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Department of Science & Technology
Government of Gujarat

REQUEST FOR PROPOSAL (RFP)

For Selection of System Integrator (SI) for Design, Development, Implementation, Integration, Deployment, Operations & Maintenance of Gujarat Common Social Registry and Data Lakehouse

(RFP # DIT/e-Gov/2026-2027/ Gujarat Common Social Registry and Data Lakehouse dated 25.08.2026)

GeM Bid No: - GEM/2026/B/7936503

Issued by: -

Directorate of ICT and e-Governance

Block No. 2, 2nd Floor, C & D Wing, Karma Yogi Bhavan
Sector - 10 A, Gandhinagar - 382010
Gujarat, India
Ph. No. 079 2325 8389

Website: https://directorit.gujarat.gov.in

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SECTION 1: NOTICE INVITING TENDER (NIT)

1.1 Notice Inviting Tender (NIT)

Tender Notice No.: [To be inserted]

Date: [DD/MM/YYYY]

The Department of Science & Technology (DST), Government of Gujarat, through Directorate of ICT & e-Governance, invites online bids from eligible and qualified System Integrators (SIs) for the Selection of System Integrator for the Design, Development, Implementation, Integration, Testing, Deployment, Operations, and Maintenance of the Gujarat Common Social Registry and Data Lakehouse

The project aims to establish a statewide unified citizen and family-centric data platform data platform for creation and management of Registry records, Member ID / Family ID, and a Gujarat Common Social Registry to enable integrated, data-driven, transparent, and proactive governance.

The selected bidder shall be responsible for end-to-end implementation and operations of the solution, including:

1. Requirement study, solution design, and project planning.
2. Application development, configuration, integration, testing, and deployment.
3. Data ingestion, migration, data quality, and Master Data Management (MDM).
4. Implementation of Gujarat Common Social Registry and Data Lakehouse.
5. Creation and lifecycle management of Registry Records, Member ID / Family ID.
6. Department onboarding, API integration, and secure data exchange.
7. Analytics, BI dashboards, DBT insights, and AI/ML/LLM-enabled use cases.
8. Security compliance, audit support, training, documentation, helpdesk, Go-Live, and Operations & Maintenance (O&M).

The bid process shall be conducted through the e-procurement portal notified by DST/DIT.

Fact Sheet

Sr. No.	Item	Details
1	Tender Inviting Authority	Directorate of ICT & e-Governance (DIT), Department of Science & Technology, Government of Gujarat
2	Department	Department of Science & Technology, Government of Gujarat
3	Name of Work	Selection of System Integrator for Gujarat Common Social Registry and Data Lakehouse
4	Scope of Work	Design, Development, Implementation, Operation, and Maintenance of State-wide Gujarat Common Social Registry and Data Lakehouse.
5	Tender/GeM Bid No.	GEM/2026/B/7936503 dated 25.08.2026
6	Bid Submission Mode	Online
7	Consortium / Joint Venture /Sub contracting	Not Allowed
8	Contract Period	5 Years
	Contract Extension Period	Extendable up to 3 Years (2+1 Years)
9	Bid Validity	180 Days
10	Tender Type	Open Tender
11	Portal for Submission	Government e-Marketplace (GeM)
12	Tender Fee	As specified in the Fact Sheet / Tender Schedule
13	Pre-Bid Meeting Date & Venue	Date: As per GeM bid document Venue: Directorate of ICT and e-Governance. Block no. 2, 2nd floor, Karmayogi Bhavan, Sector 10-A, Gandhinagar
14	Last Date and time of Submission of pre-bid query in GIL/DIT	The pre-bid queries / clarifications if any should be submitted in writing to Gujarat Informatics Limited & Directorate of ICT & EGovernance at least on or before pre-bid meeting date & time. Thereafter the clarifications received from the bidders will not be entertained Note: Proposal must be submitted online on the GeM website (https://gem.gov.in) If you have any queries, please send us by email on in format as per 11.5.1 dgcoreteam@gujarat.gov.in gm-sp-gil@gujarat.gov.in dgmapp-gil@gujarat.gov.in exe1-egov-gil@gujarat.gov.in

15	Bid Submission End Date & Time	Date: As per GeM Portal
16	Bid Opening Date & Time	Date: As per GeM Portal
17	Earnest Money Deposit (EMD)	3.0 Crore in favour of the Directorate of ICT & e-Governance, payable at Gandhinagar
18	Performance Bank Guarantee (PBG)	10% of Contract Value
19	Technical Evaluation	100 Marks
20	Financial Evaluation	QCBS
21	Bid Evaluation Methodology	QCBS (Quality and Cost Based Selection) with Technical Weightage of 70% and Financial Weightage of 30% (70:30)
22	Address for Physical Submission of EMD and Power of Attorney (POA)	To, Director (IT) Directorate of ICT and e-Governance. Block no. 2, 2nd floor, Karmayogi Bhavan, Sector 10-A, Gandhinagar
23	Contact Person	1.Shri. Wasim Mansuri Joint Director (IT), Directorate of ICT & e-Governance, Government of Gujarat. Email: dgcoreteam@gujarat.gov.in 2. Shri Jayendra Patel (I/c) GM – Software Procurement Gujarat Informatics Limited Email: gm-sp-gil@gujarat.gov.in
24	Power of Attorney (POA)	All bidders shall submit a Board Resolution or Power of Attorney authorizing the signatory of the bid, in the format prescribed under Annexure-11 of this RFP. Failure to submit the same in the prescribed format shall result in rejection of the bid.

1.2 Basic Terms & Conditions

1. This Request for Proposal (RFP) shall be read in conjunction with all sections, annexures, corrigendum, clarifications, and amendments issued by DST/DIT.

2. The bidder shall submit its bid only after careful examination of all clauses, conditions, technical requirements, project background, service levels, and contractual obligations.

3. Submission of the bid shall be deemed to constitute unconditional acceptance by the bidder of all terms and conditions of this RFP.

4. The bidder shall be a single legal entity. Consortium, joint venture, association, or subcontracting of the core scope shall not be permitted.

5. The selected bidder shall be responsible for the complete and successful delivery of the project as a turnkey System Integrator, including coordination with OEMs, technology partners, departments, consultants, and other stakeholders.

6. The bidder shall ensure compliance with:
    1. Applicable Government of India and Government of Gujarat rules
    2. Aadhaar Act and UIDAI guidelines
    3. Digital Personal Data Protection Act and related guidelines
    4. Cybersecurity directions issued by CERT-In / MeitY
    5. GIGW
    6. IndEA
    7. Any standards prescribed by DST/DIT or GoG

7. DST/DIT reserves the right to:
    1. Accept or reject any or all bids.
    2. Annul the tender process at any stage.
    3. Seek clarifications.
    4. Modify the RFP through corrigendum.
    5. Cancel the process without assigning any reason.

8. The bidder shall bear all costs associated with preparation and submission of the bid. DST/DIT shall not be responsible for such costs under any circumstances.

9. No conditional bid shall be accepted. Any deviation, qualification, reservation, or assumption contrary to the RFP may lead to rejection of the bid.

10. The bidder shall not disclose any confidential information received during the bidding process except with prior written approval of DST/DIT.

11. The project will be implemented at the Gujarat State Data Centre / DR / designated environments as decided by DST/DIT.

12. The selected bidder shall provide all software, services, manpower, documentation, implementation support, training, security compliance, and maintenance support as required under this RFP.

13. The bidder shall ensure that all proposed products, platforms, tools, and solutions remain supported by their respective OEMs during the entire contract period.

14. All deliverables, reports, designs, source code for custom development, documents, configurations, workflows, dashboards, APIs, and integration artefacts developed under this project shall become the property of DST/DIT, Government of Gujarat, as per the contract terms.

15. The bidder shall be responsible for the correctness, authenticity, and completeness of all documents and declarations submitted. Any false submission shall lead to disqualification and legal action.

16. Corrigendum, amendments, and replies to pre-bid queries shall form an integral part of the RFP and shall be binding upon all bidders.
17. The selected bidder shall deploy qualified and experienced personnel as per the minimum manpower requirements specified in this RFP.
18. DST/DIT may inspect the bidder's credentials, office, technical capability, OEM support arrangements, and project references at any stage.
19. The project shall be governed through a multi-level governance mechanism, including the Steering and Project Implementation Committees, as specified in this RFP

1.3 Glossary of Abbreviations

Abbreviation	Full Form
AI	Artificial Intelligence
API	Application Programming Interface
APM	Application Performance Monitoring
ATS	Annual Technical Support Services
BI	Business Intelligence
BRD	Business Requirement Document
BCP	Business Continuity Plan
CBS	Caste Based Survey / Core Beneficiary Source, as applicable
CGR	Citizen Registry record
CSC	Common Service Centre
DAST	Dynamic Application Security Testing
DBT	Direct Benefit Transfer
DI	Data Integration
DQ	Data Quality
DR	Disaster Recovery
DST	Department of Science & Technology
DWH	Data Warehouse
EMD	Earnest Money Deposit
ETL / ELT	Extract Transform Load / Extract Load Transform
FRS	Functional Requirement Specification
DST/DIT	Directorate of ICT & e-Governance, Department of Science & Technology
GoG	Government of Gujarat
GRTPS	Gujarat Right to Public Services
GCSR	Gujarat Common Social Registry
GCC	General Conditions of Contract
HLD	High Level Design
Hof	Head of Family
IPR	Intellectual Property Rights
ITSM	IT Service Management

Abbreviation	Full Form
KYC	Know Your Customer
LLD	Low Level Design
LLM	Large Language Model
MAF	Manufacturer Authorization Form
Meity	Ministry of Electronics and Information Technology
MDM	Master Data Management
ML	Machine Learning
OEM	Original Equipment Manufacturer
O&M	Operations and Maintenance
OLAP	Online Analytical Processing
OLTP	Online Transaction Processing
PAN	Permanent Account Number
PAT	Partial Acceptance Test / Partial UAT as applicable
PBG	Performance Bank Guarantee
PDS	Public Distribution System
PII	Personally Identifiable Information
PMU	Project Management Unit
PQ	Pre-Qualification
QCBS	Quality-cum-Cost Based Selection
QA	Quality Assurance
RCA	Root Cause Analysis
RFP	Request for Proposal
RPO	Recovery Point Objective
RTO	Recovery Time Objective
RTGS	Real Time Governance System
RBAC	Role Based Access Control
SAST	Static Application Security Testing
SDC	State Data Centre
SI	System Integrator
SIEM	Security Information and Event Management
SLA	Service Level Agreement
SOW	Scope of Work
SRS	System Requirement Specification
SSO	Single Sign-On
TCO	Total Cost of Ownership
TPS	Transactions Per Second
TQ	Technical Qualification
UAT	User Acceptance Testing
UIDAI	Unique Identification Authority of India

Abbreviation	Full Form
ULB	Urban Local Body
VAPT	Vulnerability Assessment and Penetration Testing
WAF	Web Application Firewall

1.4 Definitions

For the purpose of this RFP and the ensuing contract, the following terms shall have the meanings assigned to them below:

1) Authority / Purchaser / Tender Inviting Authority

Means the Department of Science & Technology, Government of Gujarat, and shall include its successors and authorized representatives.

2) Bidder

Means the entity submitting the proposal in response to this RFP. The terms Bidder, System Integrator, and SI may be used interchangeably wherever the context so requires.

3) System Integrator (SI)

Means the successful bidder selected through this RFP process for the design, development, implementation, integration, commissioning, support, operations, and maintenance of the Registry Record Platform.

4) Registry Record

Means the most accurate, complete, validated, deduplicated, and survivorship-based version of an entity record created by consolidating data from multiple government databases and sources. For this project, Registry Record shall primarily refer to citizen and family records.

5) Citizen Registry Record

Means the single verified and authoritative profile of an individual resident, created by combining data from multiple departmental and authenticated sources, and linked with a unique citizen identifier called Member ID.

6) Family ID

Means the unique family-level identifier assigned to a verified household or family unit in the Gujarat Common Social Registry, enabling family-centric service delivery, scheme analysis, and cumulative benefit assessment.

7) Member ID

Means the system-generated unique citizen identifier created under the Registry Record ecosystem to identify and link an individual across services, schemes, and departments.

8) Gujarat Common Social Registry

Means the centralized social registry and common data repository of citizens and families under the Registry Record initiative, created by integrating and validating records from multiple departmental sources.

9) Deliverables

Means all products, outputs, software, services, documentation, reports, dashboards, interfaces, APIs, manuals, source code for custom developments, training materials, data models, architecture documents, and any other items to be delivered by the SI under this RFP/contract.

10) Go-Live

Means the date on which the solution or any approved phase/module thereof is declared operational for production use by DST/DIT after successful completion of testing, security audit, UAT, and acceptance.

11) Project Implementation

Means the complete lifecycle activities including planning, design, development, integration, testing, deployment, migration, training, commissioning, stabilization, and acceptance of the Registry Record Platform.

12) Operations & Maintenance (O&M)

Means the post Go-Live support period during which the SI shall provide application support, incident resolution, monitoring, enhancements, maintenance, helpdesk, patching, audit compliance support, and SLA-based service delivery.

13) Confidential Information

Means any information, whether written, oral, digital, visual, or otherwise, relating to the project, systems, departments, citizens, data, business processes, security configurations, architecture, source code, designs, documents, discussions, or decisions disclosed by one party to the other in connection with this RFP/project.

14) Applicable Law

Means all laws, acts, ordinances, rules, regulations, notifications, circulars, guidelines, and judicial decisions in force in India and in the State of Gujarat and applicable to this RFP and the contract.

15) Business Hours

Means 10:00 AM to 6:00 PM on working days of Government of Gujarat offices, unless otherwise specified in the SLA section.

16) Master Data Management (MDM)

Means the set of processes, tools, technologies, and governance mechanisms used to create, manage, deduplicate, enrich, and maintain a single trusted version of master data entities such as citizen, family, location, and scheme.

17) Data Lakehouse

Means the centralized enterprise data platform established under this project for storage, processing, analysis, and reporting of integrated structured, semi-structured, unstructured, and derived data.

18) AI / ML / LLM Use Cases

Means artificial intelligence, machine learning, natural language processing, and large language model-based analytical or service use cases implemented under this project for prediction, classification, recommendation, conversational support, anomaly detection, and decision support.

19) Acceptance

Means the formal written approval by DST/DIT confirming that a deliverable, milestone, module, or service has met the prescribed requirements, testing outcomes, and quality standards.

20) OEM

Means the Original Equipment Manufacturer or original software/platform publisher of the products proposed by the bidder in response to this RFP.

21) Contract / Agreement

Means the final contract entered between DST/DIT and the successful bidder, including the RFP, corrigendum, bid response, work order, SLA, annexures, schedules, and any mutually agreed amendments.

SECTION 2: PROJECT BACKGROUND & OBJECTIVES

2.1 About the Project

The Government of Gujarat (GoG) intends to establish a unified, citizen-centric, data-driven governance platform to enable integrated delivery of public services, better beneficiary targeting, reduction in duplication and leakages, and evidence-based policy planning. The Government of Gujarat also intends to establish a secure, scalable and governed State Data Lakehouse to integrate structured, semi-structured and unstructured data from multiple departmental systems. The platform will enable centralized data storage, improved data quality, advanced analytics, AI/ML-driven insights, secure data sharing and evidence-based decision-making across government departments.

For this purpose, the State proposes to create a **Gujarat Common Social Registry and Data Lakehouse** as a foundational digital public infrastructure.

Its purpose is not merely to store data, but to create a trusted, governed, continuously updated representation of residents and family units in Gujarat and make the siloed data available for analytics and AI Use cases to better service delivery. This representation will be used to enable better decision-making, improve service efficiency, reduce fraud, and support future digital public service innovation.

At present, citizen and beneficiary data is maintained across multiple departmental systems, portals, and scheme databases. These systems have evolved independently and typically operate in silos, leading to the following systemic challenges:

1. **Fragmented Citizen Data**
   Citizen records are spread across multiple departmental applications with limited interoperability and no single source of truth.
2. **Duplication and Inconsistency**
   The same citizen or household may exist in multiple systems with inconsistent or outdated demographic, socio-economic, and eligibility information.
3. **Absence of Family-Centric Service View**
   While most services and schemes are delivered at citizen level, many welfare outcomes depend on household or family conditions. Existing systems do not provide an integrated family-level view.
4. **Repeated Submission of Information and Documents**
   Citizens are often required to repeatedly submit the same demographic information and supporting documents across multiple schemes and services.
5. **Limited Cross-Department Validation**
   There is inadequate ability to validate departmental records against other authenticated databases, resulting in inclusion / exclusion errors of citizen data and inefficiencies.
6. **Challenges in Benefit Tracking and Saturation Analysis**
   The unavailability of a unified mechanism to assess the cumulative benefits received by an individual, family, geographic region, or target group across various schemes hinders comprehensive impact evaluation.
7. **Difficulty in Onboarding New Schemes Quickly**

New schemes frequently require separate application development, data collection, and verification processes, increasing cost and time to rollout.

8. **Lack of Integrated Analytics for Planning**
Policy and budget decisions are often constrained by incomplete or disconnected datasets and lack of predictive decision-support systems.
9. **Inadequate Support for Proactive Governance**
Present systems are largely reactive, and application driven. There is limited ability to identify eligible citizens automatically and trigger event-based or life-cycle-based services.
10. **Absence of Trusted Statewide Registry**
There is no single verified citizen and family registry available to all departments for secure and controlled usage.

To address the above, the Government of Gujarat proposes to develop a unified platform that will consolidate citizen and household data from multiple government databases, generate a **Member ID** for individuals and a **Family ID** for family units, and create a **Registry record** representing the most complete and trusted view of each citizen and family.

The proposed project takes inspiration from advanced governance models implemented across leading Indian states, including family-centric social registries and real-time governance systems, while being customized to the legal, administrative, and technological context of Gujarat.

The platform will support below indicative features but not limited to:

1. Secure citizen service enablement.
2. Enterprise Data Lakehouse.
3. Registry record generation.
4. Member ID and Family ID creation.
5. Family linkage and household profiling.
6. Beneficiary de-duplication.
7. Proactive service identification.
8. Life-event-based service delivery.
9. Integrated citizen data management.
10. Analytics and dashboards.
11. DBT monitoring.
12. AI / ML based insights.

This initiative is expected to become a strategic enabler for:

1. Efficient and transparent governance.
2. Rationalization of welfare delivery.
3. Improved citizen experience.
4. Fraud and duplication reduction.
5. Better planning and monitoring of schemes and services.
6. Data driven policy making.

2.1.1 Objectives

The key objectives of the project are as follows:

1. Enable centralized onboarding of departmental Databases.
2. Store historical and current data.

3. Discover, classify and organize datasets across source systems.
4. Ensure data quality, validation, cleansing and processing before consumption.
5. Manage metadata and data catalogue
6. Support Master Data Management for trusted citizen and family records.
7. Maintain data lineage, traceability, versioning and auditability.
8. Enable data masking, anonymization and tokenization for privacy protection.
9. Define data ownership, stewardship and governance responsibilities.
10. Support audit logging, monitoring and controlled access to data assets.
11. To build a comprehensive and continuously updated registry of residents and families in Gujarat by generating validated registry records for citizens and households from integrated data.
12. To assign **Member ID** to individuals and **Family ID** to family units.
13. To create a common registry framework for secure and governed data sharing across departments.
14. To improve scheme targeting and reduce duplication, fraud, and leakages.
15. To provide a 360-degree view of citizen entitlements, services availed, and benefits received.
16. To support family-level analysis of welfare delivery and cumulative benefit access.
17. To enable better budget planning, targeting, policy design, and impact assessment.
18. To provide a common API and data exchange layer for use by other government applications.
19. To enable real-time and batch analytics for governance, planning, and monitoring.
20. Enable citizens to self-register, create/update family details, and access permitted service-related information through portal or assisted channels.
21. To establish a scalable state-wide digital foundation for AI-driven governance and implement AI-Use cases.

2.2 Components of Gujarat Common Social Registry and Data Lakehouse

2.2.1 Data Lakehouse

The Data Lakehouse shall serve as the centralized enterprise data repository for storing, organizing, processing and analysing integrated citizen, family, scheme, service and departmental data. It will enable historical data retention, analytical processing, reporting, AI/ML model training, governance dashboards and evidence-based decision-making across authorized departments.

A scalable enterprise data platform shall be established to support:

1. Data onboarding & Historical data storage
2. Data archival and retention management
3. Analytical schemas
4. Reporting marts
5. Model training datasets
6. Governance analytics
7. AI-Use cases for monitoring and governance

The Data Management Services layer shall act as the core governance and processing layer of the Family ID and Data Lakehouse ecosystem. It will ensure that data received from multiple departments is ingested, profiled, cleansed, standardized, classified, governed, and linked in a controlled manner before it is used for Registry record creation, Family ID generation, analytics, reporting, and secure data exchange.

This layer shall include:

1. Data discovery
2. Data quality and validation integration
3. Data classification
4. Data Cleaning, Processing & Validation
5. Metadata management
6. Master Data Management
7. Data Catalogue
8. Data Lineage and Traceability
9. Data Versioning
10. Data masking, anonymization and tokenization
11. Data ownership and stewardship management
12. Audit Logging and Monitoring

2.2.2 Gujarat Common Social Registry

The **Gujarat Common Social Registry** shall be the central, governed, integrated registry of citizens and families in the State. It shall consolidate and reconcile data from multiple government data sources to create a trusted data foundation for governance.

The Gujarat Common Social Registry shall:

1. Store citizen and family level master records.
2. Retain source-system references.
3. Support master data governance.
4. Manage record lineage and survivorship.
5. Enable secure access by authorized systems.
6. Provide the foundation for analytics and service integration.

The Gujarat Common Social Registry and Data Lakehouse shall include data from Aadhaar-authenticated and non-Aadhaar-authenticated government systems, subject to applicable law and departmental approval.

Indicative source domains may include but not limited to:

1. Food and civil supplies
2. Social justice
3. Health
4. Education
5. Labour
6. Transport
7. Revenue
8. Women and child development
9. Agriculture
10. Pensions & DBT portals
11. Scholarship systems
12. Other welfare/service/schemes/scholarship databases

2.2.3 Family Registry record / Family ID Layer

The project shall include a household/family-level registry built through **Family ID** creation. This is a critical requirement to move governance from purely individual records toward family-sensitive decision making.

The Family ID layer shall include, but not be limited to:

1. Unique Family ID generation framework and governance.
2. Link family members to a head of family or validated family unit.
3. Family relationship and household structure management.
4. System ability to define family formation rules.
5. Duplicate family detection, prevention, and conflict resolution mechanisms.
6. Management of family lifecycle events, including birth, death, marriage, separation, and migration.
7. Family record merge, split, correction, review, and approval workflows.
8. Historical tracking and versioning of family composition changes.
9. Family-level benefits, entitlements, eligibility, and service access management.
10. Auditability, lineage tracking, data governance, and compliance controls for family records.
11. Household-level policy planning and scheme targeting.

The Family ID creation concept shall combine:

1. Pre-existing family links from authenticated or government-maintained datasets such as PDS and similar household datasets.
2. Self-declared family formation through portal/assisted channels.
3. Validation through OTP/consent/other approved methods.

2.2.4 Key Attributes of the Gujarat Common Social Registry

The Gujarat Common Social Registry is envisioned as a statewide foundational digital capability for integrated governance. The platform shall have the following key attributes:

Sr. No.	Component's	Description
1	**Unified Citizen View**	The platform shall provide a consolidated 360-degree view of a citizen by integrating data from multiple departmental systems and generating a trusted Registry record.
2	**Family-Centric Registry**	The platform shall create and maintain a verifiable household/family layer using **Family ID** enabling family-level analysis, eligibility assessment, and service delivery.
3	**Single Source of Truth**	The Gujarat Common Social Registry shall function as a trusted and governed source of integrated citizen and family master data for use across departments.
4	**Aadhaar-Enabled and Consent-Aware**	The platform shall support Aadhaar-linked validation where permissible by law and policy, and shall implement secure access, consent, masking, tokenization, and privacy controls.
5	**Multi-Source Data Integration**	The platform shall ingest and harmonize data from multiple departmental, transactional, service, scheme, and registry databases in batch and near real-time modes.

Sr. No.	Component's	Description
6	**MDM and Survivorship Logic**	The platform shall use Master Data Management (MDM), data quality, matching, survivorship rules, and validation workflows of Data Lake to generate high-quality registry records.
7	**AI-Driven Governance**	The platform shall support AI/ML based models for predictive analytics, anomaly detection, eligibility scoring, scheme optimization, grievance intelligence, and decision support.
8	**DBT and Benefit Intelligence**	The platform shall enable integrated insights into scheme participation, disbursements, beneficiary saturation, duplication, fund utilization, and household benefit concentration.
9	**Scalable Enterprise Data Platform**	The solution shall be designed to support state-scale data volumes, high concurrency, continuous onboarding of new departments, and long-term storage and analytics needs.
10	**Multilingual and Citizen-Centric**	The platform shall support Multilingual interfaces, citizen-facing access channels, and assisted access models through designated service centres.
11	**Omnichannel Grievances Redressal Mechanism**	The Platform shall support multiple convenient channels to register, track, and resolve their concerns. The framework is designed to ensure a seamless, transparent, and consistent experience regardless of the communication channel used.
12	**Chatbot**	The chatbot can support customers in areas such as product information, frequently asked questions, service request creation, grievance registration, application status tracking, document guidance, and basic troubleshooting. It can also provide step-by-step assistance to help customers complete specific tasks on digital platforms.
13	**Service Delivery Platforms**	Citizen can access services through integrated **web and mobile application** enabling convenient, seamless, and timely service delivery anytime and anywhere.

2.2.5 Analytics, BI and AI/ML Layer

The Analytics, BI and AI/ML Layer shall provide decision-support, reporting, predictive intelligence and advanced analytical capabilities over the integrated data available in the Gujarat Common Social Registry and Data Lakehouse. This layer will enable authorized state to plan schemes, monitor scheme, analyze citizen and family-level benefits, identify anomalies, generate insights, and support proactive and evidence-based governance through dashboards, reports, AI/ML use-cases, models and LLM-enabled tools.

This layer shall support:

1. Interactive reports with drill-down and export features
2. Advanced analytics
3. Anomaly detection and fraud analytics
4. LLM-enabled conversational and decision-support tools and any other approved Use-case by departments
5. Interactive and executive dashboards

6. Predictive modelling and forecasting
7. Beneficiary deduplication and coverage gap analysis

2.3 Approach for Creating Gujarat Common Social Registry & Data Lakehouse

The Gujarat Common Social Registry shall be established using a phased approach that leverages both data aggregation from existing government databases and direct citizen/family enrolment.

2.3.1 Staged Registration Approach / Two-phase registration model

The State intends to maximize resident coverage and record quality by combining:

1. Bulk integration of departmental and beneficiary databases.
2. Direct citizen/family registration and correction mechanisms.

The proposed phased approach shall facilitate:

1. Rapid initial coverage
2. Continuous data enrichment
3. Improved inclusion
4. Correction of data gaps over time

2.3.2 System Driven Data Collation

Under this approach, baseline and periodic updates shall be sourced from key departmental and beneficiary databases, including but not limited to the following

1. PDS
2. Social welfare systems
3. Health databases
4. Education records
5. Pension, DBT, Scholarship systems
6. Transport databases
7. Revenue records
8. Other notified systems

The process shall include:

1. Identification of source systems
2. Acquisition of data dumps / API feeds
3. Profiling and field mapping
4. Standardization and cleansing
5. Deduplication and identity resolution
6. Survivorship-based registry record generation
7. Continuous update through scheduled integrations

A base population source such as PDS and/or other large, verified datasets may be used as an anchor dataset for initial citizen and family linkage.

2.3.3 Citizen Led Data Collation

Post Go-live of Gujarat Common Social Registry, citizens shall be enabled to:

1. Self-register based on Aadhaar based Authentication
2. Update profile information
3. Request family creation or correction

4. Validate household composition
5. Participate in correction/enrichment workflows through digital and assisted channels.

2.3.4 Approach for Data Lakehouse

2.3.4.1 Assessment, Discovery & Data Onboarding Approach

Objective

Establish a comprehensive understanding of departmental data assets, source systems, business requirements, and integration landscape prior to implementation.

Approach

1. Conduct stakeholder consultations and departmental workshops to understand data requirements and priorities.
2. Perform assessment of departmental applications, databases, portals, data warehouses, spreadsheets, GIS, IoT and external data sources.
3. Establish a centralized inventory of datasets, KPIs, data owners, custodians and classifications.
4. Define onboarding workflows with approval, governance and security reviews.
5. Identify data quality issues, data dependencies and migration requirements.
6. Prioritize dataset onboarding based on business value and implementation readiness.
7. Prepare source-to-target mappings, metadata standards and onboarding plans.

2.3.4.2 Data Integration & Lakehouse Architecture Approach

Objective

Implement scalable, secure and future-ready Data Lakehouse architecture capable of ingesting and managing enterprise data across departments.

Approach

1. Establish API-first and integration-driven data ingestion architecture.
2. Support batch, real-time and near-real-time data acquisition through APIs, SFTP, CDC and streaming mechanisms.
3. Design a multi-zone Lakehouse architecture consisting of Landing, Raw, Standardized, Curated and Serving zones.
4. Implement scalable ingestion pipelines with validation, reconciliation and monitoring capabilities.
5. Enable schema validation, schema evolution and metadata-driven ingestion.
6. Provide quarantine and archival mechanisms for rejected and historical data.
7. Ensure seamless integration with API Hub, Service Mesh and departmental systems.

2.3.4.3 Data Governance, Quality & Master Data Management Approach

Objective

Ensure trusted, standardized and governed data through robust quality management, metadata management and master data governance.

Approach

1. Implement configurable transformation and standardization pipelines across all datasets.
2. Establish Master Data Management for departments, schemes, geographies, KPIs and other common entities.
3. Implement duplicate detection, matching, merging and golden record creation mechanisms.
4. Define and monitor data quality rules for completeness, validity, consistency and timeliness.
5. Maintain enterprise metadata repository, business glossary and searchable data catalogue.
6. Enable end-to-end lineage and traceability from source systems to analytics consumption layers.
7. Establish issue management workflows for continuous quality improvement and stewardship.

2.3.4.4 Data Access, Analytics & Security Approach

Objective
Enable secure, controlled, auditable and policy-compliant consumption of trusted data for reporting, analytics, AI/ML, LLM-enabled use cases and inter-departmental data sharing.

Approach

1. Implement governed data access mechanisms through APIs, query services, BI tools, analytical workspaces and approved data exchange channels.
2. Enable approval-based access request workflows, usage monitoring and access-review mechanisms for datasets and data services.
3. Enforce role-based access control (RBAC) and attribute-based access control (ABAC) across application, API, dataset and analytics layers.
4. Implement fine-grained access controls at dataset, table, row and column levels, wherever applicable, based on user role, department, purpose, sensitivity and approved access policy.
5. Implement MFA and SSO-based controls wherever applicable for secure user authentication and controlled access.
6. Ensure encryption at rest and in transit for sensitive data, including citizen, family, scheme, benefit and departmental datasets.
7. Apply Aadhaar masking, tokenization, PII masking, anonymization and privacy-preserving controls as required under applicable laws, UIDAI guidelines and approved governance policies.
8. Enforce consent-aware access and sharing controls wherever citizen consent or purpose-based access is applicable.
9. Maintain complete logging, audit trail and traceability for data access, API usage, data sharing, administrative actions and security-relevant events.
10. Provide curated and approved datasets optimized for dashboards, KPI monitoring, DBT analytics, decision support, AI/ML models and authorized departmental consumption.

11. Support predictive analytics, anomaly detection, fraud-risk analytics, AI/ML models, LLM-enabled use cases and advanced analytical use cases over approved and governed datasets.
12. Implement security-by-design, privacy-by-design and compliance-by-design principles with continuous monitoring, hardening, patching, secure coding, API security and audit readiness.
13. Ensure compliance with applicable requirements including Aadhaar data handling, MeitY / CERT-In directions, GIGW, NeSDA, IndEA, DPDP Act and Government of Gujarat security guidelines, as specified in the RFP

2.3.4.5 Implementation, Operations & Continuous Improvement Approach

Objective

Deliver and sustain a high-performance Data Lakehouse platform through phased implementation, operational governance and continuous enhancement.

Approach

1. Execute implementation through phased rollout covering discovery, platform setup, pilot onboarding, scale-up and operations.
2. Establish high availability, backup, disaster recovery and business continuity mechanisms.
3. Migrate historical datasets with profiling, cleansing, reconciliation and validation.
4. Provide centralized administration, monitoring and configuration management capabilities.
5. Deliver comprehensive testing including functional, security, performance and UAT validation.
6. Conduct training, capacity building and knowledge transfer for all stakeholder groups.
7. Provide operations, maintenance, SLA monitoring, incident management and continuous onboarding support.

2.3.5 Approach for Member ID and Family ID

As data is ingested from system driven and citizen led, the platform shall progressively apply common identity and family matching logic.

A. Member ID Generation

The system shall generate a unique identifier for each unique citizen (uniqueness based on Aadhaar) after:

1. Matching
2. Deduplication
3. Validation
4. Survivorship processing

B. Family ID Generation

The system shall generate a unique family identifier after:

1. Household mapping
2. Member linkage

3. Head-of-family tagging where applicable
4. Consent / OTP / verified family association
5. Duplication checks

2.3.6 Family Identification and Validation

The system shall support the following functionalities of family formation:

Sr. No.	Component	Description
1	Default Family Identification	Using authenticated or government-maintained household datasets such as ration card linked family data.
2	Citizen-Led Family Formation	Through portal / assisted channel where head of family initiates family mapping based on Aadhaar-based verification.
3	Member Consent	OTP (Aadhaar card registered, or system registered mobile)-based / portal-based / assisted approval mechanisms for other members.
4	Validation and Conflict Handling	The system shall ensure that an individual cannot be part of multiple active family ID.

This approach ensures that Family ID is not merely a static imported field, but a governed family entity maintained in the Gujarat Common Social Registry.

2.4 Gujarat Common Social Registry and Data Lakehouse - Indicative Solution Components

The Gujarat Common Social Registry and Data Lakehouse shall serve as the backbone of the State’s integrated data governance and analytics ecosystem.

2.4.1 Indicative Solution Components

The proposed Solution shall comprise, at minimum, the following major components:

Sr. No.	Component	Description
Gujarat Common Social Registry		
1.	**Social Registry Platform Development**	1. Develop centralized repository capable of storing household and family member data including demographic and socio-economic attributes. 2. Maintain relationships among family members and support configurable family structures. 3. Enable record versioning, update tracking and lineage management for all data changes. 4. Support scalable data storage and high-performance processing for statewide population coverage. 5. Provide secure access mechanisms for authorized departmental consumption.
2.	**Family ID Generation & Lifecycle Management**	1. Implement mechanism for generation of unique Family ID for each household across the State. 2. Enable mapping and linking of individual members with respective family units using authenticated identifiers. 3. Support lifecycle events including birth, death, marriage, migration and family restructuring. 4. Handle family merge and split scenarios while preserving record history and audit trails. 5. Provide workflows for validation and approval of lifecycle updates.
3.	**Citizen Registration & Family Update Services**	1. Provide online and assisted registration mechanisms enabling families to enrol and update household details. 2. Support addition, deletion or modification of member information along with document submission and verification workflows. 3. Provide multilingual and mobile-friendly access channels for citizens. 4. Enable tracking of update requests and notifications for approvals or corrections. 5. Integrate grievance handling and correction workflows within the platform.
4.	**Departmental Data Integration & Synchronization**	1. Establish integration mechanisms for ingestion and synchronization of data from departmental databases including PDS, Civil Registration, education systems, welfare schemes, employment records, land records and other systems. 2. Support API-based, batch and event-based data exchange methods depending on source system capability. 3. Ensure data synchronization while preserving ownership and update authority of source departments.

Sr. No.	Component	Description
		4. Provide monitoring and reconciliation mechanisms to maintain consistency across systems.
5.	**Identity Authentication & Aadhaar Compliance**	1. Integrate identity authentication mechanisms such as Aadhaar OTP authentication and other permitted methods including biometric or face authentication. 2. Enable Aadhaar e-KYC integration while implementing Aadhaar Data Vault and storing only reference keys as per regulatory requirements. 3. Ensure compliance with UIDAI and applicable SWIK regulations. 4. Implement authentication workflows for member verification during registration and updates.
6.	**Data Deduplication & Golden Record Creation**	1. Implement automated and assisted mechanisms to detect duplicate individuals and households using demographic and identity attributes. 2. Apply matching and survivorship rules to create Golden Family Records. 3. Maintain synchronization with source systems and ensure lineage tracking of merged records. 4. Establish continuous data quality improvement processes to reduce duplication and inconsistencies.
7.	**Analytics, Dashboards & Governance Intelligence**	1. Provide analytics modules enabling monitoring of scheme coverage and beneficiary distribution. 2. Enable detection of duplicate or ineligible beneficiaries and identification of underserved populations. 3. Provide dashboards for departments and districts to support performance monitoring and planning. 4. Enable configurable reporting and self-service analytics for authorized users to support decision-making.
	Data Lakehouse	
1.	**Indicative Solution Components**	**Enterprise Database –** OLTP, OLAP, Graph DB, Object Storage, Document DB, Cache DB and, all other necessary for portal and transaction applications.
		Data Integration Platform - ETL / ELT, ingestion, connectors, workflows, structured, semi-structured, unstructured ingestion
		Data Processing Platform - The Data Lakehouse platform shall support including but not limited to, MPP (Massively Parallel Processing), On-premises deployment, SQL Processing, Machine Learning (ML) support, Role-based access control (RBAC), Attribute-based Access Control (ABAC), Large-scale analytical performance.

<table>
<tr><th>Sr. No.</th><th>Component</th><th>Description</th></tr>
<tr><td rowspan="9"></td><td rowspan="9"></td><td>Data Quality Platform - Cleansing, validation, profiling, standardization, master data creation</td></tr>
<tr><td>Master Data Management - Registry record generation, matching, survivorship</td></tr>
<tr><td>Metadata / Catalogue - Discovery, governance, Lineage, History traceability</td></tr>
<tr><td>Data Lakehouse – Historical Data, Bulk and Real-time data load, analytics, repository.</td></tr>
<tr><td>Analytics & BI Platform - Dashboards, reports, self-service analytics, DBT Analytics Portal, Interactive Analytical Platform, Departmental Dashboards, Search Services for citizen and family profiles, Geospatial and demographic insights</td></tr>
<tr><td>AI / ML Platform - Predictive models, conversational analytics, Anomaly detection, Natural language query, LLM-enabled use cases for departments, at least 30 AI use cases may be explored / implemented in phased manner as per DST/DIT/any Department’s priorities and data readiness. Indicative list attached be-low.</td></tr>
<tr><td>AI Chatbot - Citizen and department support assistant</td></tr>
<tr><td>Testing Tool - Performance, load, scalability testing</td></tr>
<tr><td>Helpdesk & Ticketing Tool - ITSM-based support and SLA management</td></tr>
<tr><td>2.</td><td>Indicative Project Volumetric</td><td>The following project volumetric is indicative and shall be used by bidders for sizing the solution. Final sizing shall be done by the selected bidder during detailed requirement study.

A. Portal / Application Layer
<table>
<tr><th>Parameter</th><th>Estimated (Indicative) Volume</th></tr>
<tr><td>Expected Concurrent Users</td><td>Approx 10,000 During Normal Hrs and Approx 30,000 During Peak Hrs</td></tr>
<tr><td>Total Registered Citizens</td><td>Approx. 7.5 Crore</td></tr>
<tr><td>Total Transactions per Day</td><td>Approx. 7 to 8 Lakhs</td></tr>
<tr><td>Number of Integrated Services / Schemes</td><td>500+</td></tr>
</table>

B. Gujarat Common Social Registry / Data Platform Layer
<table>
<tr><th>Parameter</th><th>Estimated Volume</th></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Sr. No.</th><th>Component</th><th>Description</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><td>Approximate Number of Families</td><td>1.5 Crore +</td></tr>
<tr><td>Approximate Number of Citizens</td><td>7.5 Crore +</td></tr>
<tr><td>Historical Data Ingestion Volume</td><td>250 – 500 TB initially</td></tr>
<tr><td>Real-Time (Avg) /Real-Time (Burst) / Real-Time (Peak) Events per Day</td><td>Approx 5/8/10 Lakhs</td></tr>
<tr><td>Data Retention Period</td><td>As per GoG Policy</td></tr>
<tr><td>Dashboards / Reports Rendered Daily</td><td>Approx. 50,000</td></tr>
<tr><td>Number of AI use cases to be implemented as part of RFP</td><td>30 AI use cases</td></tr>
<tr><td>Data Lakehouse Growth</td><td>Approx. 5-10% YoY</td></tr>
<tr><td>API Management Throughput</td><td>Approx. 1000 TPS</td></tr>
<tr><td>Analytics / BI Users</td><td>Minimum 200 Viewer</td></tr>
<tr><td>Expected Data Lakehouse Capacity</td><td>Approx. 5 Peta Byte</td></tr>
<tr><td>Backup Frequency</td><td>Daily Incremental, Weekly Full</td></tr>
<tr><td>Encryption Coverage</td><td>100% sensitive data at rest and in transit</td></tr>
</table>
</td></tr>
<tr><td>3.</td><td>Design Expectations</td><td>The bidder shall size the solution keeping in view:
1. Peak load,
2. Onboarding of additional departments,
3. Future scheme expansion,
4. Family ID scale-up,
5. AI workloads,
6. Regulatory retention,
7. High availability /disaster recovery needs.
The proposed architecture shall be modular, secure, scalable, interoperable, and suitable for long-term state-wide use.</td></tr>
</table>

2.4.2 Indicative Data Lakehouse Use cases

Data Lakehouse part of this RFP will integrate will all systems in Government of Gujarat. Data Lakehouse shall support, at minimum, the following indicative use cases:

Sr. No.	Business Use Case	Description
1	Scheme Creation & Master Management	Maintain master information of Government schemes, sub-schemes, implementing departments, objectives, timelines, and beneficiaries.
2	Scheme Budget & Financial Allocation	Capture annual budget allocation, revised allocation, releases, and expenditure against schemes.
3	Scheme Utilization Monitoring	Monitor fund utilization, physical progress, financial progress, and utilization certificates across departments.
4	KPI Definition & Management	Define departmental KPIs, targets, calculation methodology, ownership, reporting frequency, and benchmark values.
5	KPI Progress Monitoring	Track KPI achievement against targets at State, District, Taluka, ULB, and Village levels.
6	Development Indicator Management	Maintain standardized developmental indicators across sectors for policy monitoring.
7	Department Performance Monitoring	Compare departmental performance using KPIs, scheme outcomes, and implementation progress.
8	District Performance Monitoring	Rank districts based on scheme implementation, development indicators, and KPI achievement.
9	Taluka & Block Performance Monitoring	Monitor implementation status and comparative performance at Taluka/Block level.
10	Grievance Monitoring	Aggregate and track reported grievances, analyse grievance data and assess performance.
11	Beneficiary Coverage Analysis	Monitor beneficiary registration, approvals, coverage, inclusion/exclusion, and demographic analysis.
12	Outcome Monitoring	Measure scheme outcomes against intended objectives and policy goals.
13	Impact Assessment	Analyze long-term impact of schemes using integrated datasets and development indicators.
14	Cross-Sector Analysis	Correlate datasets across Health, Education, Agriculture, Water Resources, Rural Development, etc.

Sr. No.	Business Use Case	Description
15	Financial vs Physical Progress Analysis	Compare expenditure with actual physical achievements for schemes and projects.
16	Geographic Performance Analysis	Compare development indicators across Districts, Talukas, Villages, and Urban Local Bodies.
17	Target vs Achievement Monitoring	Monitor planned targets against actual achievements with variance analysis.
18	Exception & Alert Management	Identify delayed projects, underperforming schemes, fund under-utilization, and KPI deviations.
19	Trend Analysis	Analyze historical trends of KPIs, expenditure, utilization, and development indicators.
20	Predictive Planning	Forecast future demand, expenditure, and development trends using historical data.
21	Evidence-based Policy Support	Provide analytical datasets for policy formulation and decision-making.
22	Data Exchange & Sharing	Enable secure sharing of approved developmental datasets across departments.
23	Dashboard & Reporting	Generate executive dashboards, scorecards, progress reports, and customized analytical reports.
24	Data Request Management	Enable authorized agencies to request new datasets, KPIs, or parameters from departments.
25	Data Quality & Compliance Monitoring	Monitor completeness, timeliness, and quality of departmental data submissions.
26	Viksit Gujarat / SDG Monitoring	Track progress against strategic goals, SDGs, and long-term state development vision.
27	AI/ML & Predictive Insights	Enable anomaly detection, forecasting, and intelligent recommendations using governed datasets.

SECTION 3: DETAILED SCOPE OF WORK

3.1 Scope of Work

The selected System Integrator ("SI") shall be responsible for the end-to-end design, development, implementation, integration, testing, deployment, stabilization, training, operations and maintenance of the **Gujarat Common Social Registry and Data Lakehouse** in accordance with this RFP, applicable standards, and directions issued by DST/DIT any designated agency from time to time.

The scope under this RFP is turnkey in nature and includes all activities, services, tools, software, licenses, configurations, customizations, integration services, documentation, training, support, security compliance activities, and post go-live operations required to make the platform fully functional, secure, scalable, auditable, and usable by the Government of Gujarat.

This RFP is built around two key strategic pillars— The Gujarat Common Social Registry and Data Lakehouse. These pillars will collectively enable a data-driven, citizen-centric digital ecosystem by providing a robust data foundation and a unified citizen registry. While the Data Lakehouse will serve as the enterprise data platform for integrating, managing, and analyzing data, the Gujarat Common Social Registry will act as the single source of truth for citizen information, enabling seamless service delivery across government departments.

Data Lakehouse

The Data Lakehouse pillar focuses on establishing a centralized and scalable data platform that integrates data from multiple departmental systems and external sources. The scope includes data ingestion, storage, transformation, data quality management, metadata management, analytics, reporting, and AI/ML enablement. By combining the flexibility of a data Lakehouse with the performance and governance capabilities of a data warehouse, the data Lakehouse will provide trusted, accessible, and actionable data to support informed decision-making, operational efficiency, and digital transformation initiatives across the state.

The envisaged components like:

1. Data ingestion, integration, quality, and MDM ecosystem
2. Enterprise Data Lakehouse
3. Data Sharing, API enablement, Data Marts
4. Analytics, BI, dashboards and DBT insights
5. AI / ML enabled governance uses cases

Gujarat Common Social Registry

The Gujarat Common Social Registry pillar focuses on creating a comprehensive and unified citizen repository. The scope includes citizen identity management, deduplication, master data management, profile consolidation, demographic and socio-economic data integration, and lifecycle management of citizen records. Gujarat Common Social Registry will serve as a single, authoritative source of citizen information, enabling departments to deliver personalized, efficient, and integrated services while reducing data duplication, improving service eligibility determination, and enhancing the overall citizen experience.

