% of invoice per incident	Max 10% of invoice value per billing cycle
System Availability / Uptime	Uptime falls below 99%	0.5% of monthly Invoice per 0.1% shortfall	Max 10% of monthly invoice
Quality of Deliverables	Sub-standard documentation, reports, or deliverables	2% of milestone payment	Penalty applies until rectification
Unauthorized Change of Key Personnel	Change/removal without ICAT’s prior approval	₹1,500/- Per Resource Per day until a replacement of equal or higher qualification, experience and caliber is deputed.	

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Delay in Deployment of Resources	Delay in deploying committed resources	₹2,500/- Per Resource Per Day	Delay >15 days = Material Default (PBG invocation/termination)
Replacement with Lower-Qualified Resources	Replacement does not meet agreed qualifications/certifications	5% of monthly cost of that resource	Penalty applies until rectification
Excessive Attrition	More than 2 replacements of Key Personnel within 6 months (non-force majeure)	2% of quarterly invoice	—
Breach of Confidentiality / Security	Breach of data confidentiality, compliance, or security standards	Up to 5% of monthly invoice + recovery of actual damages	—
Exit & Transition Obligations	Failure to provide exit support, handover, and knowledge transfer	10% of final payment withheld	Until successful sign-off

4.8 Termination for Prolonged Disruption

4.8.1 The Purchaser reserves the right to terminate the contract at any time during the contract period by giving **three (3) months' notice**, in case of unsatisfactory performance, breach of contractual obligations, or if the services become redundant due to technological or regulatory reasons.

4.8.2 Finality of Decision: The decision of ICAT with respect to imposition of LD and/or operational penalties shall be final, binding, and conclusive, and shall not be subject to arbitration or challenge, except as provided under applicable law.

4.8.3 Force Majeure Exemption: No Liquidated Damages and Penalty shall be imposed for delays arising due to Force Majeure events, provided that

- The Solution Provider notifies ICAT in writing within seven (7) calendar days from the occurrence of such event.
- Sufficient evidence of the Force Majeure event is submitted; and
- The Solution Provider makes reasonable efforts to mitigate the delay and resume the services as soon as practicable.

The definition, scope, and implications of Force Majeure shall be as per the **Force Majeure Clause** outlined in the tender document.

5 Timelines & Payment Schedule: Payments shall be on milestone-based basis and released against valid invoices raised by the selected bidder, subject to satisfactory delivery and acceptance of deliverables by ICAT. All payments will be made in Indian Rupees (INR) and will be subject to applicable taxes and statutory deductions.

SI No.	Description	Payment Terms
1	BAU (Business as Usual) is to be paid on monthly basis depending upon SLA/Deliverables as defined in tender document (SI No. 1 & 3 of the Financial Bid)	Monthly basis against bill submitted

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2	Digital Modernization Projects with Deliverables (SI No. 2 of the Financial Bid)	Invoices submitted by the Selected Bidder shall be processed and paid only upon receipt of the corresponding Utilization Certificate, duly approved and certified by the designated ICAT Concerned Team. Payments shall be made strictly based on actual man-month consumption, as reflected in the approved Utilization Certificate.
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Note:

- All payments shall be released within **30-45 working days** from the date of receipt of correct invoice along with all required supporting documents and satisfactory completion certificate issued by ICAT.
- ICAT reserves the right to deduct penalties or applicable Liquidated Damages (LD), if any, from the invoiced amount, in accordance with the relevant clauses of the contract.
- Continuation of Annual Maintenance Services beyond each year shall be subject to **annual performance review** at the sole discretion of ICAT.

6 Performance Security Clause

6.1 Submission of Performance Security: The successful bidder shall furnish a Performance Security equivalent to *Five Percent (5%)* of the Total Contract Value, in the form of a **Performance Bank Guarantee (PBG) or Fixed Deposit Receipt (FDR)**, issued by a scheduled commercial bank in India, in favour of International Centre for Automotive Technology (ICAT).

6.2 Validity of Performance Security: The Performance Security shall remain valid for a period of **Twenty (24) Months** from the date of issuance of the GeM Contract or till successful completion of the entire contract period.

6.3 Retention in Lieu of Performance Security: In the event that the Selected Bidder fails to furnish the Performance Bank Guarantee (PBG) or Fixed Deposit Receipt (FDR) within the stipulated timeframe as specified in the tender/contract, ICAT reserves the right to withhold and retain an amount equivalent to *five percent (5%) of the total contract value from the monthly invoices payable to the Selected Bidder*. Such retained amount shall be held by ICAT as Performance Security and shall remain withheld until the successful and satisfactory completion of the entire contract period, including all obligations and liabilities therein. The retention amount so withheld shall be released only upon fulfilment of all contractual obligations by the Selected Bidder and submission of the requisite Performance Security or upon successful completion of the contract, whichever is earlier. ICAT's right to retain this amount shall be without prejudice to any other rights or remedies available under the contract or applicable law.

6.4 Forfeiture & Invocation: ICAT reserves the right to invoke the Performance Security in full or in part in case of

- Non-compliance with contractual obligations.
- Breach of terms and conditions of the contract.
- Imposition of liquidated damages or penalties beyond the permissible limits.
- Any loss or damages caused to ICAT due to the bidder's default.

6.5 Release of Performance Security: The Performance Security shall be released without interest by ICAT after:

- Satisfactory completion of the entire contract period.

Additional Terms & Conditions (ATC)

- Fulfilment of all contractual obligations.
- Settlement of all dues, penalties, or recoveries, if any.

7 Selection Criteria: The selection of the successful bidder for the tender titled “Comprehensive IT Infrastructure Outsourcing and Managed Services” at the International Centre for Automotive Technology (ICAT) shall be carried out through the Quality and Cost Based Selection (QCBS) methodology.

7.1 Evaluation Methodology: Under the QCBS method, both technical competence and financial competitiveness of the bidders shall be evaluated. The overall selection shall be based on a combined score derived from the *Technical Proposal (weightage: 70%)* and the *Financial Proposal (weightage: 30%)*.

7.2 The bidder securing the highest Final Score (S) shall be selected for award of the contract, subject to verification of documents and approval by the competent authority.

7.3 Tie-Breaking Clause: In the event of a tie in the final score, the bidder with the higher technical score shall be selected. If a tie still exists, ICAT reserves the right to make the final decision based on additional technical assessment or reference checks.

7.4 ICAT's Rights:

- ICAT reserves the right to accept or reject any proposal, or to annul the selection process, at any stage, without assigning any reason.
- ICAT reserves the right to modify the selection criteria or process with prior notice to all participating bidders.

8 Sub-Contracting Clause: Restriction on Sub-Contracting Without Prior Approval

8.1 Prohibition on Unauthorized Assignment or Sub-Contracting: The Contractor shall not assign, sublet, transfer, or otherwise dispose of the contract or any part thereof, or any interest, right, benefit, or claim arising under the contract, without the prior written consent of the Procuring Entity (International Centre for Automotive Technology – ICAT). Any such action undertaken without prior written approval shall be considered unauthorized, null, and void.

8.2 Disclosure and Approval of Sub-Contractors: If the Contractor intends to engage any sub-contractor for any portion of the contract not previously disclosed in its original bid or contract agreement, the Contractor must submit a written request to the Procuring Entity for approval. Such requests must specify the scope of work intended to be sub-contracted, the identity of the proposed sub-contractor, and justification for such engagement.

8.3 Limitations on Scope of Sub-Contracting: Where sub-contracting is approved, it shall be strictly limited to ancillary or incidental services, such as the supply of bought-out items, non-core components, or supporting activities. Under no circumstances shall sub-contracting be permitted for core contractual responsibilities, deliverables, or obligations that constituted the basis for award of the contract.

8.4 Contractor's Continuing Obligations and Liabilities: Approval of any sub-contract shall not relieve the Contractor of its obligations, responsibilities, or liabilities under the contract. The Contractor shall remain fully accountable and liable for the performance and execution of the contract, including any work carried out by approved sub-contractors. The Contractor shall ensure that any sub-contractor complies with all applicable contract terms, statutory obligations, and legal requirements.

8.5 Consequences of Unauthorized Sub-Contracting: Any unauthorized assignment, subletting, or transfer of the contract, in whole or in part, shall be considered a material breach of contract, and the Procuring Entity shall be entitled to exercise any or all the following remedies, at its sole discretion and without prejudice to any other rights available under law or equity:

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- Termination of the contract, in whole or in part, without any liability to the Contractor.
- Forfeiture of the performance security or any other applicable security deposits.
- Recovery of all losses, damages, or additional costs incurred due to such breach.
- Initiation of legal proceedings as per applicable laws, including civil and/or criminal remedies.

8.6 Final Authority: The decision of the Procuring Entity in relation to sub-contracting matters shall be final, conclusive, and binding on the Contractor.

- 9 Bidders are hereby informed that the complete tender document for the Comprehensive IT Infrastructure Outsourcing and Managed Services at the International Centre for Automotive Technology (ICAT) is available for download on the Government e-Marketplace (GeM) Portal as well as on the official ICAT website: www.icat.in

All subsequent updates, including but not limited to corrigenda, responses to pre-bid queries, modifications to tender conditions, and other relevant communications, shall be published exclusively on the GeM Portal and/or the ICAT website. Bidders are advised to regularly visit these platforms to stay informed about any such updates. ICAT shall not be held responsible for any ignorance or non-compliance arising due to lack of awareness of such updates on the part of the bidders.