The envisaged components like:

1. Member ID generation and lifecycle management
2. Family ID generation and lifecycle management
3. Analytics, BI, dashboards and DBT insights
4. AI / ML enabled governance uses cases
5. Citizen and department-facing service enablement components
6. Helpdesk, support, training, audit support and O&M

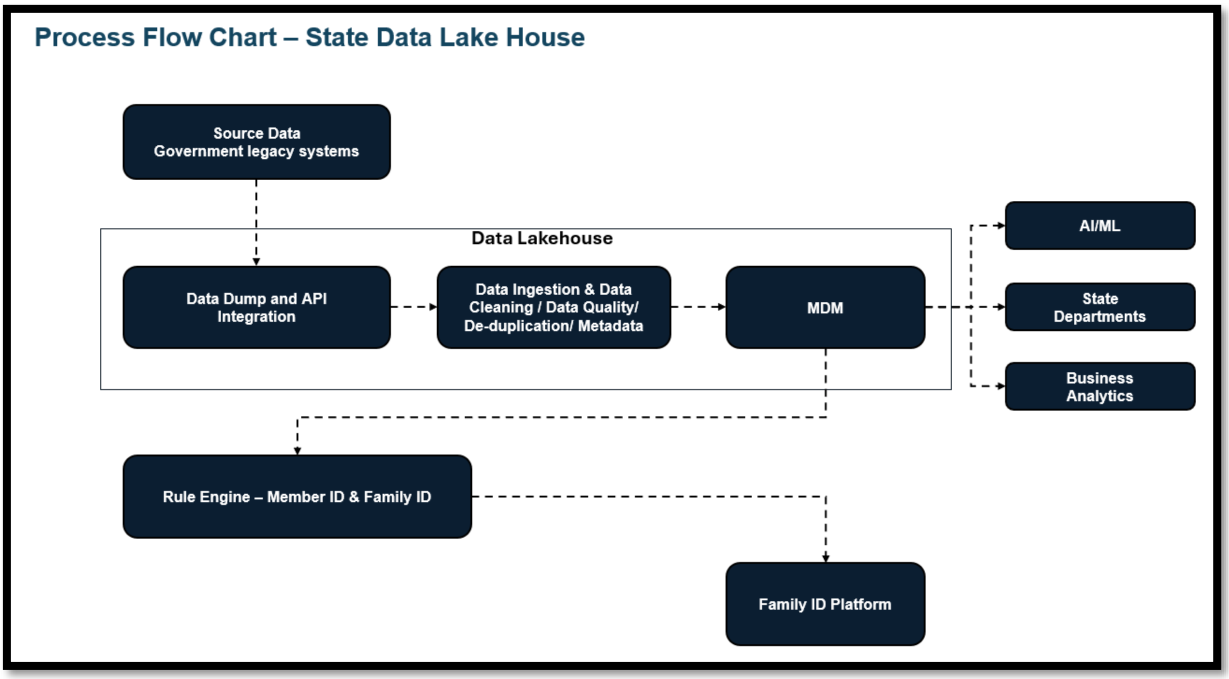

Fig 3.1.1 - Data Ingestion and Processing Workflow

The bidder shall not restrict itself only to the line items explicitly mentioned in this section. Any activity, component, configuration, interface, script, design, or service that is necessary for successful implementation and operation of the platform shall be deemed to be included in the bidder's scope at no additional cost, unless otherwise expressly excluded in writing by DST/DIT.

The SI shall be fully responsible for the delivery of all modules and functionalities described across Sections 2 and 3 of this RFP and all other relevant sections, including compliance with service levels, timelines, testing requirements, and security obligations.

3.2 Broad Scope Components

The broad scope of work shall include, but not be limited to, the following:

3.2.1. Strategy, Design & Foundation

1. Requirement gathering, stakeholder consultation, workshops, and study of existing data and systems.
2. Preparation of BRD, FRS, SRS, HLD, LLD, architecture documents, security design, data models, and implementation plans.
3. Infrastructure sizing recommendations for Development, Test, Production, and DR environments.

4. Supply/provisioning of all required software licenses and subscription/support for proposed solution components.
5. Configuration, customization, development, and implementation of all required solution modules.
6. Data ingestion from various source via API (API Hub) and Data dump (for Migration from Legacy system).
7. Data cleansing, profiling, standardization, deduplication, and master data management.
8. Data Lakehouse creation.
9. Member ID and Family ID creation
10. Lifecycle Management of Family Records (birth, death, marriage, migration, family re-structuring etc)
11. Citizen Self-Service Enablement for registration, updates, and corrections through digital self-service and assisted platforms.
12. Discovery of use cases and creation of respective Modules on Application
13. API integration enablement with existing and future departmental systems
14. Implementation of data sharing services and consent-aware access controls.
15. Development of analytics, BI dashboards, reports, and decision-support tools.
16. Implementation of AI/ML/LLM capabilities and identified use cases.
17. Security design, hardening, testing, audit closure, and regulatory compliance.
18. Quality assurance, SIT, UAT, performance, load, and security testing.
19. Go-live, rollout, hyper-care, and stabilization support.
20. Training, handholding, knowledge transfer, and documentation.

3.2.2. Operations & Transition

1. Helpdesk Centre and operations support office required in Gujarat
2. Operations and maintenance for the contract duration
3. Exit management and transition support

3.3 Infrastructure, Licensing and Responsibility Matrix

3.3.1 Deployment Environment

The solution shall be deployed at the **Gujarat State Data Centre (GSDC)** and **Disaster Recovery (DR)** environment of Gujarat, or at any other hosting environment designated by DST/DIT.

The SI shall size the infrastructure considering current project volumetric and future scalability. DST/DIT shall provision the hardware / base infrastructure environment based on the approved sizing submitted by the SI, while the SI shall remain responsible for application readiness, software stack, deployment, performance tuning, optimization and infrastructure compatibility, licensing for production environment.

The SI shall be responsible for provisioning, hosting, configuring and maintaining all Development, UAT, Training, Sandbox and Pre-Production environments required for the Gujarat Common Social Registry / Data Lakehouse in a MeitY-compliant hosting environment, as these environments shall not be provided by the DST/DIT. The SI shall ensure that such environments meet the security, availability, scalability, data protection and audit requirements prescribed under this RFP and applicable Government guidelines.

3.3.2 Indicative Existing Environment

The bidder shall consider the existing GSDC ecosystem, including indicative security and infra-structure controls such as:

- Perimeter firewall
- Internal firewall
- NIPS/HIPS
- WAF
- SIEM/APM
- Backup solution
- Virtualization / container / hybrid cloud stack
- HA & DR setup

The exact environment details shall be shared during implementation as required.

3.3.3 Environment Expectations

The bidder shall size for at minimum the following:

1. **Development Environment** – approx. 20% of production compute
2. **Test / UAT Environment –** approx. 20% of production compute
3. **Production Environment** – High Availability Enabled
4. **DR Environment** –It will be provided by GSDC

The solution shall support:

- High availability, reliability, usability
- Load balancing
- Clustering where required
- Horizontal scalability
- And compliance with defined Recovery Point Objective and Recovery Time Objective (if provided by SDC)

3.4 Requirement Gathering and Discovery

The SI shall undertake a comprehensive requirement analysis exercise at the commencement of the project.

This shall include:

Sr. No	Components	Description
1	Stakeholder Consultation	The SI shall conduct structured consultations with: 1. DST/DIT 2. Participating departments 3. Technical teams 4. Program owners 5. Data custodians 6. Any other nominated stakeholders
2	Current State Study	The SI shall study: 1. Existing systems 2. Departmental databases

Sr. No	Components	Description
		3. Existing schemes/service workflows 4. Citizen onboarding mechanisms 5. Current reporting/analytics processes
3	Data Study	The SI shall study 1. Data Structure 2. Metadata, Volume 3. Format 4. Quality 5. Update Cycle 6. And Access Mode of Each Shortlisted Source System.
4	Expected Outputs	The requirement phase shall result in a clearly approved blue-print (not limited to) for: 1. Project execution plan covering timelines, deliverables, risk management and resource deployment. 2. Implementation roadmap 3. Department onboarding sequence 4. Citizen and family registry model 5. Citizen registry record generation approach 6. API architecture 7. Analytics architecture 8. AI/ML & other use cases 9. Reporting requirements 10. Security requirements

3.5 System Design and Architecture

The SI shall prepare a comprehensive system design and architecture for the end-to-end solution.

Sr. No	Components	Description
1	Design Responsibilities	The SI shall design: 1. Business architecture 2. Data architecture 3. Application architecture 4. Technology and Infrastructure architecture 5. Security architecture 6. Migration architecture 7. AI/ML architecture 8. Deployment architecture 9. Monitoring and logging architecture 10. Architectural change management and Governance 11. DR and backup architecture
2	Design Principles	The solution shall follow the following principles: 1. Modularity 2. Loose coupling 3. Scalability 4. Usability 5. Extensibility

Sr. No	Components	Description
		6. Auditability 7. Data Privacy by design 8. Security by design 9. Interoperability 10. Configuration-driven workflow capability
3	Deliverables	The SI shall prepare & obtain approval for: 1. Business requirement document (BRD) 2. functional requirement specification (FRS) 3. System requirement specification (SRS) 4. HLD, LLD 5. Detailed data model 6. Entity relationship diagrams 7. API specifications 8. Integration specifications 9. Environment design 10. Deployment design 11. Security design 12. Operational design documents any other documents if asked by DIT/DST

The SI may use, but will not limit to, the following for reference of the architecture:

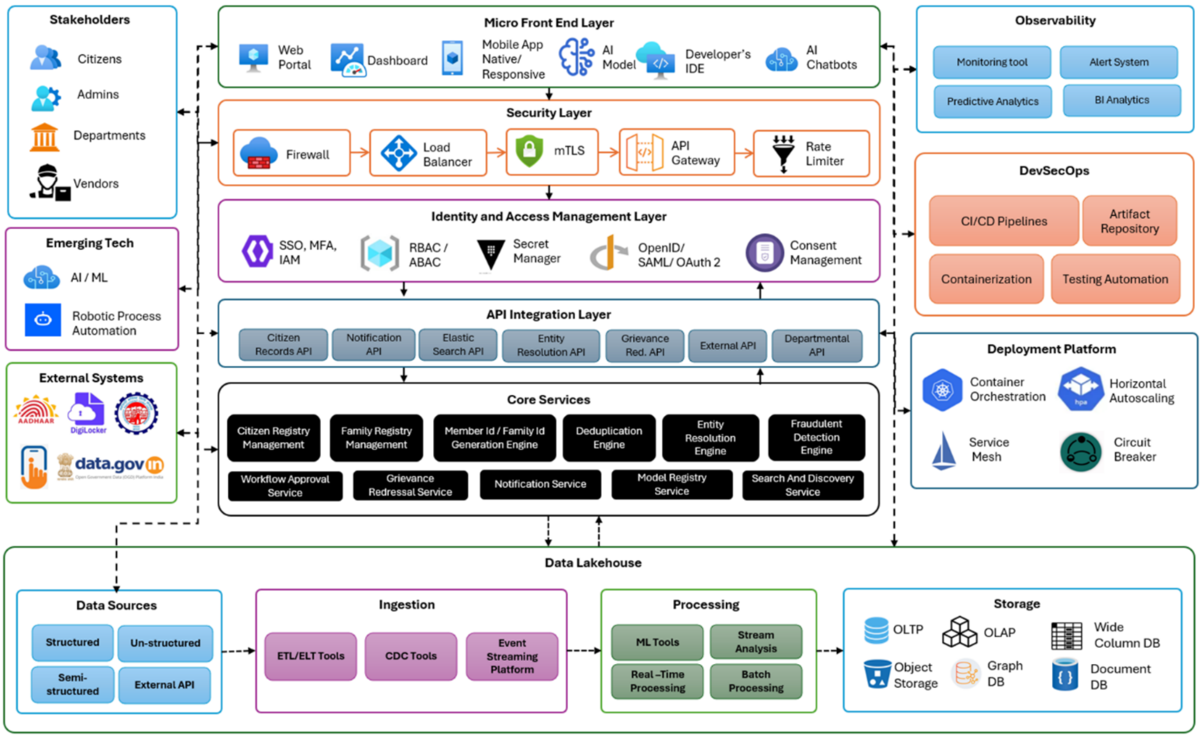

Fig 3.5.1 – Reference Architecture for State Data Lakehouse

3.6 Data Integration, Migration and Data Quality

The SI shall be responsible for end-to-end data integration and migration from identified departmental systems.

Sr. No	Components	Description
1	Integration Scope	The SI shall implement Not Limited to: 1. Identify source systems 2. Build and support connectors / APIs / DB links / batch pipelines, including native/standard connectors for RDBMS, NoSQL databases, web services, file systems, SFTP/secure file exchange, and other approved source systems. 3. The Selected bidder shall develop or implement a solution to automatically identify the required field from citizen-centric portals/ website using web scrapping tools. 4. Perform bulk load of historical data 5. Perform incremental synchronization 6. Support Agentless Change Data Capture (CDC) for near-real-time synchronization 7. Capture and expose runtime statistics for ETL/ELT data integration and processing jobs, including job status, record volumes, processing duration, and error details, as per Section 3.19. 8. Cleanse and standardize source data 9. Profile and classify source datasets 10. Create field mapping and transformation logic 11. Perform reconciliation and validation 12. Produce migration reports and sign-off support
2	Data Quality Scope	The SI shall implement Not Limited to: 1. Profiling 2. Standardization 3. Cleansing 4. De-duplication 5. Anomaly detection 6. Exception handling 7. Reconciliation 8. Quality scorecards 9. Automated retry and reprocessing with circuit breaker and exponential backoff. 10. Quality acceptance criteria covering accuracy, completeness, consistency, uniqueness, timeliness, integrity, schema validation, rule-based validation, and exception reporting. 11. Configurable and exportable data quality reports by dataset, department, quality rule, severity, and reporting period.

Sr. No	Components	Description
		12. Support ingestion and processing of structured, semi-structured, and unstructured data formats, including XML, JSON, CSV, PDF, DOCX, images, videos, and other approved formats.
3	Master Data Management Scope	The SI shall implement enterprise-grade MDM with Not limited to: 1. Deterministic matching 2. Probabilistic matching 3. Survivorship rules 4. Registry record creation 5. Stewardship console 6. Family linkage 7. And extensible entity models

3.7 Data Lakehouse

The SI shall implement the Data Lakehouse required under the project.

Sr. No	Components	Description
1	Scope	This shall include but not limited to: 1. Schema design 2. Ingestion pipelines 3. Analytical models 4. Subject-area marts 5. History retention 6. Query optimization 7. Security controls 8. And reporting data layers
2	Requirements	The Data Lakehouse shall support: 1. High-volume storage 2. MPP processing 3. Structured, Semi-structured, Unstructured data 4. Row and columnar processing 5. SQL-based analytical access 6. Geospatial analytics if needed 7. Long-term retention 8. Open Standard and DPI alignment 9. Support ingestion, storage, and processing of structured, semi-structured, and unstructured formats, including XML, JSON, CSV, PDF, DOCX, images, videos, and other approved formats.

3.8 Data Catalogue, Metadata and Lineage

The SI shall implement a data catalogue and lineage framework as part of the solution.

This shall support But Not Limited to:

1. Dataset discovery
2. Metadata harvesting
3. Ownership tagging
4. Sensitivity classification
5. Lineage tracking
6. Impact analysis
7. Dataset profiling
8. Governance views for audit and administration
9. Automated change impact alerts for schema, metadata, lineage, and data definition changes affecting downstream consumers.
10. Centralized business glossary with linkage to datasets, fields, APIs, reports, and storage locations.
11. Business glossary versioning, approval workflow, and update notifications.

This component shall be integrated with the broader data management and analytics ecosystem.

3.9 Gujarat Common Social Registry Implementation

The Gujarat Common Social Registry shall serve as the State's centralized and governed repository for citizen and family information, bringing together data from multiple government departments and systems to create a trusted and unified data foundation for governance.

3.9.1 Platform Capability

A specific and mandatory requirement of this project is implementation of a **Family ID framework**.

The SI shall implement:

Sr. No	Components	Description
1	Scope	This shall include But Not Limited to: 1. Mechanism for unique Family ID generation 2. Family relationship management 3. Family lifecycle event management (birth, death, marriage, separation, migration, etc.) 4. Duplicate family prevention and conflict resolution rules 5. Family merge, split, correction, and approval workflows 6. Historical family composition tracking 7. Family-level benefit, entitlement, and eligibility views 8. Audit, lineage, and governance controls for family records

3.10 Application Development / Customization / Implementation

The SI shall develop, configure, customize, implement, and operationalize all solution components required for the platform.

Sr. No	Components	Description
1	Development Scope	This shall include (Not limited to): 1. Provide online and assisted registration mechanisms/portal to enrol and update household details. 2. Member ID and family id generation workflows. 3. Citizen and family registry modules for addition, deletion or modification of member information. 4. Citizen identity and profile management. 5. Matching and survivorship workflows. 6. Maker-checker for process approval. 7. Eligibility check for schemes/services. 8. Analytical Dashboard and reporting modules. 9. Multilingual platform. 10. Implementation of Admin and governance modules 11. Ticketing module for grievance handling. 12. Helpdesk integrations 13. Update and Notification mechanisms (SMS/Email/WhatsApp/Push Notifications) 14. Consent workflows where applicable 15. Audit, access control and monitoring features 16. Rule Engine enabling centralized authoring, management, testing, simulation, governance, versioning, and execution of business rules, decision tables, eligibility criteria, entitlement logic, and policy-driven decisions. 17. Audit trails, approval workflows, and rapid policy updates without application code changes.
2	Methodology	The SI may follow iterative / hybrid methodology, but shall submit a clearly defined implementation methodology including: 1. Agile 2. Sprint / milestone planning 3. Development lifecycle 4. Testing cycle 5. Change control 6. Release management 7. Progress Reporting
3	Customization Obligations	Any customization, enhancement, parameterization, bug-fixing, configuration tuning, dashboard refinement, and workflow changes required for successful implementation and O&M shall be included in the SI scope during the contract period as per RFP conditions.

3.11 API Integration

The SI shall develop an API integration capability to enable secured and seamless inter-operability.

Sr. No	Components	Description
1	Scope	This shall include but not limited to: 1. Secure API development and integration 2. Real-time and batch data integration 3. API authentication and authorization 4. API versioning and lifecycle management 5. API monitoring and performance management 6. Logging, auditing, and traceability 7. Access control and consent management 8. API documentation
2	Mandatory Integrations	The SI shall design and implement integration with, as applicable and approved but not limited to: 1. Aadhaar Data Vault 2. SSO 3. Digi Locker 4. SMS / email/WhatsApp gateways 5. Departmental databases and services 6. Land / transport / health/ treasury / education / welfare and other systems The SI shall also provide open integration capability for future onboarding.

3.12 Analytics, Planning & Performance Management

The SI shall implement an advanced analytics and BI ecosystem for Gujarat Common Social Registry and Data Lakehouse.

Sr. No	Components	Description
1	Scope	This shall include But Not Limited to: 1. Analytical dashboards 2. Role-based dashboards 3. Scheme wise DBT analytics portal 4. Familywise and citizen-wise benefit analysis 5. State level /Department level /District / Taluka / village level insights for performance monitoring and planning. 6. Self-service BI (what-if analysis) for approved users 7. Ad-hoc report capability 8. Alerts and anomaly visualizations 9. Drill-down and slice/dice reporting 10. Identify duplicate, ineligible, and uncovered beneficiaries. 11. Planning, budgeting, forecasting, performance management. 12. What-if analysis, demand forecasting, resource allocation planning, KPI monitoring, programmed outcome assessment, and collaborative planning workflows across departments and stakeholders.

Sr. No	Components	Description
2	Users	The system shall support dashboard and analytics access for: 1. State leadership 2. Departmental /HOD heads 3. District/Taluka officers 4. Data analysts 5. Approved administrative users.

3.13 AI / ML Scope

The SI shall implement modern AI-enabled capabilities as part of the project.

Sr. No	Components	Description
1	Mandatory AI/ML Scope	The SI shall: 1. Propose and implement AI use cases based on departmental priorities 2. AI bias Prevention 3. Set up AI/ML analytical environment 4. Support predictive models and decision-support use cases 5. Support anomaly detection and fraud-risk style use cases 6. Support natural language interfaces / chatbot capability 7. Support LLM-enabled use cases over approved data and documents 8. Groom at least two relevant data models as per department needs 9. Propose and execute a defined number of AI use cases as approved by DST/DIT 10. Leverage Artificial Intelligence and Generative AI capabilities to automate metadata discovery, classification, enrichment, lineage identification, data quality assessment, policy recommendations, sensitive data detection, governance workflow automation, and stewardship activities. 11. Improve governance, compliance, and data management outcomes.
2	Indicative Use Cases	Indicative use cases may include but not limited to: 1. Dropout prediction 2. Scheme eligibility scoring 3. Health risk identification 4. Fraud / duplication / anomaly detection 5. Household vulnerability analysis 6. Grievance categorization 7. Citizen service assistant chatbot 8. Policy scenario analysis 9. Grievance portal integration through chatbot

3.14 Security Requirements

The SI shall be responsible for comprehensive application, data, and platform security. The SI shall ensure a multi-layered security architecture across the Data Lakehouse architecture, encompassing governance, monitoring, data & application, security & control, network, and infrastructure layers. The security capabilities shall include, but not be limited to, SIEM/SOC monitoring, IAM, MFA, PAM, API security, encryption and key management, Zero Trust Network Access, IDS/IPS, WAF, DDoS protection, cloud and endpoint security, and immutable backup storage, but not limited to. The overall design shall adhere to Zero Trust, Secure-by-Design, and Compliance-by-Design principles, with continuous monitoring, audit logging, and disaster recovery to ensure confidentiality, integrity, availability, and auditability of data and services. The SI shall submit security configuration artefacts, including RBAC/ABAC policies, encryption configurations, masking templates, tokenization configurations, and audit-log configurations, for review and approval by DST/DIT.

Sr. No	Components	Description
1	Security Scope	The SI shall implement but not limited to the following: 1. RBAC (Role base access control), ABAC (Attribute base access control) 2. MFA and SSO-based controls where applicable 3. Password and credential controls 4. Encryption at rest and in transit 5. Aadhaar masking and tokenization controls 6. PII Masking 7. Consent capture and audit, where applicable 8. Logging and audit trail 9. Secure coding practices 10. Hardening and patching 11. Application/API security 12. Session management 13. Data retention and secure disposal controls
2	Compliance	The solution shall comply with applicable guidelines relating to: 1. Aadhaar data handling 2. MeitY / CERT-In directions 3. GIGW, NesDA 4. IndEA 5. Any State IT security guidelines as specified by GoG 6. DPDP Act Compliance

3.15 Quality Assurance and Testing

The SI shall be solely responsible for comprehensive testing of the solution.

Sr. No	Components	Description
1	Testing Types	The SI shall conduct but not limited to: 1. Unit testing 2. Functional testing 3. System integration testing 4. Interface testing 5. Regression testing 6. Data migration testing 7. Performance testing 8. Load and stress testing 9. Security testing 10. User acceptance testing & support
2	Testing Deliverables	The SI shall provide: 1. Test strategy 2. Test plans 3. Test cases 4. Test scripts 5. Test data 6. Defect logs 7. Traceability matrix 8. Test summary reports 9. User Acceptance Test Criteria
3	Acceptance	No module shall be considered accepted until required tests are completed and sign-off is obtained from DST/DIT.

3.16 Cyber Security Audit

The SI shall ensure that the solution is subjected to independent security audit.

1. The SI shall engage a CERT-In empanelled auditor as required.
2. The SI shall conduct periodic security assessments, including half yearly Vulnerability Assessment and Penetration Testing (VAPT) and annual third-party security audits, with mandatory remediation of identified vulnerabilities within defined timelines.
3. The SI shall bear the cost of audit and closure of identified observations.
4. Pre-go-live audit shall be mandatory.
5. Periodic annual security audits during O&M shall be mandatory.
6. All audit observations shall be resolved within prescribed timelines.

7.

3.17 Deployment, Go-Live and Stabilization and operation and maintenance

The SI shall undertake complete deployment and rollout of the solution.

Sr. No	Components	Description
1	Scope	The SI shall: 1. Prepare deployment and cutover plan 2. Support Production environment setup 3. Execute data migration and integration cutover 4. Support phased or full rollout as directed by DST/DIT 5. Conduct go-live readiness review 6. Support hyper-care and stabilization 7. Monitor performance and resolve teething issues The SI shall support all such models without additional cost.

3.18 Training and Capacity Building

The SI shall conduct structured training and handholding for all identified user groups.

Sr. No	Components	Description
1	Training Scope	The SI shall provide training for: 1. Administrators 2. Department users 3. Analytics users 4. Technical teams 5. Helpdesk users 6. Any other notified stakeholders
2	Training Deliverables	The SI shall prepare: 1. Training calendar 2. Training manuals 3. SOPs 4. Quick reference guides 5. Videos / recorded sessions 6. Multilingual user material

3.19 Documentation and Knowledge Management

The SI shall prepare, maintain, update, and submit all project documentation.

Indicative documentation includes but not limited to:

1. Project plan
2. Governance documents
3. BRD / FRS / SRS
4. HLD / LLD
5. Architecture documents
6. Test documents

7. Migration documents
8. API documents
9. Admin manuals
10. User manuals
11. Security documents
12. Audit documents
13. Deployment and Release notes
14. Training documents
15. O&M SOPs
16. KT documents
17. Closure documents

All documentation shall be submitted in editable and final formats and shall be updated throughout the project lifecycle.

3.20 Operations and Maintenance

The SI shall provide comprehensive O&M support for the period specified in the contract.

Sr. No	Components	Description
1	O&M Scope	This shall include not limited to: 1. Application support 2. Infrastructure coordination support 3. Database administration 4. Backup coordination 5. Incident and problem management 6. Patch and release management 7. Monitoring and tuning 8. Helpdesk management 9. Maintain operational SOP's 10. Operational dashboards for infrastructure and pipeline health, including node health, job performance, storage utilization, compute utilization, memory utilization, queue status, pipeline status, and resource bottlenecks and diagnostics, including RCA-focused views for ingestion, CDC, ETL/ELT, and transformation failures. 11. Automated alerting, recovery, and restart of failed ingestion, CDC, ETL/ELT, and transformation jobs, wherever technically feasible, with audit trails of recovery actions. 12. Security observation closure 13. DR drill support 14. Bug fixing and enhancements 15. SLA compliance reporting
2	Helpdesk Centre	The SI shall establish: 1. L1 / L2 / L3 support 2. Ticketing tool 3. Escalation matrix 4. On-site support team as per this RFP.

3.21 Helpdesk and Ticketing Tool

The SI shall provide and operationalize a helpdesk and ticketing solution for the project.

The tool shall support:

1. Ticket logging
2. Categorization and prioritization
3. SLA tracking
4. Escalation
5. Dashboard and reporting
6. User communication
7. Audit trails
8. Role-based access
9. ITIL4 compliant
10. Multi-channel Support Capability (email, SMS, WhatsApp, Chatbot, Calling etc.)

This tool shall be used by DST/DIT, departments, and the SI support team.

3.22 Public Awareness Content Support

The SI shall develop awareness and knowledge content related to the Registry record ecosystem for use by the Government.

This shall include:

1. Awareness documents
2. Citizen explainer content
3. Process flows
4. Guides
5. Videos
6. And multilingual informational material

Actual public campaign rollout may be undertaken by the Government separately; however, content preparation and support material creation shall be in SI scope.

3.23 Exit Management and Transition

3.23.1 Purpose

1. This Section sets out the provisions, which will apply on Vendor transition, expiry or termination of the Master Service Agreement (Agreement), the Project Implementation, Operation and Management SLA.
2. DST/DIT shall serve notice in writing to the SI at least 6 months prior to expiry of the Agreement, the Project Implementation, Operation and Management SLA, requiring SI to initiate the Exit Management and transition process as detailed in this section.
3. In the case of termination of the Master Services Agreement, either of the entire scope of work of the Agreement or of any specific activity under the scope of Agreement, DST/DIT shall instruct the SI as to manner and time period of the Exit Management and transition process as detailed in this section.
4. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

5. In case of Agreement being terminated by DST/DIT, DST/DIT reserves the right to ask SI to continue running the project operations for a period of 6 months after termination orders are issued.
6. In the case of SI not providing support as per the Exit Management Plan agreed upon by DST/DIT, DST/DIT shall initiate the process to blacklist the SI.

3.23.2 Transfer of Assets

1. DST/DIT may serve notice in writing on the SI at any time during the Exit Management period requiring the SI to provide DST/DIT with a complete and up to date list of all the Assets, if any.
2. DST/DIT may also serve notice in writing on the SI at least 30 days prior to the end of the Exit Management period requiring the SI to sell the Assets, if any, to be transferred to DST/DIT or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.
3. Upon service of a notice under this Article the following provisions shall apply:
    a. In the event, if the Assets to be transferred are mortgaged to any financial institutions by the SI, the SI shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to DST/DIT.
    b. All risk in and title to the Assets to be transferred/ to be purchased by DST/DIT pursuant to this Article shall be transferred to DST/DIT, before the last day of the Exit Management period.
    c. DST/DIT shall pay to the SI such sum representing the Net Block as of the last day of the Exit Management period, (procurement price less depreciation as per provisions of Companies Act) of the Assets to be transferred post inspection and verification of condition of the asset.
    d. Payment to the outgoing SI shall be made to the tune of the last set of completed services/deliverables, subject to deduction as per the RFP/ Masters Services Agreement.
    e. The outgoing SI will pass on to DST/DIT and/or to the Incoming SI, the subsisting rights in any leased properties/ licensed products on terms not less favourable to DST/DIT/ Incoming SI, than that enjoyed by the outgoing SI.

3.23.3 Cooperation and Provision of Information

During the Exit Management period:

The SI will allow DST/DIT or its nominated agency access to the information reasonably required to define the then-current mode of operation associated with the provision of the services to enable DST/DIT to assess the existing services being delivered; promptly on reasonable request by DST/DIT, the SI shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the SI or sub-contractors appointed by the SI).

DST/DIT shall be entitled to a copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The SI shall permit DST/DIT or its nominated agencies to have reasonable access to its employees and facilities as reasonably required by the Chairperson, Project Implementation Unit, as appointed by Secretary DST/DIT to understand the methods of delivery of the services employed by the SI and to assist appropriate knowledge transfer.

3.23.4 Confidential Information, Security and Data

1. The SI will promptly on the commencement of the Exit Management period supply to DST/DIT or its nominated agency the following:
    a. Information relating to the current Services rendered and customer and performance data relating to the performance of sub-contractors in relation to the Services
    b. Documentation relating to Project's Intellectual Property Rights
    c. Documentation relating to sub-contractors
    d. All current and updated data as is reasonably required for purposes of DST/DIT or its nominated agencies transitioning the services to its Incoming SI in a readily available format nominated by DST/DIT, its nominated agency
    e. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable DST/DIT or its nominated agencies, or its Incoming SI to carry out due diligence in order to transition the provision of the Services to DST/DIT or its nominated agencies, or its Incoming SI (as the case may be).
2. Before the expiry of the Exit Management period, the SI shall deliver to DST/DIT or its nominated agency all-new or updated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the SI shall be permitted to retain one copy of such materials for legal / compliance / regulatory purposes only with the permission of DST/DIT.
3. Before the expiry of the Exit Management period, unless otherwise provided under the Agreement, DST/DIT or its nominated agency shall deliver to the SI all forms of SI confidential information, which is in the possession or control of Chairperson, Project Implementation Unit, as nominated by Secretary DST/DIT or its users.

3.23.5 Employees

1. Promptly on reasonable request at any time during the Exit Management period, the SI shall, subject to applicable laws, restraints and regulations (including, in particular, those relating to privacy) provide to DST/DIT or its nominated agency a list of all employees (with job titles) of the SI dedicated to providing the services at the commencement of the Exit Management period.
2. Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the SI to DST/DIT or its nominated agency, or an Incoming SI ("Transfer Regulation") applies to any or all of the employees of the SI, then the Parties shall comply with their respective obligations under such Transfer Regulations.

3.23.6 Transfer of Certain Agreements

On request by DST/DIT or its nominated agency the SI shall effect such assignments, transfers, licenses and sub-licenses as the Chairperson, Project Implementation Unit, as nominated by Secretary DST/DIT may require in favour of the Chairperson, Project Implementation Unit, as nominated by Secretary DST/DIT or its Incoming SI in relation to any equipment lease, maintenance or service provision agreement between SI and third party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by DST/DIT or its nominated agency or its Incoming SI.

3.23.7 Rights of Access to Premises

1. At any time during the Exit Management period, where Assets are located at the SI's premises, the SI shall be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) DST/DIT or its nominated agency and/or any Incoming SI in order to make an inventory of the Assets.
2. 2.The SI shall also give DST/DIT or its nominated agency or its nominated agencies, or any Incoming SI right of reasonable access to the Implementation Partner's premises and shall procure DST/DIT or its nominated agency or its nominated agencies and any Incoming SI rights of access to relevant third-party premises during the Exit Management period and for such period of time following termination or expiry of the Agreement as is reasonably necessary to migrate the services to DST/DIT or its nominated agency, or an Incoming SI.

3.23.8 General Obligations of the SI

1. The SI shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to DST/DIT or its nominated agency or its Incoming SI and which the SI has in its possession or control at any time during the Exit Management period.
2. For the purposes of this Schedule, anything in the possession or control of any SI, associated entity, or subcontractor is deemed to be in the possession or control of the SI.
3. The SI shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

3.23.9 Exit Management Plan

1. The SI shall provide DST/DIT or its nominated agency with a recommended Exit Management plan ("Exit Management Plan") within 90 days from effective date of the Agreement, which shall deal with at least the following aspects of Exit Management in relation to the Agreement as a whole and in relation to the Project Implementation, and the Operation and Management SLA.
   a. A detailed program of the transfer process that could be used in conjunction with an Incoming SI including details of the means to be used to ensure the continuing provision of the Services throughout the transfer process or until the cessation of the Services and of the management structure to be used during the transfer.
   b. Plans for the communication with such of the SI's staff, customers and any related third party as are necessary to avoid any material detrimental impact on DST/DIT's operations as a result of undertaking the transfer.

   c. (if applicable) proposed arrangements for the segregation of the SI's networks from the networks employed by DST/DIT and identification of specific security tasks necessary at termination.
   d. Plans for the provision of contingent support to DST/DIT, and Incoming SI for a reasonable period (defined by DST/DIT) after the transfer.
2. The SI shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
3. Each Exit Management Plan shall be presented by the SI to and approved by DST/DIT or its nominated agencies for their agreement on the Exit Management Plan.
4. In the event of termination or expiry of Agreement, and Project Implementation, each Party shall comply with the Exit Management Plan.
5. During the Exit Management period, the SI shall use its best efforts to deliver the Services as per the obligation of this contract.
6. SI shall ensure 100% overlap of Team B with incoming SI’s team to help with Onboarding and Knowledge Transfer for incoming SI.
7. Payments during the Exit Management period, and Exit Management period spanning beyond termination of contract, shall be made in accordance with the Terms of Payment Schedule.
8. This Exit Management Plan shall be furnished in writing to DST/DIT or its nominated agencies within 90 days from the Effective Date of Agreement.

3.24 Deliverables

Without limitation to other deliverables in this RFP, the SI shall submit the following key deliverables during the project:

1. Project Charter and Project Plan
2. BRD, FRS, SRS
3. HLD and LLD
4. Security Architecture
5. Security Configuration Artefacts, including RBAC/ABAC policy configurations, encryption configurations, masking templates, tokenization configurations, audit-log configurations, and related approval records.
6. Data Model and Integration Design
7. Infrastructure Sizing and Deployment Plan
8. ETL / Integration Specifications
9. MDM / Registry record Design
10. Member ID and Family ID Design
11. Dashboard / Report Design
12. AI / ML / LLM Use Case Plan
13. Test Cases, Test Strategy and Test Reports
14. UAT and Go-live documents
15. Training Material
16. O&M Manuals and SOPs
17. Audit Reports and Closure Reports
18. KT and Exit Management Documents
19. Configurable and exportable Data Quality Reports for datasets and departments.

3.25 DST/DIT Responsibilities

DST/DIT shall, subject to project approvals and provisioning processes:

1. Provide hosting infrastructure at GSDC and DR based on approved sizing.
2. Provide network, base compute, GPU, storage, operating environment.
3. Provide access to Aadhaar Data Vault or approved Aadhaar-related integration layer, where applicable.
4. Provide access to existing state-level shared services, where applicable and approved.
5. Review and approve solution documents, designs, testing outcomes, and deliverables.
6. Facilitate governance and decision-making forums.
7. DST/DIT will provide basic office amenities to the SI's personnel at DST/DIT provided office locations for performing their part of the obligations as outlined in the RFP.
8. All the facilities provided by DST/DIT are promised to be available only for the time period as agreed upon by SI and DST/DIT as the official work time and workdays. Beyond the time frame contractually agreed upon, SI is not entitled to any of these facilities.
9. DST/DIT will provide the following infrastructure and no other facilities beyond this scope mentioned: -
   a. Office space for SI's onsite deployed resources during any shift including Seating Facility that includes desks and chairs for this number of staff.
   b. LAN connectivity, Network printing facility, Electrical Connectivity.
10. Coordination between all the divisions/departments for providing necessary information for the study and development/customization of the necessary solution.
11. Provide necessary support with SI for conducting workshops for the Stakeholder departments.
12. Monitoring of overall timelines, SLAs, and calculation of Liquidated Damages accordingly.
13. Defining the acceptance criteria.
14. Conducting UAT for the application solution deployed.
15. Issuing the Acceptance Certificate on successful deployment of the software application upon meeting the acceptance criteria and for other components of the Scope of Work as required.
16. Any other requirements that could arise during operations for effective governance and to meet any administrative requirement.
17. Ensuring the staff members and other stakeholders attend the training programs as per the schedule defined by DST/DIT.
18. Provide sign off on the deliverables of the project within defined timelines. DST/DIT shall endeavor to review Deliverables within thirty (30) working days from receipt. However, no Deliverable shall be deemed accepted merely due to non-response, and acceptance shall only occur upon issuance of an Acceptance Certificate by DST/DIT.

3.26 Detailed Responsibilities of the System Integrator (SI)

The SI shall be responsible for end-to-end design, development, implementation, integration, testing, deployment, Go-Live, operations, maintenance, support, documentation, training and transition of the Gujarat Common Social Registry and Data Lakehouse. The responsibilities of the SI shall include, but shall not be limited to, the following:

1. Infrastructure, Architecture and Hosting Readiness:

a. The SI shall prepare infrastructure sizing, recommend architecture and ensure hosting readiness for development, test, UAT, pre-production, production and DR environments.
b. The SI shall ensure compatibility with GSDC, DR environment and any other hosting environment designated by DST/DIT.
c. The SI shall recommend capacity planning and future scaling strategy covering compute, storage, network, database, Data Lakehouse, MDM, API, analytics and AI / ML processing requirements.
d. Any component missed in sizing but essential for successful implementation and operation shall be provided by the SI at no additional cost to DST/DIT.

2. Software, Licenses, Platforms and Compliance
    a. The SI shall be responsible for supplying, installing, configuring, integrating, optimizing, customizing, maintaining, and supporting all required software, tools, middleware, platforms, licenses, subscriptions, connectors, agents, APIs, and solution components required for implementation, operation, and maintenance of the Gujarat Common Social Registry and Data Lakehouse.
    b. The SI shall provide all required licenses, including development, test, UAT, pre-production, production, DR, and any other environment-specific licenses required under this RFP. All such licenses shall be procured in the name of DST/DIT, unless DST/DIT specifically directs the SI to procure any license in the name of the SI for operational or contractual reasons.
    c. Where any license is procured in the name of the SI, the SI shall ensure that such license remains valid, compliant, supported, and available throughout the contract period and shall transfer such license to DST/DIT before expiry or termination of the Agreement, or at any other time as directed by DST/DIT, wherever such transfer is permitted under the applicable licensing terms.
    d. The SI shall ensure that all proposed FOSS (Open Source Software) and COTS (Commercial Off-The-Shelf) products are preferably backed by OEM / Enterprise Support with 24x7x365 support coverage, including incident resolution, patches, upgrades, security updates, and technical assistance, throughout the contract period. In case any component reaches End-of-Life (EOL) or End-of-Support (EOS), the SI shall replace, upgrade, migrate, or remediate such component without additional cost to DST/DIT.
    e. DST/DIT shall reserve the right to continue or discontinue any licenses, including but not limited to COTS software, framework, database, middleware, analytics, AI / ML, BI, integration, or other platform licenses, at its discretion after expiry or termination of the Agreement.
    f. The SI shall be solely responsible for license compliance and shall bear any financial penalty, claim, cost, liability, or compliance consequence imposed on DST/DIT due to license non-compliance, under-licensing, unauthorized usage, unsupported software usage, or breach of licensing terms during the Agreement period.
    g. The SI shall ensure that databases, middleware, COTS products, frameworks, and other technology components are integrated using appropriate abstraction layers, wrappers, APIs, connectors, or interoperability mechanisms, wherever applicable, so that the solution remains portable, maintainable, replicable, and migration-ready during the lifecycle of the GCSR and Data Lakehouse.

3. Requirement Assessment and Project Documentation
    a. The SI shall perform detailed assessment of business, functional, technical, data, integration, security and operational requirements.
    b. The SI shall conduct requirement gathering with DST/DIT and stakeholders, including review of existing systems, documents, BRDs, code, datasets and other artefacts, wherever applicable.
    c. The SI shall prepare BRD, FRS, SRS, traceability matrix, risk register and other required documents and obtain approval / sign-off from DST/DIT.

4. Solution Design and Architecture
    a. The SI shall design and build the Gujarat Common Social Registry and Data Lakehouse in compliance with this RFP, approved architecture principles and applicable functional, technical, security, data governance and non-functional requirements.
    b. The SI shall prepare detailed design documents covering business, functional, technical, security, integration, data and operational requirements.
    c. The SI shall establish a secure, scalable, reliable, interoperable and standards-compliant Gujarat Common Social Registry and Data Lakehouse.

5. Development, Configuration, Customization and DevOps
    a. The SI shall perform technical design, programming, development, automated unit testing, scripting, configuration, customization and integration of required application modules and platform components.
    b. The SI shall follow DevOps principles and deploy required tools and processes for build, release, configuration, change, deployment and source code management.
    c. The SI shall ensure that no tools or accessories restrict sharing of source code, documentation, configuration or deployment artefacts with DST/DIT.

6. Data Migration, Data Quality and Reconciliation
    a. The SI shall migrate data from existing systems and identified departmental sources to the Gujarat Common Social Registry and Data Lakehouse in a secure, validated and seamless manner.
    b. The SI shall conduct data audit, profiling, cleansing, mapping, validation, reconciliation and migration testing for all identified data sources.
    c. The SI shall identify and resolve duplicates, missing relationships, redundant data, incorrect formatting, non-unique keys, incomplete data elements, referential integrity issues, orphaned records, invalid date ranges and code value anomalies.
    d. The SI shall provide reconciliation reports between source systems, staging database, cleansing exception database and the Gujarat Common Social Registry and Data Lakehouse Gujarat Common Social Registry database.

7. MDM, Registry Record Creation and Gujarat Common Social Registry Enablement
    a. The SI shall implement MDM, data quality, deduplication, entity resolution, survivorship rules, metadata, lineage and lifecycle management required for the Gujarat Common Social Registry.
    b. The SI shall support Registry record creation for citizen and family records by integrating, cleansing, validating, deduplicating and reconciling data from multiple sources.

c. The SI shall implement Member ID and Family ID generation, linkage, validation and lifecycle management as per approved business rules.

8. API, Interoperability and Departmental Integration
    a. The SI shall develop plugin / API framework with defined data interchange standards, master data codes, request signatures, standard interfaces, data formats and protocols.
    b. The SI shall ensure third-party and departmental integrations are implemented through approved interoperability standards and common API Gateway / API Hub, wherever applicable.
    c. The SI shall ensure all integrations comply with applicable Government of India, Government of Gujarat, DST/DIT and departmental guidelines.

9. Testing, Quality Assurance and Acceptance Support
    a. The SI shall provide testing strategy, test plan, traceability matrix, test cases, test scripts, test data and test reports.
    b. The SI shall conduct unit, functional, integration, security, regression, system, performance, load, stress, cross-browser / platform and UAT support testing.
    c. The SI shall conduct static code analysis, manual code review, defect tracking, RCA and issue resolution.
    d. The SI shall support DST/DIT in acceptance testing, functional acceptance testing, UAT, issue investigation and resolution.

10. Security, Audit and Compliance
    a. The SI shall implement security configurations, HA architecture, backup integration, performance tuning, VAPT, STQC certification and all security and audit compliance requirements.
    b. The SI shall ensure compliance with applicable Government of India Acts, Rules, Policies, Statutes, Government of Gujarat guidelines, DST/DIT requirements, data protection requirements and cybersecurity requirements.
    c. The SI shall close all security observations, audit findings, vulnerabilities, compliance gaps, configuration gaps and defects identified during testing, UAT, audit or operations.

11. Deployment, Release Management, Go-Live and Stabilization
    a. The The SI shall prepare deployment plan, release management process, rollback plan, Go-Live plan and detailed Go-Live criteria in consultation with DST/DIT.
    b. The SI shall ensure successful production deployment of the Gujarat Common Social Registry and Data Lakehouse.
    c. The SI shall provide post Go-Live monitoring and stabilization support with daily performance and health reports for the period specified by DST/DIT.

12. Training and Capacity Building
    a. The SI shall prepare and implement training plan, training strategy and training material repository for DST/DIT, departments, technical users, administrators, analytics users and helpdesk users.
    b. The SI shall provide user manuals, technical manuals, administration manuals, CBTs, audio / video content, presentations, functional flow documents and FAQs with proper version control.

13. Operations, Maintenance, SLA and Helpdesk Support
    a. The SI shall provide comprehensive O&M support for the Gujarat Common Social Registry and Data Lakehouse throughout the contract period.
    b. The SI shall maintain SLA compliance throughout the contract period.
    c. The SI shall provide application support, infrastructure coordination, database administration, backup coordination, incident management, problem management, patch management, release management, monitoring and performance tuning.
    d. The SI shall establish L1 / L2 / L3 support, ticketing tool, escalation matrix and onsite support team as per this RFP.
    e. The SI shall operationalize helpdesk and ticketing solution supporting ticket logging, categorization, prioritization, SLA tracking, escalation, dashboards, reporting, user communication, audit trails, role-based access and multi-channel support.

14. Reporting, Governance and Review Support
    a. The SI shall submit weekly progress reports, fortnightly / monthly review reports, risk and issue registers, dependency trackers, executive dashboards and SLA compliance reports.
    b. The SI shall provide milestone completion reports, deliverable acceptance notes, test reports, audit reports, reconciliation reports, updated documentation, compliance statements and RCA for critical incidents.
    c. The SI shall participate in project reviews, technical reviews, audit reviews, steering committee meetings and other governance meetings as required by DST/DIT.

15. Documentation, Source Code, Artefact Handover and Knowledge Transfer
    a. The SI shall provide system documentation in hard copy and soft copy along with licenses, authentication details, configuration details, deployment details and operational procedures.
    b. The SI shall provide source code for custom development, updated documentation, configuration details, operational knowledge transfer, admin credentials, deployment artefacts and all relevant deliverables as required under the contract.
    c. The SI shall ensure that documentation, source code, configurations, credentials, deployment artefacts, training material, operational manuals and knowledge transfer material are complete, updated, version-controlled and handed over to DST/DIT.

16. Residual Responsibility
    a. The SI shall be responsible for all obligations applicable under this RFP, including but not limited to the responsibilities specified above. Any activity, component, service, documentation, integration, configuration, support, compliance requirement or operational obligation necessary for successful implementation, operation, maintenance and transition of the Gujarat Common Social Registry and Data Lakehouse shall be deemed to be within the SI’s responsibility, unless specifically excluded in this RFP.

SECTION 4: PRE-QUALIFICATION (PQ) CRITERIA

4.1 Purpose of Pre-Qualification

The purpose of the Pre-Qualification stage is to ensure that only those bidders who possess the requisite legal standing, financial strength, relevant project experience, technical capability, organizational depth, OEM backing, and delivery readiness are considered for subsequent technical and commercial evaluation for the Gujarat Common Social Registry and Data Lakehouse Project.

The Pre-Qualification criteria defined in this section are minimum eligibility requirements. Bidders are required to furnish complete documentary evidence in support of each criterion. Mere submission of a bid without adequate documentary support shall not entitle the bidder to qualify.

DST/DIT reserves the right to seek clarifications, additional supporting documents, original records for verification, and/or client confirmations in respect of any claim made by the bidder.

Failure to meet any one of the mandatory Pre-Qualification criteria shall render the bid liable for rejection.

4.2 General Conditions Governing Pre-Qualification

1. The bidder shall be a single legal entity.
2. Consortium, joint venture, and association of firms shall not be permitted.
3. Subcontracting of the core scope of work shall not be permitted.
4. The eligibility of the bidder shall be assessed independently. Eligibility of parent company, subsidiary, group company, affiliate, associate entity, or holding company shall not be considered unless expressly permitted in this RFP.
5. All documentary evidence submitted by the bidder shall be in English. Documents in another language shall be accompanied by a certified English translation.
6. Where copies are submitted, DST/DIT may call for originals for verification.
7. All certificates, declarations, and undertakings submitted by the bidder shall be signed by the authorized signatory.
8. In case of ongoing projects cited for eligibility, the bidder shall furnish documentary evidence establishing the present implementation status as required under this RFP.
9. DST/DIT may verify any project reference directly from the concerned client/department/organization.
10. Any misleading, false, forged, inconsistent, or incomplete information may lead to rejection of the bid, forfeiture of EMD or other legal action.

4.3 Mandatory Pre-Qualification Criteria

The bidder must satisfy all the following criteria:

Sr. No.	Basic Requirement	Eligibility Criteria	Supporting Documents to be Submitted
PQ1	Legal Entity	The bidder should be a company registered in India under the Companies Act, 2013 or Companies Act, 1956, or a Limited Liability Partnership registered under the LLP Act, 2008, or a Partnership Firm registered under the Indian Partnership Act, 1932. The bidder should have been in operation in India for at least Ten (10) financial years as on the bid submission date.	Copy of Certificate of Incorporation / Registration / Partnership Deed / LLP Registration; PAN; GST Registration; bidder profile on letterhead
PQ2	Turnover	The bidder shall have an average annual turnover of at least INR 300 Crore from IT system integration, Application design, development and maintenance, and managed business services in India or globally during the Last 3 Financial Year (FYI 2023-24, 2024-25 & 2025-26) for which audited financial statements are available. Note: Turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered.	Audited financial statements for the last three financial years; certificate from Statutory Auditor / Chartered Accountant certifying turnover from IT business
PQ3	Net Worth	The bidder shall have a positive net worth in the last 3 audited financial years. (FYI 2023-24, 2024-25 & 2025-26)	Certificate from Statutory Auditor / Chartered Accountant for the positive Net worth with UDIN No.; audited balance sheet profit & loss last 3 financial year
PQ4	Experience in Large-Scale Government IT Implementation Projects	The bidder must have successfully executed or be executing, during the last ten (10) years, projects involving the design, development, implementation, integration, testing, deployment, operations and	Work Order / Agreement / Letter of Award (LoA) and Completion Certificate / Go-Live Certificate / Client Certificate clearly indicating the scope, scale, and project value.

Sr. No.	Basic Requirement	Eligibility Criteria	Supporting Documents to be Submitted
		maintenance (O&M), enhancement, or support of large-scale IT systems such as citizen service platforms, registries, enterprise applications, digital platforms, e-Governance solutions, integration platforms, data platforms, workflow systems, or similar systems for any Central Government / State Government / PSU / Government Organization in India, meeting any one of the following criteria: a) One COMPLETED project having a minimum order value of INR 100 Crore; or b) Two COMPLETED projects, each having a minimum order value of INR 60 Crore; or c) Three COMPLETED projects, each having a minimum order value of INR 50 Crore. Sole bidder only; No sub-contracted Consortium and JV	Certificate from the Statutory Auditor / Chartered Accountant confirming the above details.
PQ5	Organizational Strength	The bidder should have at least 200 employees on its payroll in India as on the date of bid submission.	Self-certified undertaking by authorized HR head / director and supporting EPFO / equivalent statutory documentary evidence
PQ6	Relevant Data and Technology Manpower Strength in India	The bidder should have at least 100 Relevant Data / IT Professional, in India as on the date of bid submission. For this purpose, indicative roles may include Data Engineer, Data Architect, Database Administrator, Data Scientist, Data Analyst, AI/ML Engineer, API / Integration Engineer, BI Engineer, Business Analyst, etc.	Self-certified HR undertaking on bidder's letterhead duly signed by authorized signatory / HR head
PQ7	Quality, Security and Delivery Certifications	The bidder shall possess all four (4) of the following valid certifications as on the date of bid submission:	Valid certificate copies in the name of the bidder

Sr. No.	Basic Requirement	Eligibility Criteria	Supporting Documents to be Submitted
		a. ISO 9001:2015 (Quality Management System), b. ISO/IEC 20000-1 (IT Service Management System), c. ISO/IEC 27001:2022 (Information Security Management System), d. CMMI Level 5 (Development and/or Services), or equivalent latest versions as applicable.	
PQ8	Non-Blacklisting	The bidder shall not have been blacklisted, debarred, banned, by any Central Government, State Government, Union Territory Administration, PSU, Statutory Authority, Government Agency, or Public Sector Undertaking in India on account of fraud, corrupt practices, misrepresentation, unsatisfactory performance, or unethical conduct as on the last date of bid submission.	Self-declaration by authorized signatory
PQ9	Local Presence in Gujarat	The bidder should have an office in Gujarat or shall submit an undertaking that it shall establish an office in Gujarat within Thirty (30) days from issuance of Letter of Intent / Work Order, if selected.	Office proof or undertaking on bidder's letterhead
PQ10	OEM Authorization and Support Commitment	The bidder shall furnish Manufacturer Authorization Form(s) / OEM authorization for the proposed software/products/platforms and shall ensure minimum support commitment from OEMs (if applicable) for the duration prescribed under this RFP.	MAF / OEM authorization letters as per prescribed format (if applicable)

4.4 Clarification on Eligible Project Experience

For the purpose of evaluating eligibility of cited projects:

1. Projects executed for Central Government departments, State Government departments, Union Territories, PSUs, statutory bodies, government companies, or government-owned authorities in India shall be considered.
2. Projects should be in the bidder's own name and bidder should be the sole entity.
3. A project shall be considered completed if supported by any of the following:
    1. Completion Certificate issued by the client, Or
    2. CA-Issued Certificate Confirming TCV (and **not** phase based) payment cleared.
4. Work orders without proof of execution / completion may not be considered sufficient.
5. DST/DIT reserves the right to interpret whether a cited project is similar / relevant to the present RFP.

4.5 Mandatory Declarations and Undertakings

The bidder shall furnish the following declarations / undertakings as part of the pre-qualification response:

1. Bidder Information Sheet
2. Authorized Signatory / Power of Attorney / Board Resolution
3. Non-Blacklisting Declaration
4. Undertaking regarding local office in Gujarat
5. OEM authorization declarations
6. Undertaking relating to compliance with land border procurement restrictions, if applicable
7. Undertaking regarding correctness and authenticity of submitted documents

4.6 Grounds for Rejection at Pre-Qualification Stage

A bid may be rejected at the pre-qualification stage under, inter alia, any of the following circumstances:

1. Failure to meet any mandatory PQ criteria
2. Non-submission of supporting documentary proof
3. Submission of false, inconsistent, misleading, forged, or unverifiable information
4. Absence of valid bid security / EMD, where required
5. Non-submission of required declarations / undertakings
6. Proposal submitted by consortium / JV where not permitted
7. Blacklisting / debarment status of bidder
8. Failure to submit OEM authorization where required
9. Non-compliance with eligibility conditions of this RFP
10. Conditional or materially incomplete bid.

4.7 Rights of DST/DIT

DST/DIT reserves the right to:

1. Verify the bidder's claims through independent means
2. Seek clarifications or additional proof

3. Contact client references directly
4. Reject any project citation not found relevant or adequately supported
5. Inspect bidder's office / capability / manpower / support arrangements if required
6. Accept or reject any or all bids without assigning reason.

4.8 Important Notes

1. Qualification under the pre-qualification stage does not automatically entitle the bidder to award of contract.
2. Only those bidders who qualify all mandatory PQ requirements shall be considered for Technical Evaluation.
3. The technical and commercial evaluation shall be carried out in accordance with subsequent sections of this RFP.
4. The bidder shall ensure that all proposed products and support arrangements remain valid for the project period.
5. The bidder shall be responsible for the adequacy of the proposed overall solution, even where specific OEM criteria have been met.

SECTION 5: TECHNICAL EVALUATION (TQ)

5.1 Purpose of Technical Evaluation

The purpose of the Technical Evaluation is to assess the bidder's capability, relevant experience, proposed team strength, solution understanding, implementation approach, and overall readiness to successfully deliver the Gujarat Common Social Registry and Data Lakehouse for the Government of Gujarat.

Only those bidders who qualify in the pre-qualification stage shall be considered for Technical Evaluation.

The Technical Evaluation shall be carried out based on the criteria and weightages defined in this section. The bidder shall furnish all required documentary evidence in support of claims made in the technical proposal. In addition, the bidder shall make a technical presentation / demonstration as required by DST/DIT.

The Technical Evaluation shall be followed by Commercial Evaluation of only those bidders who attain the minimum qualifying technical score.

5.2 General Principles of Technical Evaluation

1. The Technical Evaluation shall be conducted by a committee constituted by DST/DIT.
2. The committee may seek written clarifications, additional documentary evidence, or presentations from the bidders.
3. The committee may, at its discretion, call bidders for technical presentations, solution walkthroughs, product demonstrations, or Q&A sessions.
4. Any claim made by the bidder without adequate documentary evidence may not be considered for scoring.
5. DST/DIT may independently verify project references, manpower details, certifications, OEM support arrangements, and other claims made by the bidder.
6. The decision of DST/DIT in respect of interpretation of scoring criteria, admissibility of documents, and marks awarded shall be final and binding.
7. Technical scoring shall be carried out on a scale of 100 marks.

5.3 Technical Evaluation Criteria

The technical bids shall be evaluated as per the following matrix:

Sr. No.	Technical Qualification Criteria	Max Marks	Supporting Documents / Basis of Evaluation
TQ1	Experience in Large-Scale Digital Transformation and IT Implementation Projects	10	Work Order / Agreement / Letter of Award (LoA) and Completion Certificate / Go-Live Certificate / Client Certificate clearly indicating the scope, scale, and project value. Certificate from the Statutory Auditor / Chartered Accountant confirming the above details.

Sr. No.	Technical Qualification Criteria	Max Marks	Supporting Documents / Basis of Evaluation
TQ2	Experience in Registry, Master Data Management (MDM), Data Integration and Large-Scale Record Management Projects	20	Work Order / Agreement / Letter of Award (LoA) and Completion Certificate / Go-Live Certificate / Client Certificate clearly indicating the scope, scale, and project value. Certificate from the Statutory Auditor / Chartered Accountant confirming the above details.
TQ3	Specialized Experience in Data Lakehouse / Enterprise Data Platform/ Data Warehouse	10	Work Order / Agreement / Letter of Award (LoA) and Completion Certificate / Go-Live Certificate / Client Certificate clearly indicating the scope, scale, and project value. For ongoing projects, a Client Certificate indicating the implementation status and value achieved till the bid submission date, or a Certificate from the Statutory Auditor / Chartered Accountant / Company Secretary certifying the value of work executed and payments received against the cited project. Certificate from the Statutory Auditor / Chartered Accountant confirming the above details. *Note: Both Completed and Ongoing projects will be considered.*
TQ4	Specialized Experience in Family ID/ Social Registry / Beneficiary Registry / Citizen Registry Projects	10	Work Order / Agreement / Letter of Award (LoA) and Completion Certificate / Go-Live Certificate / Client Certificate clearly indicating the scope, scale, and project value. For ongoing projects, a Client Certificate indicating the implementation status and value achieved till the bid submission date, or a Certificate from the Statutory Auditor / Chartered Accountant / Company Secretary certifying the value of work executed and payments received against the cited project. Certificate from the Statutory Auditor / Chartered Accountant confirming the above details. *Note: Both Completed and Ongoing projects will be considered.*

Sr. No.	Technical Qualification Criteria	Max Marks	Supporting Documents / Basis of Evaluation
TQ5	Quality and Suitability of Proposed Key Resources.	15	Curriculum Vitae (CVs) of proposed key resources submitted in the prescribed format, duly certified by the bidder.
TQ6	Average Annual Turnover	10	Audited Financial Statements for the last three (3) financial years (FY 2023-24, FY 2024-25, FY 2025-26) and a Certificate from the Statutory Auditor / Chartered Accountant / Company Secretary certifying the average annual turnover from IT / ITES Software services.
TQ7	Technical Presentation and Solution Understanding	25	Technical Presentation before the Evaluation Committee covering the areas specified under Section 5.4.7 of this RFP.
	Total	**100**	

5.4 Detailed Technical Scoring Methodology

5.4.1 TQ 1: Experience in Large-Scale Digital Transformation and IT Implementation Projects

Maximum Marks: 10

The bidder must have executed or be executing large-scale IT implementation and/or Operations & Maintenance (O&M) projects for any Central Government, State Government, PSU, or Government Organization in India.

Marks shall be awarded as under:

Sr. No.	Criteria	Maximum Marks
1.	**Each Large-Scale IT Implementation Project** completed during the last ten (10) years for any Central Government / State Government / PSU / Government Organization in India shall be evaluated individually and awarded marks based on the following criteria: • For each project with project cost ≥ INR 100 Crore - **10 Marks per project** • For each project with project cost ≥ INR 60 Crore and <100 Crore- **- 5 Marks per project** • For each project with project cost ≥ INR 50 Crore and < 60 Crore – **3.5 Marks per project (Maximum 10 Marks)**	**10**

Notes:

1. The cited project must clearly establish the nature of work, scope of implementation, project value, and/or data volume through documentary evidence.

2. Projects involving the design, development, implementation, integration, deployment, operations and maintenance of large-scale government IT systems shall be considered relevant.
3. Projects involving citizen service platforms, registries, enterprise applications, e-Governance solutions, digital service delivery systems, data platforms, integration platforms, workflow management systems, analytics platforms, or similar large-scale IT implementations shall be considered relevant, subject to documentary evidence.
4. DST/DIT reserves the right to determine the relevance, similarity, scale, and eligibility of any cited project.
5. Where eligibility or scoring is claimed on the basis of data volume, the bidder shall submit documentary evidence from the Client and/or a Certificate from the Statutory Auditor / Chartered Accountant certifying the data volume handled under the project.
6. Projects executed for Central Government Departments, State Government Departments, Union Territories, PSUs, Statutory Bodies, Government Companies, or Government-owned Authorities in India shall be considered.

5.4.2 TQ 2: Experience in Registry, Master Data Management (MDM), Data Integration and Large-Scale Record Management Projects

Maximum Marks: 20

The bidder must have executed or be executing projects involving one or more of the following capabilities: integration of multiple departmental databases, registry creation and management, master data management (MDM), record consolidation, data quality management, deduplication, identity/entity resolution, beneficiary or citizen record management, or similar capabilities relevant to the Gujarat Common Social Registry Project.

Marks shall be awarded as under:

Sr. No.	Criteria	Maximum Marks
1.	**Each project related to Registry/ Master Data Management (MDM)/ Data Integration/ Record Management/ Identity Resolution or Deduplication** executed or being executed during the last ten (10) years for any Central Government / State Government / PSU / Government Organization in India shall be evaluated individually and awarded marks based on the following criteria: • For relevant project(s) involving processing, integration, management, consolidation, or deduplication of **50 lakh or more records - 20 Marks** • For relevant project involving processing, integration, management, consolidation, or deduplication of **25 lakh or more but less than 50 lakh records – 15 Marks**	20

	• For relevant project involving processing, integration, management, consolidation, or deduplication of **15 lakh or more records but less than 25 lakh records - 10 Marks** Note: The bidder may submit one or more project credentials, including a combination of projects falling under the above criteria. The marks shall be aggregated based on the submitted eligible project credentials; however, the maximum marks under this criterion shall be limited to 20 marks. Accordingly, any combination of eligible projects achieving an aggregate score of 20 marks shall qualify for the full 20 marks.	
	Maximum Marks	**20**

Notes:

1. The cited project must clearly establish the nature of work and record scale.
2. Projects involving multi-source citizen / beneficiary / family / master record integration shall be preferred.
3. DST/DIT reserves the right to interpret equivalence in case the project uses alternate terminology such as citizen master, social registry, unified beneficiary database, household registry, or enterprise master data hub.
4. Projects involving citizen master data, beneficiary registry, family/household registry, social registry, unified beneficiary database, or enterprise master data hub shall be considered relevant, subject to documentary evidence.

5.4.3 TQ 3: Specialized Experience in Data Lakehouse / Enterprise Data Platform/ Data Warehouse

Maximum Marks: 10

The bidder must have executed or be executing at least one **Data Lakehouse, Enterprise Data Platform, Data Warehouse, or similar centralized data platform project** during the last ten (10) years for any Central Government / State Government / PSU / Government Organization in India.

Marks shall be rewarded as follows:

Sr. No.	Criteria	Marks
1	At least one qualifying Data Lakehouse / Enterprise Data Platform / Data Warehouse project having a minimum data volume of **150 TB**	**10**
2	No qualifying project	**0**

Notes:

1. The cited project must clearly establish the nature of work, scope of implementation, and data volume through documentary evidence.

2. Standalone analytics, BI dashboarding, reporting, MIS, or visualization projects shall not be considered unless implemented as part of the cited Data Lakehouse / Enterprise Data Platform project.
3. DST/DIT reserves the right to determine the relevance, similarity, scale, and eligibility of any cited project with reference to the requirements of the Gujarat Common Social Registry Project.

5.4.4 TQ 4: Specialized Experience in Family ID / Social Registry / Beneficiary Registry / Citizen Registry Projects

Maximum Marks: 10

The bidder must have executed or be executing projects involving creation, management, integration, maintenance, consolidation, deduplication, or identity resolution of Family ID, Social Registry, Beneficiary Registry, Citizen Registry, Household Registry, Population Registry, or similar large-scale registry systems implemented during the last ten (10) years for any Central Government / State Government / PSU / Government Organization in India.

Sr. No.	Criteria	Marks
1	At least one qualifying Family ID, Social Registry, Beneficiary Registry, Citizen Registry, Household Registry, Population Registry, or similar Registry project involving **1 crore or more records**	**10**
2	No qualifying project	**0**

Notes:

1. The cited project must clearly establish the nature of work, scope of implementation, and number of records managed, integrated, consolidated, mastered, or processed through documentary evidence.
2. DST/DIT reserves the right to determine the relevance, similarity, scale, and eligibility of any cited project with reference to the requirements of the Gujarat Common Social Registry Project.

5.4.5 TQ 5: Quality and Suitability of Proposed Key Resources

Maximum Marks: 15

Marks shall be awarded based on evaluation of CVs of key resources proposed by the bidder. The evaluation committee shall assess educational qualification, certifications, relevant experience, government project experience, domain alignment, and role suitability.

Indicative distribution is as follows:

Sr. No	Role	Nos	Marks per resource	Maximum Marks
1.	Project Manager	**1**	**3**	**3**

Sr. No	Role	Nos	Marks per re-source	Maximum Marks
2.	Senior Business Analyst	**2**	**1**	**2**
3.	Senior Data Engineer – MDM / ETL	**2**	**1**	**2**
4.	Senior Database Administrator	**2**	**1**	**2**
5.	Senior Software Developer / Integration Lead	**2**	**1**	**2**
6.	Data Architect	**1**	**1**	**1**
7.	AI / ML Engineer	**2**	**1**	**2**
8.	LLM / NLP Specialist	**1**	**1**	**1**
	Maximum Marks	**13**		**15**

Notes:

1. CVs must be submitted strictly in the prescribed format.
2. CVs must be duly certified by the bidder.
3. DST/DIT reserves the right to interview proposed key personnel before award, if required.
4. Resources found unsuitable during evaluation or interview may not be considered for marks.
5. Only the profiles listed above will be considered for evaluation. The bidder however has to submit CV's for all the proposed resources under the assignment.

5.4.6 TQ 6: Average Annual Turnover

Maximum Marks: 10

The bidder's **average annual turnover** from IT/ITES Software services shall be considered for the last **three (3) FY financial years (FY 2023-24, FY 2024-25, FY 2025-26)**.

Marks shall be awarded as below:

Sr. No.	Criteria	Marks
1.	Average annual turnover of **INR 500 Crore or more – 10 marks**	**10**
2.	Average annual turnover of **INR 300 Crore or more but less than INR 500 Crore – 5 marks**	**5**
	Maximum Marks	**10**

Notes:

1. The turnover considered shall be **from IT/ITES software services only**, and not total diversified business turnover (where applicable).
2. Bidders must submit **audited financial statements** (Balance Sheet and Profit & Loss Account) for the last three financial years.
3. In case audited statements for the latest financial year are not available, a **certificate from the CA/statutory auditor** may be submitted.
4. DST/DIT reserves the right to verify submitted financial documents from statutory auditors or other valid sources.

5.4.7 TQ 7: Technical Presentation and Solution Understanding

Maximum Marks: 25

The technically responsive bidders may be required to make a detailed presentation before the Evaluation Committee covering their understanding of the Gujarat Common Social Registry and Data Lakehouse Project and the proposed solution.

Indicative scoring shall be as follows:

Sr. No.	Presentation Component	Maximum Marks
1.	Understanding of project objectives, Registry Record ecosystem, Family ID creation approach, Member ID generation methodology, Data Ingestion framework, Master Data Management (MDM), survivorship and deduplication approach, Data Quality framework, Data Lakehouse architecture and design, and Gujarat-specific use cases.	**5**
2.	Proposed solution architecture, technology stack, and implementation approach for the Gujarat Common Social Registry and Data Lakehouse Platform.	**10**
3.	Experience in similar deployments, OEM-backed solution components (if applicable), and approach towards risk mitigation, security, scalability, and sustainability.	**5**
4.	Case study (any **one** from submitted project(s)) covering approach, methodology, implementation challenges, timeline and workplan adherence, go-live and operations and maintenance of projects having similar scope, project components and scale.	**5**
	Maximum Marks	**25**

The bidder may be required to cover the following in the presentation:

1. Understanding of the Registry record ecosystem
2. Member ID and Family ID creation approach & methodology
3. Data ingestion, MDM, and survivorship approach
4. Data quality and governance model
5. Data Lakehouse architecture and design
6. AI / ML approach
7. DBT analytics and dashboards
8. Security, privacy, and compliance model
9. Delivery methodology and project governance
10. O&M and SLA compliance approach

5.5 Minimum Qualifying Marks in Technical Evaluation

1. The bidder must secure a minimum of **60 marks out of 100** in the Technical Evaluation in order to qualify for opening of Commercial Bid.
2. Only those bidders achieving the minimum qualifying technical score shall be treated as technically qualified.

3. Commercial bids of bidders scoring below the minimum qualifying technical marks shall not be considered for further evaluation.

DST/DIT reserves the right to revise the minimum technical threshold if deemed necessary in the interest of competition, subject to recording reasons and compliance with applicable procurement norms.

5.6 Commercial Evaluation

Commercial evaluation shall be carried out only for technically qualified bidders securing the minimum qualifying technical score of 60 marks out of 100.

5.6.1 Commercial Score (Fc)

- **The bidder quoting the lowest evaluated price (L1) shall be assigned a Commercial Score = 100.**
- **The Commercial Score of other bidders shall be computed using the formula:**

Fc = (L1 / C) × 100

Where:

- **Fc = Commercial Score**
- **L1 = Lowest evaluated commercial quote among technically qualified bidders.**
- **C = Evaluated commercial quote of the bidder under consideration.**

5.7 QCBS (Quality-cum-Cost Based Selection) Methodology

The selection shall be based on QCBS method with the following weightage:

- **Technical Weight (T) = 70%**
- **Commercial Weight (C) = 30%**

Final Score Formula:

S = (Tt × 0.70) + (Fc × 0.30)

Where:

- **S = Final Score**
- **Tt = Technical Score obtained out of 100 marks.**
- **Fc = Commercial Score**

5.8 Illustration of QCBS Calculation (Minimum Cutoff = 60 Marks)

Step 1: Technical Scores

Bidder	Technical Score (Tt)	Status
Bidder A	78	Qualified
Bidder B	65	Qualified
Bidder C	52	Disqualified
Bidder D	48	Disqualified

Only A, B proceed to commercial stage.

Step 2: Commercial Quotes

Bidder	Quote (₹ Cr)
Bidder A	100
Bidder B	110
Bidder C	120

L1 = Bidder A (100)

Step 3: Commercial Scores

Bidder	Calculation	Fc
A	(100/100) × 100	100.00
B	(100/110) × 100	90.91
C	(100/120) × 100	83.33

Step 4: Final QCBS Scores

Bidder	Technical (Tt×0.70)	Commercial (Fc×0.30)	Final Score
A	54.60	30.00	84.60
B	45.50	27.27	72.77
C	36.40	24.99	61.39

Final Result

Bidder A secures the highest combined QCBS Score (84.6) and shall be ranked L1 (QCBS) and recommended for award.

5.9 Conditions Relating to Technical Presentation

1. DST/DIT may prescribe the date, time, mode, and duration of the presentation.
2. The bidder shall depute suitably authorized and technically competent officials for the presentation.
3. Non-attendance or failure to present adequately may lead to zero marks or reduced marks under the presentation criterion.
4. DST/DIT may seek product demonstration, architecture walkthrough, sample dashboard demonstration, or Q&A during the presentation.

5.10 Conditions Relating to Evaluation of Technical Proposal

1. If financial details are found in the technical bid, the bid may be rejected.

2. If any project citation is not supported by documentary evidence, the same may not be counted.
3. If key CVs are not submitted in the prescribed format, marks may not be awarded.
4. If a bidder fails to provide clarifications within the stipulated time, evaluation may proceed on the basis of documents available on record.
5. DST/DIT may normalize or interpret records, project similarity, and staffing evidence as necessary for fair evaluation.

5.11 Tie-Breaking

In case of a tie in the final QCBS score between two or more bidders, the bidder with the higher technical score shall be ranked higher.

If the tie still persists, DST/DIT may adopt one or more of the following tie-break mechanisms:

1. Higher score in presentation,
2. Higher score in Registry Records / MDM / Multi-Department Integration / Large-Scale Deduplication Projects.
3. Lower commercial quote,
4. Or such method as the competent authority may decide.

The decision of DST/DIT shall be final and binding.

5.12 Rights of DST/DIT

DST/DIT reserves the right to:

1. Reject any technical bid not meeting the requirements of the RFP.
2. Seek demonstrations or proof-of-capability.
3. Verify claims independently.
4. Modify evaluation approach if required under exceptional circumstances, with due approval.
5. Accept or reject any or all bids without assigning any reason, subject to applicable rules.

SECTION 6: MANPOWER REQUIREMENTS

6.1 Objective

The objective of this section is to define the minimum manpower requirements, qualification criteria, experience expectations, deployment obligations, continuity conditions, and replacement rules for the successful bidder.

The selected System Integrator (SI) shall deploy a competent, adequately sized, and skilled project team for successful implementation and operations of the Gujarat Common Social Registry and Data Lakehouse. The manpower deployment shall be aligned with the scale, complexity, and criticality of the project, including Data Lakehouse implementation, Gujarat Common Social Registry, Member ID and Family ID framework, citizen and family master data management, MDM, data quality, data integration, analytics, BI dashboards, AI / ML use cases, API integration, security, helpdesk, and O&M support.

The manpower proposed by the bidder shall include both implementation phase and operations & maintenance phase requirements. The resource structure given in this section represents the **minimum mandatory deployment requirements**. The bidder may deploy additional resources, whether onsite or offsite, as required to ensure timely and successful completion of the project and adherence to all SLAs, without additional cost to DST/DIT unless otherwise specifically permitted under the contract.

6.2 Deployment of Resources

This section outlines guidelines for staffing and provisioning of manpower for this project. The Bidder should study these guidelines carefully and adherence or deviations to any terms should be clearly highlighted in the technical bid submitted.

6.2.1 Guidelines for Provisioning of Manpower

1. The Bidder’s operations to be carried out in a hybrid mode, with onsite resources at DST/DIT premises, while the remaining employees at Bidder managed facilities, as below:
    a. Bidder shall deploy core resources onsite at DST/DIT premises, in line with requirement defined in Section 6.10 of this RFP. These core resources must include the minimum manpower resources specified in Section 6.10.1 of this RFP. Remaining DST/DIT located resources can be mutually agreed between DST/DIT and Bidder. All deployed or working resources on this project will require a background verification to be performed by Bidder and submitted to DST/DIT prior to access to project resources.
    b. Other named resources in line with Section 6.10 of this RFP as mutually agreed between DST/DIT and Bidder, shall be deployed in Gandhinagar by the Bidder at DST/DIT managed facility. These resources shall be readily available for in-person discussions with DST/DIT officials, as and when required by DST/DIT, to ensure smooth functioning.
    c. Any additional resources deployed over and above the above-mentioned resources can be located anywhere across India. These resources shall be ready to travel for in-person discussions with DST/DIT, as and when required by DST/DIT, to ensure smooth functioning.

d. The deployment-related requirements mentioned above are in addition to, and not in derogation of, the requirements mentioned in the Helpdesk and O&M support requirements of this RFP, and the two are to be read harmoniously.
e. Any resources hired to replace departing resource shall be deployed on the project 30 days prior to departure of replaced resource, to facilitate complete knowledge transfer and handholding of new resource.
f. DST/DIT reserves the rights to decide on resource selection, removal and replacement of resource based on performance evaluation of the resource.

2. Along with the bid, as per Bidder's assessment of work defined in this RFP, Bidder shall submit a resource deployment plan, to complete the objectives of this RFP in the defined timelines.
3. The Bidder shall provide a resource deployment plan, along with location, as part of detailed Project Plan submission phase as defined in Section 7 of this RFP.
4. The resource deployment plan should also include an organization chart showing the proposed organization to be established by the Bidder for the execution of the scope of work. The organization chart should clearly bring out variations to the organization structure if any envisaged by the Bidder for various phases/stages of the project.
5. Detailed CVs should be provided for the 25 resource that are subject to evaluation as per Section 5 and Section 6.10.1 of this RFP. The area of expertise, role and tasks assigned should be clearly identified for each of the key profiles.
6. Resources deployed in the Bidder's team should be held only by employees on the payroll of the Bidder.
7. The experience and expertise of the human resources proposed by the Bidder for deployment under this project shall form a significant component of the Bidder's evaluation. DST/DIT may interact with the proposed resources, and such interaction shall be considered as part of the evaluation process.
8. Bidder shall adhere to the minimum resource's requirements specified in Section 6.10.1 of the RFP. Additionally, Bidder shall deploy, either themselves or basis DST/DIT's directive, any additional resources needed to meet the implementation schedule as defined in Section 7 of this RFP and SLAs as defined in Section 10 of this RFP, over and above the resources mentioned in the resource deployment plan submitted by the Bidder. No additional payment shall be made by DST/DIT for these additional resources.
9. Bidder shall submit the resource management plan for each quarter one month prior to the start of the quarter. DST/DIT shall review and approve the workforce, and skill sets requirement proposed by Bidder, including the minimum manpower requirements mentioned in Section 6.10.1 of this RFP, for each quarter to ensure right set of skillsets are available for achieving the platform vision for the future.
10. If a resource is not deployed for a period of less than or more than a month then the liquidated damages shall be calculated on a pro-rata basis. These amounts shall increase every year at a rate of 6% to account for inflation. These liquidated damages shall be calculated on monthly basis and reported quarterly in adherence with the measurement and reporting methodology of other SLAs.
11. The Bidder's obligation to render its services onsite from DST/DIT's premises or offsite from Bidder managed facilities shall be subject to any applicable government restrictions that may be imposed by any government authorities by way of any government orders / notifications / circulars or any other mode for reasons such as prevention of outbreak of

pandemic etc. On occasion of any such government restrictions which may directly or indirectly hinder in rendering services at the physical location of DST/DIT, DST/DIT shall allow the Bidder to render its services from remote location for such period till the government restrictions are waived off by any further government orders / notifications / circulars.

12. Resource performance assessment shall be performed in consultation with DST/DIT. DST/DIT reserves the right to terminate Bidder hired resources based on poor performance or any other legal or professional reasons.
13. Bidder is required to provide Resource Rate Matrix applicable for all years spanning the duration of the contract and extension period.
14. Resource planning will be according to need-based evaluation of the expected work in pipeline and rates provided by Bidder during contract signing shall be the binding rates for the duration of contract and extension period.
15. Any additional resource approved by DST/DIT shall be deployed within 15 days of written request.
16. DST/DIT reserves the rights to adjust the team size during the period of this contract. As the project progresses, based on the planned work ahead, implementation and O&M team resources may be increased or decreased.
17. Bidder shall ensure that at least 50% of the team structure and resources utilized in development team must be retained for the O&M phase of the project.

6.2.2 Competency Requirements of the Bidder's Team and Sub-Contracted Teams

1. The Bidder shall provide and deploy only those manpower resources who are qualified/skilled and experienced in their respective trades and who are competent to deliver in a proper and timely manner, in line with requirements of this RFP.
2. The Bidder shall ensure that the teams are competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Agreement. The Bidder shall ensure that due diligence of such personnel deployed on the project including satisfactory background checks are completed. Documentary evidence for such background checks would need to be made available to DST/DIT or their authorized representatives, whenever required.
3. The Bidder shall ensure that the Services are performed through the efforts of the Bidder's Team, in accordance with the terms hereof and to the satisfaction of DST/DIT.

6.3 Resource Replacement Conditions

1. The Bidder should to the best of its efforts, avoid any change in the organization structure proposed for execution of the scope of services or replacement of any manpower resource.
2. If the same is however unavoidable, due to circumstances such as the resource leaving the Bidder's organization or the sub-contracted agency's organization etc., Bidder shall immediately inform DST/DIT in writing and at least 60 (Sixty) days prior to resource's leaving the project.
3. If any resource is absent or going to be absent for a period of more than 15 (Fifteen) days, Bidder shall promptly notify the same to DST/DIT and the resource shall be replaced by

the Bidder with an equally or more competent resource, unless otherwise directed by DST/DIT.

4. The minimum manpower resources specified in Section 6.10.1 shall be deployed by the Bidder immediately on this project within timelines defined in this RFP.

    a. If at the time of mobilization of resources (T+15 days), DST/DIT finds that any of the minimum manpower resources specified in Section 6.10.1 are replaced on or after the date of Technical Presentation by the Bidder, as mentioned in this RFP, until date of signing of Agreement, Bidder shall be liable for 3% of monthly equivalent of Total Fixed Development fee of this RFP per replaced resource as liquidated damages. However, these liquidated damages will not be levied in case there is a delay in finalization of the Agreement beyond the original Bid Validity period of 180 days.
    b. If any of these minimum manpower resources specified in Section 6.10.1 are replaced within the first 1 years of the duration of the Agreement, Bidder shall be liable for 3% of monthly equivalent of Total Fixed Development fee of this RFP per resource replaced as liquidated damages. These Liquidated Damages shall be over and above the upper cap for Liquidated Damages defined in this RFP.

5. Bidder shall replace the resource with a better or equally competent resource within 30 days of the resource's resignation / absence / termination and ensure that the new resource has overlap of at least 30 days with outgoing resource for Knowledge Transfer. In case Bidder fails to replace the resource without an overlap of minimum of 30 days overlap with the outgoing resource, the following penalty, in addition to penalties defined in SLA section, shall be levied basis delay timelines below:

    a. Delay of <10 days: Rs. 1,50,000/- fee per resource
    b. Delay of 10-20 days: Rs. 3,00,000/- fee per resource
    c. Delay of >20 days: Rs. 30,000/- fee for each day delayed per resource

6. Replacement delay LD is applicable to all resources including support resources.

7. In case of replacement of any manpower resource, the Bidder should ensure efficient knowledge transfer from the outgoing resource to the incoming resource at the earliest, adequate hand-holding period and training for the incoming resource in order to maintain the continued level of service.

6.3.1 Removal of Personnel

1. DST/DIT's representative may at any time object to and require the Bidder to remove forthwith from the Project Site any authorized representative or employee of the Bidder or any person(s) of the Bidder's team, if, in the opinion of DST/DIT's Representative the person in question has misconducted or his/her deployment is otherwise considered undesirable by DST/DIT's Representative. The Bidder shall forthwith remove and shall not again deploy the person without the written consent of DST/DIT's Representative.

2. DST/DIT's Representative may at any time object to and request the Bidder to remove from the Sites any of Bidder's authorized representative including any employee of the

Bidder or his team or any person(s) deployed by Bidder or his team for professional incompetence or negligence or for being deployed for work for which he is not suited.

3. DST/DIT's Representative shall state to the Bidder in writing his reasons for any request or requirement pursuant to this clause. The Bidder shall replace every person removed, pursuant to this section, with a competent substitute within 30 days of removal, and at no extra cost to DST/DIT.
4. All manpower resources deployed by the Bidder for the execution of this Agreement must strictly adhere to the attendance reporting procedures and make their services available for the entire reporting time period at respective Sites, DST/DIT's Office or any other location designated by DST/DIT.
5. Bidder shall maintain internal timesheets that shall be submitted on a monthly basis to DST/DIT.

6.4 Availability and Working Hours

1. The onsite support team shall be available during business hours on all working days of DST/DIT / Government of Gujarat offices.
2. The Bidder shall ensure extended support beyond business hours, including holidays and weekends, wherever required for critical incidents, production issues, deployments, maintenance windows, meetings, reviews, escalations, or any special project activities as required by DST/DIT.
3. Key personnel shall remain accessible for meetings, reviews, issue resolution, and escalations as required by DST/DIT.
4. All manpower resources deployed by the Bidder for execution of this Agreement shall follow DST/DIT's holiday calendar throughout the duration of the Agreement. All deployed profiles shall comply with the 100% attendance requirement during applicable working hours, excluding approved holidays, approved leaves, and any other absence approved by DST/DIT.

6.5 Logistics Requirements of the Personnel

1. The Bidder shall be responsible for the deployment, transportation, accommodation, and other requirements of all its employees required for the execution of the work and provision of services for all costs/charges in connection thereof and no liability in this regard shall be attached to DST/DIT.
2. Bidder should be able to provide all kinds of infrastructure and arrangements to enable the remote working of employees if a situation may arise to necessitate the same, ensuring adequate cyber security and data protection measures or any other instructions issued by DST/DIT.

6.6 Personnel Requirement Benchmarking

1. Bidder shall submit the resource deployment plan for each quarter one month prior to the start of the quarter. DST/DIT shall review and approve the workforce, and skill sets requirement proposed by Bidder, including the minimum manpower requirements mentioned

in Section 6.10.1 of this RFP, for each quarter to ensure right set of skillsets are available for achieving the platform vision for the future.

2. For helpdesk and support resources, a monthly capacity plan shall be submitted by the Bidder as per the RFP. Any commercial implication for the same will need to be discussed and agreed upon mutually.

6.7 Escalation Matrix

1. As part of the technical proposal, the Bidder shall provide a detailed Escalation Matrix mapping back to the Bidder's organizational structure proposed.
2. The Escalation Matrix should address key requirements stated in the Service Level Agreements for various service delivery activities and cover all major service delivery activities.
3. The triggers for escalation should be clearly identified and defined for each service, function, or support activity covered under the scope of this RFP.

6.8 Facilities Bidder Shall Provide to Its Staff

1. The infrastructure including, but not limited to, facilities required for the efficient execution of work under the Agreement, apart from the facilities promised by DST/DIT, should be provided by Bidder or its Sub-Contractors to its employees who are working under this Agreement.
2. At a minimum, the Bidder shall provide the following facilities to the staff members deployed:
    a. Laptops, Mouse, Monitors, Modems, Internet at Bidder provided site, mobile phones and other necessary accessories subject to conformance to DST/DIT's policies.
    b. Laptop Maintenance and Troubleshooting Service.
    c. Access Card System.
    d. Daily consumables such as stationery, notebooks, etc.

6.9 Team Composition, Manpower Qualification & Experience Requirements

The team proposed by Bidder should have clearly defined staff position across the following categories as defined in Section 6.10 of this RFP:

1. Program Management & Governance
2. Technical Services Unit (TSU)
3. O&M Unit (OMU)

6.9.1 Project Management & Governance

In the Project Management & Governance Unit, the Bidder is expected to create a Project Management & Governance layer in the organization positioned for the delivery of Gujarat Common Social Registry and Data Lakehouse.

1. The resource deployment plan must mandatorily contain the time commitment of the Project Director / Vertical head / relevant CXO equivalent of the Lead Bidder.
2. The Bidder should budget adequate time of senior management of all the sub-contractors proposed and such staff should be available for onsite interactions if required by DST/DIT.
3. The Program Director, Project Managers & team leaders proposed for this project shall be deployed on a full-time basis.
4. Their time commitment should be clearly specified in the resource deployment plan.

6.9.2 Technical Services Unit (TSU) and Operation & Maintenance Unit (OMU)

The Technical and O&M Layer of the Bidder team shall have multiple teams mapped to different functions as enlisted in this RFP. The Bidder is expected to study the Scope of Work carefully and size the team accordingly. Minimum number of full-time resources have been specified for Technical Services Unit (TSU) & Operation & Maintenance Unit (OMU) in Section 6.10.1 of this RFP which the Bidder has to deploy on the project. However, the Bidder is expected to assess and deploy adequate qualified and experienced resources for each role specified in this RFP to successfully execute the scope of work and meet the prescribed SLA requirements.

6.9.3 Manpower Qualification & Experience Requirement

The Bidder has to deploy well qualified and experienced resources having in-depth knowledge & experience of the position for which they are deployed. The resources shall have to carry out work in order to meet the desired objectives of implementing and running the Gujarat Common Social Registry and Data Lakehouse.

A bare minimum qualification and experience requirements of the resources to be deployed, are given in Section 6.10.1 and Section 6.11 of this RFP.

6.10 Minimum Manpower Requirement

The following are the minimum manpower requirements for the Gujarat Common Social Registry and Data Lakehouse Project. These are indicative minimum onsite positions required for implementation, integration, testing, deployment, operations, and maintenance. The bidder shall deploy additional onsite or offsite resources as required to successfully deliver the complete scope of work and meet all SLA obligations, without additional cost to DST/DIT unless otherwise specifically permitted under the contract.

6.10.1 Minimum Resource Requirement Table

#	Resource Role	Minimum Onsite Nos.	Minimum Qual.	Minimum Exp.	Indicative Role Responsibility
1	Project Manager	1	B.E./B.Tech / MCA / MSc-IT / MBA or equivalent	15+ years	Overall project planning, Stakeholder coordination, milestone delivery, reporting
2	Senior Business Analyst	2	B.E./B.Tech / MCA / MSc-IT or equivalent	7+ years	Requirement gathering, process study, BRD/FRS support, user coordination, workshop facilitation
3	Senior Data Engineer – MDM / ETL / AI	2	B.E./B.Tech / MCA / MSc-IT or equivalent	7+ years	ETL/ELT pipelines, data engineering, data profiling, data cleansing, transformation logic, MDM support, model-ready pipelines, and data preparation for Gujarat Common Social Registry and Data Lakehouse use cases.
4	Senior Database Administrator	2	B.E./B.Tech / MCA or equivalent	7+ years	ETL/ELT pipelines, data engineering, data profiling, data cleansing, transformation logic, MDM support, model-ready pipelines, and data preparation for Gujarat Common Social Registry and Data Lakehouse use cases.
5	Senior Software Developer / Integration Lead	2	B.E./B.Tech / MCA or equivalent	7+ years	Application development, API integration, module customization, workflow implementation, citizen and family registry modules, Member ID / Family ID workflows, and integration with approved API Gateway / departmental systems.
6	Data Engineers / Data Scientists (collectively)	4	B.E./B.Tech / MCA / MSc-IT or equivalent	5 years	Analytical data modelling, Data Lakehouse pipelines, ingestion workflows, curated data layers, subject-area marts, AI/ML-ready datasets, and analytics support for Gujarat Common Social Registry.
7	Data Architect	1	B.E./B.Tech / MCA / MSc-IT or equivalent	10 years	Overall data architecture for the Gujarat Common Social Registry and Data Lakehouse, master data model design, citizen and family entity modelling, Registry record

#	Resource Role	Minimum Onsite Nos.	Minimum Qual.	Minimum Exp.	Indicative Role Responsibility
					design, MDM architecture, metadata, lineage, and data governance model.
8	Tester / QA Specialist	2	B.E./B.Tech / MCA / MSc-IT or equivalent	5 years	Test planning, test cases, defect tracking, SIT/UAT support, regression testing
9	DevOps Engineer	2	B.E./B.Tech / MCA / MSc-IT or equivalent	7 years	CI/CD, deployment, environment management, monitoring support, release automation
10	Data Analyst / BI Specialist	2	B.E./B.Tech / MCA / MSc-IT or equivalent	3 years	Dashboard creation, BI reports, DBT analytics, citizen and family-level analytics, Gujarat Common Social Registry insights, data visualization, and self-service analytics support.
11	AI / ML Engineer	2	B.E./B.Tech / MCA / MSc / M. Tech in relevant field	7+ years	Predictive models, anomaly detection, model deployment, analytics use cases
12	LLM / NLP Specialist	1	B.E./B.Tech / MCA / MSc / M. Tech in relevant field	7+ years	LLM use case implementation, language models, chatbot intelligence, document intelligence
13	Security / Application Security Specialist	1	B.E./B.Tech / MCA / MSc-IT or equivalent	7+ years	Security-by-design, application security coordination, VAPT closure, compliance support
14	Helpdesk / ITSM Coordinator	1	Graduate with relevant ITSM experience	5 years	Ticket governance, helpdesk reporting, SLA tracking, coordination during O&M

Total Minimum Indicative Onsite Resources: 25

6.11 Resource Qualification and Experience Requirements

6.11.1 Project Manager

The Project Manager shall have experience in:

- Should have handled at least 3 large Government / PSU technology implementation projects
- Possess PMP / PRINCE2 or equivalent certification
- Should have strong experience in stakeholder management, delivery management, and enterprise implementation

- Data platform projects
- Large registry projects
- e-Governance platforms
- Analytics initiatives
- And multi-department integration programs.

6.11.2 Senior Business Analyst

Senior Business Analysts shall have experience in:

- Business Process Analysis
- Requirement Documentation
- Government Project Coordination
- Workflow design
- User interactions
- UAT sign-off management.

Experience in service delivery platforms, social registries, DBT, or citizen service projects shall be preferred.

6.11.3 Senior Data Engineer – MDM / ETL / AI

Data Engineers shall have experience in:

- ETL / ELT design and implementation
- Data cleansing and transformation,
- Workflow scheduling
- Pipeline optimization
- Data engineering for analytics environments.

Experience in large-scale data migration, citizen / family mastering, and government data systems shall be preferred.

6.11.4 Senior DBA

Senior DBAs shall have experience in:

- Enterprise database administration
- OLTP / OLAP systems
- Performance tuning
- Replication / HA support
- Backup and restore
- Production database support.

6.11.5 Senior Software Developer / Integration Lead

The Software Developer / Integration Lead shall have experience in:

- Enterprise application development
- Service-oriented and API-led integration
- Secure coding practices
- Workflow-based application modules

- Government application delivery.
- Experience with Microservices

6.11.6 Data Engineers / Data Scientists (Collectively)

Data Engineers / Data Scientists shall have experience in:

- Data ingestion, ETL/ELT design, and pipeline development.
- Data Lakehouse and analytical data platform implementation.
- Data modelling, transformation, profiling, cleansing, and validation.
- Structured, semi-structured, and unstructured data processing.
- Data quality, metadata management, and data lineage concepts.
- Machine learning model development, training, and deployment.
- Feature engineering, predictive analytics, and anomaly detection.
- AI/ML frameworks and data science toolsets.
- Dashboarding, data visualization, and analytical reporting.
- Performance optimization of large-scale data processing workloads.
- Experience in large-scale Government/PSU projects, Master Data Management (MDM), Registry Record creation, citizen/beneficiary data platforms, multi-department data integration, and analytics platforms shall be preferred

6.11.7 Data Architect

The Data Architect shall have proven experience in:

- Possess TOGAF (The Open Group)/ DAMA Professional (CDMP)/Arcitura Big Data Architect/CBDA or equivalent certification.
- Enterprise data modelling.
- MDM architecture.
- Citizen / beneficiary registry design.
- Data Lakehouse design.
- Metadata and lineage concepts.
- Governance architecture.

Experience in family-centric data design, identity linkage, or integrated registries shall be highly desirable.

6.11.8 Tester / QA Specialist

The QA resource shall have experience in:

- Manual and automated testing.
- SIT/UAT support.
- Data validation testing.
- API testing.
- Performance / regression testing.
- Defect life-cycle management.

6.11.9 DevOps Engineer

DevOps resources shall have experience in:

- Set up CI/CD pipeline.
- Maintain and mange version control.
- Build and release processes.
- Environment management.
- Deployment automation.

6.11.10 Data Analyst / BI Specialist

Data Analysts shall have experience in:

- Building Interactive Dashboards.
- KPI Design.
- Knowledge In Various Reporting Tools (Power Bi, Tableau, Excel Advanced Reporting and Analytics).
- Self-Service Analytics.
- Analytical Interpretation for Business Users.

6.11.11 AI / ML Engineer

AI / ML Engineers shall have experience in:

- Machine learning model development and deployment.
- Data preprocessing, feature engineering, and model training.
- AI/ML frameworks.
- Model evaluation, optimization, and MLOps (machine learning operation service) practices.
- Predictive analytics, automation, and AI solution delivery.

6.11.12 LLM / NLP Specialist

The LLM / NLP specialist shall have experience in:

- LLM design, fine-tuning, and prompt engineering.
- NLP techniques (classification, named entity recognition, sentiment analysis).
- RAG, embeddings, and vector databases.
- Model evaluation, optimization, and distillation.
- AI/LLM frameworks.
- Model distillation

6.11.13 Security Application Specialist

The Security Application specialist shall have experience in:

- Application security testing (SAST, VAPT, DAST, PT).
- Secure SDLC and threat modelling.
- Security tools.
- Vulnerability management and remediation.
- OWASP, NIST, and compliance standards knowledge.