- 10 **Data Handover and Confidentiality:** Upon termination or expiration of the contract, the bidder shall provide ICAT with a complete backup of all project-related data in SQL or another agreed database format, and/or PDF format. Subsequently, the bidder shall delete all ICAT-related data from their servers and shall cease any further access. Bidder's employees and agents shall not disclose, share, or use ICAT data for any unauthorized purpose. Any breach of confidentiality shall entitle ICAT to take all lawful actions, including but not limited to claiming damages up to twice the contract value and blacklisting the bidder from future projects. Liability of the solution provider for any claims arising out of the use of the software, for any reason whatsoever, shall be limited to the total amount paid under this contract.
- 11 **Supervision, Training, and Support:** All implementation, maintenance, training, support, and related activities shall be conducted under the supervision of the IT Department, Parivartan Department, or any other authorized ICAT department or personnel. The bidder shall provide a minimum of five (5) days of on-site training, handholding support & training to be given at office/operational unit/online by the solution/tool provider as and when required by ICAT throughout the contract period.
- 12 **Declaration of Acknowledgement:** By submitting a bid, the bidder expressly acknowledges and confirms that they have conducted a site visit, comprehended all relevant physical, technical, and operational conditions pertaining to the project, and have duly considered these factors while formulating their bid price and delivery schedule. No claims for additional costs or time extensions arising from a lack of site knowledge or misunderstanding of conditions shall be entertained after bid submission.
- 13 **Pricing:** All prices must be quoted exclusively in Indian Rupees (INR) and expressed in numeric figures. In the event of any discrepancy between the unit price and the total price, the unit price shall be deemed accurate and binding. The total price shall be adjusted accordingly to reflect the correct aggregate amount based on the unit prices.
- 14 **Supply/Service Location:** The supply of goods and/or delivery of services shall be executed at ICAT Centre-1 and/or ICAT Centre-2, Manesar, Haryana, as directed by ICAT.

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- 15 Billing Address:** All invoices and official correspondence must be addressed to - International Centre for Automotive Technology (ICAT), Plot No. 26, Sector-3, IMT Manesar, Gurgaon, Haryana, GSTIN: 06AABAN9435G2ZI
- 16 Examination of Tender Document:** Bidders are required to thoroughly examine all parts of the Tender Document, including but not limited to instructions, conditions, terms, and technical specifications, and take full cognizance of these requirements prior to submission of their bids. Failure to comply with the stipulated requirements shall be at the bidder's sole risk. Non-responsive bids that do not meet the requirements of the Tender Document will be summarily rejected.
- 17 Expenses:** All expenses related to transportation, accommodation, and fooding incurred by the bidder or its personnel during the execution of the contract shall be borne exclusively by the bidder.
- 18 Mandatory Quotation for Complete Scope:** Bidders must compulsorily quote for the entire scope of work as detailed in Annexure A. Partial bids or bids excluding any activity/job will be considered non-responsive and shall be liable for disqualification without further notice.
- 19 Billing and Payment:** All invoices and accompanying documentation must be submitted in original and conform to the agreed payment terms. Each invoice must be supported by duly receipted/certified delivery challans, work progress reports, or completion certificates, as applicable. Payments shall not be processed against duplicate or incomplete documents. Applicable taxes including GST, service tax, and works contract tax must be itemized separately in the invoice.
- 20 Proposal Validity Period:** Bids must remain valid for a minimum period of **180 Days** from the last date of bid submission. Bids with validity periods shorter than this shall be rejected as non-compliant. ICAT reserves the right to request bidders to extend the bid validity unconditionally for an additional period of up to **Sixty (60) Days** without any modification to their original bid. Conditional extensions shall not be accepted and may result in rejection of the bid.
- 21 Contract Duration:** The Contract shall be valid for a total period of two (2) years, comprising the following components business-as-usual services and Digital Modernization Projects with Deliverables commencing from the date of signing of the Master Agreement (GeM Contract) between ICAT and the Selected Bidder, and shall remain in force subject to satisfactory performance, as determined through annual performance reviews conducted by ICAT. For administrative purposes, ICAT shall issue internal work orders on an annual basis, as outlined below:
- An initial internal order shall be issued for a period of **twelve (12) months**, effective from the **date of award of the contract on the GeM portal**.
 - A subsequent internal order for the next **twelve (12) months** shall be issued **subject to satisfactory performance and service delivery** during the initial 12-month period, as assessed by ICAT.
- ICAT reserves the right to **withhold, extend, or terminate** any subsequent internal orders based on the Selected Bidder's adherence to service levels, timelines, and performance benchmarks as defined in the agreement.
- 22 Contract Extension and Price Variation Clause:** Upon completion of the initial Contract Period of two (2) years, ICAT reserves the right, at its sole discretion, to extend the contract on a yearly basis for up to three (3) additional years for the continuation of Business-as-Usual (BAU) services and Digital Modernization Projects with Deliverables.
- Such extensions shall be subject to the following conditions:**
- Performance-Based Extension: Extension of the contract shall be contingent upon the satisfactory performance of the Selected Bidder, as determined through formal performance evaluations conducted by ICAT, and shall be governed by mutually agreed terms and conditions at the time of such extension.

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- Price Variation During Extension Period: In the event the Selected Bidder proposes a price revision for the extended period (post completion of the initial 2-year term), ICAT may, at its discretion, accept or reject the proposed price revision, based on prevailing market conditions and benchmarking. However, under no circumstances the price variation exceeds **ten percent (10%)** of the original contracted rates for the corresponding scope of work.
- Right to Re-Tender: Notwithstanding the above, ICAT reserves the unequivocal right to initiate a fresh tendering process at any time after the completion of the initial contract period, should it be determined that such action is in the best interest of the organization from a cost, quality, or strategic perspective.

The Selected Bidder shall have no claim or right for extension beyond the initial contract period, and any extension shall be at the sole discretion of ICAT.

23 Submission of Modifications or Improvements to the Conditions of Contract

23.1 Permissibility of Proposed Deviations or Improvements: Bidders are permitted to propose modifications or improvements to the Conditions of Contract, provided that such proposals are clearly justified, directly relevant to the scope and objectives of the tender and demonstrably serve the best interests of the International Centre for Automotive Technology (ICAT). Any such proposals must be articulated in precise, unambiguous language and must not alter the fundamental nature of the services or deliverables contemplated under this tender.

23.2 Manner and Format of Submission: All proposed deviations, modifications, or improvements must be submitted strictly in the prescribed format titled ***“Form X(B): Deviations or Modifications Suggested”*** and shall be uploaded via the Government e-Marketplace (GeM) portal or submitted to the designated email address(es) as specified in the tender documents. Submissions must be received no later than ***7th October’ 2025 by 1700 Hrs.*** Proposals submitted after the stipulated deadline shall be summarily disregarded and shall not be considered under any circumstances.

23.3 Declaration of No Deviation: Bidders who do not intend to suggest any deviations or improvements shall submit an explicit declaration to this effect by indicating ***“No Deviation Suggested” in Form X(B).*** Failure to submit either the completed ***Form X(B)*** or such a declaration within the prescribed timeframe shall be deemed as the bidder’s unconditional and irrevocable acceptance of all terms and conditions specified in the tender documents.

23.4 Finality and Binding Nature of Submissions: No deviations, modifications, or conditional proposals shall be accepted or entertained after the expiry of the above-mentioned deadline or at any stage following the submission of the bid. Any bid containing late submissions, conditional terms, or non-compliant modifications shall be liable for outright rejection without any further clarification, communication, or recourse.

23.5 Discretion of ICAT: ICAT reserves the sole, absolute, and unfettered right to accept or reject, in whole or in part, any proposed modifications or improvements submitted by bidders. Acceptance of any such proposals, if any, shall be communicated solely through a corrigendum issued to the tender document. ICAT may, at its discretion, revise the bid submission deadline to enable prospective bidders to respond appropriately to such corrigendum. The decision of ICAT in this regard shall be final, conclusive, and binding on all parties.

24 Confidentiality and Secrecy

24.1 Obligation of Confidentiality: The Solution Provider shall, and shall ensure that its employees, agents, sub-contractors, or any other representatives

- Shall not, directly or indirectly, disclose, reveal, share, disseminate, or otherwise make available to any third party any Confidential Information, including but not limited to operations, processes, business strategies, technical data, procedures, documentation, policies,

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plans, financial information, intellectual property, or any other information belonging to or relating to ICAT and its activities ("Confidential Information").

- Shall maintain complete secrecy and strict confidentiality of all such Confidential Information and shall not use or exploit such information for any purpose other than the performance of obligations under this Agreement.
- Shall not copy, reproduce, store, transfer, download, or otherwise transmit any Confidential Information onto any unauthorized device, account, or system.
- Shall not sell, license, assign, or otherwise transfer any Confidential Information to any third party under any circumstances.
- Shall ensure that access to Confidential Information is restricted only to those personnel who are required to access it for performance under this Agreement and who are bound by confidentiality obligations no less stringent than those contained herein.

24.2 Return or Destruction of Confidential Information: Upon expiration or termination of this Agreement, or upon written request by ICAT, the Solution Provider shall promptly return or destroy (as directed by ICAT) all Confidential Information, materials, data, documentation, and property of ICAT in its possession or control, including all physical and electronic copies thereof. Any breach of this provision shall entitle ICAT to pursue all available legal remedies including claims for damages and/or injunctive relief.