6.11.14 Helpdesk / ITSM Coordinator

The Helpdesk / ITSM Coordinator shall have experience in:

- Incident and service request management.
- ITSM tools (ServiceNow, Remedy, Jira).
- SLA monitoring and reporting.
- User support coordination and escalation.
- ITIL processes and service delivery.

6.12 Certifications and Skill Expectations

1. The bidder shall ensure that proposed resources possess relevant certifications, training, or demonstrated competence in their area of specialization.
2. Indicative certifications may include:
    - PMP / PRINCE2 for Project Manager
    - OEM / platform certifications for DB, MDM, BI, DevOps
    - cloud / container / security certifications
    - AI / ML / data engineering credentials
    - Testing certifications
    - ITIL / helpdesk certifications where applicable.
3. DST/DIT may seek proof of certifications during evaluation or implementation.

6.13 Submission of CVs

The bidder shall submit detailed CVs of proposed key resources in the prescribed format provided in Annexure. Each CV shall include at minimum:

1. Name
2. Role proposed
3. Educational qualification
4. Professional certifications
5. Total experience
6. Relevant experience
7. Key project references
8. Current employer and payroll status
9. Relevant technical skills
10. Declaration signed by the bidder

The bidder shall ensure that the CVs are authentic and that the proposed resources are available for deployment.

6.14 Manpower Evaluation Linkage

The manpower proposed by the bidder shall also be used for technical evaluation purposes as per the scoring framework defined in Section 5. Submission of weak or incomplete CVs may adversely affect the bidder’s technical score.

6.15 Contact Centre and Technical Helpdesk Resources

Contact Centre and Technical Helpdesk resources are indicative as mentioned in the tables below.

1) Implementation and Go-Live of Data Lakehouse

The scope and timeline for the Implementation Period shall remain fixed as per the RFP. The Implementation Period shall include design, development, configuration, integration, testing, migration, deployment, and Go-Live of the Data Lakehouse and related core components.

The Bidder shall assess the defined scope and deploy adequate resources for successful completion and delivery within the prescribed timelines.

2) Operations & Maintenance (O&M) Period

The O&M Period shall commence upon Go-Live of the Data Lakehouse platform. During this period, the Bidder shall deploy and maintain the following teams:

1. **Contact Centre Team**

   For citizen support, helpdesk services, grievance/ticket handling, and related contact centre operations. Shifts, operating hours, and working days shall be planned based on actual support demand and operational requirements post Go-Live.

2. **Development Team**

   For ongoing development during the O&M Period, comprising 10 senior developer/technical resources for continued development, enhancements, change requests, and additional functionalities as approved by DST/DIT during the project lifecycle.

3. **O&M Support Team**

   The Bidder shall propose the O&M Support Team size based on its experience in managing similar large-scale data platform projects and in accordance with the SLA requirements of this RFP.

3(a). The Bidder shall submit a Resource Rate Card Matrix for O&M Period resources as part of the commercial proposal for resources that may be deployed for continued development, enhancements, O&M support, future approved activities, and scaling of project teams.

3(b). The rates quoted in the O&M Resource Rate Card shall remain valid throughout the Contract Period. An annual escalation of 6% over the previous year's approved rates shall be applicable for each subsequent year.

3(c). Payment shall be made only for DST/DIT-approved resources actually deployed, on a pro-rata man-month basis, as per the approved rate card. Any resource role not included in the submitted rate card shall require prior written approval of DST/DIT before deployment and payment.

Sub-contracting under this RFP shall be permitted for **Contact Centre and related Helpdesk Operations**, subject to the prior approval of DST/DIT.

In case of sub-contracting of Contact Centre operations, the proposed Sub-Contractor shall have a local office in Gujarat and possess a minimum of **five (5) years of Contact Centre operations experience**.

The Bidder shall remain fully responsible and liable for the performance, acts, omissions, defaults, service levels, statutory compliances, confidentiality obligations, information security requirements, data protection obligations, and all other contractual obligations relating to the services delivered by its approved Sub-Contractor.

Any change in the approved Sub-Contractor shall require prior written approval of DST/DIT. DST/DIT may require the approved Sub-Contractor to execute a tripartite Agreement, Non-Disclosure Agreement, Information Security Undertaking, Data Protection Undertaking, or any other document as deemed necessary by DST/DIT.

The Bidder shall establish operational readiness of the Contact Centre at least two (2) months prior to the Go-Live of the Data Lakehouse platform, if so directed by DST/DIT. The Bidder shall also obtain the prior approval of DST/DIT for any proposed Sub-Contractor engaged for Contact Centre operations before commencement of such services. The Bidder shall ensure adequate arrangements to meet operational requirements and any approved service improvements.

The deployment and ramp-up of Contact Centre operations shall be carried out in accordance with the operational requirements and directions issued by DST/DIT from time to time.

The Contact Centre shall not be required to support DG1.0 operations unless specifically directed by DST/DIT.

DST/DIT reserves the right, at any time during the Contract Period, to determine the operating model for Contact Centre and related Helpdesk Operations. Such determination may include:

a. Establishment and operation of a dedicated Contact Centre for the project.

b. Continuation of the existing Contact Centre operating model.

c. Integration or consolidation of Contact Centre and Helpdesk Operations with an existing Government of Gujarat Contact Centre, centralized helpdesk, shared service facility, or any other entity designated by DST/DIT.

d. Transition or transfer of Contact Centre operations, either wholly or partly, to another Government-managed facility or designated entity.

e. Modification, scale-up, scale-down, merger, or discontinuation of the existing Contact Centre setup based on operational, administrative, technological, business, or policy requirements.

Such decisions may result in migration of services, transfer of responsibilities, consolidation of support functions, or discontinuation of an existing Contact Centre setup and transfer of operations to another designated facility.

The Bidder shall cooperate and provide all necessary support for planning, transition, migration, integration, knowledge transfer, operational handover, and service continuity activities as directed by DST/DIT.

The implementation, operationalization, scaling, integration, consolidation, merger, transition, transfer, or discontinuation of Contact Centre operations shall be undertaken only upon written direction from DST/DIT.

The Resource Rate Card submitted by the Bidder shall form the basis for all commercial payments related to Contact Centre/ Helpdesk services, and any other additional resources approved by DST/DIT during the Contract Period. Payments shall be made only for resources and services expressly approved by DST/DIT and actually deployed by the Bidder or sub-contractor on behalf of the bidder, based on the applicable rates specified in the approved Rate Card. No payment shall be made for resources or services deployed without prior approval of DST/DIT.

DST/DIT reserves the right to defer, partially implement, modify, continue, discontinue, integrate, transition, or merge Contact Centre operations during the Contract Period based on administrative, operational, business, technological, or policy requirements.

The Bidder shall not be entitled to any claim, compensation, damages, or additional payment solely on account of any such decision taken by DST/DIT.

SECTION 7: IMPLEMENTATION TIMELINES

7.1 Objective

This section defines the indicative implementation schedule, key milestones & activities, deliverable dependencies, and timeline expectations for the Gujarat Common Social Registry and Data Lakehouse.

The successful bidder shall be required to complete the project implementation within the timeline prescribed in this RFP and shall ensure coordinated execution of all activities relating to requirement analysis, design, development, Data Lakehouse implementation, data integration, Gujarat Common Social Registry implementation, Registry record creation, Member ID and Family ID enablement, MDM, data quality, analytics, BI dashboards, AI / ML / LLM use cases, testing, security compliance, rollout, stabilization, and transition to operations.

The implementation timeline provided in this section is indicative and forms part of the contractual obligation. The bidder shall submit a detailed project plan after award of contract, aligned with the timelines mentioned herein and approved by DST/DIT.

Failure to complete milestones within the approved time schedule, unless delay is attributable to DST/DIT or force majeure conditions duly accepted by DST/DIT, shall attract penalties as specified in this RFP.

7.2 Overall Contract Duration

The total contract duration shall be **five (5) years**, comprising:

1. **Implementation Period:** The implementation period shall be up to thirteen (13) months from the Effective Date and shall include project initiation, requirements analysis, solution design, development, integration, data onboarding, Gujarat Common Social Registry establishment, Data Lakehouse implementation, testing, go-live, and final acceptance by DST/DIT.

   The implementation period shall also include:

   Post Go-Live Stabilization Phase, (5) five month comprising department onboarding, data consolidation, family record enrichment, performance optimization, operational readiness, issue resolution, and stabilization activities necessary for final acceptance of the solution.

2. **Operations & Maintenance Period**: thirty-six (36) months from the date of Go-Live / final operational acceptance or as defined in the contract

The O&M period may commence module-wise / phase-wise if DST/DIT adopts phased go-live, subject to contractual provisions.

7.3 Implementation Philosophy

The project shall be implemented in a phased and controlled manner to ensure quality, traceability, and operational readiness. The implementation shall broadly include:

1) Project initiation and mobilization
2) Requirement gathering and discovery

3) Design and architecture finalization
4) Data Lakehouse platform setup
5) Base data ingestion
6) Departmental integration and data onboarding
7) Data quality and master data management
8) Member ID and Family ID generation
9) Gujarat Common Social Registry creation
10) Data Lakehouse and analytics enablement
11) Testing and security certification
12) UAT and acceptance
13) Go-live and stabilization
14) O&M handover and support commencement

The implementation may be undertaken in waves, modules, or milestones as approved by DST/DIT.

7.4 Indicative Project Timeline

The timeline below is indicative and shall be finalized in detail after project award.

7.4.1 Milestone Timeline Table

Milestone No.	Timeline	Activity / Milestone	Key Activities	Project Deliverables
M1	T0+0.5 Month	Project Initiation and Mobilization	Kick-off, project charter, governance structure, deployment of core team, detailed project plan	1. Project charter, 2. Project plan, 3. Resource deployment plan, 4. Governance model, 5. Communication matrix, 6. Risk register, 7. Quality assurance plan.
M2	T0 + 1.5 Months	Requirement Gathering and Analysis	BRD, FRS/SRS, HLD, stakeholder consultations, source system study, gap analysis, use case identification	1. BRD 2. FRS / SRS 3. HLD 4. Data source study report 5. Gap analysis report 6. Use case catalogue 7. Requirement sign-off
M3	T0 + 3 Months	Solution Design and Platform Setup	LLD, architecture, environment setup, ETL platform setup, integration framework setup	1. LLD 2. Environment readiness report 3. Platform installation report 4. Integration blueprint 5. Security design document 6. Requirement sign-off
M4	T0 + 4.5 Months	Base Data Ingestion, Departmental Integration & Data Quality Foundation	1. Ingestion of base source data, including PDS as the priority dataset, along with other identified	1. Consolidated Data Ingestion & Integration Report 2. Source-to-Target Mapping and Data Model Report 3. Data Quality, Cleansing & Validation Report

Mile-stone No.	Time-line	Activity / Mile-stone	Key Activities	Project Deliverables
			foundational datasets. 2. Departmental data onboarding, integration, profiling, validation, standardization, cleansing, reconciliation, and creation of curated data assets in the Data Lakehouse. 3. Field mapping, source-to-target mapping, implementation of data quality rules, and initial family linkage processing.	4. Reconciliation & Curated Data Asset Preparation Report 5. Initial Family Linkage Logic and Performance Assessment Report
M5	T0 + 6 Months	Gujarat Common Social Registry, MDM, Data Lakehouse & Analytics Enablement	1. Establish Gujarat Common Social Registry through entity resolution, trusted citizen records, Member ID and Family ID generation, survivorship and MDM workflows. 2. Configure and operationalize Master Data Management, data lifecycle management, and governance processes. 3. Build and operationalize the Data Lakehouse, curated data assets, dashboards, reports, and analytics capabilities. 4. Generate and validate Gujarat Common Social Registry records and corresponding analytics outputs.	1. Gujarat Common Social Registry Establishment Report (including Member ID and Family ID generation) 2. MDM Configuration, Matching & Survivorship Rule Book 3. Data Lakehouse Build and Data Lifecycle Management Report 4. Dashboard, Report Catalogue & Analytics Outputs 5. Registry, Data Health and Algorithm Performance Assessment Report

Milestone No.	Timeline	Activity / Milestone	Key Activities	Project Deliverables
M6	T0 + 7 Months	Testing, UAT, Security Compliance	SIT, performance testing, security audit, UAT, bug fixing, acceptance readiness	1. Test strategy and test results 2. SIT closure report 3. Application Performance test report 4. Security audit report 5. UAT sign-off 6. Bug closure report 7. Safe-to-host / equivalent compliance document where applicable
M7	T0 + 8 Months	Go-Live and Stabilization	Production rollout, stabilization, hypercare.	1. Initial Go-Live report 2. Application Health report 3. Performance Health report 4. Initial SLA monitoring dashboard
M8	T0 + 11 Months	Department Onboarding & Data Consolidation	1.Requirement assessment and onboarding of remaining prioritized departments. 2.Data ingestion, mapping, transformation, validation and reconciliation of departmental datasets. 3.Family record creation and enrichment utilizing approved matching and linkage methodologies established in earlier phases. 4.Data quality assessment and remediation of identified issues. 5.Preparation of departments for production rollout.	1. Department Onboarding & Requirement Assessment Report 2. Data Ingestion & Integration Report 3. Family Record Creation & Enrichment Report 4. Data Quality & Reconciliation Report 5. Department Readiness & UAT Sign-off Report
M9	T0 + 13 Months	Production Stabilization & Operational Readiness	1.Production rollout of onboarded departments and services. 2.Performance validation, monitoring, tuning and optimization	1. Production Go-Live and Post-Implementation Stabilization Report for Onboarded Departments 2. Performance Tuning & Optimization Report

Mile-stone No.	Time-line	Activity / Mile-stone	Key Activities	Project Deliverables
			of registry, integrations, analytics and data lakehouse components. 3.Issue resolution, operational stabilization and service acceptance support. 4.Knowledge transition to operational teams and establishment of steady-state support processes. 5.Verification of SLA compliance and operational readiness. 6.Handover to O&M support team	3. Operational Readiness & SLA Compliance Report 4. Stabilization & Issue Closure Report 5. Final Acceptance Recommendation Report 6. O&M transition report

Note:

7. **T0 = Date of Work Order / Effective Date / Project Commencement Date, as notified by DST/DIT.**
8. **Above Timelines are indicative. The vendor may suggest shorter timeline for implementation as well.**

7.5 Go-Live Approach

DST/DIT may adopt any of the following go-live approaches, depending upon project readiness and administrative convenience:

1. **Module-wise Go-Live**
2. **Department-wise Go-Live**
3. **Wave-wise Go-Live**
4. **Statewide consolidated Go-Live**

The SI shall support all such approaches without additional cost, provided the overall scope remains within the project boundaries defined in this RFP.

Where phased go-live is adopted, DST/DIT may define milestone-level acceptance and operational support commencement accordingly.

Each Go-Live approach shall ensure operational readiness of the relevant components of the Gujarat Common Social Registry and Data Lakehouse, including applicable Registry records, Member ID, Family ID data integration, dashboards, APIs, security controls, and support processes.

7.6 Dependency Management

The bidder shall be responsible for identifying and managing project dependencies, including but not limited to:

1. access to departmental data and APIs.
2. approval of documents by DST/DIT
3. environment provisioning by DST/DIT / SDC teams.
4. coordination with OEMs.
5. audit scheduling and compliance closure.
6. stakeholder availability for workshops and UAT.
7. citizen / family data validation dependencies.
8. and external service integrations.

The bidder shall proactively highlight dependency-related risks through the project governance mechanism and shall not wait until milestone slippage occurs.

7.7 Detailed Project Plan Submission

Within the period prescribed by DST/DIT after issue of work order, the selected bidder shall submit a **detailed project implementation plan** including but not restricted to:

1. WBS (Work Breakdown Structure)
2. Phase-Wise Schedule
3. Milestone Chart
4. Sprint / release plan, if Agile / DevOps implementation model is followed.
5. Resource Deployment Plan
6. Dependency Matrix
7. Document Submission Schedule
8. Testing And Audit Schedule
9. Go-Live Plan
10. Stabilization Plan
11. O&M Commencement Plan

The project plan shall be subject to review and approval by DST/DIT.

7.8 Milestone Acceptance

Each milestone shall be deemed completed only upon:

1. Completion Of the Milestone Activities.
2. Submission Of Relevant Deliverables.
3. Review By DST/DIT
4. Resolution Of Observations, If Any.
5. Formal Acceptance / Sign-Off By DST/DIT Or Authorized Representative.

Completion of calendar timeline alone shall not be treated as milestone completion unless deliverables are accepted.

7.9 Delay and Rescheduling

1. The bidder shall adhere strictly to approved timelines.
2. If delay occurs on account of reasons attributable to the bidder, the same shall attract penalties as per the SLA / penalty section.
3. If delay occurs due to dependency on DST/DIT departments / force majeure / policy decision, the milestone timeline may be revised by DST/DIT through formal approval.
4. No unilateral change in timelines by the bidder shall be permissible.
5. Re-baselining of project plan, if required, shall be done only with prior approval of DST/DIT.

7.10 Reporting and Review Mechanism

The bidder shall report project progress through:

1. Weekly Progress Reports,
2. Fortnightly Review Meetings,
3. Monthly Milestone Review Reports,
4. Risk And Issue Register,
5. Dependency Tracker,
6. And Executive Status Dashboards.

The bidder shall present status to:

1. project implementation committee,
2. DST/DIT officials,
3. and steering committee, as required.

7.11 Completion Obligation

The bidder shall be deemed to have completed implementation only after:

1. Approved Solution Components Are Implemented,
2. Required Records Are Ingested and Processed,
3. Gujarat Common Social Registry, Data Lakehouse, Registry Record, Member Id, And Family Id Capabilities Are Operationalized,
4. Dashboards And Analytics Are Deployed,
5. Required Apis and Departmental Integrations Are Operationalized.
6. Security And Audit Observations Are Closed,
7. Go-Live Is Declared,
8. And Stabilization Is Completed to The Satisfaction Of DST/DIT.

SECTION 8: PAYMENT TERMS & MILESTONES

8.1 Objective

This section defines the payment terms, milestone-linked payment structure, software / platform license payment conditions, Operations & Maintenance (O&M) payment conditions, deductions, penalties, and payment approval process for the Gujarat Common Social Registry and Data Lakehouse Project.

The payment structure has been designed to ensure that payments are linked to measurable progress, approved deliverables, successful completion of milestones, and acceptance by DST/DIT The successful bidder shall be entitled to payment only upon satisfactory completion of the relevant milestone and written acceptance by DST/DIT.

No payment shall be made merely on the basis of passage of time, partial effort, internal completion, or deployment by the bidder unless the relevant milestone deliverables have been reviewed and accepted by DST/DIT.

8.2 Payment Components

The total project cost quoted by the bidder shall be structured into the following major components:

1. **Implementation Cost**
    - Requirement Gathering
    - Design And Architecture
    - Development And Customization
    - Integration
    - Data Ingestion
    - Data Quality And MDM
    - Registry Record and Family Id Creation
    - Data Lakehouse Setup
    - Analytics And Dashboard Development
    - AI / ML / LLM Use Case Implementation
    - Testing And Go-Live Support
2. **Software / Platform / License Cost**
    - licenses for proposed software/platform components
    - OEM support/subscription/support coverage for the contract period, as applicable
3. **Operations & Maintenance (O&M) Cost**
    - Onsite/Offsite Manpower
    - Helpdesk Support
    - Maintenance And Support Services
    - Ticket Management
    - Application Support
    - Patching And Minor Updates
    - Incident And Problem Management

4. **Training Cost**
    - Departmental Training Batches
    - User Orientation
    - Training Materials
    - Knowledge Transfer Support
5. **Any other approved component specifically included in the price bid format**
6. All payments under this RFP shall be linked to the successful delivery, review, acceptance, and sign-off of applicable milestones and deliverables for the Data Lakehouse and Gujarat Common Social Registry Project. The bidder shall not be entitled to claim payment merely on completion of calendar timelines unless the corresponding deliverables, services, reports, documents, software components, integrations, data outputs, and acceptance requirements have been completed to the satisfaction of DST/DIT.

8.3 General Payment Principles

1. Payments shall be released only against approved milestones and accepted deliverables.
2. All invoices shall be supported by:
    - Milestone Completion Report,
    - Deliverable Acceptance Notes,
    - Relevant Supporting Documentation,
    - And Any Certification Required By DST/DIT.
3. DST/DIT may withhold payment if:
    - Deliverables Are Incomplete,
    - Observations Remain Unresolved,
    - Testing Is Not Completed,
    - Documents Are Not Submitted,
    - Or Milestone Acceptance Has Not Been Granted.
4. Payments shall be subject to deduction of:
    - Statutory Taxes,
    - Penalties,
    - Liquidated Damages, If Applicable,
    - And Any Other Recoveries as Per Contract.
5. No advance payment shall be made unless specifically approved by DST/DIT and stated in the contract.
6. No interest shall be payable by DST/DIT for delayed payments.
7. All payments shall be made electronically through NEFT / RTGS / approved mode.
8. All milestone acceptance shall be at the sole discretion of DST/DIT based on compliance with RFP requirements.
9. In case of phased / module-wise acceptance, DST/DIT may permit corresponding milestone-wise payment as per approved implementation plan.
10. The bidder shall ensure that pricing includes all costs necessary for successful delivery of the scope.

8.4 Milestone-Based Payment Structure

The project implementation payments shall be linked to key milestones as defined below.

8.4.1 Implementation Milestone Payment Schedule

Milestone No.	Timeline	Milestone / Activity	Payment (% of Implementation Cost unless otherwise stated)
M1	T0 + 0.5 Month	Kick-off, project charter, governance structure, deployment of core team, detailed project plan	-
M2	T0 + 1.5 Months	BRD, FRS/SRS, HLD, stakeholder consultations, source system study, gap analysis, use case identification	5%
M3	T0 + 3 Months	LLD, architecture, environment setup, ETL platform setup, integration framework setup	-
M4	T0 + 4.5 Months	Base data ingestion (including PDS), departmental data onboarding and integration, data profiling, validation, standardization, cleansing, reconciliation, source-to-target mapping, data quality implementation, curated data asset creation, and initial family linkage processing.	10%
M5	T0 + 6 Months	Gujarat Common Social Registry establishment, Member ID & Family ID generation, MDM and data governance enablement, Data Lakehouse implementation, dashboard and analytics development, and registry validation.	10%
M6	T0 + 7 Months	System integration testing, performance testing, security assessment, UAT, defect resolution, and production readiness.	15%
M7	T0 + 8 Months	Go-Live, Production rollout, stabilization, hyper-care.	35%
M8	T0 + 11 Months	Onboarding of remaining departments, departmental data ingestion and integration, family record enrichment, data quality improvement, and production rollout readiness.	10%
M9	T0 + 13 Months	Production rollout of onboarded departments, performance optimization, operational stabilization, issue resolution, SLA validation, knowledge transfer, and transition to O&M support.	15%
		Total	**100% of Implementation Cost**

8.5 Payment for Software / Platform / License Components

Software, platform, tool, subscription, and license-related payments, wherever applicable, shall be made only for components required for the Gujarat Common Social Registry and Data Lakehouse Project and shall be subject to delivery, installation, configuration, activation, OEM confirmation, license validity, support entitlement, compliance with the approved Bill of Material, and acceptance by DST/DIT.

The bidder shall ensure that all software, platforms, tools, licenses, subscriptions, and OEM support proposed for Gujarat Common Social Registry, Data Lakehouse, MDM, data quality, integration, analytics, BI, AI / ML, security, monitoring, and support functions remain valid and supported throughout the contract period.

8.5.1 License Payment Principle

Payment for software/platform/license components shall be linked to:

1. Supply/Provisioning of Licenses,
2. Successful Installation/Configuration,
3. Integration Readiness,
4. Acceptance By DST/DIT.
5. And Where Applicable, Successful Go-Live of The Relevant Component.

8.5.2 Indicative License Payment Structure

Unless otherwise specified in the price bid or agreed during contract finalization, the software/platform/license cost may be paid as follows:

Stage	Condition	Payment (% of Software / License Cost)
L1	On supply / provisioning, installation, and acceptance of software/platform component in designated environment	40%
L2	On successful integration, testing, and readiness for production use	30%
L3	On Go-live [M7] / final acceptance of the relevant solution component	30%

Note:

DST/DIT may, based on the nature of the software or licensing model, adopt a different component-wise payment mechanism. The same shall be finalized during contract signing and reflected in the final work order / agreement.

8.6 Payment for Operations & Maintenance (O&M)

1. O&M payments shall commence after Go-Live of the Gujarat Common Social Registry and Data Lakehouse or after commencement of module-wise O&M, if specifically approved by DST/DIT.

O&M payments shall be released on a quarterly basis, subject to:

2. Deployment of the minimum required support team.
3. Compliance with applicable Service Level Agreements (SLAs).

4. Submission of monthly and quarterly reports.
5. Acceptance of services rendered by DST/DIT; and
6. Fulfilment of all contractual obligations under the Agreement.

If O&M services are not rendered satisfactorily, DST/DIT may:

7. Withhold payment.
8. Levy SLA penalties and other contractual deductions.
9. Recover applicable dues from pending invoices; or
10. Adjust amounts against future payments.

8.6.1 O&M Payment Formula

Operations & Maintenance (O&M) payments shall be released on a **quarterly basis** after Go-Live / operational acceptance, subject to satisfactory operation, maintenance, monitoring, helpdesk support, incident management, SLA compliance, reporting, and continued support of the Gujarat Common Social Registry and Data Lakehouse.

The Quarterly O&M Payment shall generally be calculated as follows:

Quarterly O&M Payment = (Total Annual O&M Cost ÷ 4)

1. Applicable SLA Penalties
2. Other Contractual Deductions (if any)

or, if the Financial Proposal provides a separate quarterly price:

Quarterly O&M Payment =Quarterly O&M Price Quoted by the Bidder

1. Applicable SLA Penalties
2. Other Contractual Deductions (if any)

subject to:

- SLA Compliance.
- Manpower Deployment Compliance.
- Submission and approval of reports.
- Availability and performance requirements.
- Acceptance of services by DST/DIT
- Other contractual deductions, if applicable.

Note: O&M invoices shall be raised and submitted by the SI on a quarterly basis, and payments shall be released after verification and certification by DST/DIT in accordance with the terms of the Agreement.

8.7 Milestone Acceptance Conditions

For release of milestone payment, the bidder shall ensure the following:

1. Completion Of Activities Under the Relevant Milestone.
2. Submission Of All Associated Deliverables.
3. Submission Of Milestone Completion Report.
4. Closure Of Observations Raised By DST/DIT
5. Successful Testing / Demo / Validation Where Applicable.
6. Submission Of Updated Documentation.
7. Formal Acceptance / Sign-Off By DST/DIT

No milestone, license, implementation, or O&M payment shall be considered due unless the relevant deliverables for the Gujarat Common Social Registry and Data Lakehouse Project have been submitted, reviewed, and accepted by DST/DIT or its authorized representative. DST/DIT may withhold, deduct, or defer payments in case of incomplete deliverables, non-compliance, SLA breach, unresolved audit observations, or failure to meet contractual obligations.
DST/DIT may partially accept a milestone where only part of the milestone scope has been completed and may proportionately decide the payable amount, if such modular acceptance is considered appropriate.

8.8 Documents Required with Invoice

Every invoice submitted by the bidder shall be accompanied by the following, as applicable:

1. Invoice In Duplicate / Prescribed Format
2. Copy Of Work Order / Agreement Reference
3. Milestone Completion Report
4. Deliverable Acceptance Letter / Sign-Off From DST/DIT
5. Supporting Documents Relevant to The Milestone
6. Test Reports / Audit Reports / Reconciliation Reports, Where Applicable
7. Deployment / Go-Live / Completion Report, Where Applicable
8. PAN, GST Registration Details, HSN/SAC Details
9. Any Other Document Required By DST/DIT For Payment Processing

Invoices submitted without proper documentary support may be returned / kept on hold.

8.9 Conditions for Non-Payment / Deferred Payment

DST/DIT shall have the right to withhold, defer, or reject any invoice in the following cases:

1. Milestone Not Completed.
2. Deliverables Not Accepted.
3. Material Deficiencies / Defects Remain Unresolved.
4. Required Manpower Not Deployed.
5. Sla Breaches Not Rectified.
6. Documentation Incomplete.
7. Security Or Compliance Observations Unresolved.
8. Invoice Not Supported with Required Documents.
9. Overbilling / Duplicate Billing / Incorrect Claims.
10. Contractual Non-Compliance by Bidder.

8.10 Adjustment of Penalties and Recoveries

All penalties levied under the RFP / contract, including but not limited to:

- delay penalties,
- SLA penalties,
- resource deployment penalties,
- audit observation penalties,
- or any other contractual deductions,

shall be adjusted against the bidder's due payments before release of invoice amount.
DST/DIT shall have full right to recover such amounts from:

1. running bills,
2. milestone payments,
3. O&M payments,
4. PBG / security deposit,
5. or any other dues payable to the bidder.

8.11 No Advance Payment

No advance payment shall be made to the bidder under this project unless specifically approved by DST/DIT and clearly provided in the contract. The bidder shall make all necessary arrangements for project execution from its own resources until milestone payments become due.

8.12 Taxes and Duties

1. Prices quoted by the bidder shall be in accordance with the financial bid format.
2. Applicable GST and other statutory taxes shall be dealt with as per prevailing law and as specified in the financial bid.
3. Any change in tax structure after submission of bid shall be governed as per applicable rules and contract provisions.
4. DST/DIT shall deduct TDS and other statutory deductions as applicable.

8.13 Final Payment and Closure

Final implementation payment, where applicable, shall be released only after:

1. Successful go-live,
2. Completion of stabilization period,
3. Submission of final implementation documents,
4. Closure of critical defects,
5. Formal acceptance by DST/DIT

Final O&M payment, where applicable, shall be subject to:

1. Satisfactory completion of support period,
2. Exit management compliance,
3. Submission of final kt documents,
4. Clearance of all obligations.

8.13.2 Other Cost Components

1. Software / License Cost: as per 8.5
2. O&M Cost: Quarterly

8.14 Rights of DST/DIT

DST/DIT reserves the right to:

1. Modify milestone acceptance conditions in the interest of the project.
2. Split or merge payment milestones based on implementation approach.
3. Seek additional proof before payment.
4. Hold payments pending compliance.
5. Recover dues, damages, and penalties from any payable amount.

The decision of DST/DIT in matters relating to milestone completion, payment eligibility, and deductions shall be final and binding.

SECTION 9: BILL OF MATERIAL (BOM)

9.1 Objective

This section defines the indicative Bill of Material (BoM), platform components, software requirements, licensing expectations, support requirements, sizing assumptions, and compliance obligations required for successful implementation, operation, and maintenance of the Gujarat Common Social Registry and Data Lakehouse Project.

The bidder shall carefully examine the complete scope of the Gujarat Common Social Registry and Data Lakehouse Project, including volumetric requirements, architectural expectations, service levels, security obligations, integration requirements, analytics requirements, AI / ML / LLM requirements, and implementation timelines before proposing the Bill of Material. The bidder shall be fully responsible for ensuring that the proposed BoM is complete, adequate, scalable, secure, compliant, compatible, and sufficient for successful implementation, operation, and maintenance of the Gujarat Common Social Registry and Data Lakehouse.

The quantities mentioned in this section are indicative minimum requirements for the purpose of bid evaluation unless otherwise stated. The bidder shall propose the required licensing metric, sizing approach, and product version/model based on the project requirements and its own solution design.

Any item, software, module, connector, tool, platform capability, interface component, or license that is required for successful implementation of the project but not explicitly listed in the BoM shall nevertheless be deemed to be included in the bidder's scope and quoted cost, if such item is necessary for successful delivery of the project.

9.2 General Conditions of the Bill of Material

1. The bidder shall quote for the complete scope of the project.
2. The bidder shall propose only such products / platforms / tools that are:
    1. Enterprise-Grade
    2. Legally Licensable
    3. Supportable In India
    4. Suitable for Government Deployment.
3. The bidder shall clearly mention:
    1. OEM / Product Name
    2. Version / Edition
    3. Licensing Metric
    4. Quantity Proposed.
4. The bidder shall submit relevant OEM authorization / MAF as required under this RFP.
5. The bidder shall ensure that all proposed software remains supported by the OEM during the required project period.
6. All core proposed products shall comply with the technical requirements and eligibility conditions defined in this RFP.
7. The bidder shall ensure compatibility across all proposed components.
8. The bidder shall include all necessary licenses for:
    1. Production

    2. Development
    3. Test / UAT Pre Production
    4. And DR Environments
    5. As Required by The Proposed Solution and Contract Obligations
9. In case any component requires additional add-ons, plugins, agents, connectors, adapters, management consoles, or support modules, the bidder shall include the same in its proposal and pricing.
10. The BoM quantities indicated by DST/DIT are minimum / indicative for evaluation and may be revised during implementation based on approved sizing and actual requirement.
11. The bidder shall be responsible for proposing a complete, compatible, scalable, secure, and enterprise-grade Bill of Material (BoM) for the Gujarat Common Social Registry and Data Lakehouse Project. The proposed BoM shall be sufficient to meet all functional, technical, integration, data processing, analytics, security, performance, availability, scalability, and O&M requirements specified in this RFP.

9.3 Scope of BoM

The BoM under this section broadly covers:
1. Enterprise database and transaction data platform
2. Data integration / data quality / master data management platform
3. Data Lakehouse platform
4. Analytics and BI platform
5. AI / chatbot / LLM support platform
6. API gateway, if priced separately
7. Testing tools, if included in bidder's commercial structure
8. Helpdesk / ticketing tool, if priced separately
9. Training-related quantities
10. Any other mandatory software/platform components required under the solution.

9.4 Software Bill of Material

The bidder shall propose software/platform components under the following indicative categories.

9.4.1 Unpriced Software BoM Table

#	Item Description	Proposed OEM / Product / Version	Licensing Metric (to be defined by bidder)	Minimum Indicative Quantity / Capacity Requirement	Quantity /Capacity Proposed	Compliance / Remarks
1.	Enterprise Database with support	To be filled by bidder	Per core / per processor / enterprise / other	200 Cores		
2.	Container Platform / Application Platform	To be filled by bidder	Per core / enterprise /	200 Cores		

#	Item Description	Proposed OEM / Product / Version	Licensing Metric (to be defined by bidder)	Minimum Indicative Quantity / Capacity Requirement	Quantity /Capacity Proposed	Compliance / Remarks
			subscription / other			
3.	Data Integration, Data Quality and Master Data Management Platform (Gujarat Common Social Registry)	To be filled by bidder	Per core / enterprise / record volume / other	100 Cores minimum or equivalent enterprise capacity suitable for project scale		
4.	Data Lakehouse Platform	To be filled by bidder	Per core / node / TB / enterprise / other	200 Cores minimum and approx. 5 Peta byte scale support		
5.	Analytics / BI / Dashboarding Platform	To be filled by bidder	Per user / named user / concurrent user / enterprise / other	Minimum 100 Users		
6.	AI Chatbot / Advanced AI Platform	To be filled by bidder	Per request/ subscription / enterprise / other	Minimum support for 1 million requests per year or equivalent		
7.	Data Catalog / Metadata / Lineage Platform*	To be filled by bidder	Per source / enterprise / node / other	As required for integrated data ecosystem		
8.	Helpdesk and Ticketing Tool*	To be filled by bidder	User-based / agent-based / enterprise / other	As required for project support		
9.	Annual Maintenance Charges*	To be filled by bidder	As applicable	As required by proposed solution		

* These items may be priced separately or may be included within bundled solution cost depending on the bidder’s commercial structure. However, whether separately priced or bundled, the bidder remains responsible for providing all required capabilities.

9.4.2 Unpriced Implementation & Professional Services

Sr. No.	Activity /Deliverable	UOM	Minimum Requirement	Proposed Approach / Remarks	Compliance (Y/N)
1	Requirement Gathering & Discovery	Lump Sum	Complete Requirement Study covering all stakeholders and departments		
2	BRD / FRS / SRS Preparation	Lump Sum	Preparation and approval of all required documents		
3	HLD / LLD Preparation	Lump Sum	End-to-end solution architecture and design documents		
4	Solution Architecture Design	Lump Sum	Target architecture including CSR, Lakehouse, Analytics and AI/ML		
5	Data Governance Framework	Lump Sum	Governance, stewardship, ownership and operating model		
6	Data Model & Registry Design	Lump Sum	Citizen Registry, Family Registry and related master data models		
7	Member ID Framework Development	Lump Sum	Design and implementation		
8	Family ID Framework Development	Lump Sum	Design and implementation		
9	Data Migration & Cleansing	Lump Sum	Historical data migration, profiling and cleansing		
10	Citizen Portal Development	Lump Sum	Complete portal implementation		
11	Department Portal Development	Lump Sum	Complete portal implementation		
12	Dashboard Development	Lump Sum	Configurable dashboards as per RFP requirements		
13	Reporting Development	Lump Sum	Standard and ad-hoc reporting framework		
14	API Development & Integration	Lump Sum	Integration with departmental systems and external platforms		
15	AI/ML Use Case Development	Per Use Case	Minimum 30 AI/ML Use Cases		
16	Security Hardening & Compliance	Lump Sum	Security controls, audit compliance and remediation		

Sr. No.	Activity /Deliverable	UOM	Minimum Requirement	Proposed Approach / Remarks	Compliance (Y/N)
17	SIT / UAT Support	Lump Sum	Complete testing support including defect resolution		
18	Go-Live & Hypercare Support	Lump Sum	Production rollout and stabilization support		
19	Knowledge Transfer & Documentation	Lump Sum	SOPs, manuals, KT sessions and project documentation		
20	Training & Capacity Building	Lump Sum	Technical, administrative and end-user training		
21	Project Management & Governance	Lump Sum	PMO support for complete project duration		

9.4.3 Unpriced Operations & Maintenance

Sr. No.	O&M Component	UOM	Minimum Requirement	Proposed Approach / Remarks	Compliance (Y/N)
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

9.5 Clarifications on Software BoM Items

9.5.1 Enterprise Database

The bidder shall propose an enterprise-grade OLTP database suitable for:

1. Transaction Management,
2. Application Backend,
3. Administrative Workflows,
4. Secure Storage,
5. High-Availability Deployment.

9.5.2 Container / Application Platform

If the bidder proposes a containerized or platform-led architecture, the bidder shall include the appropriate enterprise container/application platform capable of supporting:

- Application Deployment,
- Scalability,
- Orchestration,
- Resilience,
- Lifecycle Management.

9.5.3 Data Integration, Data Quality and MDM Platform

This is a mandatory and critical component of the project. The proposed platform shall support:

- Ingestion,
- ETL / ELT,
- Profiling,
- Cleansing,
- Matching,
- Deduplication,
- Survivorship,
- Stewardship,
- Registry Record Creation.

The same shall also support Family ID workflows and citizen-family linkage logic.

9.5.4 Data Lakehouse Platform

The bidder shall propose a platform suitable for:

- Historical Data Storage
- Analytical Data Processing
- Subject Area Marts
- Dashboarding Backend
- And Model-Driven Analytics.

The proposed capacity shall be sufficient to support current and future projected growth.

9.5.5 Analytics / BI Platform

The proposed BI platform shall support:

- Role-Based Dashboards
- Drill-Down Analytics
- Self-Service BI
- Exports
- Visual Reporting
- KPI Design
- Secure Access for Approved Users.

9.5.6 AI Chatbot / LLM Platform

The proposed AI platform shall support:

- Chatbot Capability
- Citizen Assistance
- Language Support
- LLM-Based Use Cases
- Advanced Analytics Support.

If the bidder proposes an integrated AI stack rather than a separate platform line item, the same shall be clearly explained.

9.6 Capacity and Sizing Responsibility of Bidder

1. The bidder shall be responsible for sizing all proposed software/platform components.
2. The bidder shall ensure that the proposed quantities are sufficient to meet:
    - Concurrent user requirements
    - Integration load
    - Data volume
    - Retention requirement
    - Reporting demand
    - AI/ML usage
    - DR requirements
    - future scalability
3. If the bidder proposes an alternative licensing metric than the indicative one, the same shall be clearly explained in the technical proposal and price bid.
4. The bidder shall ensure that the overall solution remains commercially and technically viable even if actual licensing structure differs from the indicative column.

9.7 Completeness of BoM

The bidder shall ensure that the proposed BoM is complete in all respects. Without limiting generality, completeness shall include:

1. All base platform licenses
2. All support and subscription entitlements
3. All production / non-production / DR needs

4. All connectors / adapters / agents
5. All admin consoles,
6. All reporting and monitoring dependencies
7. All testing dependencies
8. All tools required to make the solution operational.

No claim shall be entertained later on the ground that a required item was not explicitly listed in the BoM.

9.8 Versioning and Product Support

1. The bidder shall mention the proposed version / edition / release of all major products.
2. The proposed products shall not be nearing end-of-support / end-of-life within the contract period.
3. The bidder shall ensure OEM support for the period required under this RFP.
4. In case of version change during implementation, the bidder shall provide equal or better version/product without adverse impact on scope, compliance, interoperability, or commercial terms, subject to approval of DST/DIT.

9.9 Rights of DST/DIT Regarding BoM

DST/DIT reserves the right to:

1. Seek clarification on any BoM item
2. Seek technical justification for sizing or product selection
3. Accept or reject any proposed product not meeting the requirement.
4. Ask the bidder to provide equivalent or better compliant product if the proposed one is unsuitable.
5. Modify quantities at the time of award or implementation subject to project need and contract provisions.
6. Seek demonstration or proof of compatibility for key solution components.

9.10 Notes for Bidders

1. Quantities given in this section are indicative and minimum for evaluation purposes.
2. Actual quantity / licensing structure may vary depending on final approved architecture and implementation plan.
3. The bidder shall quote only after carefully studying the complete RFP.
4. If any BoM item is embedded in another commercial line item, the bidder shall clearly disclose the same in the proposal.
5. The bidder shall not leave mandatory items unaddressed merely because the pricing format is summarized.
6. The bidder shall submit a masked technical BoM in the technical bid, if required by bid format, and a complete priced BoM in the commercial bid.

9.11 Bidder's Responsibility for Compatibility and Interoperability

The bidder shall be solely responsible for ensuring that all proposed products are mutually compatible and interoperable, including compatibility with:

- The State Data Centre environment
- Proposed deployment model
- Departmental integration needs
- Security architecture
- Long-term support obligations.

Any integration issue arising due to incompatibility of proposed components shall be resolved by the bidder at no additional cost to DST/DIT

9.12 Mandatory Compliance Statement

The bidder shall submit a compliance statement confirming that:

1. All mandatory BoM items have been considered.
2. All proposed products meet the minimum technical requirements.
3. All required licenses and supports are included.
4. The proposed quantities are sufficient for the project volumetric and service levels.
5. No essential software/platform component has been excluded from the scope.

SECTION 10: SERVICE LEVEL AGREEMENTS (SLAs)

10.1 Objective

This section defines the Service Level Agreements (SLAs), performance obligations, uptime requirements, incident response and resolution timelines, operational support expectations, reporting requirements, penalties, and service credit / deduction mechanisms applicable to the Gujarat Common Social Registry and Data Lakehouse Project.

The purpose of the SLA framework is to ensure measurable, reliable, secure, and high-quality delivery of services and support throughout the contract period.

The successful bidder shall be responsible for meeting all service levels specified in this section and for providing all support, manpower, tools, processes, escalation arrangements, and governance mechanisms necessary for SLA compliance.

10.2 General Principles

1. The proposed solution and services shall comply with the service levels defined in this RFP irrespective of customizations, integrations, enhancements, or scale-up during the contract period.
2. The bidder shall establish and operate a centralized helpdesk / ticketing mechanism for incident logging, classification, tracking, escalation, resolution, and reporting.
3. All incidents shall be logged with a unique ticket / reference number.
4. The logic for measurement of SLA compliance, where implemented in monitoring tools, shall be as approved by DST/DIT
5. DST/DIT shall have the right to validate SLA compliance through:
    - System reports
    - Monitoring tools
    - Manual audits
    - Helpdesk records
    - And logs maintained by the bidder.
6. SLA non-compliance shall attract penalties as specified in this section.
7. Penalties shall be without prejudice to other contractual rights of DST/DIT, including recovery, suspension, or termination in case of persistent breach.
8. **Data Quality SLA section specifying measurable thresholds for:** Registry record completeness, deduplication accuracy, match quality, data freshness, Family ID coverage.

10.3 Business Hours and Non-Business Hours of Government of Gujarat offices

For the purpose of SLA measurement:

- **Business Hours** shall mean **9:00 Hours to 18:30 Hours** on working days of Government of Gujarat offices, unless otherwise notified by DST/DIT.
- **Non-Business Hours** shall mean all hours outside Business Hours, including holidays and weekends.
- **Business Days:** All working days excluding 2nd and 4th Saturdays, Sundays, and Government-declared holidays.
- **Helpdesk Availability**: The helpdesk shall operate on a 24x7 basis.

The bidder shall recognize that critical government systems may require support beyond normal office hours. Accordingly, the bidder shall ensure availability of adequate personnel, escalation teams, and OEM coordination support as required.

10.4 Solution Availability and Uptime

10.4.1 Definition of Availability

Solution availability shall be calculated as:

$$\text{Availability} = \frac{(\text{Scheduled Operation Time} - \text{Service Downtime})}{\text{Scheduled Operation Time}} \times \mathbf{100}$$

Where:

- **Scheduled Operation Time** means the total scheduled operating time of the system during the relevant measurement period after deducting approved planned downtime.
- **Service Downtime** means the accumulated time during which the system or relevant solution component is unavailable or inaccessible to users due to reasons attributable to the bidder.

10.4.2 Downtime Measurement Principles

1. Downtime shall be measured from the time the issue occurs or the time it is detected through monitoring/logging systems, whichever is earlier.
2. Downtime shall include system failure leading to denial of service to users.
3. Downtime shall also include severe degradation where the application is effectively unusable.
4. Denial of service due to bidder-controlled causes shall be treated as downtime.
5. Replication overheads, poorly managed deployments, faulty customizations, failed integrations, or patch failures attributable to the bidder shall not be accepted as justification for downtime.

10.4.3 Planned Downtime

Planned downtime shall not be counted toward SLA downtime only if:

1. It is approved in advance by DST/DIT

2. It is scheduled during approved maintenance window
3. It is notified in advance
4. It does not materially disrupt critical operations beyond approved limits.

10.5 Minimum Uptime Requirement

The bidder shall ensure minimum monthly availability as follows:

Service Component	Minimum Monthly Availability
Core Production Application / Portal / Registry record Platform	99.98%
Critical Data Exchange / API Layer	99.98%
Analytics and Dashboard Services	99.98%
Helpdesk and Ticketing System	99.98%

If specific component-wise availability is approved by DST/DIT during implementation, the stricter of the two conditions shall apply.

10.6 Incident Management

The bidder shall classify incidents into severity levels and respond / resolve them within the timelines given below.

10.6.1 Incident Logging Requirements

1. The solution shall include comprehensive built-in monitoring capabilities, and the bidder shall use integrated tools as procured by bidder and approved by DST/DIT for SLA monitoring.
2. All incidents reported by users, DST/DIT, departments, or monitoring systems shall be logged in the helpdesk/ticketing tool.
3. Every incident shall be assigned a unique ticket number.
4. The user / reporting authority shall be informed of the ticket number within the defined response time.
5. Incident classification shall be done based on business impact and user impact.
6. The Bidder, along with the OEM, shall provide a Root Cause Analysis (RCA) for all critical issues and other serious recurring incidents defined by DST/DIT within the defined SLA timelines. Extensions may be granted by DST/DIT based on the severity of the incident upon justified request. In cases of SLA breach beyond the bidder’s control, the bidder may submit RCA with justification for consideration. If the RCA confirms service-related failure, applicable penalties shall be imposed.
7. RCA shall be mandatory for all Severity 1 (P1) and Severity 2 (P2) incidents resulting in service disruption or unavailability. The bidder may collaborate with the OEM for RCA preparation.

8. For certain incidents, RCA may also be conducted by the Purchaser or its appointed agency.
9. Penalties shall be calculated as a percentage of the applicable payment milestone.
10. SLA parameters should be monitored weekly and reviewed monthly. Failure to meet the defined service levels shall constitute a breach of contract and shall attract penalties. Additionally, the bidder shall implement real-time monitoring and reporting of SLA parameters and submit automated scheduled reports weekly and monthly or as required by the Purchaser.
11. The Purchaser reserves the right to take appropriate action, including termination of the contract, if:
    a. Penalties exceed 25% of the disbursed cumulative milestone payment for two consecutive payment milestones, or
    b. Penalties exceed 30% of single milestone payment in any payment milestones.

10.6.2 Severity Classification and Response / Resolution Timelines

Level	Classification	Response Time	Resolution Time
P1 -Critical	No user can access the system; or 100 or more users are impacted; or critical closure/day-end/month-end operations are affected; or malfunction due to bidder customization; or critical integration failure; or RCA/reporting breach for critical defect; or complete failure of co-existent software component; Any showstoppers with no acceptable workarounds	Within 15 minutes	Within 4 hours during business hours; within 6 hours during non-business hours
P2 - High	10 to 99 users impacted; significant slowness or degradation affecting operations; or critical issue with accepted workaround; or failure to apply agreed stable patches/updates; or major inconvenience to users or departments	Within 30 minutes	Within 8 hours during business hours; within 12 hours during non-business hours
P3 - Medium	1 to 9 users impacted; or residual infrastructure/application issue not covered under Critical or High; or High incident for which acceptable workaround is provided	Within 2 hours	Within 12 hours during business hours; within 36 hours during non-business hours
P4 - Low	Minor issue with no significant impact; Cosmetic UI/UX issues with ZERO functional impact.	Within 4 hours	Within 24 hours during business hours; within 48 hours during non-business hours

10.6.3 Incident Penalty Structure

A. Penalty for Delay in Response Time

Severity	Penalty
P1	INR 3,000 for every 30 minutes delay or part thereof beyond response time
P2	INR 2,500 for every 30 minutes delay or part thereof beyond response time
P3	INR 2,500 for every 60 minutes delay or part thereof beyond response time
P4	INR 2,000 for every 60 minutes delay or part thereof beyond response time

B. Penalty for Delay in Resolution Time

Severity	Penalty
P1	INR 6,000 for every 30 minutes delay or part thereof beyond resolution time
P2	INR 5,000 for every 60 minutes delay or part thereof beyond resolution time
P3	INR 3,000 for every 60 minutes delay or part thereof beyond resolution time
P4	INR 2,500 for every 60 minutes delay or part thereof beyond resolution time

10.7 Project Timeline Delay Penalty

The bidder shall complete all project milestones and phases within the approved timeline.

10.7.1 Delay in Delivering Any Project Milestone

Requirement	Penalty
Delay in delivery of any project milestone	2% of that milestone cost for each 10 calendar days of delay or part thereof capped at 10% of the milestone payment.

10.7.2 Extended Delay

If delay exceeds eight (8) weeks and the cause of delay is attributable to the bidder, DST/DIT reserves the right to:

1. Increase the penalty up to 0.5% of the relevant project cost or total project cost, as deemed appropriate.
2. Invoke other contractual remedies
3. Or initiate contract cancellation / termination proceedings.

10.8 Page Response and Performance Measurement

The bidder shall ensure that the platform performs efficiently under normal and peak usage conditions.

10.8.1 Performance Metrics

Performance Parameter	Measurement	Minimum Service Level & Penalty
Availability of Web Portal	**Metric:** % of Uptime for Web Portal **Formula:** Uptime % = (1-[(Total Downtime) / (Total Time – Planned Downtime)]) *100 Web portal is expected to be available 24 x 7. **At Risk Amount (ARA) =** Quarterly Fixed O&M fee – Recoveries for payment done by DST/DIT	>= 99.98% - no Penalty <99.98% and >= 99.5% - 0.4% of ARA <99.50% and >= 99.0% - 0.5% of ARA <99.00% and >= 98.5% - 1% of ARA <98.50% and >= 98.0% - 2% of ARA <98.00% and >= 97.5% - 4% of ARA <97.50% and >= 97.0% - 5% of ARA <97.00% - Event of Default notice
Static Page Loading	Page load time	At least 95% below 2 seconds, and at least 99% below 4 seconds **Penalty:** as per 10.8.3 below
Dynamic Page Loading	Time from request until dynamic form, data and controls are available for user interaction	At least 95% below 2 seconds, and at least 99% below 4 seconds **Penalty:** as per 10.8.3 below
Search Execution and Search Result Display	Time taken to execute search and display results on UI	At least 95% below 3 seconds, and at least 99% below 5 seconds **Penalty:** as per 10.8.3 below
Transaction Processing	Time taken for create, edit, delete, and similar transaction actions	At least 95% below 3 seconds, and at least 99% below 5 seconds **Penalty:** as per 10.8.3 below
Uploading / Viewing Documents or Images (<500 KB)	Upload / view time	At least 95% below 3 seconds, and at least 99% below 5 seconds **Penalty:** as per 10.8.3 below
Advanced or Multi-Parameter Search	Time for complex searches involving multiple filters, relationships or cross-dataset criteria	At least 95% below 5 seconds, and at least 99% below 8 seconds **Penalty:** as per 10.8.3 below
Standard API Response	Server-side processing time for internal platform APIs	At least 95% below 1 seconds, and at least 99% below 2 seconds **Penalty:** as per 10.8.3 below
Dashboard Loading	Time for standard dashboard, including charts and summarized data, to become usable	At least 95% below 5 seconds, and at least 99% below 8 seconds **Penalty:** as per 10.8.3 below

10.8.2 Measurement Mechanism

1. Performance shall be measured monthly or quarterly as specified by DST/DIT.
2. Measurement may be done using
    - Measurement Conditions:
        1. Statistical method - P95 and P99 shall be calculated separately for each performance metric
        2. Minimum sample - At least 10,000 valid transactions per performance metric per month, or all transactions where volume is lower.
    - Manual audit
    - System-generated logs, From Systems Located in GSDC.
    - Monitoring tools provided or approved by DST/DIT
    - APM tools
    - Or testing tools proposed by the bidder and approved by DST/DIT.
3. The bidder shall configure and support the measurement mechanism.

10.8.3 Performance SLA Penalty

For every 5% drop or part thereof below the applicable service level, penalty shall be:

- 0.5% of the Quarterly Maintenance Cost

Where:

Quarterly Maintenance Cost=Total ATS + Total O&M Cost

Support Period in QuartersQuarterly Maintenance Cost=Support Period in QuartersTotal ATS + Total O&M Cost

or as otherwise computed in the final contract, if broken out component-wise.

Illustration of Penalty calculation:

Minimum service level: At least 95% of static pages shall load within the prescribed response time.

Actual quarterly achievement: 88% of valid static page-load transactions met the response-time requirement.

Therefore:

95% - 88% = 7 percentage points

Since 7 percentage points represents two slabs of 5 percentage points or part thereof:

2 × 0.5% = 1%

The penalty would be:

1% of the Quarterly Maintenance Cost

Where the Quarterly Maintenance Cost is ₹2 crore:

₹ 2,00,00,000 × 1% = ₹ 2,00,000

10.9 Resource Deployment Penalty

The bidder shall deploy manpower as per the approved resource plan and minimum mandatory deployment requirements.

10.9.1 Delay in Resource Deployment During Implementation

Condition	Penalty
Delay in deployment of each required resource (other than O&M support team)	INR 10,000 per day per resource

10.9.2 Delay in Deployment of Support Team During O&M

Condition	Penalty
Delay in deployment of each support resource	INR 5,000 per day per resource

DST/DIT may impose the above penalty in addition to any service-level consequence resulting from under-deployment.

10.10 Audit Observation / Security Gap Closure Penalty

The bidder shall close all audit observations and security findings identified through:

1. IS audit
2. STQC
3. VAPT
4. CERT-In empanelled audit
5. Internal audit
6. External audit
7. Or any other authorized assessment.

10.10.1 Resolution Timelines and Penalties

Issue Categorization	Resolution Period	Penalty after Expiry of Resolution Period
Critical	Within 1 Month	INR 10,000 per issue per day
High	Within 1 Month	INR 8,000 per issue per day
Medium	Within 2 Months	INR 5,000 per issue per day
Low	Within 3 Months	INR 3,000 per issue per day

The bidder shall submit compliance and closure evidence for all resolved gaps.

10.10.2 Security Breach and Data Theft SLA Penalty

The Bidder shall be fully responsible for ensuring the confidentiality, integrity, and availability of all Government data and systems under its control. Any data breach, data theft, unauthorized disclosure, exposure of sensitive information, security compromise, or cyber incident arising due to Bidder negligence, security lapses, inadequate controls, misconfiguration, non-compliance with prescribed security requirements, or actions of its personnel/subcontractors shall attract penalties as specified below. The penalties shall be without prejudice to DST's right to recover actual damages, invoke contractual remedies, or initiate legal action as applicable.

Note:

1. The penalties arising out of violation of any applicable Central/State Government Laws/Rules/Guidelines/Norms (DPDP Act 2023, DPDP Rules 2025, IT Act 2000, CERT-In, Aadhaar Act 2016 etc) currently defined or defined after the agreement date shall apply to this contract as well. Any such penalties applicable to the purchaser and arising out of Bidder's negligence shall automatically become the responsibility of the Selected Bidder to bear. In addition to the penalties levied as per law, the Bidder shall also bear the below penalty.
2. Repeated occurrences of Low or Medium Severity Breaches, failure to implement corrective actions, concealment of incidents, or delayed reporting may result in escalation of the incident severity and imposition of higher penalties at the sole discretion of DST.

10.10.2.1 High Severity Breach

Unauthorized access to highly sensitive data, including but not limited to Personally Identifiable Information (PII), financial records, confidential Government information, citizen data, or critical Government systems; compromise of core infrastructure; ransomware incidents affecting critical systems; or confirmed exfiltration, theft, manipulation, or destruction of data.

Penalty: INR 14,00,000 per incident

10.10.2.2 Medium Severity Breach

Isolated security incidents such as compromise of a single user account, unauthorized access to a limited set of resources, or localized security breaches without evidence of broader system compromise, privilege escalation, service disruption, or data exfiltration.

Penalty: INR 10,00,000 per incident

10.10.2.3 Low Severity Breach

Minor security non-compliance, near-miss security incidents, malware detection on non-critical assets, delayed remediation of vulnerabilities, configuration weaknesses, or vulnerabilities identified without resulting in actual unauthorized access, data compromise, or service impact.

Penalty: INR 7,00,000 per incident

10.11 RCA (Root Cause Analysis) Obligations

1. The bidder shall submit RCA for all critical incidents within 48 hours or within such timeline as may be prescribed by DST/DIT.

2. RCA shall include:
    1. Incident summary
    2. Impact
    3. Root cause
    4. Immediate corrective action
    5. Preventive action
    6. Responsibility mapping.
3. Non-submission of RCA within the defined timeline may be treated as SLA breach and, where applicable, may be classified as a critical incident.

10.12 Monitoring and Reporting Obligations

The bidder shall:

1. Provide and operate a helpdesk/ticketing tool.
2. Maintain complete incident logs.
3. Generate monthly SLA compliance reports.
4. Provide uptime, downtime, response time, resolution time, and performance reports.
5. Share RCA reports and major incident reports.
6. Support audit of logs and metrics by DST/DIT.
7. Provide real-time dashboards if required by DST/DIT.

10.13 Exclusions from SLA Penalty

The bidder shall not be penalized for SLA breach only in case the breach is solely attributable to events beyond bidder's control, such as:

1. Force majeure events.
2. Failure of infrastructure explicitly outside bidder scope and not caused by bidder action or omission.
3. Delay caused solely due to non-availability of required approvals / access from DST/DIT despite documented timely follow-up by bidder.
4. Third-party / external dependency failures where bidder has no responsibility and has duly escalated and documented the issue.

However:

1. The bidder shall maintain evidence and logs of such events.
2. Promptly notify DST/DIT
3. Cooperate in validation. The decision of DST/DIT regarding admissibility of exclusions shall be final.

10.14 At Risk Amount (ARA)

An At-Risk Amount mechanism may be applied to quarterly payments.

1. **At-Risk Amount (ARA) =** Quarterly Fixed O&M fee – Recoveries for payment done by DST/DIT.
2. Total penalty for a quarter shall ordinarily not exceed the At-Risk Amount for that quarter.

3. Penalties beyond ARA, where contractually justified under special circumstances such as major delay or severe breach, may be recovered through other contract mechanisms subject to approval by competent authority.

10.15 Overall Cap on Penalty

1. The overall penalty cap under the contract shall be **15% of the Total Contract Value / TCO**, unless otherwise specified in the final agreement.
    - In case of breach of Overall Cap for two consecutive quarters, the Overall Penalty Cap shall raise by additional 5%.
    - Subsequently, if the Overall Penalty Cap for another two consecutive quarters is breached, the Overall Penalty Cap shall increase by 5%, up to a max of 25%.
2. If the cumulative penalties exceed the defined cap, DST/DIT reserves the right to:
    1. Terminate the contract
    2. Invoke PBG
    3. Debar the bidder for future bids as per rules
    4. And/or take any other contractual action

10.16 Service Review and Governance

SLA compliance shall be reviewed through the project governance structure.

10.16.1 Review Frequency

1. Weekly operational review – if required, automated scheduled report is a mandate.
2. Monthly SLA review with automated scheduled reports
3. Quarterly performance review
4. Steering committee review as required

10.16.2 Governance Scope

Reviews may include:

1. Incident analysis
2. Uptime and performance review
3. Delay tracking
4. Manpower deployment review
5. Audit observation closure
6. Dashboard / report quality review
7. Citizen / department issue trends

10.17 Special Conditions for Critical Government Operations

The bidder acknowledges that the platform may support critical citizen-facing and inter-departmental functions. Accordingly:

1. The bidder shall provide emergency support during critical periods.

2. Day-end, month-end, quarter-end, annual closure or critical reporting windows shall receive priority support.
3. Any failure affecting major scheme disbursement, family ID generation, citizen registry access, or critical analytics may be treated as a Critical incident.

10.18 Rights of DST/DIT

DST/DIT reserves the right to:

1. Modify incident classification in case of business-critical impact.
2. Determine applicability of penalty.
3. Revise monitoring logic and measurement tools.
4. Carry out independent validation / RCA.
5. Direct corrective measures.
6. Recover penalties from any dues payable.
7. Take contractual action in case of persistent or serious non-performance

The decision of DST/DIT on SLA interpretation, measurement, and penalty imposition shall be final and binding.

SECTION 11: INSTRUCTIONS TO BIDDERS

11.1 Eligible Bidders

Bids may be submitted by an eligible organization having experience in the design, development, implementation, integration, testing, deployment, operation, maintenance, and support of large-scale IT systems, enterprise data platforms, Data Lakehouse solutions, Master Data Management solutions, data integration solutions, analytics platforms, AI/ML solutions, and Government technology systems in India.

The bidder shall possess the requisite experience, financial capacity, technical capability, manpower strength, certifications, OEM support arrangements, and delivery readiness for undertaking the complete scope of the Gujarat Common Social Registry and Data Lakehouse Project.

The bidder shall be a single legal entity. Consortium, Joint Venture, association, and sub-contracting shall not be permitted under this RFP.

The bidder shall meet all Pre-Qualification and Technical Evaluation requirements in its own name. The credentials, project experience, manpower, certifications, technical capability, or financial capacity of any parent company, subsidiary, affiliate, associate, consortium member, Joint Venture member, sub-contractor, or other third party shall not be considered unless expressly permitted under a specific criterion of this RFP.

Detailed eligibility requirements shall be as specified in **Section 4 – Pre-Qualification Criteria** of this RFP.

11.1.1 Prohibition on Consortium, Joint Venture, and Sub-Contracting

The bidder shall submit the bid in its own name and shall remain solely and fully responsible for the complete scope of work under this RFP.

Consortium, Joint Venture, association, and sub-contracting of any part of the scope of work shall not be permitted.

The bidder shall not assign, transfer, delegate, novate, or sub-contract any contractual obligation, deliverable, service, responsibility, or part of the scope of work to any third party.

All responsibilities relating to project management, requirement analysis, solution architecture, application development, Data Lakehouse implementation, Gujarat Common Social Registry implementation, Registry record creation, Member ID and Family ID enablement, MDM, data quality, data migration, departmental integration, API integration, analytics, AI/ML/LLM use cases, testing, security, training, Go-Live, Operations & Maintenance, helpdesk, reporting, documentation, knowledge transfer, and exit management shall remain with the selected System Integrator.

All project experience, manpower credentials, certifications, and technical capabilities submitted for evaluation shall relate to the bidder itself. No experience, manpower, or credentials of another entity shall be used to meet the bidder's mandatory eligibility or evaluation requirements, except for OEM product credentials expressly required under this RFP.

Any breach of this provision may be treated as a material breach and may result in rejection of the bid, termination of the Agreement, forfeiture or invocation of the EMD/Performance Bank Guarantee, blacklisting or debarment, and any other action permitted under this RFP and applicable law.

11.1.2 OEM Authorization and Product Support

The prohibition on sub-contracting shall not restrict the bidder from obtaining OEM authorization, product warranty, license support, subscription support, patches, upgrades, maintenance, technical assistance, or product-level escalation support from the respective Original Equipment Manufacturers for products proposed under the approved Bill of Material.

An OEM providing authorization, licenses, warranty, maintenance, upgrades, patches, or product-level technical support shall not, solely for that reason, be treated as a sub-contractor, subject to the following:

a. The OEM shall not assume or execute the SI's core contractual responsibilities.
b. The SI shall remain solely accountable to DST/DIT for all proposed OEM products and associated support.
c. The OEM arrangement shall not create a direct contractual relationship between DST/DIT and the OEM unless expressly agreed by DST/DIT in writing.
d. The bidder shall submit all OEM authorizations, support commitments, escalation arrangements, licensing terms, warranty commitments, and product lifecycle commitments required under this RFP.
e. OEM product credentials may be considered only for evaluating the eligibility or suitability of the proposed product or platform where expressly required under this RFP and
f. No OEM arrangement shall relieve, reduce, qualify, divide, or transfer any responsibility of the SI under this RFP or the Agreement.

11.2 Bid Preparation Costs

The bidder shall bear all costs incurred in connection with participation in the RFP process, including but not limited to costs incurred for:

1. Examination of this RFP and conduct of due diligence.
2. Study of the existing application, data, integration, infrastructure, security, and operational landscape, wherever applicable.
3. Participation in meetings, discussions, workshops, demonstrations, technical presentations, and pre-bid meetings.
4. Preparation and submission of the bid.
5. Preparation of the proposed solution architecture, infrastructure and platform sizing, Bill of Material, implementation methodology, project plan, and commercial proposal.
6. Submission of clarifications or additional information required by DST/DIT
7. Verification of project references, manpower credentials, certificates, and OEM support arrangements; and
8. Negotiation, finalization, and execution of the Agreement.
2. DST/DIT shall not, under any circumstances, be responsible or liable for any such costs, regardless of the conduct or outcome of the bidding process.

11.3 Earnest Money Deposit

1. The bidders shall submit an EMD from a nationalized bank or any scheduled bank, in the form of a Bank Guarantee / DD (Demand Draft), along with a signed and stamped copy of the Integrity Pact, of an amount and as per the details mentioned in this RFP. EMD in any other form will not be accepted. EMD must remain valid for at least 180 (One Hundred and Eighty) days from the last date of submission of the bid and the validity of the EMD should be extended in the event the last date of submission of the bid is extended. No interest will be payable by DST/DIT on the EMD.
2. Copy of the EMD instrument should be uploaded onto the GeM / e-procurement portal as a part of the Fee Cover submission and a physically signed copy of the same shall be submitted as per the stipulated deadline mentioned in this RFP.
3. The EMD is required to protect DST/DIT against the risk of bidder's conduct which may warrant EMD's forfeiture pursuant to the instances mentioned in Clause 11.3.1 below.
4. EMD of all unsuccessful bidders will be returned, without interest, at the earliest after the expiry of the final bid validity and latest on or before the 30th (Thirtieth) day after the award of the contract under this RFP.
5. The EMD of the successful bidder will be returned, without interest, upon submission of PBG by the successful bidder as defined in the relevant clause of this RFP.
6. In case the EMD is not received by the stipulated deadline, then DST/DIT reserves the right to forthwith and summarily reject the bid of the concerned bidder without providing any opportunity for any further correspondence by the concerned bidder.

11.3.1 Forfeiture of EMD

The EMD may be forfeited:

1. If a bidder withdraws the bid or increases the quoted prices after the opening of the bid and during the period of the bid validity period or its extended period, if any.
2. In case of a successful bidder, if the bidder fails to sign the Agreement in accordance with the terms and conditions, including timelines for execution of the Agreement, of this RFP or fails to furnish the PBG in accordance with the terms and conditions, including timelines for furnishing PBG, of this RFP.
3. If the bidder is found indulging in any corrupt, fraudulent, or other malpractice in respect of the bid.
4. If the documents or information provided by the bidder during the bid process is found to be incorrect, false, or misleading.
5. If the bidder violates the single legal entity, no-consortium, no-Joint Venture, or no-sub-contracting requirements specified in this RFP.

11.4 Integrity Pact

The bidder is required to enter into an **Integrity Pact** with DST/DIT. For this, the bidder shall submit an original signed and stamped Integrity Pact as part of the **Pre-Qualification Bid Cover** online and a physically signed copy of the same shall be submitted as per the stipulated deadline mentioned in this RFP.

The format of the Integrity Pact shall be as provided in the relevant Annexure-16 of this RFP, failing which the bid submitted by the concerned bidder shall be liable to be forthwith and summarily rejected.
The Integrity Pact shall be applicable for the bidding process and execution of the Agreement for the Gujarat Common Social Registry and Data Lakehouse **Project**, in accordance with the terms specified in this RFP.

11.5 Pre-Bid Meeting and Clarifications

11.5.1 Bidder Queries

A prospective bidder requiring any clarification of the bidding documents may seek clarification of his/her query on the date indicated on RFP clause of this document. DST/DIT will respond to any request for the clarification of any bidding documents, which it receives during the meeting on the date mentioned on the bid of this document. DST/DIT shall hold a pre-bid meeting with the prospective bidders on date & time given in the bid

The Bidders will have to ensure that their queries for pre-bid meeting should reach to Name, Address and email id of the officer mentioned by post or email on (Email: ________ or before on date & time given in the Bid in Excel format.

Pre-Bid Query Submission Format

A. Bidder / Organization Details

Particulars	**Details to be provided by the bidder**
Name of the organization and address	
Name of the authorized representative	
Email address	

B. Pre-Bid Queries

Sr. No.	**RFP Section Name and Number**	**Clause / Sub-Clause No.**	**Page No.**	**Existing Provision / Statement in the RFP**	**Query / Clarification Sought by the Bidder**	**Reason for the Query**	**Suggested Amendment, if any**
1							
2							
3							
4							
5							

11.5.3 Responses to Pre-Bid Queries and Issue of Corrigendum

DST/DIT will organize a Pre-Bid Conference comprising:

1. **Gujarat Common Social Registry and Data Lakehouse Project Overview**
2. **Pre-Bid Meeting**,

as per the stipulated timelines mentioned in this RFP. DST/DIT may respond to requests for clarification or modification of this RFP and may formally respond to the pre-bid queries after the Pre-Bid Meeting.

Up to five authorized representatives of each bidder will be allowed to participate in the Project Overview and Pre-Bid Meeting. For participation of more than five representatives, the bidder may seek prior approval from DST/DIT. The authorized representatives shall carry valid authorization and proof of identification for verification before commencement of the Pre-Bid Conference.

While DST/DIT will endeavor to provide a timely response to the queries, DST/DIT makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does DST/DIT undertake to answer all queries submitted by the bidders.

Any modification to this RFP that may be necessary as a result of the Pre-Bid Conference or for any other reason shall be issued by DST/DIT through a corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP. In case of any such modification, the bid submission date may be extended at the sole discretion of DST/DIT.

All written clarifications and Corrigendum issued by DST/DIT after issuance of this RFP shall be published on the designated e-procurement portal/website.

11.5.4 Bid Validity Period

A bid shall remain valid for the period mentioned in this RFP.

DST/DIT may request the bidder for an extension of the validity period of the bid up to 90 (Ninety) more days. The bidder may be required to extend the validity of the bid for such 90 (Ninety) days period.

The validity of the EMD, as specified in the EMD clause of this RFP, shall also be suitably extended if called upon to do so by DST/DIT.

The bidder shall have the right to refuse to extend the validity of the bid beyond the said 90 (Ninety) days period and to withdraw the bid, subject to the provisions of this RFP.

The request for extension of bid validity and the response thereto shall be made in writing or through the mode prescribed by DST/DIT.

11.7 Submission of Bids

Bids shall be submitted online through the designated **GeM / e-procurement portal** only. Bids received in any other manner shall be liable to be summarily rejected.

All files uploaded by the bidder should have the file name in accordance with the following format, wherever applicable:

[form_name_bidder_name]

The bid submitted by each bidder shall contain the following four covers:

1. **Cover 1 – Fee Cover**
2. **Cover 2 – Pre-Qualification Bid**
3. **Cover 3 – Technical Bid**
4. **Cover 4 – Commercial Bid**

DST/DIT will determine whether each bid is responsive to the requirements of this RFP at each evaluation stage. DST/DIT may, at its sole discretion, summarily reject any bid that is not responsive.

1. Fee Cover

A bid shall be considered responsive under the Fee Cover only if:

1. It is accompanied by the EMD as specified in this RFP
2. It contains proof of Tender Fee / Processing Fee, wherever applicable.
3. It contains the Integrity Pact, wherever applicable.
4. It is received by the prescribed due date, including any extension thereof
5. It is not non-responsive in terms of this RFP.

2. Pre-Qualification Bid

The Pre-Qualification Bid shall be considered responsive only if:

1. It is received by the prescribed due date, including any extension thereof.
2. It contains all documents required under Section 4 – Pre-Qualification (PQ) Criteria of this RFP
3. It contains all applicable formats / annexures, including bidder information, power of attorney, non-blacklisting declaration, local office undertaking, land-border undertaking, project citation formats, OEM authorization documents, and other documents prescribed in Section 14 – Annexures
4. It confirms that the bidder is a single legal entity.
5. It does not propose any consortium, Joint Venture, association, or sub-contracting arrangement.
6. It does not contain any condition or qualification
7. It does not contain any commercial or price information
8. It is not non-responsive in terms of this RFP.

3. Technical Bid

The Technical Bid shall be considered responsive only if:

1. It is received by the prescribed due date, including any extension thereof.
2. It contains all documents required under Section 5 – Technical Evaluation (TQ) of this RFP
3. It provides the bidder’s proposed solution, implementation methodology, project plan, manpower details, OEM support documents, BoM, and compliance statements.

4. It addresses the complete scope of the Gujarat Common Social Registry and Data Lakehouse Project.
5. It contains the Unpriced Bill of Material (BoM) as required under Section 9 – Bill of Material (BoM), without any price, rate, tax, commercial value, or financial information
6. It contains OEM authorization / MAF as required, Section 9, Section 14.2.5
7. It does not contain any commercial or price information.
8. It does not contain any condition or qualification and
9. It is not non-responsive in terms of this RFP.

4. Commercial Bid

The Commercial Bid shall be considered responsive only if:

1. It is submitted in the prescribed commercial bid format under Section 14.2.9 – Price Bid Format
2. It is received by the prescribed due date, including any extension thereof
3. It covers the complete scope of work of the Gujarat Common Social Registry and Data Lakehouse Project
4. It contains the Priced Bill of Material (BoM) corresponding to the Unpriced BoM submitted in the Technical Bid
5. It is submitted on an overall responsibility basis
6. It does not contain any condition, qualification, assumption, exclusion, or deviation; and
7. It is not non-responsive in terms of this RFP.

DST/DIT reserves the right to summarily reject any bid which is non-responsive and no request for alteration, modification, substitution, or withdrawal will be entertained by DST/DIT in respect of such bids. However, DST/DIT reserves the right to seek clarifications or additional information from the bidders during the evaluation process.

If bidder on selection refuses to provide service, the bidder will be blacklisted / debarred by DST/DIT and will not be considered for any future work assignments, as per applicable rules.

No bids shall be accepted after the closing time for submission of bids.

After the bid submission until the grant of the Work Order / Agreement, if any bidder wishes to contact DST/DIT on any matter related to its bid, it should do so in writing through the mode prescribed in this RFP. Any effort by the bidder to influence DST/DIT during the bid evaluation, bid comparison or grant of the Work Order / Agreement decisions may result in the summary rejection of the bid.

11.9 Language

Bids should be filled by the bidders in the English language only. If any supporting documents submitted are in any language other than English, translation of the same in the English language should be duly attested by the bidders. For the purpose of interpretation of any such documents, the English translation shall govern.

11.10 Authentication of Bids

The Authorized Signatory representing the bidder shall digitally sign all bid documents uploaded on GeM Portal and submit a physically signed and stamped Integrity Pact, Letter of Authorization and the EMD, wherever applicable.

The bid should be accompanied by authorization in the name of the signatory of the bid. The authorization shall be in the form of a duly executed Power of Attorney, as per the format provided in Section 14.2.11 of this RFP, or a Board Resolution in favor of the person submitting the bid in case the bidder is a company.

11.11 Amendment of Request for Bid

At any time prior to the submission deadline of the bids, DST/DIT, for any reason, may modify the RFP by amendment and publish it. Such amendments shall be binding on the bidders.

Any modification to this RFP shall be issued through a **Corrigendum**.

11.12 Compliant Bids: Completeness of Response

The bidders are advised to study all instructions, forms, terms, requirements, and other information in this RFP carefully. Submission of the bid will be deemed to have been done after careful study and examination of this RFP with full understanding of its implications.

Failure to comply with the requirements specified in this paragraph may render the bid non-compliant and the bid may be summarily rejected. Bidders must:

a. Include all documentation specified in this RFP
b. Follow the format of this RFP and respond to each element in the order as set out in this RFP
c. Comply with all requirements as set out in this RFP.

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of this RFP. The bidder shall submit a No Deviation Certificate as per the format mentioned in Section 14.2.15 of this RFP. The bids with deviation(s) shall be liable for summary rejection of the bid.

11.13 Late Bids

The bids received after the due date and the specified time, including the extended period if any, for any reason whatsoever, shall not be entertained. The bids submitted by telex / fax / e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

DST/DIT shall not be responsible for any delay or non-receipt / non-delivery of the documents. No further correspondence on the subject will be entertained. DST/DIT reserves the right to modify and amend any of the above-stipulated conditions / criteria depending upon project priorities vis-à-vis urgent commitments.

Given that the bid submission has to be made online, it is advised that the bidder takes all necessary precautions for the same, including submitting the bid well in advance to avoid any last-minute hassles, ensuring that the names / formats of the files to be uploaded are as per the requirements, using the prescribed browser for upload etc.

DST/DIT shall not entertain any bids which could not be uploaded or uploaded properly in the portal for whatsoever reasons.

11.14 Right to Terminate the Process

DST/DIT may terminate the RFP process at any time and without assigning any reason. DST/DIT makes no commitments, express or implied, that this process will result in a business transaction with anyone.

DST/DIT will not be liable in any way to any person in case of termination of this bid process except that if the EMD has been received from the bidder prior to such termination, the EMD will be returned, without any interest, as promptly as possible to the respective bidders.

11.15 Non-Conforming Bids

A bid may be construed as a non-conforming bid and ineligible for consideration if:

a. It does not comply with the requirements of this RFP.
b. The bid appears to be "canned" presentations of promotional materials that do not follow the format required under this RFP or do not appear to address the particular requirements of the expected solution for the **Gujarat Common Social Registry and Data Lakehouse Project**.

11.16 Acceptance and Rejection of Bids

DST/DIT reserves the right to summarily reject any or all bids without assigning any reason thereof. DST/DIT also reserves the right to assess the bidder's capabilities and capacity. In either case, the decision of DST/DIT shall be final and binding.

In the event of any assumptions, presumptions, key points of discussion, recommendation or any points of similar nature are submitted along with the bids which amount to deviations in any form, DST/DIT reserves the right to seek withdrawal of such assumptions, presumptions, key points of discussion, recommendation, or any points of similar nature by the bidder.

If the bidder does not withdraw such assumptions etc., the bid may be summarily rejected by DST/DIT.

If a discrepancy is found in a bid, the same may be conveyed to the bidder with a target date up to which the bidder has to send its acceptance on the above lines and if the bidder does not agree to the decision of DST/DIT, the bid is liable to be summarily rejected.

If the bidder does not meet even one of the Pre-Qualification criteria as defined in **Section 4 – Pre-Qualification (PQ) Criteria** of this RFP, the bidder shall be disqualified, and the entire bid shall be summarily rejected.

11.17 Disqualification

The bid is liable to be disqualified in, inter alia, any of the following cases or in case the bidder fails to meet the bidding requirements as indicated in this RFP:

a. Bid not submitted in accordance with the terms, procedure and formats prescribed in this document or treated as a non-conforming bid, b. During validity of the bid, or its extended period, if any, the bidder increases its quoted prices
b. The bidder's bid is conditional and has deviations from the terms and conditions of RFP
c. The bid is received in incomplete form
d. The bid is received after the due date and time
e. The bid is not accompanied by all the required documents
f. The bid is submitted with a lesser validity period
g. The information submitted in the Pre-Qualification is found to be misrepresented, incorrect or false, accidentally, unwittingly, or otherwise, at any time during the processing of the contract, no matter at what stage, or during the tenure of the contract including the extension period, if any
h. The information submitted in the Technical Bid is found to be misrepresented, incorrect or false, accidentally, unwittingly, or otherwise, at any time during the processing of the contract, no matter at what stage, or during the tenure of the contract including the extension period, if any
i. The Commercial Bid is enclosed within the Pre-Qualification or Technical Bid
j. The bidder tries to influence the bid evaluation process by unlawful / corrupt / fraudulent means at any point of time during the bid process
k. The bidder has otherwise been debarred by any Government Entity as on the date of submission of bid
l. In case any one party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids are withdrawn upon notice immediately
m. The bidder proposes consortium, Joint Venture, association, or sub-contracting arrangement where the same is not permitted under this RFP.

11.18 Fraud and Corrupt Practices

The bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the selection process. Notwithstanding anything to the contrary contained in this RFP, DST/DIT shall summarily reject a bid without being liable in any manner whatsoever to the bidder, if it determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice, collectively the "Prohibited Practices", during the selection process.

In such an event, DST/DIT shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or PBG, as the case may be.

Without prejudice to the rights of DST/DIT under Clause above and the rights and remedies which DST/DIT may have under the Agreement, if a bidder is found by DST/DIT to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the selection process, or after the issue of the LOI or the execution of the Agreement, such bidder shall not be eligible to participate in any tender or RFP issued by DST/DIT during a period of 3 (Three) years from the date such bidder is found by DST/DIT to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

a. **"Corrupt Practice"** means:
    i. The offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the selection process; or
    ii. Save as provided herein, engaging in any manner whatsoever, whether during the selection process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical consultant / adviser of DST/DIT in relation to any matter concerning the Project
b. **"Fraudulent Practice"** means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the selection process
c. **"Coercive Practice"** means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the selection process
d. **"Undesirable Practice"** means:
    i. establishing contact with any person connected with or employed or engaged by DST/DIT with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the selection process or
    ii. having a Conflict of Interest; and
e. **"Restrictive Practice"** means forming a cartel or arriving at any understanding or arrangement among the bidders with the objective of restricting or manipulating a full and fair competition in the selection process.

11.19 Conflict of Interest

Any party involved in the preparation of this RFP is not allowed to bid.

Further, any bidder who has or anticipates any conflict of interest with any of its current assignments while performing work under this RFP shall notify of the same to DST/DIT with a mitigation plan, within at most 3 (Three) weeks of the publication of this RFP and DST/DIT may decide whether to allow such bidder to bid or not.

11.20 Award of Contract

11.20.1 Notification of Award

DST/DIT will notify the successful bidder in writing that its bid has been accepted.

11.20.2 Signing of Contract

Within **21 (Twenty-One) days** of the receipt of the notification of award, the successful bidder shall execute the Agreement as provided in this RFP.

Before the execution of the Agreement, within **15 (Fifteen) days** of receipt of the notification of award, the successful bidder shall also submit the PBG in accordance with the terms specified in this RFP.

If the successful bidder fails to execute the Agreement within **21 (Twenty One) days** or furnish the PBG within such **15 (Fifteen) days** period, or such other extended timelines as agreed by DST/DIT at its sole discretion, DST/DIT shall have the right to forfeit the EMD of the successful bidder and take any further action as deemed fit by DST/DIT, including blacklisting / suspension of the bidder as per the applicable guidelines / directives.

11.20.3 Performance Bank Guarantee (PBG)

DST/DIT will require the selected bidder to provide, at its own expense, an unconditional, irrevocable, and continuing PBG from a scheduled bank in India, in the format prescribed in **Section 14.2.4 of this RFP**.

PBG shall be provided by the selected bidder within **15 (Fifteen) days** from the date of the receipt of the notification of award, for a value equivalent to **10% of the total estimated contract value** as mentioned in this RFP.

PBG should be valid till the completion of the project and **6 (Six) months** beyond expiry of the duration of this contract.

PBG shall contain a claim period of **six months** from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the project and warranty / support period.

In case the selected bidder fails to submit a PBG within the time stipulated, DST/DIT at its discretion may cancel the order placed to the selected bidder without giving any notice.

DST/DIT shall invoke the performance guarantee in case the selected bidder fails to discharge its contractual obligations during the period, or DST/DIT incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

Except as otherwise provided in this RFP, no interest shall be payable on the PBG.

In case the project is delayed beyond the duration of this contract as defined in this RFP, the PBG shall be accordingly extended by the bidder till completion of the scope of work as mentioned in this RFP and six months thereafter.

11.21 Failure to Agree with the Terms & Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event DST/DIT may award the contract to the next best value bidder or call for new bids.

In such a case, DST/DIT shall invoke the PBG and/or forfeit the EMD.

SECTION 12: GENERAL CONDITIONS OF CONTRACT (GCC)

12.1 Objective

This section sets out the General Conditions of Contract (GCC) that shall govern the contractual relationship between Department of Science & Technology (DST/DIT) and the successful bidder / System Integrator (SI) for implementation, operation, maintenance, and support of the Gujarat Common Social Registry and Data Lakehouse Platform.

These GCC provisions shall be read together with the RFP, corrigendum, LoI / Work Order, technical and financial proposal of the successful bidder, SLA provisions, annexures, and any special conditions or mutually agreed contract terms.

In case of any conflict, the interpretation of DST/DIT shall prevail subject to applicable law and the final agreement executed between the parties.

12.2 Definitions

For the purpose of this GCC section, unless the context otherwise requires:

1. **Authority / Purchaser / DST/DIT** means Department of Science & Technology, Government of Gujarat.
2. **Contractor / SI / Successful Bidder** means the bidder selected pursuant to this RFP and entering into contract with DST/DIT.
3. **Contract** means the agreement executed between DST/DIT and the SI including all schedules, annexures, work orders, service levels, and amendments.
4. **Services** means all obligations, tasks, deliverables, support, maintenance, and responsibilities of the SI under the contract.
5. **Deliverables** means all software, platforms, documents, reports, dashboards, source code of custom developments, training material, outputs, and other items to be delivered under the contract.
6. **Go-Live** means the date on which the platform or approved phase thereof is declared operational in production by DST/DIT.
7. **Confidential Information** shall have the meaning assigned in the RFP.

12.3 Execution of Agreement

1. The successful bidder shall execute the formal contract / agreement with DST/DIT within the time prescribed in the Letter of Intent / Notification of Award.
2. The contract shall become effective from the date specified in the agreement or work order.

3. The successful bidder shall furnish all required performance security, declarations, and supporting documents prior to or at the time of execution of agreement, as required by DST/DIT.
4. Failure to sign the agreement within the stipulated period may result in cancellation of award and forfeiture of EMD.

12.4 Scope and Completeness of Contract

1. The contract shall be deemed to include all such services, supplies, configurations, customizations, integration efforts, support arrangements, documentation, and activities that are necessary for successful completion and operation of the project, whether or not each such item is expressly mentioned, if reasonably inferable from the RFP and project intent.
2. The SI shall be fully responsible for end-to-end delivery of the project as a turnkey implementation.
3. The SI shall not be entitled to claim additional payment on the ground that any necessary component or service was not explicitly listed, if such component or service is essential for meeting the objectives of the RFP.

12.5 Contract Period

The total contract period shall be **five (5) years**, comprising:

1. Up to **One (1) years** for implementation, deployment, testing, go-live, and stabilization.
2. **Four (4) years** for Operations & Maintenance (O&M).

or such other period as specifically mentioned in the Work Order / Agreement.
DST/DIT may extend the contract, if required, on terms mutually agreed and in accordance with applicable rules.

12.6 Performance Bank Guarantee (PBG)

1. The SI shall furnish Performance Bank Guarantee in the amount and form specified in the RFP / LoI / Agreement.
2. The PBG shall remain valid for the period specified under the contract, including any required claim period.
3. DST/DIT shall have the right to invoke the PBG in case of:
    - Breach of contract
    - Failure to perform obligations
    - Non-compliance with timelines
    - Abandonment of work
    - Any recoverable dues remaining unpaid
4. The PBG may be released upon successful completion of contractual obligations and subject to adjustment of dues, penalties, damages, and recoveries.

12.7 Obligations of the SI

The SI shall:

1. Implement the project strictly in accordance with the RFP and approved plan
2. Deploy qualified manpower as committed
3. Provide all software services support and documentation required
4. Ensure quality security scalability and compliance of the solution
5. Meet all service levels and timelines
6. Cooperate with DST/DIT departments auditors OEMs and other authorized agencies
7. Maintain complete records and logs
8. Keep all project information confidential
9. Ensure continuity and support during the entire contract period
10. Provide transition and exit support at the end of the contract

12.8 Obligations of DST/DIT

Subject to the terms of the contract, DST/DIT shall:

1. Facilitate project governance and decision support
2. Provide access to designated stakeholders and departments as feasible
3. Provision base hosting infrastructure as per approved responsibility matrix where applicable
4. Review and approve deliverables
5. Release payments subject to contract terms and acceptance
6. Facilitate coordination with departments and relevant agencies

Nothing in this clause shall relieve the SI of its obligations for overall delivery and successful project execution.

12.9 Service Levels and Penalties

1. The SI shall comply with all SLAs specified in the contract / RFP.
2. Failure to meet SLAs shall attract penalties and recoveries as defined.
3. Persistent non-performance may constitute material breach and may result in further contractual action including termination.

12.10 Change Request and Scope Variation

12.10.1 Change Requests

1. DST/DIT may, at any time during the contract period, require changes, additions, refinements, or modifications within the general scope of work.
2. The SI shall assess such change requests and submit effort, impact, and timeline implication, if any.
3. Minor changes, refinements, fixes, parameterizations, workflow updates, report changes, and compliance-driven modifications that are necessary to meet the project objectives shall ordinarily be carried out by the SI without additional cost if such activities are part of the contractual scope.
4. Major changes beyond the defined contractual scope may be handled through an approved change control mechanism as per the agreement.

12.10.2 Variation in Quantities / Scope

DST/DIT reserves the right to increase or decrease quantities, integrations, departments, training batches, users, environments, or components within the overall scope of the project, subject to contract provisions and applicable procurement rules.

12.11 Delivery, Acceptance and Sign-Off

1. All deliverables submitted by the SI shall be subject to review and acceptance by DST/DIT.
2. Acceptance shall be based on:
    1. Compliance with requirements
    2. Successful testing
    3. Documentation completeness
    4. Security compliance
    5. Operational readiness
3. Partial acceptance may be granted by DST/DIT where implementation is phased.
4. No deliverable shall be deemed accepted merely because it has been submitted or deployed by the SI.
5. DST/DIT may reject, return, or require correction of any deliverable not meeting required standards.

12.12 Delay and Liquidated Damages

1. Time is of the essence in the contract.
2. If the SI fails to complete any milestone, deliverable, or service within the approved time-line for reasons attributable to the SI, DST/DIT may impose delay penalties / liquidated damages as specified in the RFP / agreement.
3. Delay penalties shall be without prejudice to the right of DST/DIT to recover other damages or terminate the contract for material breach.

12.13 Termination

12.13.1 Termination for Convenience

DST/DIT may terminate the contract, in whole or in part, for convenience, by giving written notice of the period specified in the contract.

12.13.2 Termination for Default

DST/DIT may terminate the contract for default if the SI:

1. Fails to perform material obligations
2. Fails to meet critical timelines or repeated milestones
3. Fails to maintain minimum SLAs for sustained period
4. Abandons the project
5. Becomes insolvent bankrupt or goes into liquidation
6. Submits false information
7. Engages in corrupt or fraudulent practices
8. Breaches confidentiality or security obligations materially

9. Fails to deploy agreed manpower
10. Fails to remedy breach despite notice

12.13.3 Termination by SI

The SI may seek termination only under exceptional circumstances as per the agreement, such as prolonged non-payment beyond contractually permissible period, and only after due written notice and cure period.

12.13.4 Consequences of Termination

Upon termination:

1. The SI shall stop further work as directed by DST/DIT
2. DST/DIT may take possession of completed / partially completed deliverables
3. DST/DIT may recover dues, damages, penalties, and costs
4. The SI shall provide transition support and handover
5. PBG / payments may be adjusted against recoveries

12.14 Force Majeure

1. Force Majeure shall mean an event beyond the reasonable control of the affected party, such as:
    - Natural calamity
    - War
    - Civil commotion
    - Epidemic/pandemic
    - Act of God
    - Government restrictions
    - Or similar extraordinary event
2. The affected party shall notify the other party promptly in writing.
3. The affected party shall take all reasonable steps to mitigate the impact.
4. If the force majeure event continues for an extended period as specified in the contract, either party may seek appropriate relief including suspension or termination.
5. Force majeure shall not excuse payment obligations already accrued, or routine staffing/management failures.

12.15 Dispute Resolution

1. The parties shall first attempt to resolve disputes amicably through discussion and escalation within the governance framework.
2. If unresolved, the dispute may be referred to arbitration as per the provisions of the Arbitration and Conciliation Act, 1996 and amendments thereto.
3. The arbitration shall be conducted by a sole arbitrator or as otherwise specified in the agreement.
4. The seat and venue of arbitration shall ordinarily be **Gandhinagar, Gujarat**.
5. The language of arbitration shall be English.
6. Subject to arbitration provisions, courts at **Gandhinagar** shall have exclusive jurisdiction.

12.16 Confidentiality

1. The SI shall treat all information received from DST/DIT, departments, citizens, and other stakeholders as confidential.
2. The SI shall not disclose any confidential information to any third party without prior written consent of DST/DIT, except to its employees / approved personnel strictly on a need-to-know basis.
3. The SI shall use confidential information only for purposes of performing the contract.
4. The confidentiality obligation shall survive termination / expiry of the contract for the period specified in the agreement or applicable law.
5. Breach of confidentiality shall be treated as a serious contractual violation.

12.17 Information Security and Data Protection

1. The SI shall implement appropriate technical and organizational measures to protect data, systems, credentials, records, logs, and all confidential information.
2. The SI shall comply with:
    1. Aadhaar-related legal and technical norms as applicable
    2. DPDP and privacy requirements
    3. Cybersecurity guidelines
    4. Any security directions issued by DST/DIT
3. Sensitive citizen data shall be protected through:
    1. Encryption
    2. Masking
    3. Tokenization where required
    4. Access control
    5. Logging
    6. Audit trails
4. The SI shall not remove, copy, transfer, or store project data outside approved environments without written authorization of DST/DIT.
5. The SI shall support audits, forensic reviews, and security investigations when required.

12.18 Intellectual Property Rights (IPR)

1. All custom-developed source code, workflows, business rules, reports, dashboards, configurations, APIs, integrations, documentation, data models, metadata models, lineage definitions, master data definitions, AI/ML models developed specifically for the Project, and all other custom artefacts created under this Project shall be the sole and exclusive property of DST/DIT, Government of Gujarat.
2. Pre-existing proprietary tools, products, and OEM software of the bidder / OEM shall remain the property of their respective owners, subject to the usage rights granted to DST/DIT under the contract.
3. The SI shall ensure that all necessary licenses, rights, and permissions are provided to DST/DIT for use, operation, maintenance, and transition of the solution.
4. The SI shall indemnify DST/DIT against third-party IPR infringement claims arising out of the products or services supplied under the contract, subject to contractual terms.

12.19 Indemnity

The SI shall indemnify, defend, and hold harmless DST/DIT, Government of Gujarat, and their officers and employees from and against all claims, losses, damages, liabilities, costs, and expenses arising from:

1. Breach of contract by the SI
2. Negligence or misconduct of the SI or its personnel
3. Third-party IPR infringement
4. Unauthorized disclosure or misuse of data
5. Violation of law, security norms, or confidentiality obligations by the SI.

This clause shall survive expiry or termination of the contract.