24.3 Ownership and Intellectual Property Rights in Confidential Information: Notwithstanding any disclosure of Confidential Information to the Solution Provider, ICAT shall retain full ownership, title, and all intellectual property and proprietary rights in confidential information. Nothing in this Agreement or the tender shall be construed as granting the Solution Provider any license, right, or interest, whether express or implied, in or to any Confidential Information of ICAT.

25 Data Security

25.1 Data Processing Obligations: The Solution Provider shall process ICAT Data solely in accordance with the terms of this Agreement and solely for the purpose of fulfilling its obligations hereunder. The Solution Provider shall act only as a data processor on behalf of ICAT and shall not use ICAT Data for any other purpose.

25.2 Security Measures: The Solution Provider shall implement and maintain appropriate administrative, technical, and organizational measures to

- Ensure the confidentiality, integrity, and availability of ICAT Data;
- Prevent unauthorized access, disclosure, alteration, loss, or destruction of ICAT Data; and
- Comply with all applicable data protection and privacy laws and standards relevant to the nature of the services and data involved.

25.3 Data Return or Deletion: Upon completion or termination of the Agreement, or upon ICAT's written request, the Solution Provider shall, at ICAT's discretion

- Return all or part of the ICAT Data to ICAT.
- Permanently delete or render unreadable all or part of the ICAT Data; or
- Render all or part of the ICAT Data anonymous such that it no longer constitutes personal or proprietary data.

The Solution Provider shall provide ICAT with written certification confirming the return, anonymization, or destruction of the data in accordance with ICAT's instructions.

26 Intellectual Property Rights

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26.1 Ownership of ICAT IP: The Solution Provider hereby acknowledges and agrees that all intellectual property rights, including but not limited to trademarks, trade names, logos, copyrights, designs, specifications, know-how, and any other data or materials provided by ICAT in connection with this Agreement shall remain the sole and exclusive property of ICAT. The Solution Provider shall not use, reproduce, license, or otherwise exploit any ICAT intellectual property without the prior written consent of ICAT. The Solution Provider shall not undertake any action or omission that may damage or dilute the goodwill, reputation, or proprietary rights of ICAT or its intellectual property.

27 Force Majeure Clause:

27.1 Definition of Force Majeure: For the purposes of this contract, Force Majeure shall mean any event or circumstance beyond the reasonable control of the parties which prevents or delays the performance of their contractual obligations, and which could not have been foreseen or reasonably prevented by the affected party. Such events include, but are not limited to

- Acts of God (including floods, earthquakes, storms, cyclones, lightning, or natural disasters).
- War, acts of terrorism, civil disturbances, riots, insurrections, or acts of sabotage.
- Epidemics, pandemics, or government-imposed quarantines or lockdowns.
- Laws or actions taken by governmental authorities, including embargoes, restrictions, or expropriations.
- Fire, explosion, or accident.
- Strikes, lockouts, or other industrial disputes (excluding those involving the Solution Provider's own workforce).

27.2 Notice Requirement: The affected party shall notify the other party in writing within seven (7) calendar days of the occurrence of the Force Majeure event, providing reasonable evidence and details of the nature, extent, and expected duration of the event. Failure to provide timely notice may result in waiver of Force Majeure rights for the duration of the delay.

27.3 Suspension of Obligations: Upon notification of a Force Majeure event, the contractual obligations of the affected party shall be suspended for the duration of the event, to the extent that performance is directly prevented or delayed by such event.

27.4 Mitigation and Resumption of Performance: The affected party shall use all reasonable efforts to mitigate the impact of the Force Majeure event and to resume full performance of its obligations as soon as reasonably practicable.

27.5 Right to Terminate: If the Force Majeure event continues for a period exceeding sixty (60) calendar days, either party shall have the right to terminate the contract without any financial or legal liability, by providing written notice to the other party. In such case, payments shall be made for all services satisfactorily performed and deliverables completed up to the effective date of termination.

27.6 No Liability for Damages: Neither party shall be held liable for any delay or failure in performance of its contractual obligations due to a Force Majeure event, provided the conditions of this clause are met.

28 Unsatisfactory Performance: The Bidder acknowledges and agrees that ICAT shall have sole and absolute discretion to evaluate and determine the performance of any goods, services, or components delivered under the contract. If, in ICAT's opinion, any component(s) or services are found to be defective, non-compliant, or otherwise unsatisfactory either during the pre-commissioning or post-commissioning phase, ICAT reserves the right to reject such component(s) or services, in whole or in part, without incurring any liability to the Bidder.

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The Bidder shall, at its own cost and within a time frame stipulated by ICAT, undertake all necessary corrective measures to rectify such deficiencies. The decision of ICAT in this regard shall be final, conclusive, and binding.

- 29 Termination of Contract:** In the event of unsatisfactory performance by the Vendor/solution provider, ICAT shall issue a written warning detailing the deficiencies observed. If the Vendor fails to take corrective action within *Fourteen (14) Calendar days of issuance of the first warning*, a second and final warning shall be issued.

Should the Vendor's/Solution provider performance remain unsatisfactory after the second warning, ICAT reserves the right to terminate the contract by providing *One (1) Month's written notice*, without being required to assign any further reason.

Upon termination:

- Any amounts deemed payable to the Vendor may be forfeited, subject to ICAT's assessment.
- The Vendor/solution provider shall, within *Thirty (30) Calendar Days*, remove all its services/equipment, personnel/materials from ICAT premises and the vendor/solution provider shall provide ICAT with a complete back-up of all projects related data in SQL, .csv, .xls, .xlsx, any other agreed database format, and/or .pdf format.
- No further claims from the Vendor shall be entertained post-termination.

ICAT's determination of the Vendor's performance shall be final and binding.

- 30 Dispute Resolution:** Any dispute, controversy, or difference arising out of or in connection with this tender or subsequent contract shall first be attempted to be resolved amicably between the parties through mutual negotiations.

If such efforts fail and the dispute remains unresolved for a period exceeding *Thirty (30) Calendar Days*, the matter shall be referred to arbitration. The arbitration shall be conducted in accordance with the provisions of the **Arbitration and Conciliation Act, 1996** (as amended), by a **sole arbitrator** appointed by the **Director of ICAT**.

- The venue of arbitration shall be Gurugram, Haryana.
- The language of arbitration shall be English.
- The award of the arbitrator shall be final and binding on both parties.

In case the dispute is not resolved through arbitration, the matter shall be subject to the **exclusive jurisdiction of the competent courts in Gurugram, Haryana**.

31 Fraud and Corruption:

The Bidders, Suppliers, and Contractors shall adhere to the highest standards of ethical conduct during the bidding process and throughout the execution of the contract. For the purposes of this clause, the following acts shall be considered corrupt and/or fraudulent practices

- **Corrupt Practice:** Offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence the actions of an official involved in the procurement process or contract execution.
- **Fraudulent Practice:** Intentional misrepresentation or omission of facts to influence the execution of the contract.
- **Collusive Practice:** Any arrangement or understanding between two or more bidders, with or without the knowledge of the Procuring Entity, aimed at establishing bid prices at artificial or non-competitive levels.

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- **Coercive Practice:** Threatening or causing harm, directly or indirectly, to persons or their property to influence their participation in the procurement process or contract execution.

If, during bid evaluation or contract performance, it is determined that a Bidder or its agent has engaged in corrupt, fraudulent, collusive, or coercive practices, ICAT reserves the right to:

- a) **Reject the bid or terminate the contract; and**
- b) **Declare the Bidder ineligible to participate in any future tenders for a specified period or indefinitely.**

Bidders are hereby informed that the Government e-Marketplace (GeM) or CPPP (E-Procurement) platform records and displays the IP addresses used by Buyers and Bidders/Sellers. Bids submitted from IP addresses identical to or shared with other bidders/sellers shall be deemed invalid and disqualified from further evaluation.

- 32 Collusive Bidding, Bid Rigging, and Cartelization:** The Bidder acknowledges and agrees that any form of collusive bidding, bid rigging, cartelization, or other anti-competitive conduct designed to manipulate the bidding process or prices is strictly prohibited.

Upon detection or reasonable suspicion of such conduct, the Tendering Authority reserves the right to:

- Reject the bid(s) involved.
- Debar the concerned bidder(s) from participating in future tenders.
- Initiate appropriate legal or regulatory actions, including reporting to relevant authorities.

All bidders shall submit their bids independently and shall not enter into any agreements, arrangements, or understandings that restrict competition.

- 33 MSME Exemption Applicability:** In accordance with the provisions of the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006 (commonly referred to as MSME Act, 2012) and subsequent notifications or Office Memoranda issued by the Ministry of Micro, Small and Medium Enterprises or other competent authorities, bidders classified as Micro or Small Enterprises shall be exempted from fulfilling the "**Bidder Turnover**" and "**Experience**" criteria, subject to the condition that the bidder meets all applicable quality and technical specifications specified in the tender.

Bidders claiming exemption under these provisions must upload all requisite and valid supporting documentation establishing their eligibility for exemption. Such documents shall be subject to verification and evaluation by the Procuring Entity prior to qualification.

- 34 Purchase Preference to Micro and Small Enterprises (MSEs):** Purchase preference shall be provided to Micro and Small Enterprises (MSEs) as defined under the Public Procurement Policy for MSE's, Order dated 23.03.2012 issued by the Ministry of Micro, Small and Medium Enterprises, along with subsequent notifications.

- To avail purchase preference, the bidder must be a manufacturer of the offered goods. Traders are excluded from this benefit.
- In case of services, the bidder must be the service provider of the offered service.
- Relevant documentary evidence confirming such status must be uploaded along with the bid.
- If the L1 bidder is not an MSE and an MSE bidder quotes within L1 + 15% (or as specified by the buyer) margin of purchase preference, the MSE bidder shall be given an opportunity to match the L1 price.
- Upon matching, the contract shall be awarded to the MSE bidder for 25% (or as specified by the buyer) of the total quantity.

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35 Preference to Make in India Products (For Bids Below INR 200 Crore): Preference shall be accorded to Class 1 local suppliers, as defined under the Public Procurement (Preference to Make in India), Order 2017, as amended and subsequent notifications issued by the concerned Nodal Ministry.

- The minimum local content requirement to qualify as a Class 1 local supplier is specified in the bid document.
- To avail the purchase preference, the bidder must upload a certificate from the OEM specifying the percentage of local content and the locations of local value addition. Failure to do so shall result in denial of purchase preference.
- For bids exceeding INR 10 Crore, the declaration on the percentage of local content must be certified by the statutory auditor or cost auditor (if the OEM is a company), or by a practicing cost accountant or chartered accountant (for OEMs other than companies), as per the Public Procurement (Preference to Make in India) Order dated 04.06.2020.
- Only Class 1 and Class 2 local suppliers as per the MII Order dated 04.06.2020 are eligible to bid. Non-local suppliers are ineligible, except for eligible micro and small enterprises.
- In case purchase preference to Micro and Small Enterprises (MSEs) is selected by the buyer, that preference shall take precedence over this clause.

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Annexure – D

Earnest Money Deposit (EMD Clause)

Earnest Money Deposit (EMD): *INR 3,54,000/- (Rupees Three Lakh Fifty-Four Thousand Only)* can be submitted in form of **DD/Bank Guarantee/ Banker's Cheque** drawn in favour of **"International Centre for Automotive Technology"**, payable at Manesar/ Gurugram valid for at least six months from any branch of Delhi/NCR of Indian scheduled Bank or **Online through RTGS/NEFT/Internet Banking** in Beneficiary Name **"International Centre for Automotive Technology"**.

Or

Firms that are registered as Micro or Small Enterprises (MSEs) under the provisions of the Public Procurement Policy for MSEs, 2012, issued by the Ministry of Micro, Small and Medium Enterprises (MSME), Government of India, or those recognized as Startups by DPIIT, or are registered with the Central Purchase Organization (e.g., NSIC) or the concerned Ministry/Department for the tendered item, shall be exempted from submission of Earnest Money Deposit (EMD), subject to the following conditions:

- A **valid registration certificate** clearly indicating coverage for the **tendered item** must be submitted along with the **Technical Bid**.
- The registration certificate should remain **valid for a minimum of six (6) months** from the **last date of bid submission**.
- Exemption shall be granted **only for procurement of goods/services** directly covered under the registration.

Note: The exemption shall **not apply to traders, agents, dealers, distributors, or firms engaged in works contracts**, even if they are registered under MSME or NSIC.

Or

In place of a Bid security, Bidders can submit Bid securing declaration as per **"Form V"** accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 1 year from the date of opening of this bid from being eligible to submit Bids for contracts with the ICAT that invited the Bid.

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ICAT Bank Details for NEFT/RTGS (in case any bidder deposits the EMD of INR 3,54,000/- through NEFT/RTGS)

HDFC Bank Details (Saving A/c for transactions in INR Only); -

Beneficiary Name	International Centre for Automotive Technology
Bank Name	HDFC Bank Ltd.
Branch	Plot-K, Sector-2, Manesar-122051 Haryana
Account No.	05891450000118
Account Type	Saving
RTGS IFSC Code	HDFC0000589
Swift Code	HDFCINBB
MICR Code	110240079

Proof of payment shall be submitted online on GeM portal & original DD/Banker's Cheque/Bank Guarantee/Pay Order should reach at **"To, The Purchase Department, International Centre For Automotive Technology, Plot No. 26, Sector - 3, Near HSIIDC Office, IMT Manesar, Gurugram - 122051 (Haryana).**

Key Note's

- EMD shall be exempted to Micro & Small Enterprises registered for the tendered items/as per the latest Govt. of India guidelines. MSME/Start-up Policy is meant for procurement of only goods produced and services rendered by MSE's. However, traders/distributors/sole agent/works contracts are excluded from the purview of Public Procurement Policy for MSEs Order, 2012. The bidders claiming the preference must submit the relevant document (The certificate should be valid for at least 6 months from the date of submission of bids).
- The bid received without EMD/Documentary proof of Exemption of EMD, will be summarily rejected.
- Cheque/Money Order/Cash shall not be accepted as EMD.
- A bid will be rejected if EMD is found to be of lesser amount or EMD is not submitted in the manner prescribed.
- A bid which is not accompanied by such Earnest Money Deposit or Non-Submission of Bid Security Declaration Form **"Form V"** will be construed as non-compliant bid and should be rejected.
- The Earnest Money Deposit (EMD) of the unsuccessful bidder will be returned to them within 30 days after finalization and award of the tender without any interest. The Earnest Money Deposit of the successful Bidder will be returned upon the successful Bidder furnishing the Performance Bank Guarantee.

EMD should be forfeited in favour of ICAT in case the Bidder: -

- The EMD may be forfeited, if a Bidder withdraws his bid during the period of bid validity or on submission of false documents/undertaking.

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- *Without the written consent of ICAT, it has withdrawn its Bid during the validity period of the Bids and any extensions thereto.*
- *After opening of the financial bid, alters the quoted rates/conditions in the Bid.*
- *Fails to provide /furnish the Performance Bank Guarantee within stipulated period mentioned in the Letter of Acceptance.*
- *Does not reply to any queries that may be raised after opening of technical/financial bids.*
- *If the bidder does not accept the corrections made by ICAT to its Bid Price pursuant to "Examination of Financial Proposal and Correction of Arithmetical Errors".*

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Annexure - E

Minimum Eligibility & Criteria Under QCBS

Minimum Eligibility Criteria: The bidder whose bid meets the following minimum eligibility criteria (pre-qualification) for the Comprehensive IT Infrastructure Outsourcing and Managed Services at ICAT, Manesar (Haryana) would only be considered for technical evaluation:

SI No.	Criteria	Compliance	Documents to be submitted
1	Legal Entity	Bidder should be a Legal Entity registered under the Companies Act, 2013 or The Bidder shall necessarily be a legal valid entity either in the form of Proprietary Firm, Partnership Firm, Private Limited Company/ agency	Copy of Certificate of Incorporation/Registration with technical bid
2.	Tax payment	Bidder must have a valid GST Registration and PAN in India.	Valid copy of certificate (PAN and GST with technical bid)
3.	Office	The bidder must have a local office in Delhi NCR, India	Copy of address proof
4.	Legal & Blacklisting	The bidder should not be debarred/blacklisted/ banned by other CPSUs, Govt. Dept., any Private listed Company in India as on date of submission of the Bid.	Declaration signed by the Authorized signatory in format given in the "Form - III Declaration/Undertaking by the bidder" of the tender.
5.	Financial Turnover	The bidder should have an average annual turnover of at least INR 4 Crore in the last three audited financial years (FY 2022-23, 2023-24 & 2024-25).	The bidder shall submit Certificates to this effect which may be an attested certificate from the concerned department or Audited Balance Sheet duly certified by the Chartered Accountant or Certificate from Chartered Accountant duly supported by Audited Balance Sheet. The contact details of CA/Statutory Auditor along with UDIN No. shall be mandatorily mentioned on copy of certified Balance Sheet/Certificate. Supporting documents must include one of the following: ➤ Attested certificate(s) from the concerned client/department, OR ➤ Audited balance sheets duly certified by a Chartered Accountant, OR ➤ Turnover certificate from a Chartered Accountant

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			supported by audited balance sheets in format given in Form XV-format for annual turnover declaration. The documents must include: ➤ Contact details of the Chartered Accountant or Statutory Auditor, and ➤ The UDIN (Unique Document Identification Number) on the certificate or audited financial statement.
6.	Experience	Must be a reputed firm with at least 3 years' experience in IT Infrastructure, Cloud, Cybersecurity, or Application Modernization or Digital Quality Assurance. and corrective process improvements in outsourcing engagements.	Work Order / Work Contract/ Completion certificate/Feedback from Clients (where client details such as client address, contact no (Mob.) & Landline, email, website etc., value of contract/ project, contract received date, project completion details, no.of. user) to be present on letter head & signatory by authorized person. <i>ICAT has the right to confirm the authenticity of the submitted documents from the clients of the bidder/solution provider.</i>
7.	Manpower Strength	Availability of full-time qualified IT professionals, minimum 20 nos. IT Services (Network, System, SOC, IT Process, Hardware Support and Application Modernization). Only full-time employees on the bidder's payroll will be counted; associates, consultants, or on-call experts will not be considered. Additional resources (Security consultant, cloud architect, migration specialist, IT strategy etc) may be required for strategic initiatives, as per the scope.	Certificate from HR on the letter head of the bidder certifying the availability of the resources on their payroll as on date of submission of the bid as per the requirement.
8.	Technical Support	The bidder should have functional support Helpdesk (Monday-Friday, timing: - 09:00 AM to 5:00 PM) with designated project manager to provide technical support over telephone, chat, mail and ticketing system.	Copy of support matrix/escalation matrix with mention of contact details (name, designation, contact no., email, concerned dept.)