12.20 Limitation of Liability

1. Subject to exceptions stated in the contract, the aggregate liability of the SI may be limited to the total contract value or such amount as specified in the final agreement.
2. However, limitation of liability shall ordinarily not apply to:
    1. Fraud
    2. Wilful misconduct
    3. Breach of confidentiality
    4. Data breach caused by SI negligence
    5. IPR infringement indemnity
    6. Or indemnity obligations to the extent specified in contract.
3. DST/DIT shall not be liable for indirect or consequential losses of the SI such as loss of profit or opportunity.

12.21 Subcontracting

1. Subcontracting of the core scope of work shall not be permitted without prior written approval of DST/DIT.
2. The manpower proposed shall be directly on the payroll of the bidder unless otherwise approved.

12.22 Assignment

The SI shall not assign, transfer, novate, or otherwise dispose of the contract or any part thereof without prior written approval of DST/DIT.

12.23 Personnel Conduct and Replacement

1. The SI shall deploy professional, competent, and disciplined personnel.
2. DST/DIT may require removal / replacement of any personnel found unsuitable, incompetent, non-cooperative, negligent, or involved in misconduct.
3. The SI shall promptly replace such personnel with equally or more qualified personnel at no additional cost to DST/DIT.

12.24 Monitoring, Inspection and Audit Rights

DST/DIT or its authorized representatives / auditors shall have the right to:

1. Inspect project progress, records, systems, and deliverables.
2. Review compliance with contract and security obligations.
3. Verify manpower deployment.
4. Audit logs, documents, and service records.
5. Conduct performance reviews and technical audits.

The SI shall provide full cooperation in such inspection, review, and audit.

12.25 Record Keeping and Documentation

The SI shall maintain complete and up-to-date records relating to:

1. Project execution
2. Resource deployment
3. Data migration
4. Incidents and changes
5. Security compliance
6. Training
7. Deliverables
8. Payments
9. Contract performance

Such records shall be made available to DST/DIT on request.

12.26 Insurance

Where applicable, the SI shall obtain and maintain appropriate insurance policies relating to personnel, professional liability, transit, assets, cyber-risk, or such other risks as may be required under the contract or applicable law.

12.27 Compliance with Laws

The SI shall comply with all applicable laws, rules, regulations, notifications, guidelines, and directions of competent authorities relating to the execution of the contract, including but not limited to:

1. Labour laws
2. Tax laws
3. Data protection laws
4. IT and cyber laws
5. Procurement-related declarations.

12.28 Taxes and Duties

1. The SI shall be responsible for payment of all taxes, duties, cess, levies, and statutory dues applicable to it under law.
2. DST/DIT shall make payments subject to deduction of applicable taxes and statutory deductions.

3. Tax treatment under the contract shall be as per prevailing law.

12.29 Business Continuity and Disaster Recovery Support

The SI shall support implementation and operation of the approved DR / BCP mechanisms and shall:

1. Participate in DR drills
2. Maintain deployment readiness
3. Support restoration and recovery
4. Ensure that application/services meet approved RPO/RTO expectations.

12.30 Exit Management

The SI shall prepare and maintain an Exit Management Plan to ensure smooth transfer of services, knowledge, and assets at the end of the contract or upon termination.

The exit obligations shall include:

1. Transfer of updated documentation.
2. Handover of custom source code and artefacts.
3. Administrative credentials and deployment details.
4. Knowledge transfer sessions.
5. Assistance in migration to DST/DIT or a third party nominated by DST/DIT.
6. Continued cooperation during the defined exit period.

The SI shall not withhold project-related information, code, documents, or credentials necessary for continuity of government operations.

12.31 Survival

Clauses relating to:

1. Confidentiality
2. Indemnity
3. IPR
4. Limitation of liability
5. Dispute resolution
6. Audit rights
7. Data protection

Any other clause intended by nature to survive shall survive expiry or termination of the contract.

12.32 Governing Law

The contract shall be governed by and construed in accordance with the laws of India. Subject to the dispute resolution provisions, courts at Gandhinagar, Gujarat shall have exclusive jurisdiction.

12.33 Residual Powers of DST/DIT

In all matters not specifically provided in this GCC section, the decision of DST/DIT taken in accordance with the contract, applicable law, and public procurement principles shall prevail.

SECTION 13: CHANGE CONTROL PROCEDURES

13.1 Purpose and Objective

13.1.1 Purpose

1. The purpose of the Change Control procedure is to control changes in the **Gujarat Common Social Registry and Data Lakehouse environment** throughout the tenure of the Agreement. The document also details the Change Request process to be followed in the Gujarat Common Social Registry and Data Lakehouse Platform whenever required.

2. The Change Control procedure has the following objectives:

   a. To protect the Gujarat Common Social Registry and Data Lakehouse environment from uncontrolled changes.
   b. To minimize the occurrence of unintended effects during the implementation of necessary changes.
   c. To avoid implementation of any changes which are not reviewed, approved, or analysed.
   d. To control the impact of changes and minimize the effect on effective as well as efficient service delivery.
   e. Help address issues pertaining to:
      i. What is considered a Change Request?
      ii. Need for a Change Request – business case / justification.
      iii. What is the nature / type of Change Request?
      iv. What is the possible impact due to the Change Request?
      v. What is the effort estimation to execute the Change Request?
      vi. Whether there is a requirement for additional payment to the SI for the change?

13.2 What Constitutes a Change Request?

13.2.1 Scope

Any internal stakeholder nominated by DST/DIT (Originator) can submit the following types of issues to the Change Control system:

1. Requests for requirement changes, including additions, deletions, or modifications, to the Scope of Work, including software.

2. Requests for enhancements in the production system that have gone live, with functional requirements beyond the scope of this RFP and as defined during the business signoffs by the SI, for example, additional process steps to be introduced in a currently defined process flow.

This Change Control process applies to baseline work products created or managed by the members of the **Gujarat Common Social Registry and** Data Lakehouse Project, including but not limited to:

1. Software that has been released to production

2. Requirement specifications for the Gujarat Common Social Registry and Data Lakehouse Project

1. Project procedures and processes
2. User roles and technical documentation.

Baseline work products are work products which have been formally reviewed and approved by DST/DIT, and deviations / changes to the same can only be made through the formal Change Control procedure. The SRS document shall act as a baselined work product with respect to system design. Interim or temporary work products created during the course of the Project are not considered baseline work products.

The Change Control procedure shall be applicable to changes requested after completion of the Go-Live of the Gujarat Common Social Registry and Data Lakehouse Platform as mentioned in the Implementation Schedule of this RFP.

13.2.2 Items Not Considered Change Requests

The following categories of changes shall not be considered Change Requests and shall be exempted from the Change Control procedure:

1. Any work arising in order to fix root causes behind Critical Service Level or KPI defaults as mentioned in the SLA section of this RFP. Any software, database, integration, infrastructure, or configuration-related changes required for the same shall be completed as part of the normal troubleshooting and O&M scope by the SI.
2. Any software changes required due to problems, defects, errors, vulnerabilities, or bugs in the developed software, application, platform, database, API, integration, MDM workflow, Data Lakehouse pipeline, Gujarat Common Social Registry functionality, or related component shall not be considered a Change Request and shall be completed by the SI at no additional cost, even if such correction requires enhancements or customization.
3. Any activity pertaining to day-to-day Operations & Maintenance of the Gujarat Common Social Registry and Data Lakehouse Platform and its services.
4. Any changes undertaken by the SI on its own to improve processes, performance, security, availability, maintainability, or applications.
5. Any request pertaining to data assistance, system access, server access, database access, dashboard access, API access, or similar operational assistance by DST/DIT or any authority nominated by DST/DIT, which does not require any modification to the Platform or back-end systems.
6. Any change required to meet the requirements already specified in the RFP, approved BRD, FRS, SRS, HLD, LLD, technical proposal, compliance matrix, BoM, SLA, security requirements, or other approved deliverables.
7. Any change required to rectify data quality issues, reconciliation gaps, migration discrepancies, duplicate records, incorrect entity resolution, incorrect Registry records, or errors in Member ID or Family ID processing attributable to the SI’s implementation.

13.2.3 Institutional Framework for Change Requests

Role	Description

Change Advisory Board (CAB) Chairperson	Nominated by Secretary, DST.
Change Advisory Board (CAB)	1. Members of the Change Advisory Board may include: a. CAB Chairperson; b. Nominee 1, as nominated by Secretary, DST – internal or external stakeholder; c. Nominee 2, as nominated by Secretary, DST – internal or external stakeholder; d. Nominee 3, as nominated by Secretary, DST – internal or external stakeholder; e. Project Director, SI; and f. DST/DIT nominee from the Finance vertical. 2. Authorized to evaluate final effort estimates and cost sheets submitted by the SI in CR Form-3 and recommendations on CR Form-2 and provide approval for the same. 3. Authorized to review, approve, and schedule all changes to the Gujarat Common Social Registry and Data Lakehouse Platform environment, including software. 4. Authorized to review and support the handling of escalations relating to CR Form-1. 5. The CAB decision shall be considered final and binding on all parties involved. 6. If the CAB does not reach an agreement, the CAB Chairperson shall be the final decision-making authority, and the decision shall be final and binding.
Change Request Management Committee (CRMC)	Members of the CRMC may include: 1. Chairperson of CRMC, nominated by Secretary, DST; 2. Nominee 1, as nominated by Secretary, DST – internal or external stakeholder; 3. Nominee 2, as nominated by Secretary, DST; 4. Nominee 3, as nominated by Secretary, DST; and 5. SI Representative. The CRMC shall evaluate CR Form-1 for in-principal acceptance of a change from the Scope of Work under the RFP.

Change Request Application	The Originator submits a valid issue or change requirement with all necessary information on the Change Management Tool, referred to as the Change Request Application.
Change Request	Once the Reviewer approves the Change Request Application submitted by the Originator regarding whether the change should be implemented, it shall be regarded as a Change Request.
Originator	Any person nominated by DST/DIT, based on the role assigned, may be designated as an Originator. The Originator shall submit a Change Request Application through the Change Management Tool whenever required. There may be multiple Originators.
Reviewer	Any person nominated by DST/DIT, based on the role assigned, who is responsible for approving or rejecting a Change Request Application submitted by an Originator. There may be multiple Reviewers.
Modifier	The person from the SI team assigned responsibility for making changes in a work product in response to an approved Change Request. The Modifier shall deploy the change and update the status of the request over time.
Verifier	The person from the DST/DIT team who determines whether a change has been made correctly. This may be an individual, group, or committee nominated by the Reviewer. Upon successful verification, the status shall be changed to "Verified". Where further modifications are required, the status shall be changed to "Verified and Resent for Modification".

Change Request Status
Change Management Tool
The SI shall create a tool to digitize the Change Request process detailed below, and for tracking the status of all the changes to be made, irrespective of whether it has been approved as a Change Request or not by CRMC. The tool shall allow filling and submission of different Change Request forms as described in the Appendix of this Annexure and shall capture details of all changes submitted, whether it was deemed a Change Request or not, category of change, change severity, timeline, status, etc. The tool should be configured such that artefacts/documents can also be uploaded on it. The tool should allocate a unique number to each Change Request Application.
Status Changes

A requested change will pass through several possible statuses during its lifecycle. These statuses, and the criteria for moving from one status to another, are depicted below.
Notifications
Any time an issue status is changed, the Change Management Tool will send an e-mail notification automatically to the Change Originator, the Change Modifier, and/or other relevant users within DST/DIT, such as the Verifier, as specified below.

13.3 Change Request Application Status

1. **Submitted:** The Originator has submitted a new Change Request Application.
2. **Approved:** The Change Request Application has been approved by the Reviewer for implementation.
3. **Rejected:** The Change Request Application has been rejected by the Reviewer.

13.4 Change Request Approval Status

1. **CR Form-1 Submitted:** The SI has submitted CR Form-1.
2. **CR Form-1 Escalated:** The SI has raised an escalation regarding CR Form-1 to the authority nominated by Secretary, DST, or subsequently to Secretary, DST.

13.5 Deliverables and Cost Approval Status

1. **CR Form-2 Submitted:** The SI has submitted CR Form-2 containing impact, deliverables, timelines, effort estimates, and cost estimates.
2. **CR Form-2 Approved / Rejected:** The authority nominated by DST/DIT has approved or rejected CR Form-2 on a preliminary basis.
3. **CR Form-3 Submitted:** The SI has submitted CR Form-3 containing actual effort, cost estimates, and resource details for approval of the CAB.
4. **CR Form-3 Approved / Rejected:** The CAB or competent authority has approved or rejected CR Form-3.
5. **CR Form-3 Escalated:** The SI has raised an escalation to Secretary, DST.

13.6 Change Request Implementation Status

1. BRD Submitted
2. BRD Approved
3. Modified
4. Verified
5. Verified and Resent for Modification
6. Cancelled
7. Deferred
8. Invoice Submitted
9. Payment Completed (if applicable).

13.7 Change Control Process

1. The Originator (basis role assigned) submits a Change Request Application, i.e., valid issue or change requirement with all necessary information in Part A of CR Form-1, as given in the Appendix of this Annexure, on the Change Management Tool.
2. Reviewer (basis role assigned) evaluates whether the change is to be implemented or not and approves / rejects the Change Request Application on the Change Management Tool.
3. The SI fills and submits Part B of CR Form-1, as given in the Appendix of this Annexure, on the Change Management Tool to CRMC. This form includes details such as application modules impacted, databases impacted, infrastructure impacted, etc.
4. The SI shall prepare the Business Requirement Document (BRD) for the Change Request in parallel, without waiting for consideration by CRMC. If required, the SI nodal person can seek discussion with the Originator or any other person within DST/DIT for required detailing on the Change Request and submit the BRD for approval of the committee or authority nominated by Secretary, DST, in consultation with the Originator.
5. CR Form-1 shall be evaluated by the Change Request Management Committee (CRMC) for in-principal acceptance of "Change from Scope of Work as per RFP".
6. The SI may accept the decision of CRMC or submit its representations to the authority nominated by Secretary, DST. The authority may seek views of CRMC or any other committee / officer and communicate its decision to the SI.
7. The SI may accept the decision of the authority or, in rare instances, submit its representations to Secretary, DST. Secretary, DST, may seek views of the authority giving the decision or any other committee / officer and communicate the decision to the SI. The decision of Secretary, DST, in this case would be final and binding.
8. After approval of CR Form-1 and BRD, Part A of CR Form-2 is auto-populated on the Change Management Tool. The SI fills and submits Part B of CR Form-2 containing timelines, detailed effort estimates and cost sheets on the tool (the tool shall make the fields to be filled mandatory) for approval of the authority nominated by Secretary, DST.
9. The authority nominated by Secretary, DST, reviews CR Form-2 and takes a preliminary decision on cost estimates provided by the SI and consequently provides preliminary approval. The SI may be called upon by the authority nominated by Secretary, DST, to provide a detailed presentation / explanation to justify its cost estimates to ensure proper assessment and decision.
10. In case of a Non-Emergency Change Request, the development and deployment process will start after preliminary approval of CR Form-2 by the authority nominated by DST/DIT. The SI shall assign a 'Modifier' who shall be responsible for making changes in a work product in response to an approved Change Request. The Modifier and other resources working on implementation of a Change Request shall coordinate with the Originator / DST/DIT-nominated Points of Contact regularly and report daily progress.
11. After the changes are made by the Modifier, the Modifier would change the status of the request to 'Modified' on the tool. The Originator and Verifier will accordingly be notified.

12. The request would be verified by the Verifier assigned by DST/DIT. The Verifier may be the Originator.

13. The Verifier reviews the work done by the Modifier. If verification is successful, the Verifier sets the status to 'Verified'. The tool sends an e-mail to the Originator and Modifier. If verification is not successful, the Verifier shares relevant comments / proposes further modifications in the 'Response' attribute and sets the status to 'Verified and Resent for Modification'. In case the Originator is separate from the Verifier, approvals of both the Originator and Verifier would be required for confirmation of the Change Request as verified. The Modifier makes further modifications and updates the status accordingly.

14. For a problem report issue or an enhancement request issue, the Modifier installs the modified work product as appropriate and updates the product baseline. For requirement changes, the Modifier updates version numbers on all modified work products as per the Project's version-control procedure, checks them back into the version-control system, updates requirements traceability information and requirements status attributes as necessary, and updates the requirements baseline.

15. The Verifier verifies the change made and sets the status to 'Verified'. In case the Originator is separate from the Verifier, approvals of both the Originator and Verifier would be required for confirmation of the Change Request as verified.

16. Post verification of the Change Request, the SI shall submit CR Form-3 with details of resources deployed (name and designation), actual effort estimates and cost sheets, and deliverables submitted, along with an undertaking that the resources that developed and deployed the Change Request were separate from the resources deployed under the original Scope of Work as per this RFP.

17. CR Form-3 is presented to CAB for necessary approval / decision. The SI may be called upon by CAB to provide a detailed presentation / explanation to justify its cost estimates to ensure proper assessment and decision.

18. The SI shall, after receiving approval of CAB, submit the invoice for an implemented Change Request on the Change Management Tool. The tool shall be linked with payment-management modules between DST/DIT and the SI. Thereafter, the status changes to 'Invoice Submitted'. The DST/DIT Finance Team reviews the invoice, approved CR Form-3 available on the tool, and Change Request verification status, and accordingly processes the paymen t(if applicable) to the SI. When payment (if applicable) is complete, the status on the tool changes to 'Payment Completed'. The tool should enable the SI team to raise an invoice on a quarterly basis to DST/DIT.

19. The SI may accept the decision of CAB or, in rare instances, submit its representations to Secretary, DST. Secretary, DST, may seek views of both CAB and the SI. The decision of Secretary, DST, in this case would be final and binding.

20. In case of "Emergency" category changes, after the Originator submits the Change Request Application and it is approved by the Reviewer, the request may be marked as Emergency by the authorized individuals, i.e., Secretary, DST / authority nominated by Secretary, DST. For all changes categorized and approved as 'Emergency' category changes, the above process shall be bypassed.

21. For Emergency category changes, the process of development and deployment of the required change shall start as soon as the BRD is approved. Approval of Secretary, DST, will be sufficient in case of 'Emergency' requests, and CR Form-1, CR Form-2 and CR Form-3 shall be submitted / approved in parallel with the development / deployment of the Change Request.

Note

Indicative timelines need to be built into the system, based on which notifications and reminders should also be raised. Timelines for each of the process steps are to be finalized by mutual agreement between DST/DIT and the SI before the Go-Live of the **Gujarat Common Social Registry and Data Lakehouse Platform**.

S. No.	Particulars	Timeline
1	CR Form-1 Submission by SI	5 working days from the date Change Request Application is approved as Change Request
2	Escalation to any nominated authority by Secretary, DST, in case of disagreement in CR Form-1 with CRMC	5 working days from the response of CRMC
3	Any nominated authority by Secretary, DST, to resolve the disagreement	5 working days from submission of representations by SI
4	Escalation to Secretary, DST, in case of rare instances of disagreement with nominated authority by Secretary, DST	5 working days from the response of nominated authority by Secretary, DST
5	Secretary resolves the disagreement	5 working days from submission of representations by SI
6	BRD submission for approval	As per timelines aligned for each BRD
7	Approval of BRD by committee / authority nominated by Secretary, DST	To be mutually agreed between DST/DIT and SI
8	CR Form-2 Submission by SI for approval of nominated authority by Secretary, DST	5 working days from approval / resolution of CR Form-1
9	Approval of CR Form-2 by nominated authority by Secretary, DST	10 working days from submission of CR Form-2
10	Submission of actual efforts and cost sheets and resources-related undertaking by SI via CR Form-3	5 working days from successful deployment and verification of Change Requests

In case there is a need for DST/DIT to discontinue a change pertaining to an approved Change Request during or after implementation, SI shall be paid the amount basis closest milestone or effort estimate as per mutual agreement by DST/DIT and SI.

13.8 Change Severity Matrix

Severity	Examples
Emergency	Any change that is required to be made immediately, bypassing the Change Control process temporarily. *(Example: implementing a critical security patch, the Gujarat Common Social Registry and Data Lakehouse does not function at all or crashes, wrong results are generated, etc.)* This severity category requires approval from Secretary, DST / nominated authority by Secretary, DST to be deemed as **'Emergency'**.
Non-Emergency	Non-Emergency Changes will be routed through the Change Control Procedure mentioned in this section for deployment. *(Example: cosmetic problems, usability improvements, unclear error messages, a problem adversely affecting Platform functioning or user experience where a workaround is available, new development required for enhanced user experience / process efficiency, etc.)*

13.9 Proposed Categories of Change

13.9.1 Application Software

1. Description

Change Request for any new module / change in module / functionality / process re-engineering etc., any new services and any new forms, reports, dashboards, Data Lakehouse use cases, Gujarat Common Social Registry use cases, departmental integrations, APIs, analytics, AI / ML / LLM use cases, etc.

2. Documents Required

a. Detailed Project Plan
b. Effort Estimates (module-wise / process-wise / screen-wise, as applicable)
c. Resource Deployment Plan / Types of Resources
d. Resource Plotting Sheet
e. CVs / Profiles of Resources, if required
f. Techno-Commercial Proposal

13.9.2 Infrastructure Procurement

1. Description

Additional computing resources, storage, database, network, bandwidth, Data Lakehouse, MDM, API, analytics, AI / ML processing capacity, or other infrastructure, as per the scalability requirements of the Gujarat Common Social Registry and Data Lakehouse.

2. Documents Required

a. Quantity (BoM)
b. Specifications
c. Software Licenses, if any

d. Warranty & Support Services details
e. Efforts required, resource quantity and resource details
f. Any other details as applicable

13.9.3 Helpdesk

1. Description

Additional manpower / seating capacity, based on ticket volume, departmental onboarding, user volume, or additional support requirements.

2. Documents Required

a. Ticket Volume Analysis / Report
b. Resource Deployment Plan / Types of Resources
c. CVs / Profiles of Resources, if required
d. Techno-Commercial Proposal

Note: The categories of change and corresponding description and list of documents required mentioned above are only indicative and these may be changed as per directions from DST/DIT.

13.10 Change Control Procedure – General Guidelines

1. Parties, while evaluating and finalizing the Change Request, shall consider the change in the context of the following parameter, namely whether the change is beyond the Scope of Services, including ancillary and concomitant services required, and as detailed in the sign-off version of all required documents.

2. Implementation status of all approved Change Requests will be reported quarterly to DST/DIT, which will review progress and prioritize as needed. The SI shall be required to implement any proposed changes once approved with effect from the date agreed for implementation.

3. The SI may also submit any queries / clarifications that it may have with respect to the implementation of the Change requested. If the SI fails to implement any approved CR within the prescribed time duration, appropriate SLA and Liquidated Damages will be levied on the SI. The SI must not deny the implementation of any Change requested by CAB under any circumstances unless technical feasibility is in question. In all such matters, DST/DIT's decision will be final and binding on all parties.

4. All forms shall be submitted with all required information duly filled by the SI. If required, relevant authorities managing the Change Control Procedure, including CRMC, CAB and other nominated authorities, may seek any additional information from the SI at any stage of the process.

5. The acceptance criteria for any such Change Request should be mentioned in the BRD prepared by the SI and mutually agreed between DST/DIT and the SI.

6. The SI must take all necessary steps to implement the Change as per the Project Plan submitted without compromising on quality and performance standards. If DST/DIT alters the requirement during or after approval of the BRD and effort estimates of the SI, then the SI will not be held responsible for the corresponding delay. If the SI fails to comply

with the acceptable standards and requirements of implementing the Change requested or denies implementation of the Change requested at any stage during the Agreement period, CAB will have complete authority to get the Change implemented through any nominated Government agency independently. In all such cases, the entire cost of Change implementation will be recovered completely from the SI, along with applicable interest. CAB also reserves the right to impose any other deductions depending upon the gravity of the impact on service delivery due to non-implementation of the Change requested. In all such matters, the decision of CAB will be final and binding on all parties.

7. If DST/DIT provides additional changes / new requirements for a Change Request under implementation, the changes will be considered part of the same Change Request. The SI shall update the BRD and effort and cost estimates as per mutual agreement between DST/DIT and the SI. The requirements for infrastructure required to implement the Change should be specified by the SI so that CAB can make necessary provisions.
8. In case any deficiency is identified at a later stage in a Change Request implemented by the SI, the SI shall rectify the deficiency without any additional Change Request and cost to DST/DIT.
9. In case it is identified at a later stage that multiple Change Requests have been raised for implementation of a particular change / feature, DST/DIT shall reserve the right to re-estimate costs and adjust any duplicate payments (if applicable) made previously against the next quarterly payment (if applicable) to the SI.
10. All work originating from Change Requests shall first be allocated to the existing O&M / Continuous Development Team.
11. If new work originating from a new Change Request requires additional resources to be hired to complete the scoped work in the Change Request, a fixed blended rate of INR 2 Lakhs per man-month shall be used to calculate the cost pertaining to approved Change Requests. An annual increase in price at a rate of 6% shall be allowed to account for inflation.
12. For additional resources outside the originally scoped resources working on approved Change Requests, the SI shall notify DST/DIT about the details of the resources working on each Change Request through CR Form-2 and CR Form-3. The deployment schedule of these resources shall be mutually aligned between DST/DIT and the SI.
13. Any changes implemented by the resources deployed under the original Scope of Work as per this RFP shall not be treated as Change Requests.

APPENDIX

FORM I: Format for Change Request Notice (For In-Principal Approval)

PART A: Requirement INITIATION (To be filled by DST/DIT)

Particulars	**Details**
CRN Number:	<<Prov CR/DST/DIT/YYYY/Running Number (NNNN)>> *(Initiator to take this number from PMU Head)*
Date:	DD/MM/YYYY

Title:	
Initiator:	Name of PMU Member etc. who is initiating the CR
Category of Change:	<<Application Software / Infrastructure Procurement / Help Desk / Any Other>>
Brief Description of Proposed Change:	
Signature of Initiator:	
Date:	

Note: The Initiator will submit the Change Request to Nodal Person / PMU SPOC.

PART B: Requirement EVALUATION and CR Form-1 Submission by SI

Particulars	**Details**
CRN Number:	<<Prov CR/DST/DIT/YYYY/Running Number (NNNN)>>
Date:	
Detailed Description of Change:	
JIRA or Equivalent Software ID:	
Documentation:	
Impact:	Explicitly mention the impact on
Application Modules Impacted:	
Databases Impacted:	
Infrastructure Impacted:	
Other Impact:	
Undertaking from SI:	Post analysis of Change Request, we undertake that, the change is beyond the Scope of Agreement between DST/DIT and SI including ancillary and concomitant services required and as detailed in the sign-off version of all required documents, including Agreement and BRDs.
Any Other Relevant Information:	
Name of PD, SI:	
Signature of PD, SI:	
Decision of CRMC	**Discussed on -------------------** **Final decision: Rejected/Approved**

Note:

1. SI may discuss with Initiator for any clarification on the Change Request.
2. SI will have to attach all artefacts related to the development and justification of CR like previous BRDs, JIRA or equivalent software IDs and anything else which is relevant as Annexure along with the form.
3. SI to submit details of alternative options possible to address the change, if any, the implications of these alternative options and reason for selecting particular option.

FORM II: Format for Change Request Notice (For Effort & Cost Calculation and Preliminary Approval)

PART A: INITIATION (Auto-filled by the tool)

Particulars	Details
CRN Number:	<<Number>>/A
Date:	
Title:	
Initiator:	
Brief Description of Proposed Change:	*(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)*
Name & Designation:	
	(On behalf of Initiator)
Signature:	
Date:	

PART B: EVALUATION

Particulars	Details
CRN Number:	<<Number1>>/B
Date:	
Detailed Description of Change:	
Impact:	Detailed impact analysis, impact on hardware/server/infrastructure requirements and security clearance. Quantify any effects the proposed change will have on budgets or scarce resources, such as memory, processing power, network bandwidth, storage, database capacity, Data Lakehouse capacity, MDM capacity, API capacity, analytics/AI processing capacity, and real-time schedule.
Deliverables Involved:	
Detailed Timelines:	
Effort Estimates and Cost/Charges for Proposed Change:	1. Include detailed costing to arrive at such cost structure and schedule of payments (if applicable), if change is approved. 2. Detail the effort estimate for all resources working on the Change Request, under the terms of this Agreement. 3. Resource Deployment Plan *(details of resources to be deployed on the Change Request).*
Impact / Dependencies / Inputs required from Service Recipient and/or Third-Party Suppliers:	

Particulars	Details
Any Other Relevant Information:	1. Detail the effect of the Proposed Change on the SI's ability to meet each Milestone Date.
Name & Designation:	
	(On behalf of SI)
Signature:	
Date:	

Authority to Proceed: Implementation of this CRN as submitted in Part A, in accordance with Part B, is: **(tick as appropriate after receipt of final approval from the authority as designated in the Standard Operating Procedures and/or by the Competent Authority in DST/DIT).**

Decision	Comments
☐ **Approved**	
☐ **Rejected**	

Particulars	For DST/DIT	For SI
Signature		
Name		
Designation		
Date		

FORM III: Format for Change Request Notice (For Actual Effort & Cost Calculation and Final Approval)

PART A: INITIATION (Auto-filled by the tool)

Particulars	Details
CRN Number:	<<Number1>>/A
Date:	
Title:	
Initiator:	
Brief Description of Proposed Change:	*(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)*
Name & Designation:	
	(On behalf of Initiator)
Signature:	
Date:	

PART B: EVALUATION

Particulars	Details
CRN Number:	<<Number1>>/B
Date:	
Detailed Description of Change:	
Impact:	Detailed impact analysis, impact on hardware/server/infrastructure requirement, security clearance. Quantify any effects the proposed change will have on budgets of scarce resources, such as memory, processing power, network bandwidth, real-time schedule.
Deliverables Involved:	
Detailed Timelines:	
Resources Deployed, Actual Effort and Cost/Charges for Proposed Change:	1. Resources deployed (Name, designation, etc.) 2. Include detailed costing to arrive at such cost structure and schedule of payments (if applicable). 3. Detail the actual effort for all resources working on Change Request, under the terms of this Agreement.
Impact / Dependencies / Inputs received from Service Recipient and/or Third-Party Suppliers:	
Any Other Relevant Information:	1. Detail the effect of the Change on the SI's ability to meet each Milestone Date. 2. Any additional requirements provided by SI to the Change during implementation.
SI Undertaking:	This is to certify that all resources involved in the development of said functionality were separate from the resources that were deployed under the original Scope of Work as per this RFP.
Name & Designation:	
	(On behalf of SI)
Signature:	
Date:	

Authority to Proceed

Implementation of this CRN as submitted in Part A, in accordance with Part B is: **(tick as appropriate after receipt of final approval from the authority as designated in the Standard Operating Procedures and/or by the Competent Authority in DST/DIT).**

Decision	Comments
☐ **Approved**	
☐ **Rejected**	

Particulars	For DST/DIT	For SI
Signature		
Name		
Designation		
Date		

SECTION 14: ANNEXURES (FORMS)

14.1 Objective

This section contains the annexures, declarations, templates, and standard forms required to be submitted by bidders as part of their bid, or to be used by the successful bidder during contract execution, as applicable.

The bidder shall carefully examine each annexure and submit the same in the prescribed format, duly filled in, signed, stamped, and supported by relevant documentary evidence wherever required.

Failure to submit any mandatory annexure or submission of incomplete / altered / unsigned annexures may render the bid liable for rejection.

The forms contained in this section are indicative standard formats. DST/DIT reserves the right to update, seek clarification, or require supplementary formats during the bid process if necessary.

14.2 List of Annexures

Annexure No.	Title
Annexure-1	Bid Covering Letter / Bid Letter Format
Annexure-2	Bank Guarantee Format for Earnest Money Deposit (EMD)
Annexure-3	Pre-Qualification Bid Covering Letter
Annexure-4	Performance Bank Guarantee (PBG) Format
Annexure-5	Manufacturer Authorization Form (MAF)
Annexure-6	Declaration regarding non-blacklisting
Annexure-7	Undertaking Regarding Procurement from Countries Sharing Land Border with India
Annexure-8	Curriculum Vitae (CV) Format for Key Resources
Annexure-9	Price Bid Format
Annexure-10	Technical Compliance Statement / Compliance Matrix
Annexure-11	Format for Power of Attorney – Signing of Bid
Annexure-12	Undertaking for Local Office in Gujarat
Annexure-13	Manpower requirements
Annexure-14	OEM Support Commitment Format
Annexure-15	No Deviation Certificate
Annexure-16	Integrity Pact

Annexure No.	Title
Annexure-17	Total Responsibility
Annecure-18	Non-Disclosure Agreement
Annecure-19	Turnover Certificate
Annexure -20	Master Services Agreement (Not needed for bid submission)

14.2.1 Annexure-1: Bid Covering Letter / Bid Letter Format
(To be submitted on Bidder's Letterhead)

Date: ___ / ___ / ______

To,
Director (IT)
Directorate of ICT and e-Governance.
Block no. 2, 2nd floor, Karmayogi Bhavan,

Sector 10-A, Gandhinagar
Subject: Submission of Bid for "Selection of System Integrator for Design, Development, Implementation, Integration, Deployment, Operations & Maintenance of Gujarat Common Social Registry and Data Lakehouse"

Reference: Tender No. __________________________

Dear Sir / Madam,

We, the undersigned, having carefully examined the Request for Proposal (RFP), the Corrigendum, clarifications, and all other tender documents, hereby submit our bid for the subject project. We hereby confirm and undertake that:

1. We have read and understood the complete RFP and accept all its terms and conditions without reservation.
2. We are submitting our bid as a single legal entity and are fully eligible to participate in this tender.
3. We have enclosed / submitted all required documents, declarations, annexures, and supporting evidence.
4. Our bid shall remain valid for a period of 180 days from the last date of bid submission.
5. We agree to execute the project in accordance with the scope, timelines, SLAs, and other obligations defined in the RFP.
6. We understand that DST/DIT is not bound to accept the lowest or any bid and reserves the right to reject any or all bids.

In the event of our selection, we undertake to:

1. Sign the Agreement within the prescribed time
2. Furnish the Performance Bank Guarantee
3. Deploy the required project team and
4. Commence the project as directed by DST/DIT.

We certify that the information submitted by us is true, correct, complete, and authentic.

For and on behalf of:

Authorized Signatory: __________________
Name: _________________________________
Designation: __________________________
Signature: _____________________________
Seal of Bidder: ________________________

14.2.2 Annexure-2: Bank Guarantee Format for Earnest Money Deposit (EMD)

To,
Director (IT)
Directorate of ICT and e-Governance.
Block no. 2, 2nd floor, Karmayogi Bhavan,
Sector 10-A, Gandhinagar
Email: dgcoreteam@gujarat.gov.in

Whereas <<***Name of the bidder***>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <<**RFP Number**>> dated <<**Date**>> for <<**Name of the assignment**>> (hereinafter called "the Bid") to <<**Nodal Agency**>>

Know all Men by these presents that we <<***Name of the bidder***>> having our office at <<**Address**>> (hereinafter called "the Bank") are bound unto <<**Nodal Agency**>> (hereinafter called "the Purchaser") in the sum of Rs. <<***Amount in figures***>> (Rupees <<**Amount in words**>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<**Date**>>**.**

The conditions of this obligation are:

1. If a Bidder withdraws the bid or increases the quoted prices after the opening of the Bid and during the Bid validity period or its extended period if any.
2. In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with the terms and conditions, including timelines for execution of the Agreement, of this RFP or fails to furnish the Performance Bank Guarantee in accordance with the terms and conditions, including timelines for furnishing PBG, of this RFP.
3. If the bidder is found indulging in any corrupt, fraudulent, or other malpractice in respect of the bid; or
4. If the documents information provided by the bidder during the bid process is found to be incorrect, false, or misleading.

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

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

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

i. Our liability under this Bank Guarantee shall not exceed Rs. <<***Amount in figures***>> (Rupees <<***Amount in words***>> only)
ii. This Bank Guarantee shall be valid up to <<**insert date**>>

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

Authorized Signatory of the Bank

Seal:
Date:

14.2.3 Annexure-3 Pre-Qualification Bid Covering Letter

<<Location, Date>>

To,
Director (IT)
Directorate of ICT and e-Governance.
Block no. 2, 2nd floor, Karmayogi Bhavan,
Sector 10-A, Gandhinagar
Email: dgcoreteam@gujarat.gov.in

RFP dated for Selection of System Integrator for Design, Development, Implementation, Integration, Deployment, Operations & Maintenance of Gujarat Common Social Registry and Data Lakehouse

Sir,

With reference to your RFP Document dated <date>, we, the undersigned, having examined all relevant documents and understood their contents, offer to provide Design, Development, Implementation, Integration, Deployment, Operations & Maintenance services for Gujarat Common Social Registry and Data Lakehouse with reference to your Request for Bid dated <insert date> and our Bid. We are hereby submitting our Pre-Qualification and Technical Bid for selection as System Integrator. We are submitting our Bid as <name of the bidder>. The Bid is unconditional and unqualified.

We hereby declare that all the information and statements made in Pre-Qualification Bid are true and accept that any misinterpretation contained in it may lead to our disqualification. If negotiations are held during the period of validity of the Bid, we undertake to negotiate in accordance with the RFP. Our Bid is binding upon us in accordance with the RFP.

We understand that you are not bound to accept any Bid you receive. Further:

1. We acknowledge that DST/DIT will be relying on the information provided in the Bid and the documents accompanying the Bid for selection of the System Integrator, and we certify that all information provided in the Bid and in the supporting documents is true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Bid are true copies of their respective originals.
2. This statement is made for the purpose of appointment as the System Integrator for the aforesaid Project.
3. We shall make available to DST/DIT any additional information it may deem necessary or require for supplementing or authenticating the Bid.
4. We acknowledge the right of DST/DIT to summarily reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. We declare that:
    a. We have examined and have no reservations to the RFP, including any Corrigendum issued by DST/DIT
    b. We do not have any conflict of interest in accordance with the terms of the RFP

c. We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice, as defined in the RFP Document, in respect of any Bid or request for bid issued by or any Agreement entered into with DST/DIT or any other public sector enterprise or any Government, Central or State; and
d. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice.

6. We understand that you may cancel the selection process at any time and that you are neither bound to accept any Bid that you may receive nor to select the System Integrator, without incurring any liability to the Bidders.
7. We certify that in regard to matters other than security and integrity of the country, we or any of our affiliates have not been convicted by a court of law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
8. We further certify that in regard to matters relating to security and integrity of the country, we have not been convicted by a court of law for any offence committed by us or by any of our affiliates. We further certify that we have not been blacklisted/suspended and have not been under a declaration of ineligibility for corrupt or fraudulent practices by DST/DIT or Department of Expenditure as on the date of submission of Bid.
9. We agree and understand that the Bid is subject to the provisions of the RFP Document. In no case shall we have any claim or right of whatsoever nature if the Project is not awarded to us or our Bid is not opened or summarily rejected.
10. The Fee, Pre-Qualification, Technical and Commercial Bids are being submitted in separate covers. This Pre-Qualification Bid read with the Technical Bid and Commercial Bid shall be binding on us.
11. We agree and undertake to abide by all the terms and conditions of the RFP Document. We would hold the terms of our Bid valid for the number of days as stipulated in the RFP Document.

We remain,
Yours sincerely,
Authorized Signature [In full and initials]: ____________________
Name and Title of Signatory: ____________________
Name of Firm: ____________________
Address: ____________________
Telephone: ____________________
Fax: ____________________

14.2.3.1 Profile of the Bidding Firm

To be filled by the Bidder

A. Background Information

Particulars	Bidder's Response
Name of the firm:	
Role:	
Year of Establishment	
Incorporated in India (Yes / No)	
Registered Office Address:	
Name and details of the CEO:	
Name of the contact person (Note: Authorized Signatory) and contact details (Email & Mobile number)	
Brief description of the Organization	

B. Financial Information (Last Three Years)

Financial Year	Audited Annual Turnover – Overall (INR Crores)	Audited Annual Turnover from IT Business as defined in Section 4.3 of this RFP, as applicable (INR Crores)

C. Other Information

Particulars	Bidder's Response
No. of years of Operation in India	
Total number of Employees	
Total number of Employees in India	
List of Quality Certifications	
List of Indian Customers to whom the Firm has provided similar services in India in the last 3 (Three) years. *(Note: Similar Services refer to services relevant to the* ***Gujarat Common Social Registry*** and *Data Lakehouse Project as defined in Section 4.3 of this RFP.)*	

14.2.3.1 Pre-Qualification Citations

To be completed by the Bidder. Strict adherence to the prescribed format is mandatory. Submission in any other format may result in **disqualification**.

Sr. No.	Item	Bidder's Response
1.	Name of Bidder entity	
2.	Assignment Name	
3.	Name of Client	
4.	Country	
5.	Client Contact Details (Contact Name, Address, Telephone Number)	
6.	Approximate Total Contract Value (TCV)	
7.	Evidence of TCV (ref. Page No.)	
8.	Name of Certifying authority - TCV	
9.	Identification number for certifying authority - TCV (UDIN applicable only in case of CA)	
10.	Duration of Assignment (months)	
11.	Project Status (Ongoing / Completed)	
12.	Award Date (month/year)	
13.	Go-Live Date (month/year)	
14.	O&M Completion Date (month/year)	
15.	Evidence of Completion Date (ref. Page No.)	
16.	Name of Certifying authority – Completion Date	
17.	Identification number for certifying authority - Completion Date (UDIN applicable only in case of CA)	
18.	Narrative description of the project	
19.	Details of Work that defines the scope relevant to the requirement of the Gujarat Common Social Registry and Data Lakehouse Project	
20.	Documentary evidence provided/attached (with Page No.)	

14.2.4 Annexure-4 Performance Bank Guarantee (PBG) Format

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email ID>

Whereas <***<name of the supplier and address>>*** (hereinafter called "the supplier") has undertaken, in pursuance of contract no. **<*Insert Contract No.*>** dated. **<*Date*>**, to provide services for Design, Development, Implementation, Integration, Deployment, Operations & Maintenance of Gujarat Common Social Registry and Data Lakehouse to DST/DIT (hereinafter called "the beneficiary").

And whereas it has been stipulated in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract.

And whereas we, **<*Name of Bank*>,** a banking company incorporated and having its head / registered office at **<Address of Registered Office>** and having one of its offices at **<Address of Local Office>,** have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs. **<*Insert Value*>** (Rupees **<*Insert Value in Words*>** only and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum, or sums within the limits of Rs. ***<Insert Value> (Rupees <Insert Value in Words> only)*** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

We undertake to pay you money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any Court or Tribunal relating thereto, liability under this present Guarantee being absolute and unequivocal.

This Guarantee will not be discharged or affected or suspended due to any change in the constitution, liquidation, winding up, dissolution or insolvency of the Bank or the Bidder.

We further undertake to keep this Guarantee renewed from time to time at the request of the Bidder.

This Guarantee shall be valid until. <<Insert Date>>

Notwithstanding anything contained herein:

Our liability under this bank guarantee shall not exceed Rs. ***<Insert Value>*** (Rupees ***<Insert Value in Words>*** only).

This bank guarantee shall be valid up to ***<Insert Expiry Date>***

It is a condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before, failing which our liability under the guarantee will automatically cease.

14.2.5 Annexure-5 Manufacturer Authorization Form (MAF)

(To be submitted on OEM Letterhead)

Date: ___________________

To,
Director (IT)
Directorate of ICT and e-Governance.
Block no. 2, 2nd floor, Karmayogi Bhavan,
Sector 10-A, Gandhinagar
Email: dgcoreteam@gujarat.gov.in

Subject: Manufacturer Authorization for Tender Participation
We, [OEM Name], hereby authorize [Bidder Name] to quote, supply, implement, integrate, support, and maintain our product(s) in response to RFP No.: ____________________
GeM Bid No.: ___________________for Selection of System Integrator for Design, Development, Implementation, Integration, Deployment, Operations & Maintenance of Gujarat Common Social Registry and Data Lakehouse.

The details of authorized products are as follows:

Sr. No.	Product / Platform Name	Version / Edition	Support Commitment
1			
2			
3			

We further confirm that:

1. The above products are part of our regular enterprise offerings.
2. The proposed products shall be supported for the required project duration.
3. We shall provide OEM support to the bidder / project as committed.
4. The bidder is authorized to implement and support our proposed solution for this project.
5. The proposed products are not under End-of-Life (EOL) or End-of-Support (EOS) status as on the date of submission of this authorization.
6. The OEM shall make available applicable updates, patches, bug fixes, security updates, and technical support for the proposed products during the support period.
7. This authorization is specifically issued for the above-mentioned RFP and shall remain valid for the complete bidding process and subsequent contract period, if awarded.

For and on behalf of OEM:
Authorized Signatory: ___________________
Name: ___________________________________
Designation: ___________________________
Seal: ____________________________________

14.2.6 Annexure-6 Declaration regarding Non-Blacklisting
(To be submitted on Bidder's Letterhead)

Date: ________________

To,
Director (IT)
Directorate of ICT and e-Governance.
Block no. 2, 2nd floor, Karmayogi Bhavan,
Sector 10-A, Gandhinagar
Email: dgcoreteam@gujarat.gov.in

We hereby declare that **[Name of Bidder]** has not been blacklisted / debarred / banned by any Central Government, State Government, Union Territory, PSU, statutory authority, or public sector organization in India as on the last date of bid submission on account of fraud, corrupt practices, non-performance, or unethical conduct.

We further declare that no proceedings for blacklisting, to the best of our knowledge, are currently operative that would materially affect our eligibility under this RFP, except as specifically disclosed below:

Disclosure, if any: ______________________________________

Authorized Signatory: ________________

Name: ______________________________

Seal: ________________________________

14.2.7 Annexure-7 Undertaking Regarding Procurement from Countries Sharing Land Border with India

(To be submitted on Bidder / OEM Letterhead, as applicable)

We hereby certify that we comply with the provisions of the applicable Government of India orders / office memoranda regarding restrictions on procurement from entities from countries sharing land border with India.

We further certify that:

1. We are eligible to participate in this procurement; and/or
2. The proposed OEM / product complies with the applicable procurement restrictions.

If required, we shall furnish supporting registration / approval documents from the competent authority.

Authorized Signatory: ___________________
Name: ___________________________________
Designation: ___________________________
Name of Bidder / OEM: __________________
Seal: ____________________________________
Date: ___________________________________

14.2.8 Annexure-8 Curriculum Vitae (CV) Format for Key Resources

General Information

Curriculum Vitae (CV) of Team Members

Sr. No.	Item	Bidder's Response
1.	Name of the Resource	
2.	Specify role to be played in the project (basis Section 6.10.1 and Section 6.11)	
3.	Name of Employer	
4.	No. of years with Current Employer	
5.	Total Experience (in Years)	
6.	Overall Experience information *(Provide details regarding name of organizations worked for, Designation, responsibilities, tenure etc.)*	

Overall Experience Information

Sr. No.	Name of Employer	From	To	Designation/Responsibilities
1.1.				
1.2.				

1. Summarized Professional Experience

Summarized professional experience (Relevant to the Gujarat Common Social Registry and Data Lakehouse Project) in reverse chronological order

Sr. No.	From	To	Company Project Position Relevant Functional, Technical and Managerial Experience
1.1.			
1.2.			

2. Educational Background and Training Certification

Educational Background, Training Certification including institutions, % of marks, specialization areas etc.

Sr. No.	Degree	Year of Award of Degree	University	% of Marks
1.1.				
1.2.				

3. Declaration

I hereby declare that the information provided by me in this CV is true, correct, and absolute to the best of my knowledge.

Signature of Resource: ___________________
Certified by Bidder: ___________________
Authorized Signatory: ___________________
Seal: ____________________________________

14.2.9 Annexure-9 Price Bid Format

(To be submitted only in Commercial Bid Section)

The bidder shall submit the Commercial Bid strictly in the prescribed format. The Commercial Bid shall include the Priced Bill of Material (BoM) and cost summary for the complete scope of the Gujarat Common Social Registry and Data Lakehouse Project.

The Priced BoM shall include all software, platforms, tools, middleware, licenses, subscriptions, connectors, agents, APIs, OEM support, implementation services, data migration, MDM, integration, analytics, BI, AI / ML / LLM components, training, documentation, O&M, helpdesk, SLA compliance, and all other obligations specified in this RFP.

The Priced BoM shall correspond to the Unpriced BoM submitted as part of the Technical Bid. Any mismatch between the Unpriced BoM and the Priced BoM may be treated as a deviation and may lead to clarification, commercial adjustment, or rejection, at the discretion of DST/DIT.