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Bidders to Comply with:

- Rule 144 (xi) of GFR 2017 (refer Office Memorandum of Department of Expenditure dated 23rd July 2020 and as revised from time to time.
<https://doe.gov.in/sites/default/files/OM%20dated%2023.07.2020.pdf>)
- Department of Industrial Policy and Promotion (DIPP) vide No. P-45021/2/2017-PP (BE-II) dated 04.06.2020 and as revised from time to time.
(<https://dpiit.gov.in/sites/default/files/PPP%20MII%20Order%20dated%204th%20June%202020.pdf>)

Additional Terms & Conditions (ATC)**QCBS Evaluation Criteria**

QCBS Evaluation Methodology: The bids conforming to the technical specifications, terms and conditions stipulated in the bidding document and considered to be responsive after subjecting to Bid Rejection Criteria will be considered for further evaluation as given below:

- a) Bids shall be evaluated both in terms of '**Quality**' as well as '**Quoted Price**' i.e. **Quality & Cost Based Selection (QCBS) methodology**. The weightage for the '**Quality**' is **70 (Seventy)** and the weightage for the '**Quoted**' price is **30 (Thirty)**.
- b) The marks allocated against various sub-sections under '**Quality**' of Bid shall be as hereunder:

S. No.	Evaluation Parameter	Max. Marks	Remarks	Documents to be submitted in the Technical Bid
1	Organizational Capability	50		
1.1	Average annual turnover of the Bidder during the last 3 (three) Financial years, Applicable 3 (Three) Years - FY 2022-23 and FY 2023-24 and FY 2024-25	10	- Minimum INR 4 Cr. - 8 Marks - Above >4 Cr = 10 Marks	Copies of audited financial statements (consisting of (i) balance sheet, (ii) profit & loss statement and cash flow statement).
1.2	Must be a reputed firm with at least 3 years' experience in IT Infrastructure, Cloud, Cybersecurity, or Application Modernization or Digital Quality Assurance. and corrective process improvements in outsourcing engagements.	10	- Minimum 3 Years - 7 Marks - >3 Up to 6 Years - 9 Marks - >6 years - 10 Marks	ROC, PO/WO for at least 5 Projects in last 3 Years
1.3	Availability of full-time qualified IT professionals, minimum 20 Nos. IT Services (Network, System, SOC, IT Process, Hardware Support and Application Modernization). Only full-time employees on the bidder's payroll will be counted; associates, consultants, or on-call experts will not be considered. Additional resources (Security consultant, cloud architect, migration specialist, IT strategy etc) may be required for strategic initiatives, as per the scope.	15	- Minimum 20 Employees - 10 Marks - >20 to 60 Employees - 12 Marks - >60 Employees - 15 Marks	List of Employees with Qualifications, Certifications and Experience.

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1.4	The Bidder must have successfully executed at least 3 IT outsourcing or managed services projects in the last 5 years in the areas of IT Infrastructure, Cloud, Cybersecurity, or Application Modernization, and must provide at least two detailed reference case studies demonstrating experience across multiple core IT functions such as infrastructure management, network and security operations, end-user support, SOC/GRC enablement, applications, and executive IT advisory; these references must be from Government bodies or large private sector organizations with an annual turnover exceeding ₹500 crores.	15	- Minimum 3 projects (Last 5 Years) - 10 Marks - >3 Up to 6 Projects - 12 Marks - Above 6 Projects - 15 Marks	Copies of purchase orders or agreed contracts
2	Presentation on ➤ Understanding of RFP - 10 Marks ➤ Demonstration of experience in end-to-end IT outsourcing. Only relevant case studies and References - 10 Marks ➤ Proposed Methodology & Work Plan - 10 Marks ➤ Team Composition & Qualifications proposed to be deployed for ICAT- 10 Marks ➤ Governance, SLA Monitoring & Reporting - 10 Marks	50 Marks	Minimum Qualifying Marks - 35 Marks	

Qualification Criteria – Quality and Cost Based Selection (QCBS): Bidders must secure a minimum of **35 out of 50 Marks in SI No. 2 (Presentation)** of the evaluation table to qualify for further consideration. The internal Selection Committee/Jury of ICAT will conduct the evaluation of presentations submitted by shortlisted bidders strictly in accordance with the prescribed evaluation parameters. Marks awarded by the Jury shall be based exclusively on the quality and merit of the presentations and supporting documentation provided by the bidders. The decision of the Selection Committee/Jury shall be final, conclusive, and binding on all bidders, with no provision for challenge, review, or appeal.

To successfully qualify the Technical Evaluation stage, bidders are required to achieve the minimum marks specified for each evaluation parameter. In instances where no minimum threshold is indicated, bidders must obtain full marks for that parameter. Furthermore, a minimum aggregate technical score of 70 marks is

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mandatory for qualification. Non-compliance with any of the foregoing conditions shall result in disqualification from the tender process, and the financial proposals of such bidders shall remain unopened.

Quality and Cost-Based Selection (QCBS) Evaluation Notes

- i. **Technical Presentation Submission:** Bidders may include their technical presentation as part of the Technical Proposal. Additionally, each shortlisted bidder shall be required to make a technical presentation & quality of proposal before the Tender Evaluation Committee as per the schedule to be communicated by ICAT. A soft copy of the presentation must also be submitted via email at the time of the presentation. Bidders must demonstrate mandatory competencies and experience across the following domains of Infrastructure, Security, Application Modernization, Compliance, and Executive IT Strategy and their Governance
- ii. **Minimum Qualifying Score (Technical Evaluation):** To be eligible for financial bid evaluation, a bidder must secure a minimum of **70 (Seventy) Marks** out of the total technical score allotted under the 'Quality' criteria. Bidders failing to achieve this threshold shall be considered non-responsive, and their financial bids shall not be opened or evaluated further.
- iii. **Eligibility for Financial Evaluation:** Only those bids that
 - Achieve the minimum qualifying technical score of 70 marks,
 - Comply with all technical specifications, terms, and conditions outlined in the tender documents, and
 - Are found responsive as per the prescribed Bid Evaluation Criteria shall be considered for financial evaluation.
 - a) **Price Evaluation:** The Price Bids of qualified bidders shall be evaluated based on the total price quoted for all services, inclusive of all applicable statutory liabilities, excluding Goods and Services Tax (GST). GST (CGST/SGST/UTGST or IGST, as applicable) shall be quoted separately in the designated format.
 - b) **Cost Inclusion:** Quoted prices must include all costs, duties, and liabilities related to the scope of work. No additional claim shall be entertained post-award on account of any overlooked charges.
- iv. **QCBS Methodology and Evaluation Formula:** For determination of the successful bidder, the following Quality and Cost Based Selection (QCBS) formula shall be applied to all technically qualified bids:
 - a) An Evaluated Bid Score (B) will be calculated for each bid, which meets the minimum Qualifying marks of 70 (seventy) in 'Quality' Evaluation Criteria, using the following formula to have a comprehensive assessment of the Bid price and the Quality of each bid:

$$B = (C_{low}/C) \times 100 \times X + (T/Thigh) \times 100 \times Y$$

where,

C = Evaluated Bid Price of the bidder

C_{low} = The lowest of the evaluated bid prices among the responsive bids

T = The total marks obtained by the bidder against "Quality" criteria

Thigh = The highest mark scored against "Quality" criteria among all responsive bids

X = 0.3 (The weightage for 'Quoted price' is 30 %)

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$Y = 0.7$ (The weightage for 'Quality' is 70 %)

Note: The Evaluated Bid Score (B) shall be calculated up to two decimal places for uniformity.

- b) **Award of Contract:** The contract shall be awarded to the Bidder achieving the highest Evaluated Bid Score (B) as per the above formula.
- c) **In Case of a Tie:** If two or more bidders obtain the same highest Evaluated Bid Score, the bidder with the higher technical score shall be considered for award. If a tie still exists, ICAT reserves the right to make the final decision based on additional technical assessment or reference checks.
- d) **Loading for Deviations:** Responsive bids shall be comparatively evaluated after loading for any deviation, in accordance with the tender conditions.
- v. **Declaration of Compliance:** Each bidder shall submit a signed declaration (*as per Forms I to XV of the tender document*), confirming that they have read and fully understood all terms and conditions of the Tender Document and agree to abide by the same unconditionally.
- vi. **Evaluation of Minimum Eligibility and Technical Criteria:** The Technical Evaluation shall be carried out strictly on the basis of the Minimum Eligibility Criteria and Technical Evaluation Criteria as set forth in the tender document. Bidders must be technically eligible to qualify for further evaluation.
- vii. **Documentary Proof for Evaluation:** Bidders must submit all supporting documents as required to demonstrate compliance with each evaluation criterion. Lack of sufficient documentation may result in disqualification.
- viii. **Evaluation Committee Authority:** The Evaluation Committee constituted by ICAT shall be the sole authority to evaluate the proposals in accordance with the QCBS criteria defined herein. Its decision regarding qualification, scoring, and ranking shall be final and binding.
- ix. **Appointment Post Evaluation:** Upon conclusion of the QCBS-based evaluation, the highest-scoring bidder shall be appointed as the Selected Solution Provider/Agency for the **Comprehensive IT Infrastructure Outsourcing and Managed Services** at ICAT. The initial period of engagement shall be *two (2) years, extendable by up to three (3) additional years*, subject to satisfactory annual performance reviews and mutual agreement in writing between ICAT and the selected Solution Provider.

Preference to Local Suppliers, Micro & Small Enterprises (MSE's), and Startups:

- **Preference as per Government Policy:** ICAT reserves the right to extend preference to Local Suppliers, Micro and Small Enterprises (MSE's), and Startups, in accordance with the applicable guidelines, circulars, and notifications issued by the Government of India, as amended from time to time. Such preference shall be accorded only upon submission of valid, relevant, and verifiable supporting documents along with the bid. Failure to provide the required documentation shall result in ineligibility for any preferential treatment.
- **Applicability of MSE Public Procurement Policy:** In accordance with the Public Procurement Policy for Micro and Small Enterprises (MSE's) Order, 2012, as amended, the benefits under this policy shall apply exclusively to goods manufactured or services rendered by registered MSE's. Entities operating solely as traders, distributors, marketing agents, or engaged under works contracts are expressly excluded from the scope and benefits of this policy.

Additional Terms & Conditions (ATC)

- ***Relaxation of Prior Turnover and Experience Requirements:*** Registered MSE's and Startups only be eligible for relaxation from the requirement of prior turnover and prior experience, subject to compliance with the terms of the applicable government policies. However, such relaxation shall be strictly conditional upon full compliance with all technical specifications, quality parameters, and performance criteria outlined in the tender documents. Any MSE or Startup seeking such relaxation must still demonstrate the capability to meet the functional and operational requirements of the contract.

For or any technical queries please feel free to contact the undersigned:

Contact Person: Mrs. Deepika Nehra – Parivartan Department

Contact No. +91 9818844795 (Mobile)

Email ID: deepika.nehra@icat.in

Contact Person: Mr. Kirranpreet Aalag – Parivartan Department

Contact No. +91 9871441144 (Mobile)

Email ID: Kirranpreet.aalag@icat.in

Additional Terms & Conditions (ATC)**Annexure – F****Disqualification Criteria**

Bids submitted in response to this tender shall be liable for outright rejection and shall not be considered for further evaluation under any of the following circumstances:

➤ **Non-Compliance with Bid Security Requirements**

- Submission of bid without the required Earnest Money Deposit (EMD), or
- Non-submission of the Bid Security Declaration Form (**Form V**), or
- Failure to provide a valid exemption certificate (such as MSE/Startup/NSIC registration for the tendered item) shall result in bid rejection.

Note: Exempted entities must submit relevant and valid registration certificates with the technical bid. Failure to do so shall disqualify the bid.

- **Financial Turnover Below Threshold:** Bidders must have an average annual turnover of not less than **INR 4 Crore** during the three most recent financial years (**FY 2022-23, 2023-24, and 2024-25**). Failure to submit audited financial statements or turnover certificates certified by a Chartered Accountant (CA) for these years shall result in disqualification.
- **Non-Submission of Statutory Registrations:** Bidders failing to submit valid copies of **their GST registration certificate and Permanent Account Number (PAN)** shall be deemed non-compliant.
- **Unsatisfactory Client References:** In the event that even one reference provided by the bidder is found to be unsatisfactory, the bidder shall be disqualified. Internal references obtained from **NAB or its associated centres** may also be considered valid for disqualification purposes, regardless of whether they are formally submitted with the bid.
- **Conditional or Deviated Bids:** Any bid containing deviations, conditions, or modifications to the tender terms and conditions shall be summarily rejected.
- **Incomplete Bid Submission:** It is a mandatory requirement that bidders submit comprehensive proposals covering all items listed in the tender. Any incomplete bid, including failure to quote for any item or component, shall be treated as non-compliant. Such bids shall be rejected without further correspondence, and the bidder shall be disqualified from the evaluation process.
- **Non-Compliance with Pre-Qualification/Minimum Eligibility Criteria:** Failure to satisfy any single condition under the **“Pre-qualification/Minimum Eligibility Criteria”** section shall result in the immediate disqualification of the bid from the tender process.
- **IP Address Duplication on GeM Portal:** The Government e-Marketplace (GeM) portal tracks and displays the IP addresses used by Buyers and Bidders/Sellers. Bids submitted from identical or shared IP addresses across different bidders/sellers shall be considered suspicious and will be automatically disqualified from further evaluation.

Additional Terms & Conditions (ATC)**Form "I"****Performa for Performance Bank Guarantee**

(To be executed on non-Judicial stamped paper of an appropriate value)

WHEREAS International Centre for Automotive Technology having its office at Plot – 26, Sector - 3, IMT, Manesar, Gurugram – 122051 (hereinafter referred to as **"The Owner"** which expression shall unless repugnant to the context includes their legal representatives, successors and assigns) and having their Corporate office at Plot No. 1, Sector – M11, Near Maruti Gate No. 4, IMT Manesar, Gurugram 122051 , has executed a contract on [Please insert date of execution of Contract] (**"Contract"**) with [insert name of the Successful Bidder](hereinafter referred to as the **"Contractor"** which expression shall unless repugnant to the context include its legal representatives, successors and permitted assigns) for the performance, execution and implementation of the Works (**"Works"** shall have the meaning ascribed to it in the Contract] based on the terms & conditions set out in the Tender Documents number [insert reference number of the Tender Documents] dated [insert date of issue of Tender Documents].....and various other documents forming part thereof.

AND WHEREAS one of the conditions of the Contract is that the Contractor shall furnish to the Owner a Bank Guarantee from a scheduled bank in India having a branch at Manesar for an amount equal to **10% (ten percent)** of the total Contract Sum (the amount guaranteed under this bank guarantee shall hereinafter be referred to as the **"Guaranteed Amount"**) against due and faithful performance of the Contract from the post-commissioning stage of the Works under the Contract, including the performance bank guarantee obligation and other obligations of the Contractor for the supplies made and the Works being performed and executed by under the Contract. This bank guarantee shall be valid from the date hereof up to the expiry of the Warranty Period including any extension thereof.

AND WHEREAS the Contractor has approached [insert the name of the scheduled bank] (here in after referred to as the **"Bank"**) having its registered office at [insert the address].....and at the request of the Contractor and in consideration of the promises made by the Contractor, the Bank has agreed to give such guarantee as hereunder:-

- (i) The Bank hereby undertakes to pay under this guarantee, the Guaranteed Amount claimed by the Owner without any further proof or conditions and without demur, reservation, contest, recourse or protest and without any enquiry or notification to the Contractor merely on a demand. Any such demand made on the Bank by the Owner shall be conclusive as regards the amount due and payable by the Bank under this bank guarantee and the Bank shall pay without any deductions or set-offs or counterclaims whatsoever, the total sum claimed by the Owner in such Demand. The Owner shall have the right to make an unlimited number of Demands under this bank guarantee provided that the aggregate of all sums paid to the Owner by the Bank under this bank guarantee shall not exceed the Guaranteed Amount.
- (ii) However, the Bank's liability under this bank guarantee shall be restricted to an amount not exceeding [figure of Guaranteed Amount to be inserted here].....only).
- (iii) The Owner will have the full liberty without reference to the Bank and without affecting the bank guarantee to postpone for any time or from time to time the exercise of any powers and rights conferred on the Owner under the Contract and to enforce or to forbear endorsing any powers or

Additional Terms & Conditions (ATC)

rights or by reasons of time being given to the Contractor which under law relating the Surety would but for the provisions have the effect of releasing the surety.

- (iv) The rights of the Owner to recover the Guaranteed Amount from the Bank in the manner aforesaid will not be affected or suspended by reasons of the fact that any dispute or disputes have been raised by the Contractor and / or that any dispute(s) are pending before any office, tribunal or court in respect of such Guaranteed Amount and/ or the Contract.
- (v) The guarantee herein contained shall not be affected by the liquidation or winding up, dissolution, change of constitution or insolvency of the Contractor but shall in all respects and for all purposes be binding and operative until payment of all money due to the Owner in respect of such liability or liabilities is affected.
- (vi) This bank guarantee shall be governed by and construed in accordance with the laws of the Republic of India and the parties to this bank guarantee hereby submit to the jurisdiction of the Courts of New Delhi for the purposes of settling any disputes or differences which may arise out of or in connection with this bank guarantee and for the purposes of enforcement under this bank guarantee.
- (vii) All capitalized words used but not defined herein shall have the meanings assigned to them under the Contract.

NOTWITHSTANDING anything stated above, the liability of the Bank under this bank guarantee is restricted to the Guaranteed Amount and this bank guarantee shall expire on the expiry of the Warranty Period under the Contract. Unless a Demand under this bank guarantee is filed against the Bank within six (6) months from the date of expiry of this bank guarantee all the rights of the Owner under this bank guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities hereunder. However, if the Contractor's obligations against which this bank guarantee is given, are not completed or fully performed by the Contractor within the period prescribed under the Contract, the Bank hereby agrees to further extend the bank guarantee for further periods of six months each till the Contractor fulfills its obligations under the Contract.

We have the power to issue this bank guarantee in your favor under Memorandum and Article of Association and the Undersigned has full power to do so under the Power of Attorney dated [*date of power of attorney to be inserted*].....granted to him by the Bank.