Schedule I – Software & Platform BoQ

Sr. No.	Item Description	UOM	Minimum Capacity	OEM/Product	Quantity Proposed	Unit Rate	Total Cost
1	Enterprise Database Platform	Per Core	200 Cores				
2	Container/Application Platform	Per Core	200 Cores				
3	Data Integration Platform (ETL/ELT/CDC)	Per Core	75 Cores				
4	Data Quality Platform	Per Core	50 Cores				
5	Master Data Management Platform	Per Core	100 Cores				
6	Enterprise Data Lakehouse Platform	Per Core	200 Cores				
7	API Management Platform	Per TPS	1000 TPS				
8	Analytics & BI Platform	Per User	200 Users				
9	AI / ML Platform	Enterprise License	30 Use Cases				
10	GenAI / LLM Platform	Enterprise License	Enterprise				
11	AI Chatbot Platform	Per Million Requests	5 Mn Requests/Year				

Sr. No.	Item Description	UOM	Minimum Capacity	OEM/Product	Quantity Proposed	Unit Rate	Total Cost
12	Data Catalog / Metadata / Lineage	Enterprise	Enterprise				
13	Search & Discovery Platform	Enterprise	Enterprise				
14	Monitoring & Observability Platform	Enterprise	Enterprise				
15	ITSM / Helpdesk Platform	Per Agent	25 Agents				
16	Testing Tool	Enterprise	10,000 Users				
17	Security / Audit Tools	Enterprise	Enterprise				
18	OEM Support & Subscription	Annual	5 Years				
Total Software Cost (A)							

Schedule II – Implementation & Professional Services BoQ

The bidder shall quote the total Implementation Cost for the complete scope of implementation of the Gujarat Common Social Registry and Data Lakehouse Project, including all activities specified in the Scope of Work, implementation timeline, deliverables, testing, security compliance, Go-Live, stabilization, documentation, and other implementation obligations under this RFP.

Sr. No.	Activity	UOM	Qty	Unit Rate	Total Cost
1	Requirement Gathering & Discovery	Lump Sum	1		
2	BRD / FRS / SRS Preparation	Lump Sum	1		
3	HLD / LLD Preparation	Lump Sum	1		
4	Solution Architecture Design	Lump Sum	1		
5	Data Governance Framework	Lump Sum	1		
6	Data Model & Registry Design	Lump Sum	1		
7	Member ID Framework Development	Lump Sum	1		
8	Family ID Framework Development	Lump Sum	1		
9	Data Migration & Cleansing	Lump Sum	1		
11	Citizen Portal Development	Lump Sum	1		
12	Department Portal Development	Lump Sum	1		

Sr. No.	Activity	UOM	Qty	Unit Rate	Total Cost
13	Dashboard Development	Lump Sum	1		
14	Reporting Development	Lump Sum	1		
15	API Development & Integration	Lump Sum	1		
16	AI/ML Use Case Development	Per Use Case	30		
17	Security Hardening & Compliance	Lump Sum	1		
18	SIT/UAT Support	Lump Sum	1		
19	Go-Live & Hypercare	Lump Sum	1		
20	Knowledge Transfer & Documentation	Lump Sum	1		
Total Implementation Cost (B)					

Schedule III – O&M Cost (Year-wise / Month-wise)

The bidder shall quote the Operations & Maintenance (O&M) cost for the contract period as per the O&M requirements, manpower requirements, SLA obligations, helpdesk requirements, reporting obligations, and support requirements specified in this RFP.

Sr. No.	O&M Component	UOM	Qty	Unit Rate	Total Cost
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
Total O&M Cost (c)					

Note: Bidder shall ensure that at least 50% of the team structure and resources utilized in development team must be retained for the O&M phase of the project.

Schedule IV Commercial Summary

Cost Head	Amount (₹)
Schedule I Software & Platform Cost	

Schedule II Implementation & Professional Services	
Schedule III O&M Support (36 Months)	
Grand Total Project Cost (A+B+C)	

Schedule V – Resource Rate Matrix (As Required under Section 6.15)

Sr. No.	Resource	UOM	Year 1 Rate (PM)	Year 2 Rate (PM)	Year 3 Rate (PM)	Year 4 Rate (PM)	Year 5 Rate (PM)
Part A Development Team							
1	Project Manager	Man-Month					
2	Senior Business Analyst	Man-Month					
3	Data Architect	Man-Month					
4	Senior Data Engineer	Man-Month					
5	Data Engineer	Man-Month					
6	Data Scientist	Man-Month					
7	Senior DBA	Man-Month					
8	Integration Lead	Man-Month					
9	Application Developer	Man-Month					
10	DevOps Engineer	Man-Month					
11	QA/Test Engineer	Man-Month					
12	BI Specialist	Man-Month					
13	AI/ML Engineer	Man-Month					
14	LLM/NLP Specialist	Man-Month					
15	Security Specialist	Man-Month					

Sr. No.	Resource	UOM	Year 1 Rate (PM)	Year 2 Rate (PM)	Year 3 Rate (PM)	Year 4 Rate (PM)	Year 5 Rate (PM)
Part B Contact Center and Helpdesk							
16	ITSM Coordinator	Man-Month					
17	Helpdesk Agent L1	Man-Month					
18	Helpdesk Engineer L2	Man-Month					
19	Helpdesk Engineer L3	Man-Month					

Note: As per Section 6.15, Year-wise rate escalation may be capped at 6% per annum over the previous year's approved rate.

14.2.10 Annexure-10 Technical Compliance Statement / Compliance Matrix

<<Location, Date>>
To,
Director (IT)
Directorate of ICT and e-Governance.
Block no. 2, 2nd floor, Karmayogi Bhavan,
Sector 10-A, Gandhinagar
Email: dgcoreteam@gujarat.gov.in

Subject: RFP dated > for Selection of System Integrator for Design, Development, Implementation, Integration, Deployment, Operations & Maintenance of Gujarat Common Social Registry and **Data Lakehouse**

Sir,

With reference to your RFP Document dated <date>, we, the undersigned, having examined all relevant documents and understood their contents, offer to provide Design, Development, Implementation, Integration, Deployment, Operations & Maintenance services for Data Lakehouse and Gujarat Common Social Registry with reference to your Request for Bid dated <insert date> and our Bid. We are hereby submitting our Pre-Qualification and Technical Bid for selection as System Integrator. We are submitting our Bid as <name of the bidder>. The Bid is unconditional and unqualified.

We hereby declare that all the information and statements made in Technical Bid are true and accept that any misinterpretation contained in it may lead to our disqualification. If negotiations are held during the period of validity of the Bid, we undertake to negotiate in accordance with the RFP. Our Bid is binding upon us in accordance with the RFP.

We understand that you are not bound to accept any Bid you receive. Further:

We acknowledge that DST/DIT will be relying on the information provided in the Bid and the documents accompanying the Bid for selection of the System Integrator, and we certify that all information provided in the Bid and in the supporting documents is true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Bid are true copies of their respective originals.

This statement is made for the purpose of appointment as the System Integrator for the aforesaid Project.

We shall make available to DST/DIT any additional information it may deem necessary or require for supplementing or authenticating the Bid.

We acknowledge the right of DST/DIT to summarily reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

We declare that:

a. We have examined and have no reservations to the RFP, including any Corrigendum issued by DST/DIT
b. We do not have any conflict of interest in accordance with the terms of the RFP

c. We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice, as defined in the RFP Document, in respect of any Bid or request for bid issued by or any Agreement entered into with DST/DIT or any other public sector enterprise or any Government, Central or State
d. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice.

We understand that you may cancel the selection process at any time and that you are neither bound to accept any Bid that you may receive nor to select the System Integrator, without incurring any liability to the Bidders.

We certify that in regard to matters other than security and integrity of the country, we or any of our affiliates have not been convicted by a court of law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

We further certify that in regard to matters relating to security and integrity of the country, we have not been convicted by a court of law for any offence committed by us or by any of our affiliates. We further certify that we have not been blacklisted/suspended and have not been under a declaration of ineligibility for corrupt or fraudulent practices by DST/DIT or Department of Expenditure as on the date of submission of Bid.

We agree and understand that the Bid is subject to the provisions of the RFP Document. In no case shall we have any claim or right of whatsoever nature if the Project is not awarded to us or our Bid is not opened or summarily rejected.

The Fee, Pre-Qualification and Commercial Bids are being submitted in separate covers. This Technical Bid read with the Pre-Qualification and Commercial Bid shall be binding on us.

We agree and undertake to abide by all the terms and conditions of the RFP Document. We would hold the terms of our Bid valid for the number of days as stipulated in the RFP Document.

Yours sincerely,

Authorized Signature [In full and initials]: ____________________
Name and Title of Signatory: _________________________________
Name of Firm: ____
Address: ____
Telephone: ____
Fax: ____
Name and Seal of the Bidder: ________________________________

14.2.10.1 Bidder’s Experience – Client Citations

To be filled separately by the Bidder

Sr. No.	Item	Bidder’s Response
1.	Name of Bidder entity	
2.	Assignment Name	
3.	Name of Client	
4.	Country	
5.	Client Contact Details (Contact Name, Address, Telephone Number)	
6.	Approximate Total Contract Value (TCV)	
7.	Evidence of TCV (ref. Page No.)	
8.	Name of Certifying authority - TCV	
9.	Identification number for certifying authority - TCV (UDIN applicable only in case of CA)	
10.	Duration of Assignment (months)	
11.	Project Status (Ongoing / Completed)	
12.	Award Date (month/year)	
13.	Go-Live Date (month/year)	
14.	O&M Completion Date (month/year)	
15.	Evidence of Completion Date (ref. Page No.)	
16.	Name of Certifying authority – Completion Date	
17.	Identification number for certifying authority - Completion Date (UDIN applicable only in case of CA)	
18.	Narrative description of the project	
19.	Details of Work that defines the scope relevant to the requirement of the Gujarat Common Social Registry and Data Lakehouse Project	
20.	Details of the proposed resources who were part of the project, if any, along with their roles. If none, mention N/A	
21.	Documentary evidence provided/attached	

14.2.11 Annexure-11 Format for Power of Attorney – Signing of Bid

POWER OF ATTORNEY

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

Know all men by these presents, we (name and address of the registered office of the Bidder) do hereby constitute, appoint and authorize Mr. / Ms. __________, R/o ______ (name and address of residence), who is presently employed with us and holding the position of ________, as our authorized representative, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to the bid for _______ (please state tender/bid number and details) (the "RFP"), including signing and submission of all documents and providing information / responses to DST/DIT, representing us in all matters in connection with our bid for the said RFP.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds, and things done by our aforesaid attorney shall always be deemed to have been done by us.

This Power of Attorney shall be effective, binding, and operative till _______, if not revoked earlier or as long as the said Attorney is in the service of the Company, whichever is earlier.

<<Name, Title and Address of the Authorized Representative>>

For

Signature: ___________________________

Accepted

Signature: ___________________________

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s).

In the event the Power of Attorney has been executed outside India, the same needs to be duly notarized by a Notary Public of the jurisdiction where it is executed.

Also, wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as a Board Resolution / Power of Attorney, in favor of the person executing this Power of Attorney for delegation of power hereunder on behalf of the executant(s).

14.2.12 Annexure-12 Undertaking for Local Office in Gujarat

If the bidder does not currently have a local office in Gujarat, it shall submit the following undertaking:

We hereby undertake that, in the event of award of contract to us, we shall establish and operationalize an office in the State of Gujarat within thirty (30) days from the date of issuance of the Letter of Intent / Work Order, or within such time as approved by DST/DIT.

Authorized Signatory: __________________
Seal: __________________________________

14.2.13 Annexure-13 Manpower requirements

Refer Section 6.10 of this RFP for minimum manpower requirements.

Sr.No.	Profile/Position	Number of positions as per RFP	Proposed Effort (In man-months)
1	Project Manager		
2	Senior Business Analyst		
3	Data Architect		
4	Senior Software Developer / Integration Lead		
5	Senior Data Engineer – MDM / ETL / AI		
6	Senior Database Administrator		
7	Helpdesk / ITSM Coordinator		
8	Tester / QA Specialist		
9	DevOps Engineer		
10	Data Engineers / Data Scientists		
11	Data Analyst / BI Specialist		
12	AI / ML Engineer		
13	LLM / NLP Specialist		
14	Security / Application Security Specialist		

Table: Proposed Manpower for Gujarat Common Social Registry and **Data Lakehouse**

Kindly note that Manpower proposed to be deployed by the **SI** should adhere to minimum manpower requirements prescribed in **Section 6.10 of this RFP**. In case the proposed manpower requirement for any type of resource is less than the minimum number prescribed in this RFP, it will lead to summary rejection of the bid. The team and resources working on design, development and deployment of change requests shall be separate from the resources deployed under the original Scope of Work as per this RFP.

Authorized Signatory / HR Head: ___________________

Seal: ____________________________________

14.2.14 Annexure-14 OEM Support Commitment Format

(To be submitted on OEM Letterhead, if required)

Date: ___________
To,
The Director,
Directorate of ICT & e-Governance,
Department of Science & Technology,
Government of Gujarat.

Subject: OEM Support Commitment
RFP No.: _________________________

We, M/s ______________________________, being the OEM of the products proposed for the Gujarat Common Social Registry and Data Lakehouse Project, hereby confirm that:

1. The proposed products are currently supported and not under End-of-Life (EOL) or End-of-Support (EOS) status.
2. OEM support services shall be available for the entire contract period including implementation and O&M period.
3. Security patches, bug fixes, updates and technical assistance shall be provided through the authorized bidder.
4. In the event of any product reaching EOL/EOS during the contract period, appropriate upgrade/migration support shall be provided.
5. OEM technical support shall be available through documented support channels.
6. We understand that this commitment forms part of the bidder's proposal submitted under the above RFP.

For and on behalf of OEM
Authorized Signatory
Name:
Designation:
OEM Name:
Contact Details:
Seal

14.2.15 Annexure-15 No Deviation Certificate

This is to certify that our offer is exactly in line with your tender enquiry / RFP (including Corrigendum) no. <RFP number> dated <Date of RFP>. This is to expressly certify that our offer contains no deviation on Technical (including but not limited to Scope of Work, Business Requirements Specification, Functional Requirements Specification and Technical Requirements Specification), legal or Commercial aspects in either direct or indirect form.

We understand that if any kind of deviation is found out by DST/DIT at any later stage, then DST/DIT shall have the right to take any appropriate action as deemed fit including termination of the contract.

(Authorized Signatory)

Signature:
Name:
Designation:
Address:
Seal:
Date:

14.2.16 Annexure-16 Integrity Pact

This Integrity Pact is entered into by and between:

Directorate of ICT & e-Governance (DIT), Government of Gujarat, having its office located at Block No. 2, 2nd Floor, C & D Wing, Karmayogi Bhavan, Sector-10A, Gandhinagar – 382010 (hereinafter referred to as the “Purchaser”, which expression shall, unless excluded by or repugnant to the context, be deemed to include its successor/s in office or assigns) of the First Part

AND

<*>,** a Company incorporated under the Companies Act, 1956 / Companies Act, 2013, having its registered office at <***> (hereinafter referred to as “Bidder” or “Contractor”, which expression shall, unless the context otherwise requires, include its permitted successors and assigns) of the Second Part.

Preamble

The Purchaser intends to award, under laid down organizational procedures, contract for Design, Development, Implementation, Integration, Deployment, Operations & Maintenance of Gujarat Common Social Registry and Data Lakehouse through an open tender process and has issued RFP bearing number **<*RFP Number*>.** The Purchaser values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and/or Vendor(s)/Contractor(s).

To achieve these goals, the Purchaser wishes to enter into this Integrity Pact with the Bidder(s) for this tender process and execution of the Agreement and will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the Agreement for compliance with the principles mentioned above.

Section 1 – Commitments of the Purchaser

The Purchaser commits itself to take all measures necessary to prevent corruption and to observe the following principles:

a. No employee of the Purchaser, personally or through family members, will in connection with the RFP for, or the execution of the Agreement, demand, take promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Purchaser will during this tender process treat all Bidder(s) with equity and reason. The Purchaser will in particular, before and during this tender process, provide to all Bidders the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to this tender process or the Agreement execution.

c. The Purchaser will exclude from the process all known prejudiced persons.

If the Purchaser obtains information on the conduct of any of its officers or employees which is a criminal offence under the Bharatiya Nyaya Sanhita, 2023 and/or Prevention of Corruption Act, 1988, or if there be a substantive suspicion in this regard, the Purchaser will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder

The Bidder commits to take all measures necessary to prevent corruption. It commits itself to observe the following principles during its participation in this tender process and during the Agreement execution.

a. The Bidder will not, directly or through any other person or firm, offer, promise or give to any of the Purchaser's employees involved in this tender process or the execution of the Agreement or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during this tender process or during the execution of the Agreement.

b. The Bidder will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in this tender process.

c. The Bidder will not commit any offence under the Bharatiya Nyaya Sanhita, 2023 and/or Prevention of Corruption Act, 1988; further, the Bidder will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Purchaser as part of the business relationship, regarding plans, technical bids, and business details, including information contained or transmitted electronically.

d. The Bidder of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder of Indian nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder. Further, as mentioned in the Guidelines, all the payments made to the Indian agent/representative must be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed ahead.

e. The Bidder will, when presenting its bid, disclose all payments it has made, is committed to, or intends to make to agents, brokers, or any other intermediaries in connection with this tendering process or the award of Agreement under this tendering process.

f. The Bidder who has signed the Integrity Pact shall not approach Courts while representing the matter to IEMs and shall wait for their decision in the matter.

The Bidder will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from Tender Process and Exclusion from Future Contracts

If the Bidder, during the tender process or before award or during execution of the Agreement, has committed a transgression through a violation of Section 2 above, or in any other form, such as to put its reliability or credibility in question, the Purchaser is entitled to disqualify the Bidder from this tender process or decide not to award the work or terminate the awarded Agreement or blacklist the Bidder.

Section 4 – Compensation for Damages

If the Purchaser has disqualified the Bidder from this tender process prior to the award according to Section 3, the Purchaser is entitled to forfeit the Earnest Money Deposit deposited by the Bidder.

If the Purchaser has terminated the Agreement according to Section 3, or if the Purchaser is entitled to terminate the Agreement according to Section 3, the Purchaser shall be entitled to demand and recover from the Bidder/Vendor the amount equivalent to the Performance Bank Guarantee in addition to any other penalties/recoveries as per terms and conditions of the Agreement.

Section 5 – Previous Transgression

The Bidder declares that no previous transgressions occurred in the last three years with any other Central Government, State Government or Central PSU entity in India or any entity in any other country conforming to the anti-corruption approach that could justify Bidder's exclusion from this tender process.

If the Bidder makes an incorrect statement on this subject or hides any material information, the Purchaser is entitled to disqualify the Bidder from this tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of Business Dealings".

Section 6 – Equal Treatment of All Bidders

The Purchaser will enter into individual Integrity Pacts with identical conditions as this one with all Bidders participating in this tender process.

The Purchaser will disqualify from the process all Bidders who do not sign this Integrity Pact or violate any of its provisions.

Section 7 – Criminal Charges Against Violating Bidder

If the Purchaser obtains knowledge of conduct of the Bidder, or of an employee, representative or associate of the Bidder, which constitutes corruption, or if the Purchaser has substantive suspicion in this regard, the Purchaser will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor/Monitors

The Purchaser appoints _______ as Independent External Monitor for this Integrity Pact. The task of the Monitor is to review independently and objectively whether and to what extent the Parties comply with the obligations under this Integrity Pact.

The Monitor is not subject to instructions by the representatives of the Parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders as confidential. The Monitor shall report to DST/DIT.

The Bidder accepts that the Monitor has the right to access without restriction all project documentation of the Purchaser, including that provided by the Bidder. The Bidder will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to its project documentation.

The Monitor is under contractual obligation to treat the information and documents of the Bidder with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict arising at a later date, the IEM shall inform DST/DIT and recuse himself/herself from that case.

The Purchaser will provide to the Monitor sufficient information about all meetings among the Parties related to the tender process or the execution of the Agreement, provided such meetings could have an impact on the contractual relations between the Purchaser and the successful Bidder. The Parties offer to the Monitor the option to participate in such meetings.

As soon as the Monitor notices, or believes to notice, a violation of this Integrity Pact, he/she will so inform the Purchaser and request the Purchaser to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the Parties that they act in a specific manner, refrain from action, or tolerate action.

The Monitor will submit a written report to the Purchaser within 8 (Eight) to 10 (Ten) weeks from the date of reference or intimation to him/her by the Purchaser and, should the occasion arise, submit proposals for correcting problematic situations.

If the Monitor has reported to the Purchaser a substantiated suspicion of an offence under the Bharatiya Nyaya Sanhita, 2023 and/or Prevention of Corruption Act, 1988, and the Purchaser has not, within a reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India.

a. The word 'Monitor' would include both singular and plural.

Section 9 – Pact Duration

This Integrity Pact begins when both Parties have legally signed it. It expires for the successful Bidder 12 (Twelve) months after the last payment under the Agreement, and for all other Bidders, 6 (Six) months after the execution of the Agreement with the Vendor.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged/determined by the Purchaser.

Section 10 – Other Provisions

This Agreement is subject to Indian Law. The place of performance and jurisdiction is the office of the Purchaser first above written, i.e., Gandhinagar.

Changes and supplements of this Integrity Pact as well as termination notices need to be made in writing. Parties acknowledge that side agreements have not been made.

Should one or several provisions of this Integrity Pact turn out to be invalid, the remainder of this Integrity Pact remains valid. In this case, the Parties will strive to come to an agreement to their original intentions.

Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.

In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

For & On Behalf of the Purchaser   For & On Behalf of the Bidder

Official Seal	Official Seal
Place:	Place:
Date:	Date:
Witness:	Witness:
Name & Address:	Name & Address:

14.2.17 Annexure-17 Total Responsibility

This is to certify that I, <Name>, undertake the total responsibility for the defect-free operation of the proposed Gujarat Common Social Registry and Data Lakehouse solution as per the requirements of the RFP for the duration mentioned in the RFP.

(Authorized Signatory)
Signature: ___________________
Name: _______________________
Designation: ________________
Address: _____________________
Seal: ________________________
Date: ________________________

14.2.18 Annexure-18 Non-Disclosure Agreement

CORPORATE NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (“Agreement”) is entered on this <***> day of <***>, 2026.

By and Between

Directorate of ICT & e-Governance (DIT), Government of Gujarat, having its office located at Block No. 2, 2nd Floor, C & D Wing, Karmayogi Bhavan, Sector-10A, Gandhinagar – 382010 (hereinafter referred to as “Purchaser”, which expression shall unless excluded by or repugnant to the context deemed to include its successor(s) in office or assign);

And

<***>, a Company incorporated under the Companies Act, having its registered office at <***> (hereinafter called the “Receiving Party” / “System Integrator” / “SI”), which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its successors and permitted assigns).

(DIT/DST and SI shall be individually referred hereinafter as “Party” and collectively as “Parties”).

Background

The Parties have entered into an Agreement dated <***>, 2026 (hereinafter referred to as “Master Service Agreement” or “MSA”), wherein <***> has been engaged for providing Design, Development, Implementation, Integration, Deployment, Operations and Maintenance of Gujarat Common Social Registry and Data Lakehouse (the “Purpose”).

NOW THEREFORE, in consideration of the mutual agreements and covenants hereinafter set forth, DIT/DST and SI hereby agree as follows:

In the course of SI’s engagement with DIT/DST, SI shall be exposed to Confidential, proprietary, and highly sensitive information relating to DIT/DST. “Confidential Information” shall mean all information and data disclosed by DIT/DST (“Disclosing Party/Discloser”) to SI (“Receiving Party/Recipient”), or any information the Receiving Party becomes aware of / obtains / possesses during its engagement with DIT/DST, whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and circumstances of disclosure, including but not limited to:

a. Intellectual property

b. Trade secrets

c. Proprietary information related to the current, future, and proposed products and services of the Disclosing Party including, without limitation, technical data, research, mask works, ideas, samples, media, techniques, sketches, drawings, works of authorship, models, inventions, know-how, processes, apparatuses, equipment, algorithms, software codes and designs, software programs, software source documents, and formulae, its information concerning research, experimental work, development, design details and specifications, engineering, financial information, procurement requirements, purchasing, manufacturing, customer lists/information, investors, employees, business and contractual relationships, business forecasts, sales and merchandising, marketing plans, price lists, pricing methodologies, cost data, market share data, licenses, contract information, business plans, financial forecasts, historical financial data, budgets, Gujarat Common Social Registry data, Data Lakehouse data, Registry Records, Citizen Registry Records, Member ID records, Family ID records, citizen and family data, beneficiary data, demographic details, socio-economic information, metadata, master data, lineage information, analytics data, AI/ML model outputs, departmental data, information regarding third parties or other business information disclosed by DST/DIT either directly or indirectly, whether in writing, electronically, orally, or by observation.

d. Information and physical material not generally known or available outside DIT/DST and information and physical material entrusted to DIT/DST in confidence by third parties.

e. Inventions such as discoveries, developments, concepts, designs, ideas, know how, improvements, inventions, trade secrets and/or original works of authorship, whether or not patentable, copyrightable, or otherwise legally protectable. This includes, but is not limited to, any new product, machine, article of manufacture, biological material, method, procedure, process, technique, use, equipment, device, apparatus, system, compound, formulation, composition of matter, design or configuration of any kind, or any improvement thereon created or developed by the Receiving Party. You understand that “Inventions” means any and all Inventions that you may solely or jointly author, discover, develop, conceive, or reduce to practice during the period of the Contract/Agreement.

f. Such other information which by its name or the circumstances of its disclosure is confidential. All Confidential Information provided by the Disclosing Party to the Recipient shall remain the sole and exclusive property of the Disclosing Party.

2. The Recipient agrees that at all times it shall:

(a) hold in strict confidence and not disclose to any third party the Confidential Information, except as approved in writing by the Disclosing Party;
(b) use the Confidential Information only for the Purpose defined in this Agreement;
(c) not reproduce Confidential Information in any form except for the Purpose;
(d) not use the Confidential Information to make, have made or sell any products or services that compete with any of the Disclosing Party's products or services or to exploit commercially and derive profit therefrom; and
(e) not reverse engineer, decompile or disassemble any Confidential Information.

3. The Recipient agrees that it shall take adequate measures to protect the secrecy and confidentiality of, and avoid disclosure and unauthorized use of, the Confidential Information. The Recipient shall immediately notify the Disclosing Party, in writing, upon discovery of any threatened breach, actual loss, unauthorized access, or unauthorized disclosure of the Confidential Information.
4. 4. The Recipient's obligations under this Agreement with respect to any portion of the Confidential Information shall terminate when the Recipient can document that:

   (a) it was in the public domain at the time it was communicated to the Recipient by the Disclosing Party;

(b) it entered the public domain subsequent to the time it was communicated to the Recipient by the Disclosing Party through no fault of the Recipient;
(c) it was in the Recipient's possession free of any obligation of confidence at the time it was communicated to the Recipient by the Disclosing Party;
(d) it was rightfully communicated to the Recipient free of any obligation of confidence by a third party subsequent to the time it was communicated to the Recipient by the Disclosing Party;
(e) it was developed by employees or agents of the Recipient independently of and without use or reference to any Confidential Information communicated to the Recipient by the Disclosing Party; or
(f) it is required to disclose pursuant to an order of a duly empowered Government agency or a court of competent jurisdiction, provided due notice and an adequate opportunity to intervene is given to the Disclosing Party, unless such notice is prohibited by such order.

5. Upon completion of the Term of this Agreement, or upon termination, or upon written request of the Disclosing Party, the Recipient shall promptly return to the Disclosing Party all documents and other tangible materials representing the Confidential Information and all copies thereof, or certify the destruction thereof.

6. The Parties recognize and agree that nothing contained in this Agreement shall be construed as granting any property rights to the Recipient, by license or otherwise, to any Confidential Information of the Disclosing Party disclosed pursuant to this Agreement, or to any invention, patent, copyright, trademark, or other intellectual property right in connection therewith. The Recipient shall not derive any profit from the use of the Confidential Information in an unauthorized manner to the exclusion of the Disclosing Party.
7. The Confidential Information shall not be reproduced in any form except in accordance with the provisions of this Agreement. Any reproduction of any Confidential Information by the Recipient shall remain the property of the Disclosing Party and shall contain any and all confidential or proprietary notices or legends which appear on the original, unless otherwise authorized in writing by the Disclosing Party.

8. The Recipient acknowledges that its breach of this Agreement may cause irreparable damage to the Disclosing Party and agrees that the Disclosing Party shall be entitled to seek injunctive relief under this Agreement, as well as such further relief as may be granted by a court of competent jurisdiction.

9. The Recipient acknowledges that all documents, including but not limited to any data, analysis, reports, statements, flowcharts, ideas, source code, APIs, dashboards, Registry Records, Citizen Registry Records, Member ID records, Family ID records, Data Lakehouse artefacts, metadata, master data, lineage information, AI/ML models, configurations, designs, documentation, and any other material prepared by it using the Confidential Information or based on the information provided by DIT/DST, shall be deemed to be work made for hire ("Work Product").

10. The Receiving Party shall not use the Work Product for any purpose other than the Purpose or share the same with any third party without the prior written consent of DIT/DST. The Recipient shall be liable for claims against DIT/DST for losses or damages arising out of such unauthorized use or disclosure and shall indemnify and keep indemnified DIT/DST against any such claims.

11. This Agreement contains the final, complete and exclusive agreement of the Parties relative to the subject matter hereof and supersedes all prior and contemporaneous understandings and agreements relating to this subject matter and may not be changed, modified, amended or supplemented except by written instrument signed by both Parties.

12. If any provision of this Agreement is found by a proper authority to be unenforceable or invalid, such provision shall be severed and the remainder of the Agreement shall continue in full force and effect.

13. The Recipient hereby acknowledges that no remedy at law will afford the Disclosing Party adequate protection against or appropriate compensation for breach of the Recipient's obligations under this Agreement. The Recipient agrees that the Disclosing Party shall be entitled to seek specific performance of the Recipient's obligations.

14. The Recipient shall not assign or transfer any rights or obligations under this Agreement without the prior written consent of DIT/DST.

15. This Agreement shall be governed by and construed in accordance with the laws of India and the Parties hereby submit to the jurisdiction of the Courts at Gandhinagar, Gujarat.

16. Term: This Agreement shall continue in full force and effect for the entire Term of the Master Services Agreement ("Term"). The termination or expiry of this Agreement shall not relieve the Recipient of its obligations with respect to Confidential Information disclosed under this Agreement. This confidentiality obligation of the Recipient shall survive the termination or expiry of the Agreement and shall prevail over any conflicting term in any other document executed between the Parties, unless otherwise specified.

    IN WITNESS WHEREOF, the Parties hereto have caused this Non-Disclosure Agreement to be executed by their duly authorized representatives on the date first written above.

For Directorate of ICT & e-Governance (DIT) Authorized Signatory	For System Integrator (SI) Authorized Signatory

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Annexure A – Non-Disclosure Agreement

CORPORATE NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement ("Agreement") is entered on this <*** >day of <***>, 2026

By and between

Directorate of ICT & e-Governance (Department of Science and Technology), Government of Gujarat, having its office located at 5th Floor, Block 7, New Sachivalaya, Gandhinagar, Gujarat 382010 (herein after referred to as ***"Purchaser"***, which expression shall unless excluded by or repugnant to the context deemed to include its successor/s in office or assign);

And

<***>, a Company incorporated under the Companies Act, 1956, having its registered office at
<***> (hereinafter called the ***"Receiving Party"*** / "***System Integrator***"/ "***Selected Bidder***"***)***, which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its successors and permitted assigns).

(DST/DIT, and Selected Bidder shall be individually referred hereinafter as ***"Party"*** and collectively as ***"Parties"***).

Background

1. The Parties have entered into an Agreement dated <***>, 2026 (here in after referred as "Master Service Agreement" or "MSA"), wherein <***> has been engaged for providing ____________________(the "Purpose").

NOW THEREFORE, in consideration of the mutual agreements and covenants hereinafter set forth, DST/DIT and Selected Bidder, hereby agree as follows:

1. In course of Selected Bidder's engagement with DST/DIT, Selected Bidder shall be exposed to Confidential, proprietary, and highly sensitive information relating to DST/DIT. "Confidential Information" shall mean all information and data disclosed by DST/DIT ("***Disclosing Party/ Discloser***") to Selected Bidder ("***Receiving Party/ Recipient***"), or any information Receiving Party becomes aware of / obtains /possess during his/her engagement with DST/DIT, whether orally or in

writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure, including but not limited to;

a. Intellectual property

b. Trade secrets;

c. Proprietary information related to the current, future, and proposed products and services of the Disclosing Party including, without limitation, technical data, research, mask works, ideas, samples, media, techniques, sketches, drawings, works of authorship, models, inventions, know-how, processes, apparatuses, equipment, algorithms, software codes and designs, software programs, software source documents, and formulae, its information concerning research, experimental work, development, design details and specifications, engineering, financial information, procurement requirements, purchasing, manufacturing, customer lists/information, investors, employees, business and contractual relationships, business forecasts, sales and merchandising, marketing plans, price lists, pricing methodologies, cost data, market share data, licenses, contract information, business plans, financial forecasts, historical financial data, budgets, 'Gujarat Common Social Registry & Datalake' transactions data, demographic details, information regarding third parties or other business information disclosed by DST/DIT either directly or indirectly, whether in writing, electronically, orally, or by observation.

d. Information and physical material not generally known or available outside DST/DIT and information and physical material entrusted to DST/DIT in confidence by third parties.

e. Inventions such as discoveries, developments, concepts, designs, ideas, know how, improvements, inventions, trade secrets and/or original works of authorship, whether or not patentable, copyrightable, or otherwise legally protectable. This includes, but is not limited to, any new product, machine, article of manufacture, biological material, method, procedure, process, technique, use, equipment, device, apparatus, system, compound, formulation, composition of matter, design or configuration of any kind, or any improvement thereon created or developed by the Receiving Party. You understand that "Inventions" means any and all Inventions that you may solely or jointly author, discover, develop, conceive, or reduce to practice during the period of the contract/ agreement.

f. Such other information which by its name or the circumstances of its disclosure is confidential. All Confidential Information provided by the Disclosing Party to the Recipient shall remain the sole and exclusive property of the Disclosing Party.

2. The Recipient agrees that at all times it shall: (a) will hold in strict confidence and not disclose to any third party the Confidential Information, except as approved in writing by the Disclosing Party, and (b) will use the Confidential Information only for the Purpose defined in this Agreement; (c) not reproduce Confidential Information in any form except for the Purpose; (d) not use the Confidential Information to make, have made or sell any products or services that compete with any of Disclosing Party's products or services or to exploit commercially and to

derive profit and (e) not reverse engineer, decompile, or disassemble any Confidential Information.

3. The Recipient agrees that it shall take adequate measures to protect the secrecy/ confidentiality of and avoid disclosure and unauthorized use of the Confidential Information. The Recipient shall immediately notify the Disclosing Party, in writing, upon discovery of any threatened breach, actual loss, or unauthorized disclosure of the Confidential Information.

4. The Recipient's obligations under this Agreement with respect to any portion of the Confidential Information shall terminate when the Recipient can document that: (a) it was in the public domain at the time it was communicated to the Recipient by the Disclosing Party; (b) it entered the public domain subsequent to the time it was communicated to the Recipient by the Disclosing Party through no fault of the Recipient; (c) it was in the Recipient's possession free of any obligation of confidence at the time it was communicated to the Recipient by the Disclosing Party; (d) it was rightfully communicated to the Recipient free of any obligation of confidence by a third party subsequent to the time it was communicated to the Recipient by the Disclosing Party; (e) it was developed by employees or agents of the Recipient independently of and without use or reference to any Confidential Information communicated to the Recipient by the Disclosing Party; or (f) it is required to disclose pursuant to an order of a duly empowered government agency or a court of competent jurisdiction ,provided due notice and an adequate opportunity to intervene is given to the Disclosing Party , unless such notice is prohibited by such order.

5. Upon completion of the Term of this agreement or upon termination or upon written request of the Disclosing Party, the Recipient shall promptly return to the Disclosing Party all documents and other tangible materials representing the Confidential Information and all copies thereof or certify the destruction thereof.

6. The Parties recognize and agree that nothing contained in this Agreement shall be construed as granting any property rights to the Recipient, by license or otherwise, to any Confidential Information of the Disclosing Party disclosed pursuant to this Agreement, or to any invention or any patent, copyright, trademark, or other intellectual property right in connection therewith. The Recipient shall not derive any profit from the use of-the Confidential Information in an unauthorized manner to the exclusion of the Disclosing Party.

7. The Confidential Information shall not be reproduced in any form except in accordance with the provisions of this Agreement. Any reproduction of any Confidential Information by the Recipient shall remain the property of the Disclosing Party and shall contain any and all confidential or proprietary notices or legends, which appear on the original, unless otherwise authorized in writing by the Disclosing Party.

8. The Recipient acknowledges that its breach of the Agreement may cause irreparable damage to the Disclosing Party and agrees that the Disclosing Party shall be entitled to seek injunctive relief under this Agreement, as well as such further relief as may be granted by a court of competent jurisdiction.

9. The Recipient acknowledges that all documents, including but not limited to any data, analysis, reports, statements, flowcharts, ideas, or any other material prepared by it using the Confidential Information or based on the information provided by DST/DIT is work made for hire ("Work Product"). The Receiving Party shall not use the Work Product for any other purpose or share with a third party without the prior written consent of DST/DIT. Recipient shall be liable for claims against DST/DIT for losses or damages arising out of such unauthorized use or disclosure and shall indemnify and keep indemnified DST/DIT against any such claims.

10. The Agreement contains the final, complete, and exclusive agreement of the Parties relative to the subject matter hereof and supersedes all prior and contemporaneous understandings and agreements relating to this subject matter and may not be changed, modified, amended, or supplemented except by written instrument signed by both Parties. If any provision of this Agreement is found by a proper authority to be unenforceable or invalid, such provision shall be severed and the remainder of the Agreement will continue in full force and effect. The Recipient hereby acknowledges that no remedy at law will afford Discloser adequate protection against or appropriate compensation for breach of Recipient's obligations under this Agreement. The Recipient agrees that Discloser shall be entitled to seek specific performance of Recipient's obligations.

11. Recipient will not assign or transfer any rights or obligations under this Agreement without the prior written consent of DST/DIT.

12. This Agreement shall be governed by and construed in accordance with the laws of India and the Parties hereby submit to the jurisdiction of the courts of Gujarat.

13. Term: This Agreement shall continue in full force and effect for entire Term of the Master Services Agreement ("Term"). The termination of this Agreement shall not relieve the Recipient of its obligations with respect to Confidential Information disclosed under this Agreement. This confidentiality obligation of the Recipient shall prevail over any conflicting term in any other document executed between the Parties, unless otherwise specified.

IN WITNESS WHEREOF, the Parties hereto have caused this Non-Disclosure Agreement to be executed by their duly authorized officers or agents on the date first set out above.

For Department of Science and Technology Authorized Signatory	For Selected Bidder Authorized Signatory

14.2.19 Annexure-19 Turnover Certificate

Date: ___________

To,
The Director,
Directorate of ICT & e-Governance,
Department of Science & Technology,
Government of Gujarat,
Gandhinagar, Gujarat.

Subject: Certificate for Average Annual Turnover

Ref: RFP for Selection of System Integrator for Design, Development, Implementation, Integration, Deployment, Operations & Maintenance of Gujarat Common Social Registry and Data Lakehouse.

This is to certify that M/s ______________________,having CIN No. ____________________ and registered office at _______________________, has generated the following turnover from IT System Integration, Application Design, Development & Maintenance, Managed Business Services, IT/ITES Software Services and related IT Services during the financial years mentioned below, as per the audited books of accounts and financial statements of the company.

Sr. No.	Financial Year	Annual Turnover from Eligible IT Business (INR Crore)	Net Worth (INR Crore)
1	FY 2023-24		
2	FY 2024-25		
3	FY 2025-26		

Total Turnover for above three financial years: INR ___________ Crore

Average Annual Turnover: INR ___________ Crore

Based on our examination of the financial statements audited and records of the Company, we certify that the average annual turnover of the above entity for the last three financial years is INR ___________ Crore.

We further certify that:
1. The above figures are based on audited financial statements/books of accounts.
2. The turnover considered pertains only to the bidding entity.
3. Turnover of parent company, subsidiary, associate company, holding company, group company, or any other related entity has not been considered.
4. The information furnished above is true and correct to the best of our knowledge and belief.

For _____________________________
(Chartered Accountant / Statutory Auditor)

Signature:

Name:
Membership No.:
Firm Registration No. (FRN):
UDIN:
Place:
Date:
Seal

14.2.20 Master Service Agreement

Draft Master Service Agreement

(To be executed with successful Bidder)

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Legal Terms and Master Service Agreement

ACRONYMS

Abbreviation	Description
AMC	Annual Maintenance Contract
ATS	Annual Technical Support
BoD	Board of Directors
CD	Compact Disk
COTS	Commercial-off-the-Shelf
CRN	Change Request Notice
CSP	Cloud Service Provider
DC	Data Centre
DR	Disaster Recovery
EPF	Employee Provident Fund
ESIC	Employees State Insurance Company
GFR	General Financial Rules
GST	Goods and Services Tax
IPR	Intellectual Property Right
ISO	International Organization for Standardization
IT	Information Technology
NDA	Non-Disclosure Agreement
OEM	Original Equipment Manufacturer
RFP	Request For Proposal
SLA	Service Level Agreement

[To be executed on stamp paper of appropriate value]

THIS MASTER SERVICES AGREEMENT ("Agreement") is made on this the <***> day of <***>2026 at Gandhinagar, Gujarat, India.

BY AND BETWEEN

Directorate of ICT & e-Governance (Department of Science and Technology), having its office located at ____, Gujarat (herein after referred to as '***Purchaser /DIT***', which expression shall unless excluded by or repugnant to the context deemed to include its successor/s in office or assign);

AND

<***>, a Company incorporated under the Companies Act, 1956, having its registered office at <***> (hereinafter referred to as ***'Selected Bidder'*** which expression shall, unless the context otherwise requires, include its successors, and permitted assigns);

Each of the parties mentioned above are collectively referred to as the 'Parties' and individually as a 'Party'.

WHEREAS:

1. The Purchaser had invited bids vide its RFP ________(hereinafter referred to as 'RFP', which term shall include all corrigendum, addendums and modifications issued by the Purchaser with reference to the RFP) for Appointment of __for________("Project");

2. The Selected Bidder had submitted its proposal dated_____(hereinafter referred to as the 'Proposal', which term shall include all clarifications and additional documents submitted by Selected Bidder with reference to the Proposal) for the_________;

3. The Purchaser has accepted the Proposal and has agreed to appoint the Selected Bidder for the_________________ and has issued a letter of award notifying the Selected Bidder of its selection as successful bidder dated _____________ ('Letter of Award');

4. In consideration of the foregoing and the mutual covenants and promises contained herein and other good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, the Parties intend to be bound legally by the terms and conditions agreed in this Agreement, for implementation of the Project.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

Definitions and Interpretations

Definitions

Terms and expressions used in this Agreement shall have the meanings set out in this Agreement or as defined in the RFP. Other terms used in this Agreement are defined where they are used and have the meanings there indicated. Unless otherwise specifically defined, those terms, acronyms and phrases in this Agreement that are utilized in the Information Technology services industry shall be interpreted in accordance with their generally understood meaning in such industry.

Interpretation

In this Agreement, unless a contrary is evident:

1. Unless otherwise specified, a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Agreement including any amendments or modifications to the same from time to time;

2. Words denoting the singular include the plural and vice versa and use of any gender includes the other genders;

3. References to a 'company' shall be construed so as to include any company, corporation, or other body corporate, wherever and however incorporated or established;

4. Words denoting a person shall include an individual, corporation, company, body corporate, partnership, or a trust;

5. A reference to legislation includes legislation repealing, replacing, or amending that legislation;

6. The clause headings are for convenient reference only and do not form part of this Agreement;

7. Unless otherwise specified a reference to a clause number is a reference to all its sub-clauses;

8. Where a word or phrase is given a particular meaning, it includes the appropriate grammatical forms of that word or phrase having corresponding meanings;

9. A reference to the Agreement shall, unless the context otherwise requires, includes a reference to its Annexures, Sections and every other document forming part of this Agreement. If a term of this Agreement requires things to be done, undertaken, or completed under the Agreement, the same, if relevant, shall, unless the context otherwise

require, mean to include such things to be done, undertaken, or completed under the relevant Schedules, Annexures of this Agreement.

Documents forming part of Agreement

The following documents shall be deemed to form and be read and constructed as part of the Agreement viz.:

1. This Agreement
2. The Letter of Award
3. The RFP
4. The Proposal
5. Any corrigendum/addendum/amendment/clarification issued by the Purchaser shall form part of the present Agreement.

In the event of any conflict in the existing provision of the Agreement and the corrigendum/addendum/amendment/clarification, then in such circumstances, the latter shall prevail over the former.

Ambiguities within Agreement

In case of ambiguities or discrepancies within this Agreement, the following principles shall apply:

1. As between two Clauses of this Agreement, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;
2. As between the provisions of RFP and any Corrigendum issued thereafter, the provisions of the Corrigendum shall, to that extent only, prevail over the corresponding earlier provision of the RFP;
3. As between the provisions of this Agreement and the RFP and the Proposal, this Agreement shall prevail;
4. As between the provisions of the RFP and the Proposal, unless otherwise decided by the Purchaser, the RFP shall prevail; and
5. As between any value written in numerals and that in words, the value in words shall prevail.

Scope of Work

1. In consideration of the award of the work under the RFP to the Selected Bidder and payments to be made by the Purchaser to the Selected Bidder as hereinafter mentioned, the Selected Bidder hereby covenants with the Purchaser to accomplish the entire Scope of Work as provided in the RFP and clarifications, annexures, Corrigendum etc. thereof and to perform all obligations mentioned in the RFP.

2. The Purchaser hereby covenants to pay the Selected Bidder in consideration of the

accomplishment of Scope of Work and for performance of all obligations mentioned in the RFP, the Fees or such other sum as may become payable under the provisions of the Agreement at the times and in the manner prescribed under the Agreement.

Term and Duration of the Agreement

1. This Agreement shall come into force and effect on the date of signing of this Agreement/contract (hereinafter the 'Effective Date') and, unless terminated earlier in accordance with the provisions of this Agreement, shall remain in force for a period of 5 (Five) years from the Effective Date. The Term is further extendable for a period of (Three) calendar years at the sole discretion of the Purchaser and as per the conditions mentioned.

2. The Purchaser reserves the sole right to grant any extension of the Term of this Agreement and shall notify the same in writing to the Selected Bidder, at least 6 (Six) months before the expiration of the Term. The extension shall be granted by the Purchaser for a period of 2 (two) years at one time and additional 1 (one) year the next time and on the same terms and conditions as contained in this Agreement including all amendments, addendums, clarifications etc. The Term may be extended for a maximum overall period of 3 (Three) years only. Any extension beyond the period of 3 (Three) years period shall be on mutually agreeable terms and conditions.

Conditions Precedent

Payment obligations to take effect upon fulfilment of Conditions Precedent

Subject to express terms to the contrary, the rights of Selected Bidder to receive payments, and obligation of the Purchaser to make payments under this Agreement, shall take effect only upon fulfilment of all the Conditions Precedent set out in section below. Notwithstanding the foregoing, the Purchaser may, at any time in its sole discretion, waive fully or partially, in writing, any of the Conditions Precedent for the Selected Bidder provided no such waiver shall affect or impair any right, power or remedy that the Purchaser may otherwise have.

Conditions Precedent to be fulfilled

The Selected Bidder shall be required to fulfil the Conditions Precedent which are as follows:

1. Furnishing by the Selected Bidder, within 30 (Thirty) days of the receipt of the notification of award, an unconditional, irrevocable, and continuing Bank Guarantee, from a scheduled bank in India, equivalent to 10% of the Total Contract Value as mentioned in the RFP, in a form and manner acceptable to the Purchaser, which should remain valid till 6 (Six) months after expiry of the Term of the Agreement.

2. The Selected Bidder provides an undertaking to the effect that it has entered into all relevant back-end contracts with OEMs whose products or services it has quoted in the Proposal; and

3. Furnishing of duly executed Corporate Non-Disclosure Agreement in a format specified by the Purchaser.

Project Management

Key performance measurement

1. The Selected Bidder shall commence the performance of its obligations under the Agreement from the Effective Date and shall proceed to carry out the Services with diligence and expedition in accordance with any stipulation as to the time, manner, mode, and method of execution contained in this Agreement. The Selected Bidder shall be responsible for and shall ensure that all Services are performed in accordance with the specifications and that the Selected Bidder's Team complies with such specifications and all other standards, terms and other stipulations/conditions set out hereunder

Commencement and progress

1. The Selected Bidder shall perform the activities / services and carry out its obligations under the Agreement with due diligence, efficiency, and economy, in accordance with generally accepted techniques and practices used in the information technology industry and with professional engineering and standards recognized by international professional bodies and shall observe sound management, engineering, and security practices. It shall employ appropriate advanced technology and engineering practices and safe effective equipment, machinery, material, and methods.