Date:

Bank

Corporate Seal of the Bank

By its constituted Attorney Signature of a person duly authorized to sign on behalf of the Bank.

Additional Terms & Conditions (ATC)**Form "II"****Checklist (Information/Documents to be submitted along with the Bid)**

1	Name of the Bidder	
2	Address of the Bidder	
3	Contact Details of the Bidder	
	Telephone No. With STD Code	
	Fax No.	
	Mobile No.	
	E-mail ID	
	Website, if any	
4	Name of Proprietor/Partners/Directors of Firm/Agency	
5	Bidder Bank Details:	
	Name of Account Holder	
	Complete A/c No. (Current/Savings)	
	Name of Bank	
	Name of the Branch with Complete Address	
	IFS Code of the Branch	
	9 Digit MICR Code of the Branch	
6	Registration and Incorporation Particulars of the bidder indicating legal status such as Company, partnership/proprietorship concern, etc (Please attached copies of the relevant documents/certificates)	
7	GST Registration Details	
8	Copies of Permanent Income Tax Number (PAN)/Income Tax Circle	
9	Copies of Income Tax Returns Filed for the Last Three Financial Years should be attached	
10	Annual Turnover for the Last Three Years (Audited A/c Statements such as Profit & Loss A/c, Balance Sheets, etc	

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	for the last three financial years should be attached)	
11	Proof of experience in supplying to State/Government Departments/PSUs/Autonomous Bodies/Reputed Private Institutions (Copies of Purchase Orders received from Central/State Departments/Ministries of the Government of India/PSUs/Autonomous Bodies/Reputed Private Institutions during the last three years should be enclosed).	
12	Declaration regarding blacklisting or otherwise by the government departments as given in <i>"Form III"</i>	
13	The ATC (Additional Terms and Conditions document (all pages) duly signed and stamped as proof of having read the contents therein and in acceptance thereof should be enclosed	
14	Any other information document: Please specify	

Additional Terms & Conditions (ATC)

Form "III"

Undertaking Regarding Blacklisting/Non-Debarment

(Format of Undertaking, to be furnished in Company Letter Head With Regard to
Blacklisting/Non-Debarment, By Organization)

To,
Director ICAT,
International Centre For Automotive Technology
Plot No. 26, Sector - 3, Near HSIIDC Office
IMT Manesar, Gurugram 122051 (Haryana - India)

We hereby confirm and declare that we, M/s----- is not blacklisted/De-registered/debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have executed/undertaken the works/services during the last 3 Years.

For.....

Authorized Signatory

Date:

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Form "IV"

Declaration Regarding Make In India & Compliance of Rule 144 (xi) of GFR 2017

The Bidder is requested to provide the following declarations on their letter duly signed and stamped.

*** 1. Declaration regarding Make in India**

In line with Government Public Procurement Order No. _____ dt _____, we hereby certify that we M/s _____ (supplier name) are local supplier meeting the requirement of minimum local content (_____%) as defined in above orders against Tender/Equiury No. _____

Details of location at which local value addition will be made is as follows:

*** 2. Declaration regarding compliance of Rule 144 (xi) of GFR 2017**

"I/We have read the clause regarding restrictions on procurement/sub-contracting from an entity/natural person/agent/consortium/Joint venture having beneficial ownership in countries which share land border with India. I/We certify that neither we are not from such a country nor having any beneficial ownership from such a country. If I/We from such a country or having beneficial ownership, are registered with the competent authority. I/We hereby certify that we fulfill all requirements in this regard and are eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]"

Authorized Signatory

** We also understand, false declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules and would be a ground for immediate termination and further legal action in accordance with law.*

Additional Terms & Conditions (ATC)

Form "V"

Declaration In Lieu of EMD/Bid Security
(To be submitted on the Bidder's Letter Head)

To,
The Director
International Centre For Automotive Technology
Plot No. 26, Sector - 3, Near HSIIDC, IMT Manesar
Gurugram - 122051

Reference: "ICAT/GeM/IT-OSC/PVRT/2025-26/269, Comprehensive IT Infrastructure Outsourcing and Managed Services at ICAT"

Sir/Madam,

We, the undersigned, solemnly declare that:

We understand the according to the conditions of this Tender Document, they must be supported by a Bid Securing Declaration In lieu of Bid Security/Earnest Money Deposit (EMD).

We unconditionally accept the conditions of this Bid Securing Declaration. We understand that we shall stand automatically suspended from being eligible for bidding in any tender in Procuring Organization for **1 Year (12 Months)** from the date of opening of this bid if we breach our obligations under the tender conditions if we:

1. Withdrawn/Amend/Impair/Derogate, in any respect, from our bid, within the bid validity or
2. Being notified within the bid validity of the acceptance of our bid by the Procuring Entity:
 - a) Refused to or failed to produce original documents for scrutiny or the required Performance Security within the stipulated time under the conditions of the Tender Document.
 - b) Fail or refuse to sign the contract.

We know that this bid Securing Declaration shall expire if the contract is not awarded to us, upon:

1. Receipt by us for your notification
 - a) of cancellation of the entire tender process or rejection of all bids or
 - b) of the name of the successful bidder or
2. Forty-Five days after the expiration of the bid validity period or any extension to it.

(Signature with Date)

(Name and Designation)

Duly Authorized to Sign the Bid for and on behalf of (Name & Address of Bidder and Seal of Company)

Date on day of

Place.....

Additional Terms & Conditions (ATC)

Form "VI"

Earnest Money Deposit

[To be executed on the Letter Head of the Bidder]

Date: _____

International Centre for Automotive Technology
Plot - 26, Sector - 3, IMT, Manesar,
Gurugram - 122051.

Re: Tender No. _____

We hereby enclose NEFT/RTGS UTR No. _____, dated _____, for
Indian Rupees _____ Only (to be filled in figures and words both), drawn
on _____, in favour of "International Centre for Automotive Technology", payable
at Manesar, India.

OR

We hereby enclose Earnest Deposit Money Bank Guarantee for Rs. _____ [amount to be
filled in figures and words both] issued by _____ [Name of the Bank], on
_____[Insert date of issue] valid up to _____.

Name of Bidder

Signature of Authorized Representative

Additional Terms & Conditions (ATC)

Form "VII"

Declaration In Respect of Conflict of Interest

Tender No. ICAT/GeM/IT-OSC/PVRT/2025-26/269

Tender Detail: Comprehensive IT Infrastructure Outsourcing and Managed Services at ICAT.

SI. No.	Particulars			
1	Name of Firm			
2	Office Address Phone No. Fax No. Email ID			
3	Works Address as per Vendor Registration Phone No. Fax No. Email ID			
4	Type of Firm Private Limited Company/Public Limited Company/Limited Liability Partnership (LLP)/Partnership Firm/Proprietor Firm (<i>Tick whichever is applicable</i>)			
5	CIN/LLPIN of Firm			
6	GST No. of Firm			
7	Names of all Directors/LLP Partners/ Partners / Proprietors of Bidder Firm with DIN (if any) and full address (as on the bid submission date)			
	SI No.	Full Name	DIN	Full Residential Address
	1			
	2			
	3			
	4			
	5			

The details of Legal Representative/ Agent of the Bidder Firm are as Under:

Full Name of Legal Representative / Agent	
Whether employee of Bidder- Firm or not? (Yes/No)	
Designation	
Office Address	
Office Land-Line Nos.	
Mobile No.	
Email ID	

Additional Terms & Conditions (ATC)

Whether acting as Legal Representative / Agent in any other Private Limited Company or Public Limited Company or Limited Liability Partnership (LLP) or Partnership Firm or Proprietor Firm? If yes, give names.	
--	--

WE HEREBY DECLARE AND CONFIRM THAT no bid has been submitted for the quoted item by any other Private Limited Company or Public Limited Company or Limited Liability? partnership (LLP) or Partnership Firm or Proprietor Firm in which any relative of any Director or Partner or Proprietor of Bidder Firm is a Director, Partner or Proprietor. The word “relative” is defined as under:

The Companies Act, 2013 Sec 2(77) “relative”, with reference to any person, means anyone who is related to another, if—

- (1) *they are members of a Hindu Undivided Family.*
- (2) *they are spouses; or*
- (3) *A person shall be deemed to be the relative of another, if they are related to another in the following manner, namely: -*
 - a. *Father including stepfather,*
 - b. *Mother including stepmother,*
 - c. *Son including stepson,*
 - d. *Son’s wife,*
 - e. *Daughter,*
 - f. *Daughter’s husband,*
 - g. *Brother including stepbrother,*
 - h. *Sister including stepsister.*

WE FURTHER DECLARE THAT we have carefully read and understood the clause relating to ‘Conflict of Interest’ of Tender No. _____. The detailed Clause is as under:

“A bidder shall not have conflict of interest with other bidders for quoted item. Such conflict of interest can lead to anti-competitive practices to the detriment of Procuring Entity’s interests. The bidder found to have a conflict of interest shall be disqualified. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process for quoted item, if:

- a) *they have proprietor/ partner(s)/ Director(s) in common; or*
- b) *they receive or have received any direct or indirect subsidy/ financial stake from any of them; or*
- c) *they have the same legal representative/ agent for purposes of this bid; or*
- d) *they have relationships with each other, directly or through common third parties, that puts them in a position to have access*

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to information about or influence on the bid of another bidder; or

- e) Bidder participates in more than one bid in this bidding process. Participation by a bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved. However, this does not limit the inclusion of the components/ sub-assembly/ assemblies from one bidding manufacturer in more than one bid.*
- f) in cases of agents quoting in offshore procurements, on behalf of their principal manufacturers, one agent cannot represent two manufacturers or quote on their behalf in a particular tender enquiry. One manufacturer can also authorize only one agent/ dealer. There can be only one bid from the following:
 - 1. The principal manufacturer directly or through one Indian agent on his behalf; and*
 - 2. Indian/ foreign agent on behalf of only one principal.**
- g) a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid.*
- h) In case of a holding company that has more than one independent manufacturing unit or more than one unit having common business ownership / management, only one unit should quote. Similar restrictions would apply to closely related sister companies. Bidders must proactively declare such sister/ common business/ management units in same/ similar line of business.*
- i) Bidder shall not act in contravention/ violation to the provisions of competition act, as amended from time to time.*

We hereby certify that our Firm M/s. _____ do not have any conflict of interest with other bidders for this tender.

We hereby declare and confirm that the above information and particulars are true and correct.

For (Firm Name)

Signature of Director/ Partner/ Proprietor/ Authorized Signatory

Authorized Signatory Name:

Place:

Date:

Stamp / Seal of Firm

Additional Terms & Conditions (ATC)

Form "VIII"

Undertaking For Product/Service Compliance
(To be submitted Original on Bidder Letter Head)

To,
The Purchase Office,
International Centre For Automotive Technology
Plot No. 26, Sector - 3, Near HSIIDC, IMT Manesar, Gurgaon 122051 (Haryana)

Sub: Undertaking for Product Compliance

Dear Sir/Madam,

I/We, [Bidder/Seller's Name] hereby undertake that all the Products/Services offered in response to the tender fully comply with the specifications or requirements mentioned in the tender document. We confirm that the offered products/services meet the technical requirements, standards, and features outlined in the tender. In case of any deviations, we commit to notifying the buyer and obtaining approval before the delivery of products.

Date: _____

Signature of Authorized Signatory: _____

Name and Designation: _____

Seal: _____

Additional Terms & Conditions (ATC)

Form "IX"

Undertaking

This is to certify that we have carefully gone through the scope of work, job requirement, terms and conditions given in the tender documents & have clearly understood the terms and conditions of the tender and have accordingly quoted our best rates after going through all details. We hereby given an undertaking that we shall the material & services in accordance with your Tender/ATC Document No. ICAT/GeM/IT-OSC/PVRT/2025-26/269 as per the requirement during the period of contract.

Dated:

Place:

(Signature of the bidder with seal/rubber stamp)

Additional Terms & Conditions (ATC)

Form "X(A)"

No Deviation Declaration

(To be submitted Original on Bidder Letter Head)

Date: _____

To,
The Purchase Office,
International Centre For Automotive Technology
Plot No. 26, Sector - 3, Near HSIIDC, IMT Manesar, Gurgaon 122051 (Haryana)

Sub: No Deviation Declaration

Dear Sir/ Madam,

This is to certify that, the product (s) quoted items by our firm M/s.....
..... is as per the given technical specifications in the tender document
& there is no deviation in relation to any conditions / requirements specified in the tender document. It is
also to declare that all other commercial clauses stipulated in the tender have been carefully seen. I hereby
convey the unconditional acceptance of the same.

Signature of Authorized Signatory with Stamp

For M/s _____

Signature & company seal

Name Designation

Email

Mobile No.

Additional Terms & Conditions (ATC)**Form X(B)****Modification or Improvement Suggested**

(To be submitted Original on Bidder Letter Head)

The Bidder can present and justify here any modification or improvement to the Conditions of Contract proposed to in the interest of ICAT. Such suggestions should be concise and to the point. In case, the Bidder does not want to suggest any deviation, this section must contain a statement indicating “No Deviation Suggested”.

Subject	Proposed Modification or Improvement to the Conditions of Contract
<i>[Explain in detail what alternative solution are you proposing]</i>	
Reasons for the proposed solution to be superior than initial requirement	
<i>[Give clear reasons why you think the proposed solution is better than the Requirement expressed in Annexure “A” or “B” any conditions expressed in Annexure “C”]</i>	

Signature of Authorized Signatory with Stamp

For M/s _____

Signature & company seal

Name Designation

Email

Mobile No.

Additional Terms & Conditions (ATC)

Form "XI"

Undertaking For Non-Subcontracting

(To be submitted Original on Bidder Letter Head)

To,
The Purchase Office,
International Centre For Automotive Technology
Plot No. 26, Sector - 3, Near HSIIDC, IMT Manesar, Gurgaon 122051 (Haryana)

Sub: Undertaking for Non-Subcontracting

Dear Sir/Ma'am,

I/We, [Bidder/Seller's Name], hereby undertake not to subcontract any aspect of the contract, without obtaining prior written consent from the buyer. We understand that failure to seek approval for subcontracting may result in disqualification from the bidding process.

Date: _____

Signature of Authorized Signatory: _____

Name and Designation: _____

Seal: _____

Additional Terms & Conditions (ATC)**Form "XII"****Details of Contracts**

(To be submitted Original on Bidder Letter Head)

Details of contracts with Central Govt./State Govt./PSUs/Autonomous Bodies & Reputed Private Firms in India managed by the Bidder during the last three (3) years in the following format (attested copies of the PO's and completion certificates may be closed).

SI No.	Details of client along with address, contact details (telephone, email, website, fax etc.)	Contract Value (INR)	Duration of contract	
			Order Received Date	Project Completion Date
1.				
2.				
3.				
4.				
5.				

(If the space provided is insufficient, a separate sheet may be attached)

Signature of authorized person

Date:

Name:

Place:

Seal:

Additional Terms & Conditions (ATC)

Form XIII

Declaration by the Bidder for Code of Integrity

(On the Letter Head of the Bidder)

Date _____

To,
The International Centre For Automotive Technology
Unit - National Automotive Board (NAB), Ministry of Heavy Industry (Govt. of India)
Plot No. 26, Sector - 3, Near HSIIDC Office, IMT Manesar, Gurugram - 122051 (Haryana)

Sir,

With reference to your Tender No. _____ dated _____ I/We hereby declare that we shall abide by the Code of Integrity for Public Procurement as mentioned under Para of your Tender document and have no conflict of interest as mentioned under Para of Tender.

The details of any previous transgressions of the code of integrity with any entity in any country during the last three years or of being debarred by any other Procuring Entity are as under:

(a)

(b)

(c)

We undertake that we shall be liable for any punitive action in case of transgression/ contravention of this code.

Thanking you,

Yours sincerely,

Signature
(Name of the Authorized Signatory)
Company Seal

Additional Terms & Conditions (ATC)

Form - XIV

Declaration / Undertaking by the bidder for Technical Staff and O&M Support

Dated:

To

**International Centre for Automotive Technology
Plot No. 26, Sector - 3, Near HSIIDC Office, IMT Manesar
Gurgaon - 122051 (Haryana)**

Ref: ICAT/GeM/IT-OSC/PVRT/2025-26/269

Sub: "Comprehensive IT Infrastructure Outsourcing and Managed Services" at ICAT, Manesar (Haryana)

I/We, (Name of the Bidder), hereby certify that:

- i. The entity has (number) technical staff with the skill sets of Software Development, System (Windows, Linux) / Network / Database / Security Administrators, Middleware / Application and technical support experts, etc.
- ii. The entity has Operations & Management (O&M) support with (9:00 am to 5:00 pm-Monday to Friday) Technical Assistance Centre (TAC) support (9:00 am to 5:00 pm-Monday to Friday).
- iii. On-site technical support (on demand) will be provided at ICAT, where required.
- iv. The engagement period will **be 2 years**, which will be yearly renewed based on the annual satisfactory performance at sole discretion of ICAT.

Yours faithfully,

Date:

Place:

Signature of the Authorized Person

Name of the Authorized Signatory:

Designation:

Name of the Organization: Seal:

Additional Terms & Conditions (ATC)**Form - XV****Format for Annual Turnover**

(To be submitted on letterhead of Chartered Accountant along with their UDIN)

Ref: ICAT/GeM/IT-OSC/PVRT/2025-26/269

Annual Turnover Declaration

The Annual Turnover to be provided in the following format for the 3 (Three) Financial Years.

Financial Information (in INR)			
Financial Year	2022-23	2023-24	2024-25
Annual Turnover (In Lakhs)			
Average Annual Turnover:			
Note: Annual turnover should be certified by Chartered Accountant/ Statutory Auditors.			

Certificate from the Chartered Accountant/Statutory Auditor

This is to certify that _____ (Name of the Bidder) had a turnover as shown above against the respective financial years.

Name of the audit firm:

Seal of the audit firm:

Membership No. of Chartered Accountant:

UDIN:

Date:

(Signature, name and designation of the Chartered Accountant)

Note:

- The details submitted by the Bidder in FORM IV must be corrected and submitted by the bidder with UDIN. "Form XV" submitted without valid UDIN shall not be considered.*
- Average annual turnover over the last three years (i.e. 2023-23, 2023-24 & 2024-25) shall be min. INR 4 Crore.*
- Financial turnover: Financial statement / certificate duly signed and stamped from authorized Chartered Accountant with UDIN No*