2. The Selected Bidder shall always act, in respect of any matter relating to this Agreement, as faithful advisors to the Purchaser and shall, at all times, support and safeguard the Purchaser's legitimate interests in any dealings with Selected Bidder's Team and third parties.

3. In providing the Services, it shall use reasonable effort to prevent any disruption to Purchaser's normal business operations.

4. The Selected Bidder shall keep all back-end contracts with all OEMs, subcontractors etc. in force and up to date to ensure provision of Services as per the RFP and to meet all the SLAs.

5. The Selected Bidder shall use all material (including, without limitation, hardware, software, documents etc.) provided by the Purchaser or any of its representative, service provider etc. ('Purchaser's Material') in accordance with the license terms of such materials to the extent such terms are notified to the Selected Bidder in writing in advance. In accordance with the audit provisions herein. The Selected Bidder will reasonably cooperate with the Purchaser in respect of any third-party audit related to Selected Bidder's use and possession of any Purchaser's Material.

Final testing and Acceptance

Except as otherwise provided in the RFP, the Project shall be governed by the mechanism of final Testing and Acceptance to be put into place by the Purchaser and the Selected Bidder as under:

1. Final testing and certification criteria will lay down a set of guidelines following internationally accepted norms and standards for testing and certification for all aspects of project development and implementation covering software, hardware and network including the processes relating to the design of solution architecture, design of systems and sub- systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to compliance with SLA metrics, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and this Agreement;

2. Final testing and certification criteria will be finalized from the development stage to ensure that the guidelines are being followed and to avoid large scale modifications pursuant to testing done after the application is fully developed;

3. Final testing and certification criteria will consider conducting specific tests on the software, hardware, network, security, and all other aspects;

4. Final testing and certification criteria will establish appropriate processes for notifying the Selected Bidder of any deviations from the norms, standards, or guidelines at the earliest instance after taking cognizance of the same to enable the Selected Bidder to take corrective actions.

Liquidated Damages and SLAs

1. The Selected Bidder shall accomplish the Scope of Work under this Agreement as per the Timelines and as per the Service Levels defined in the RFP.

2. If the Selected Bidder fails to achieve the Timelines or the Service Levels due to reasons solely attributable to the Selected Bidder or any of its subcontractors etc., the Selected Bidder shall be liable for Liquidated Damages as mentioned in the RFP.

3. Levying of Liquidated Damages shall not be the sole and exclusive remedy available to the Purchaser and the Selected Bidder shall not be relieved from any obligations by virtue of levying of such Liquidated Damages.

4. Liquidated Damages will be capped as mentioned in the SLA section of the RFP.

5. Liquidated Damages are intended to ensure timely delivery and to compensate the Purchaser for delay; they are not a penalty but a genuine pre-estimate of loss.

6. If the Liquidated Damages for any timeline or service level exceed the cap on Liquidated Damages as mentioned in the RFP, the Purchaser shall have the right to treat it as an event of default and the consequences for event of default as mentioned in this Agreement shall be applicable.

7. Additionally, Liquidated Damages and other deductions as mentioned in the RFP shall also be levied on the Selected Bidder in case of breach or default.

8. Each of the Parties shall ensure that the range of the Services / Deliverables under the SLA shall not be varied, reduced, or increased except with the prior written agreement between the Purchaser and the Selected Bidder in accordance with the provisions of Change Control Procedure set out in this Agreement.

Representations

Representations of the Selected Bidder

Selected Bidder (in relation to its scope of work) hereby represent as of the date hereof, which representations shall remain in force during the Term and extension thereto, the following:

1. It is duly organized and validly existing under the laws of India, and has full power and authority to execute and perform its obligations under this Agreement and other agreements and to carry out the transactions contemplated hereby;

2. It is a competent provider of a variety of Information Technology services. It has taken all necessary corporate and other actions under laws applicable to its business to authorize the execution and delivery of this Agreement and to validly exercise its rights and perform its obligations under this Agreement;

3. It has the power and the authority that would be required to enter into this Agreement and the requisite experience, the technical know-how and the financial wherewithal required to successfully execute the terms of this Agreement and to provide services sought by the Purchaser under this Agreement;

4. It and its team have the professional skills, personnel, infrastructure, and resources/authorizations that are necessary for providing all such services as are necessary to fulfil the scope of work stipulated in the RFP and this Agreement;

5. It shall ensure that all assets/components including but not limited to equipment, software, licenses, processes, documents, etc. installed, developed, procured, deployed, and created during the term of this Agreement are duly maintained and suitably updated, upgraded, replaced with regard to contemporary requirements;

6. It and its team shall use such assets of the Purchaser as the Purchaser may permit for the sole purpose of execution of its obligations under the terms of the RFP, Proposal, or this Agreement. It shall, however, have no claim to any right, title, lien or other interest in such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term thereof;

7. It has the financial standing and capacity to undertake the Project and obligations in accordance with the terms of this Agreement;

8. This Agreement has been duly executed by it and constitutes a legal, valid, and binding

obligation, enforceable against it in accordance with the terms hereof, and its obligations under this Agreement shall be legally valid, binding, and enforceable against it in accordance with the terms hereof;

9. The execution, delivery and performance of this Agreement shall not conflict with, result in the breach of, constitute a default by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree, or order to which it is a party or by which it or any of its properties or assets is bound or affected;

10. There are, to the best of its knowledge, no material actions, suits, proceedings, or investigations pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of this Agreement or which individually or in the aggregate may materially impair its ability to perform any of its material obligations under this Agreement;

11. It has no knowledge of any violation or default with respect to any order, writ, injunction or decree of any court or any legally binding order of any Government Instrumentality which may result in any adverse effect on its ability to perform its obligations under this Agreement and no fact or circumstance exists which may give rise to such proceedings that would adversely affect the performance of its obligations under this Agreement;

12. It has, to the best of its knowledge, complied with Applicable Laws in all material respects and has not been subject to any fines, Liquidated Damages, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an Adverse Effect on its ability to perform its obligations under this Agreement;

13. To the best of its knowledge, no representation by it contained herein or in any other document furnished by it to the Purchaser or its nominated agencies in relation to the any consents contains any untrue or misleading statement of material fact or omits to state a material fact necessary to make such representation not misleading;

14. No sums, in cash or kind, have been paid or shall be paid, by it or on its behalf, to any person by way of fees, commission or otherwise for entering into this Agreement or for influencing or attempting to influence any officer or employee of Purchaser in connection therewith.

Representations of the Purchaser

The Purchaser represents to the Selected Bidder that:

1. It has full power and authority to execute, deliver and perform its obligations under this Agreement and to carry out the transactions contemplated herein and that it has taken all actions necessary to execute this Agreement, exercise its rights and perform its obligations, under this Agreement and carry out the transactions contemplated hereby;

2. It has taken all necessary actions under Applicable Laws to authorize the execution, delivery, and performance of this Agreement and to validly exercise its rights and perform its obligations under this Agreement

3. It has the financial standing and capacity to perform its obligations under the Agreement;

4. This Agreement has been duly executed by it and constitutes a legal, valid, and binding obligation enforceable against it in accordance with the terms hereof and its obligations under this Agreement shall be legally valid, binding, and enforceable against it in accordance with the terms thereof;

5. The execution, delivery and performance of this Agreement shall not conflict with, result in the breach of, constitute a default under any of the Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree, or order to which it is a party or by which it or any of its properties or assets is bound or affected;

6. It has complied with Applicable Laws in all material respects.

Purchaser's Obligation

The obligations of the Purchaser described are in addition to, and not in derogation of, the obligations mentioned in the RFP and the two are to be read harmoniously. Without prejudice to any other undertakings or obligations of the Purchaser under this Agreement or the RFP, the Purchaser shall perform the following:

1. DST/DIT, or any other entity to which this Agreement is novated by DST/DIT, shall, on behalf of the Purchaser, act as the nodal point for implementation of the Agreement and for issuance of necessary instructions, approvals, commissioning, acceptance certificate, payment etc. to the Selected Bidder.

2. The Purchaser shall ensure that approval or disapproval is provided to the Selected Bidder (as per the timelines provided for acceptance or objections of deliverables in the RFP, or where no timelines are provided, within reasonable time) as and when required, which may include approval of project plans, implementation methodology, design documents, specifications, or any other document necessary in fulfillment of this Agreement.

3. The Purchaser's Representative shall interface with the Selected Bidder to provide the required information, clarifications and to resolve any issues as may arise during the execution of the Agreement. The Purchaser shall provide adequate cooperation in providing details, coordinating, and obtaining of approvals from various governmental agencies, in cases, where the intervention of the Purchaser is proper and necessary.

4. The Purchaser may provide on the Selected Bidder's request, particulars information/or documentation that may be required by the Selected Bidder for proper planning and execution of work and for providing Services covered under this Agreement and for which the Selected Bidder may have to coordinate with respective vendors.

5. The Purchaser will be responsible for making all payments due to the Selected Bidder in respect of Deliverables and Services provided by the Selected Bidder and accepted

by the Purchaser in accordance with the terms of this Agreement.

6. The Purchaser agrees that all Purchaser's Material provided to the Selected Bidder by or on behalf of Purchaser for Selected Bidder's use in providing the Services will be owned by or fully licensed to the Purchaser or Purchaser's authorized representative/service provider etc. and Purchaser shall have procured the right to provide such materials to the Selected Bidder. Selected Bidder will be permitted to use such materials in accordance with the license conditions of such materials.

Acceptance of Deliverables and Testing

Acceptance of Deliverables

The successful completion of the Project requires the acceptance by the Purchaser of all the Deliverables prepared and delivered pursuant to the Project. The acceptance procedure described in this section is in addition to, and not in derogation of, the acceptance procedure provided in the RFP and the two are to be read harmoniously. In event of conflict, the provisions related to acceptance of Deliverables provided in RFP shall prevail. Upon completion of a Deliverable, the Selected Bidder will notify the Purchaser in writing that the Deliverable has been completed and, in the case of Deliverables constituted of Software/hardware ("Operational Deliverables"), tested and/or certified as being ready for acceptance ("Ready for Acceptance") by the Purchaser. Promptly after receiving such notice, the Purchaser will evaluate the Deliverable for acceptance in accordance with this section or specific provisions provided in the RFP.

Acceptance Procedure

Acceptance by the Purchaser ("Acceptance") requires that the Deliverables be confirmed in writing by the Purchaser to meet applicable acceptance criteria ("Acceptance Criteria") provided in the Acceptance Test Plan which, in the case of Operational Deliverables, will include the successful completion of agreed acceptance and performance testing and will also include meeting the specifications, performance standards, functional requirements and any other aspects as set out in the RFP. The Selected Bidder shall prepare and propose the test procedures, which shall be described in the Acceptance Test Plan for each Deliverable and shall be subject to agreement by the Purchaser. While designing the Acceptance Test Plan, the requirements as mentioned in the RFP need to be adhered to. The Acceptance tests and Acceptance Test Plan shall be sufficiently broad in scope and rigorous so as to verify that all Deliverables meet all applicable specifications, Acceptance Criteria, and performance requirements, including assurance that the Deliverables meet such tests of operational integrity as may be reasonably required by the Purchaser.

Acceptance procedures for Written Deliverables (which are all Deliverables other than Operational Deliverables) and Operational Deliverables are as follows:

1. Written Deliverables:

The Selected Bidder may submit interim drafts of written Deliverables (e.g., designs and documentation) to the Purchaser for review. The Purchaser agrees to review each interim draft within a reasonable period of time after receiving it from the Selected Bidder. When the Selected Bidder delivers a final written Deliverable to the Purchaser, the Purchaser will have the opportunity to review such written Deliverable.

The Purchaser agrees to notify the Selected Bidder in writing either stating that the applicable written Deliverable is accepted or rejected in the form delivered by the Selected Bidder or describing with reasonable particularity any defects deficiencies that must be corrected prior to acceptance of such written Deliverable.

If the Purchaser delivers to the Selected Bidder a notice of rejection/defects/deficiencies, the Selected Bidder will correct the described defects/deficiencies as quickly as possible and, in any event, within such reasonable time period specified by the Purchaser in its notice of the rejection/deficiencies. Upon receipt of a corrected written Deliverable from the Selected Bidder, the Purchaser will review the corrected written Deliverable.

2. Operational Deliverables:

    a. To the extent not already specified in the RFP or the agreed Acceptance Test Plan, prior to the date on which the Selected Bidder is scheduled to deliver each Operational Deliverable to the Purchaser, the Selected Bidder and the Purchaser will agree upon the testing procedures for the Operational Deliverable, including without limitation detailed test cases and expected results (the "Acceptance Tests"). The Acceptance Tests will be designed to determine whether the Operational Deliverable contains any defects or deficiencies. The Purchaser will have the opportunity during the Acceptance Period to evaluate and test each Operational Deliverable in accordance with the following procedures by executing the Acceptance Tests. The Acceptance Tests may be varied with mutual consent of the Parties if required.

    b. When the Selected Bidder has completed an Operational Deliverable, the Selected Bidder should deliver the Operational Deliverable to the Purchaser at the sites mentioned by the Purchaser. The Selected Bidder shall notify the Purchaser when the Operational Deliverable is ready for Acceptance.

    c. The Purchaser shall notify the Selected Bidder in writing stating that the Operational Deliverable is accepted/rejected in the form delivered by the Selected Bidder or describing the defects deficiencies as provided in (d) below.

    d. If the Purchaser determines that the Operational Deliverable as delivered by the Selected Bidder deviates from its approved specifications or otherwise fails to successfully complete applicable Acceptance Tests (or a defect), the Purchaser will inform the Selected Bidder in writing, describing the defect(s) in sufficient detail to allow the Selected Bidder to recreate/rectify them. The Selected Bidder will correct any defects in an Operational Deliverable as quickly as possible after receiving the Purchaser's notice of the defects and, in any event, within ten (10) days after receiving such notice (unless a different period is otherwise specified in the notice of defect sent by the Purchaser) and provide the corrected Operational Deliverable to Purchaser for re- testing within such specified period.

    e. The Purchaser will have a reasonable additional period of time after receipt of the corrected Operational Deliverable to re-test it so as to confirm its proper functioning. The Selected Bidder will correct any further defects identified by the Purchaser during the re-test as quickly as possible, but in no event, unless otherwise directed by the Purchaser, more than five (5) days after the Purchaser notifies the Selected Bidder of the further defects.

3. Correction of Defects Deficiencies in Deliverables:

   a. If the Selected Bidder is unable to correct all the defects deficiencies preventing Acceptance of a Deliverable for which Selected Bidder is responsible after a reasonable number of repeated efforts (but not more than three (3)), the Purchaser may at its election:

      i. Allow the Selected Bidder to continue its efforts to make corrections; or

      ii. Accept the Deliverable with its defects deficiencies and deduct such proportionate amounts from the Selected Bidder's fees as is mutually agreed between the Purchaser and the Selected Bidder; or

      iii. Terminate this Agreement for cause in accordance with the procedures set forth in this agreement (except that the Purchaser is under no obligation to provide the Selected Bidder any further opportunity to cure) and recover its damages subject to the limitations set forth in this Agreement; or

      iv. Invoke the risk purchase clause under this Agreement.

Use of Assets by the Selected Bidder

During the Term the Selected Bidder shall:

1. Take all reasonable and proper care of the entire hardware and software, network or any other Information Technology infrastructure components used for the Project and other facilities leased, owned, or operated by the Selected Bidder (for itself or for the Purchaser or on behalf of the Purchaser) exclusively in terms of ensuring their usability for the delivery of the Deliverables and Services as per this Agreement (hereinafter the "Assets");

2. Keep all the tangible Assets in as good and serviceable condition (reasonable wear and tear excepted) as at the date the Selected Bidder takes control of and/or first uses the Assets and during the entire Term of the Agreement;

3. Ensure that any instructions or manuals supplied by the manufacturer of the Assets for use of the Assets, and which are provided to the Selected Bidder should be followed by the Selected Bidder and any person who will be responsible through Selected Bidder for the use of the Assets;

4. Take such steps as may be properly recommended by the manufacturer of the Assets and notified to the Selected Bidder or as may, in the reasonable opinion of the Selected

Bidder, be necessary to use the Assets in a safe manner;

5. Ensure that the Assets that are under the control of the Selected Bidder, are kept suitably housed and in conformity with the Applicable Law and terms agreed with the Purchaser;

6. Procure permission from the Purchaser or its nominated agencies and any persons duly authorized by them to enter any land or premises on which the Assets are for the time being sited so as to inspect the same, subject to any reasonable third-party requirements;

7. Not knowingly or negligently use or permit any of the Assets to be used in contravention of any statutory provisions or regulation or in any way contrary to the Applicable Law;

8. Use best efforts to ensure that no lien, mortgage, hypothecation, or any other charge is created over the Assets. The Selected Bidder agrees that the Selected Bidder will inform the Purchaser immediately if the Selected Bidder feels or comes to know that a charge may have been created over any of the Asset(s). In the event a charge is created over any of the Assets due to reasons solely attributable to the Selected Bidder or any of its subcontractors etc., the Purchaser shall have the right to get the charge removed at the risk, cost, expense of the Selected Bidder and the Selected Bidder shall make good all losses, damages, costs, fees, cess, duties, etc. borne or suffered by the Purchaser due to creation of such charge and/or in removal of such charge and/or in discharging the obligations for removal of such charge Access to locations or its Nominated Agencies

Access to locations

For so long as the Selected Bidder provides services on the locations of the Purchaser or its nominated agencies, the Purchaser shall, subject to compliance by the Selected Bidder with any safety and security guidelines which may be provided by the Purchaser and notified to the Selected Bidder in writing, provide the Selected Bidder, on a non- permanent basis and to the extent necessary, with:

1. Reasonable access to the location from where services are to be performed (except such locations like the Selected Bidder’s or its subcontractor’s offices etc. over which the Selected Bidder has control);

2. Subject to (1) above, the purchaser shall provide reasonable workspace, to Selected Bidder’s personnel, as mentioned in the RFP, along with other related support services in such locations of the Purchaser, as may be reasonably necessary for the Selected Bidder to perform its obligations hereunder.

Limitation on access to locations

Access to locations, office equipment and services shall be made available to the Selected Bidder on an “as is, where is” basis by the Purchaser as the case may be or its nominated agencies. The Selected Bidder agrees to ensure that its employees, agents, and contractors / sub- contractors shall not use the location, services and equipment referred to in the RFP for the following purposes:

1. For the transmission of any material which is defamatory, offensive, or abusive or of an obscene or menacing character; or

2. In a manner which constitutes violation of any law or a violation or infringement of the rights of any person, firm or company (including but not limited to rights of copyright or confidentiality); or

3. For their own purpose or for conducting their own business or for providing services to any third party.

Management of Project

Governance

The review and management process of this Agreement shall be carried out in accordance with a Governance Schedule that will be mutually agreed between the Parties and shall cover all the management aspects of the Project. Selected Bidder shall prepare a Governance Schedule in consultation with the Purchaser and shall be obliged to get the same approved by the Purchaser within one month from the Effective Date. The mutually agreed Governance Schedule shall form an integral part of this Agreement.

Changes

Any changes to the scope of work and consequent impact on the SLAs shall be dealt with in accordance with the provisions of Change Control Procedure set out in the RFP.

Security and Safety

1. The obligations mentioned herein are in addition to (and not in derogation or substitution of) the obligations related to information security (including SLAs) mentioned in the RFP.

2. The Selected Bidder shall comply with the relevant security, safety and other requirements specified in the Information Technology Act, (as amended from time to time) and rules framed thereunder and any other Applicable Law. The Selected Bidder shall also comply with the IT Security policy and practices of the Purchaser. For avoidance of doubt, it is agreed that the Selected Bidder will at least have to comply with the security policies and practices that are to be followed by Selected Bidder as service provider to any organization which is ISO 27001:2013 compliant. In the event of any change in laws/ notifications/ guidelines/ government orders (related to security and safety) or IT security policy and practices of the Purchaser, the compliance to such

changed laws and policy practices by Selected Bidder shall be subject to such terms as may be agreed by the Purchaser in its sole discretion except where compliance with change in laws is applicable on the Selected Bidder in its own right as an IT service provider or irrespective of services being provided by the Selected Bidder under this Agreement.

3. The Selected Bidder shall establish and maintain adequate safeguards to prevent unauthorized access, disclosure, alteration, loss, destruction, or misuse of Personal Data and Sensitive Personal Data processed under the Project.

4. The Selected Bidder shall notify the Purchaser immediately, and in no event later than six (6) hours after becoming aware, of any actual, suspected, or potential Personal Data Breach and shall provide all assistance required for investigation, containment, mitigation, regulatory reporting, and remediation.

5. The Parties shall use reasonable endeavors to report forthwith in writing to each other all identified attempts (whether successful or not) by unauthorized persons (including unauthorized persons who are employees of any Party) either to gain access to or interfere with the Purchaser as the case may be, or any of their nominees' 'data, facilities or the Confidential Information.

6. The Selected Bidder shall upon reasonable request by the Purchaser as the case may be, or their nominee(s) participate in regular meetings when safety and Information Technology security matters are reviewed.

7. As per the provisions of this Agreement, the Selected Bidder shall use reasonable efforts to promptly report in writing to the Purchaser or its nominated agencies, any act or omission which they are aware that could have an adverse effect on the proper conduct of safety and Information Technology security at the facilities of the Purchaser as the case may be.

Cooperation

Except as otherwise provided elsewhere in this Agreement, each Party ***(“Providing Party”)*** to this Agreement undertakes promptly to provide the other Party ***(“Receiving Party”)*** with all such information and co-operation which the Receiving Party reasonably requests, provided that such information and co-operation:

1. Does not require material expenditure by the Providing Party to provide the same;
2. Is reasonably required by the Receiving Party in order for it to comply with its obligations under this Agreement;
3. Cannot be construed to be Confidential Information; and
4. Is capable of being provided by the Providing Party;
5. Must be extended to the ‘Receiving Party’ in the case of data/security breach;

Further, the Selected Bidder agrees to co-operate with the consultants, contractors, stakeholders and subcontractors of the Purchaser, or any other body appointed or nominated by the Purchaser as reasonably requested in order to accomplish the purposes and objective of this Agreement. No payment in this respect will be made by the Purchaser.

Open Source Software (OSS) Compliance

1. OSS Disclosure and Inventory: The Selected Bidder shall maintain and provide to DST/DIT an inventory of all Open Source Software (OSS) components used in the Solution, including component name, version, license type, and purpose of use. The inventory shall be updated at Go-Live, major releases, and project closure.

2. Software Bill of Materials (SBOM): The Selected Bidder shall provide and maintain a Software Bill of Materials (SBOM) covering all proprietary, custom-developed, and OSS components, including dependencies. The SBOM shall be submitted in an industry-standard format and updated whenever component versions change.

3. OSS License Compliance: The Selected Bidder shall ensure compliance with all applicable OSS license obligations and shall not incorporate OSS components that could adversely affect DST/DIT's ownership or usage rights in the Deliverables. The Selected Bidder shall be solely responsible for any OSS licensing violations.

4. Vulnerability Management: The Selected Bidder shall monitor OSS components for security vulnerabilities and End-of-Life/End-of-Support status and shall remediate, upgrade, or replace vulnerable or unsupported components without additional cost to DST/DIT.

5. Audit Rights: DST/DIT shall have the right to review and audit the OSS inventory, SBOM, and related license compliance records during the Contract Period.

6. Exit Management: Upon expiry or termination of the Agreement, the Selected Bidder shall provide the latest OSS inventory, SBOM, dependency records, and license compliance documentation to DST/DIT.

Financial Matters

Terms of Payment

1. Purchaser shall make payments only to the Selected Bidder at the time and in the manner set out in the RFP subject always to the fulfilment by Selected Bidder of their obligations herein.

2. The payments which are linked to acceptance of the deliverables will be released to Selected Bidder only on satisfactory acceptance of the deliverables for each Service as per the said schedule. Each of the Services, as specified in the Scope of Work, to be rendered by the Selected Bidder under the terms of this Agreement, shall be provided in a phased manner in accordance with the instructions and requirements of the Purchaser, as notified to Selected Bidder in writing ("Phased Services"). The fee payable for Services as specified in the Purchase orders shall be paid in accordance with the RFP; provided that the Purchaser shall have the right to require phased deployment of Services and personnel required for performance of such Services, and Selected Bidder shall ensure commissioning of such Services and deployment of the required personnel in accordance with such instructions of the Purchaser.

3. The Purchaser shall not be responsible/ obligated for making any payments or any other related obligations under this Agreement to the Selected Bidder's subcontractor, if any. The Selected Bidder shall be fully liable and responsible for meeting all such obligations and all payments to be made to sub-contractors (if any) and any other third party engaged by the Selected Bidder in any way connected with the discharge of the Selected Bidder's obligation under the Agreement and in any manner whatsoever.

4. All payments agreed to be made by Purchaser to the Selected Bidder in accordance with the Proposal shall be inclusive of all statutory levies, duties, taxes, and other charges whenever levied / applicable including costs of maintenance, if any and Purchaser shall not be liable to pay any such levies / other charges under or in relation to this Agreement and / or the Goods and Services.

5. Notwithstanding the foregoing, GST (as applicable) shall be paid by the Purchaser on actuals as per applicable laws/rates. It is clarified that the Purchaser shall not be liable to reimburse GST (as applicable) on the amount deducted/ recovered by DST/DIT (on account of Liquidated Damages or any other reason) from the invoice raised by the Selected Bidder. The Selected Bidder shall be liable to raise and submit appropriate credit notes for the same to DST/DIT and relevant tax authorities.

6. In case of change in taxes under change in law, appropriate parties shall pass the benefit of the same to the other Party. In case of such change, Selected Bidder shall submit a formal request with necessary supporting documents to the Purchaser. The Purchaser shall verify these documents and if applicable and approved in writing by the Purchaser, the Selected Bidder shall incorporate such changes into subsequent regular invoice for payment.

7. Unless otherwise provided in this Agreement or as mutually agreed between the Parties, prices, fees as mentioned in the Commercial Proposal shall remain firm and shall not be subject to any upward revision on any account whatsoever throughout the Term.

8. It is expressly agreed that the price / fees mentioned in the Proposal by the Selected Bidder shall be deemed to include all ancillary and incidental costs and charges that are necessary for accomplishment of the scope of work and obligations mentioned in the RFP and this Agreement. No invoice for extra work/charge order on account of change order should be submitted by the Selected Bidder unless the said extra work/change order has been authorized/approved by the Purchaser in writing in accordance with the clause on Change Order.

9. In the event of the Purchaser noticing at any time that any amount has been disbursed wrongly to the Selected Bidder or any other amount is due from the Selected Bidder to the Purchaser, the Purchaser may without prejudice to its rights to recover such amounts by other means, after notifying the Selected Bidder deduct such amount from any payment falling due to the Selected Bidder. The details of such recovery, if any, will be intimated to the Selected Bidder. The Selected Bidder shall receive the payment of undisputed amount under subsequent invoice for any amount that has been omitted in the previous invoice by mistake on the part of the Purchaser or the Selected Bidder.

10. All payments are subject to deductions of applicable Liquidated Damages as provided for in the RFP. For the avoidance of doubt, it is expressly clarified that the Purchaser will calculate a financial sum and debit the same against the terms of payment as set out in this Agreement as a result of the failure of the Selected Bidder to meet the Timelines and/or Service Levels.

Invoicing and Settlement

1. The Selected Bidder shall submit its invoices in accordance with the following principles:

    a. Generally, and unless otherwise agreed in writing between the Parties, the Selected Bidder shall raise a provisional invoice and a final invoice as per the RFP; and

    b. Any invoice presented in accordance with this Clause shall be in a form agreed with the Purchaser.

2. The Selected Bidder alone shall raise invoices for all the payments after receiving due approval / acceptance of the Deliverables and the Services from the Purchaser or any nominated agency. Such invoices shall be correct and accurate and shall be raised in a timely manner.

3. Selected Bidder shall raise a quarterly provisional invoice, with details related to base price and taxes (including GST) separately captured within the invoice, with the following supporting documents:

    a. Self-certified system-generated SLA report with clear calculations of Liquidated Damages as per the mechanism defined in SLA of the RFP. SLA Report portal must provide clear visibility in calculating mechanism.

    b. Approved resource deployment plan for the quarter and attendance records of all manpower resources deployed by the Selected Bidder

c. Self-declaration pertaining to compliance with ESIC, EPF and other labour-laws for all manpower deployed by the Selected Bidder

4. The Purchaser shall examine the provisional invoices and supporting documents raised by the Selected Bidder and shall approve the invoice / suggest amendments to the invoice / seek clarifications. Post this, Selected Bidder shall raise the final invoice with supporting documents mentioned herein above.

5. Subject to the satisfactory performance of the Selected Bidder under this Agreement, the Purchaser shall make all efforts to make the payment post the receipt of due, valid, correct, and undisputed final invoice along with supporting documents. Payments will be subject to any deductions/ Liquidated Damages as agreed in this Agreement.

6. Further, the Selected Bidder agrees and acknowledges that the payment shall be made by the Purchaser only after due verification of the invoices and supporting documents and Selected Bidder shall have no claim whatsoever on account of any delayed payment.

7. Notwithstanding anything contained above, the Purchaser shall be entitled to delay or withhold payment of any invoice or part of it where the Purchaser disputes such invoice or part of it provided that such dispute is bonafide.

8. The withheld amount shall be limited to that which is in dispute. A notice of such withholding shall be provided within reasonable time of receipt of the applicable invoice.

9. The disputed withheld amount shall be settled in accordance with the escalation procedure as set out in Governance section within reasonable time after notice of reference.

10. However, the Purchaser shall release the disputed amounts as soon as reasonably possible, upon resolution of dispute.

11. Any exercise by the Purchaser under this clause shall not entitle the Selected Bidder to delay or withhold performance of its obligations or delivery of Deliverables / Services under this Agreement.

Tax and Deductions

1. Where applicable, payments to the Selected Bidder shall be subject to the statutory deductions under Income Tax Act, GST Act and other applicable taxes, and deductions as provided for under any law, rule, or regulation.

2. The Purchaser shall provide the Selected Bidder with the original tax receipt of any withholding taxes paid by the Purchaser or its nominated agencies on payments under this Agreement within reasonable time after payment.

3. All costs, damages, or expenses which the Purchaser may have paid or incurred, for which under the provisions of the Agreement, the Selected Bidder is liable, the same shall be deducted by the Purchaser from any dues to the Selected Bidder.

4. All payments to the Selected Bidder shall be made after making necessary deductions as per terms of the Agreement, including recovery of mobilization advance, if any, and recoveries towards facilities, if any, provided by the Purchaser to the Selected Bidder on chargeable basis.

5. The Selected Bidder shall bear all personnel taxes levied or imposed on its personnel, sub- contractor's personnel, Selected Bidder's consultants etc. on account of payment received under this Agreement.

6. The Selected Bidder shall bear all corporate taxes, levied, or imposed on the Selected Bidder on account of payments received by it from the Purchaser for the work done under this Agreement.

7. The Selected Bidder shall bear all taxes and duties etc. levied or imposed on the Selected Bidder under the Agreement including but not limited to Customs duty, Excise duty and all Income Tax levied under Indian Income Tax Act – 1961 or any amendment thereof up to the date for submission of final price bid, i.e., on account of payments received by him from the Purchaser for work done under the Agreement.

8. The Selected Bidder shall also be responsible for having his sub-contractors under its sub- contract(s) to pay all applicable taxes on account of payment received by the sub-contractors from the Selected Bidder for works done under the sub-contracts in relation to this Agreement and the Purchaser will in no case bear any responsibility for such payment of taxes. It shall be the responsibility of the Selected Bidder to submit to the concerned Indian authorities the returns and all other connected documents required for this purpose.

9. The Selected Bidder shall also provide the Purchaser such information, as it may be required in regard to the Selected Bidder's details of payment made by the Purchaser under the Agreement for proper assessment of taxes and duties.

10. The Selected Bidder and his sub-contractors or their personnel shall bear all the taxes if any, levied on the Selected Bidder's, sub-contractors' and the Selected Bidder's personnel. The amount of tax withheld by the Purchaser shall at all times be in accordance with Indian Tax Law and the Purchaser shall promptly furnish to the Selected Bidder original certificates (Challans) for tax deduction at source and paid to the Tax Authorities.

11. The Selected Bidder agrees that it and its sub- contractors shall comply with the Indian Income Tax Act in force from time to time and pay Indian Income Tax, as may be imposed/levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the Agreement.

12. Should the Selected Bidder fail to submit returns/pay taxes in times as stipulated under the Indian Income Tax Act and consequently any interest or deductions is imposed by the Indian Income Tax authority, the Selected Bidder, as the case may be, shall pay the same.

Events of Default, Termination and Suspension

Events of Default by Selected Bidder

1. The failure on the part of the Selected Bidder to perform any of its obligations or comply with any of the terms of this Agreement shall constitute an Event of Default on the part of the Selected Bidder. The events of default as mentioned above may include, inter-alia, the following:

    a. the Selected Bidder has failed to perform the obligations under this Agreement and/or any terms and conditions of this Agreement; or

    b. Selected Bidder has exceeded cap on any Liquidated Damages;

    c. the Selected Bidder or its team has failed to conform with any of the service/ technical specifications and/or legal and commercial aspects as set out in the RFP or this Agreement;

    d. the Selected Bidder has failed to demonstrate or sustain any representation or warranty made by it in this Agreement, with respect to any of the terms of its Proposal, the RFP, and this Agreement;

    e. There is a proceeding for bankruptcy, insolvency, winding up or there is an appointment of receiver, liquidator, assignee, or similar official against or in relation to the Selected Bidder;

    f. The Selected Bidder or their team has failed to comply with or is in breach or contravention of any Applicable Laws;

    g. There is an undue delay in achieving the agreed timelines for delivering the services under this Agreement due to reasons solely attributable to the Selected Bidder;

    h. Where it comes to the Purchaser's attention that the Selected Bidder (or their Team) is in a position of actual conflict of interest with the interests of the Purchaser, in relation to any of terms of the Selected Bidder's Proposal, the RFP or this Agreement;

    i. If it comes to knowledge of the Purchaser that the Selected Bidder or any of their personnel or their sub-contractors or such sub-contractor's personnel have been involved in any fraudulent or corrupt practices or any other practice of similar nature.

    j. Quality of Deliverables and services by the Selected Bidder is consistently not to the satisfaction of the Purchaser.

2. Where there has been an occurrence of such Event of Defaults, inter alia, as stated above, the Purchaser shall issue a notice of default to the Selected Bidder, setting out specific defaults deviances omissions and providing a period of up to thirty (30) days to enable the Selected Bidder to remedy the default/deviances omissions committed.

3. Where despite the issuance of a default notice to the Selected Bidder by the Purchaser the Selected Bidder fails to remedy the default to the reasonable satisfaction of the Purchaser, the Purchaser may, where it deems fit, issue to the Selected Bidder another default notice or proceed to adopt such remedies as may be available to the Purchaser including but not limited to the remedies provided below.

Consequences for Events of Default

Where an Event of Default subsists or remains uncured even after expiry of 30 (Thirty) days as mentioned in above Section, the Purchaser shall be entitled to:

1. Impose any such reasonable obligations and conditions and issue any clarifications as may be necessary to, inter alia, ensure smooth continuation of the Services and the project which the Selected Bidder shall be obliged to comply with. The Selected Bidder shall in addition take all available steps to minimize loss resulting from such event of default.
2. Suspend all corresponding and relevant payments to the Selected Bidder under the Agreement (except for milestones which have been successfully achieved) by written notice of suspension to the Selected Bidder provided that such notice of suspension shall
    a) specify the nature of failure; and
    b) request the Selected Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Selected Bidder.
3. Terminate this Agreement in full or in part.
4. Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, enforce indemnity provisions, recover such other costs/losses and other amounts from the Selected Bidder which may have resulted from such default and pursue such other rights and/or remedies that may be available to the Purchaser under law.
5. Nothing herein shall affect the continued obligation of the Selected Bidder to perform all their obligations and responsibilities under the Agreement in an identical manner as were being performed before the occurrence of the default.

Termination for Breach

The Purchaser may, terminate this Agreement by giving the Selected Bidder a prior and written notice of up to 30 (Thirty) days indicating its intention to terminate where the Purchaser is of the opinion that there has been such Event of Default on the part of the Selected Bidder which has not been cured within the 30 (Thirty) days' notice period. The Purchaser may, in its sole discretion, afford a further reasonable opportunity to the Selected Bidder to explain the circumstances leading to such a breach and may increase the time limit for curing such breach before terminating the Agreement.

Termination for Convenience

The Purchaser may, by written notice of 90 (Ninety) days sent to the Selected Bidder, terminate the Agreement, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Agreement is terminated, and the date upon which such termination becomes effective. The Purchaser may, at its discretion, relax or absolve the Selected Bidder from following the timelines and/or service levels related to the part of the Agreement which is being terminated.

Effects of Termination

1. In the event of expiry of the Term or termination of this Agreement due to any cause whatsoever, the Selected Bidder and the Purchaser shall comply with the Exit Management Plan set out as part this Agreement and the RFP(and as revised from time to time).

2. Where the termination of the Agreement is prior to its stipulated term on account of an Event of Default on the part of the Selected Bidder, the Purchaser shall pay the Selected Bidder the amount due and payable up to the date of effective date of termination.

3. Where the termination of the Agreement is prior to its stipulated term on account of termination for convenience by the Purchaser, the Purchaser shall pay the Selected Bidder the amount due and payable up to the date of effective date of termination. For avoidance of doubt, payment applicable till the effective date of termination will be basis payment timeline specified in the RFP.

4. Nothing herein shall restrict the right of the Purchaser to invoke the Bank Guarantee and other Guarantees furnished hereunder and pursue such other rights and/or remedies that may be available to the Purchaser under this Agreement and/or the Applicable Law.

5. Any and all payments under this clause shall be payable only after the Selected Bidder has complied with and completed the transition and exit management as per the Exit Management Plan to the satisfaction of the Purchaser. In case of expiry of the Agreement, the last due payment shall be payable to the Selected Bidder after the Selected Bidder has complied with and completed the transition and exit management as per the Exit Management Plan to the satisfaction of the Purchaser.

6. Without prejudice any other rights, the Purchaser may retain such amounts from the payment due and payable by the Purchaser to the Selected Bidder as may be required to offset any losses caused to the Purchaser as a result of any act/omissions of the Selected Bidder.

Rights other than Termination

1. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Agreement that are expressly or by implication intended to come into or continue in force on or after such termination.

2. The termination provisions set out in this section are in addition to any termination rights that the Purchaser may have under this Agreement/RFP and are in addition to, and without prejudice to, other rights that the Purchaser may have under law and this Agreement.

Risk Purchase

1. Without prejudice to any other right or remedy available under this Agreement or Applicable Law, if the Selected Bidder fails to perform any of its obligations, or if the Services or Deliverables are found to be persistently substandard, the Purchaser shall be entitled to obtain the same or equivalent services from alternative sources at the risk and cost of the Selected Bidder.

2. Any incremental cost incurred by the Purchaser in procuring such services from alternative sources shall be recoverable from the Selected Bidder, including by way of set off against amounts due, forfeiture or invocation of the Performance Bank Guarantee, or recovery from any other security or amount payable to the Selected Bidder under this Agreement.

Indemnification and Limitation of Liability

General Indemnity

Subject to the section below, the Selected Bidder (the "Indemnifying Party") undertakes to indemnify, hold harmless and defend the Purchaser and its nominated agencies (the "Indemnified Party") from and against all claims, losses, claims, damages, compensation (including attorney fees) etc. on account of bodily injury, death or damage to tangible personal property arising in favour of any person, company or other entity (including the Indemnified Party) attributable to - the Indemnifying Party's gross negligence or willful default.

The Bidder shall indemnity against liabilities arising from

i. **IP Infringement:** Any breach or infringement of patent, trademark, copyright, or industrial design rights arising from the use of the services or deliverables.

ii. **Employee Claims:** Any claims raised by the Bidder’s personnel regarding unpaid fees, statutory dues, accidents, injury, or death.

iii. **Negligence & Misconduct:** Any act of fraud, wilful misconduct, gross negligence, or breach of contract by the Bidder.

iv. **Statutory Penalties:** Any financial penalties, fines, or sanctions levied by regulatory authorities resulting from the Agency's negligence, architectural failure, or non-compliance with statutory obligations.

The Bidder shall ensure full compliance with all applicable laws, rules, and regulations of the Government while performing the services. In the event of a change in law affecting the services, both parties shall mutually agree on necessary modifications to ensure continued compliance with minimal disruption.

Subject to the section below, the Indemnifying Party shall also indemnify, hold harmless and defend, Indemnified Party from and against all claims, actions, liabilities, losses, damages, and expenses (including legal expenses) incurred by the Indemnified Party, which arise, directly or indirectly, out of or in connection with the performance of the Services by the Selected Bidder including any defect, fault, deficiency in the applications/system developed and or maintained by the Indemnifying Party or any of its sub- contractors etc. attributable to Indemnifying Party or any of its sub-contractors etc. act or omission. It is clarified that the Indemnifying Party shall also indemnify, hold harmless and defend the Indemnified Party from all claims, actions, liabilities, losses, damages, and expenses (including legal expenses) incurred by the Indemnified Party on account of any breach, defect, default of its sub- contractor.

IPR Indemnity

If the Indemnified Party notifies the Indemnifying Party in writing –

1. of a third-party claim against the Indemnified Party that any Goods Deliverables / Services provided by the Indemnifying Party infringes a copyright, trade secret, patent, or other intellectual property rights of any third party, or

2. of a third-party claim against the Indemnified Party or any of its service provider that any Purchaser’s Material provided by the Indemnified Party or any of its service provider has been used by Indemnifying Party in breach of licensing or use terms for such Purchaser’s Material, provided such licensing or use terms are notified to the Indemnifying Party in advance in writing;

the Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against the Indemnified Party or its service provider, provided, the Indemnifying Party will not indemnify the Indemnified Party if the claim of infringement is caused by:

(a) The Indemnified Party’s misuse or modification of the Deliverables;

(b) The Indemnified Party’s failure to use corrections or enhancements made available by the Indemnifying Party;

(c) The Indemnified Party’s use of the Deliverables in combination with any product or information not owned or developed or supplied by the Indemnifying Party

(d) compliance with technical specifications, instructions of the Purchaser;

(e) inclusion in the Deliverables of any content or other materials provided by Indemnified Party and the infringement relates to or arises from such Indemnified Party materials or provided material; or

(f) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided by the Indemnifying Party. If any of the Deliverables is or likely to be held as infringing, the Indemnifying Party shall at its expense and option either

i. procure the right for the Indemnified Party to continue using it,

ii. replace it with a non-infringing equivalent, or

iii. modify it to make it non-infringing.

Conditions for Indemnity

Without prejudice to the rights of the Purchaser in respect of indemnification for any claim:

1. The Purchaser shall notify the Selected Bidder upon receipt of any notice of claim setting out in reasonable particulars, the details of such notice of claim;

2. Immediately upon receipt of notification of any claim from the Purchaser, the Selected Bidder within a period of 5 (Five) days from date of receipt of such notice from the Purchaser, notify the Purchaser whether the Selected Bidder wish to assume the defense in relation to such claim (including settlement or resolution thereof). Thereafter, the Selected Bidder shall be entitled in consultation with the Purchaser, and only to the extent such action does not in any manner compromise, prejudice or adversely affect the interests of the Purchaser, to take such action as mutually agreed upon by Selected Bidder and the Purchaser to avoid, dispute, deny, resist, appeal, compromise or consent such claim, within a period of 30 (Thirty) days from the date of receipt of such claim notification;

3. Notwithstanding anything contained herein, the Selected Bidder and the Purchaser agree and covenant that a notice by the Purchaser to the Selected Bidder in relation to the claim as aforesaid shall amount to express acceptance and consent by the Selected Bidder to indemnify the Purchaser for all losses in relation to such claim. Upon notice by the Selected Bidder, the Purchaser shall reasonably co-operate with the Selected Bidder at the sole costs of the Selected Bidder, only to the extent the same does not in any manner compromise, prejudice or adversely affect the rights of the Purchaser. The Purchaser shall have the right, at its option, to participate in the defense of such claim at its own cost and expense;

4. If the Selected Bidder fails to take any action as per the above clause within the time period as specified therein, the Purchaser shall have the right, in its absolute discretion, to take such action as it may deem necessary to avoid, dispute, deny, resist, appeal, compromise or contest or settle any claim (including without limitation, making claims or counterclaims against third parties). If the Selected Bidder does not assume control of the defense of such claims (as mentioned above), the entire defense, negotiation, or

settlement of such claim by the Purchaser shall be deemed to have been consented to by, and shall be binding upon, Selected Bidder as fully as though the Selected Bidder alone had assumed the defense thereof and a judgement had been entered into by the Selected Bidder, for such claim in respect of the settlement or judgement.

5. **Assigned IPR** - The Purchaser shall own all Assigned IPR, and the Selected Bidder shall assign to all Assigned IPR to the Purchaser from the date of its creation, with full title guarantee and to the fullest extent possible, to hold absolutely all right, title and interest, whether legal or beneficial in and relating to all such Assigned IPR and all accrued rights of action in relation to that Assigned IPR. Both the Purchaser and the Selected Bidder agree that all applications for registration of patents, registered designs and trademarks that include or will include Assigned IPR will vest in the Purchaser with effect from the date on which such registrations are granted.

6. **Selected Bidder IPR** - The Selected Bidder would grant to the Purchaser a perpetual, worldwide, non-exclusive, irrevocable and royalty free license to use and sub-license Selected Bidder IPR in any deliverable or materials created under or in connection with the 'Gujarat Common Social Registry & Datalake' Platform services (including all working notes and drafts) or delivered to 'Gujarat Common Social Registry & Datalake' in connection with the and any Selected Bidder IPR in any Services.

7. **IPR consent:** The Selected Bidder shall not embed or use any other Selected Bidder or any third party proprietary IPR in any services without the prior written agreement of the DST/DIT and, for the avoidance of doubt, where the Purchaser does give consent, any such intellectual property rights shall be licensed in accordance.

8. **Purchaser IPR**: The Purchaser hereby grants to the Selected Bidder for the Term a non-exclusive, revocable, and royalty-free license to use any intellectual property rights in any materials made available to the Selected Bidder as is required by the Selected Bidder to provide the Services.

9. **Confidentiality & Data**
    a. **Confidentiality:** The Purchaser, and the Selected Bidder hereby agree that all information (whether written/ tangible or oral/ intangible) furnished by the Purchaser or any third party to the Selected Bidder/ or its Sub-Contractor/ representatives/ employees/ agents, in connection with this Agreement, and all information/ documents/ materials prepared by Selected Bidder/ Sub- Contractor/or their representatives/ employees/ agents, in relation to the information obtained by the Selected Bidder in connection to and under the purview of this Agreement shall be the confidential information; and the terms of the NDA shall apply in respect of this Agreement and its subject matter provided that nothing in the non-disclosure agreement shall apply to prevent the Purchaser sharing the IPR licensed (Intellectual Property Rights) or any services with any third party.

    b. **Assignment and Subcontracting:** The Selected Bidder shall not, without prior written consent of the DST/DIT, assign, subcontract, transfer, charge or otherwise dispose of any interest in this Agreement.

Limitation of Liability

1. Except for damages arising from gross negligence and willful misconduct, the liability of the Selected Bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables, Goods, Services and risk purchase clause covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate and cumulative exceed the Total Contract Value of this Agreement. It is hereby clarified that the said liability of the Selected Bidder shall not include any kind of deductions which the Purchaser is entitled to deduct in terms of this Agreement.

2. The liability of the Purchaser (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement shall be limited to the amount of unpaid fees which is due and payable to the Selected Bidder under this Agreement at the time of arising of any event of default/incident/cause of action. It is hereby clarified that the said liability of the Purchaser shall not include any kind of deductions which the Purchaser is entitled to deduct in terms of this Agreement.

3. Except for damages arising from gross negligence and willful misconduct, in no event shall either party be liable for any consequential, incidental, indirect, special, or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) even if it has been advised of their possible existence. The limitation set out in this Clause will not apply to the liability of the Selected Bidder to the extent such liability results from Selected Bidder's breach of its confidentiality obligations.

Allocation of liability

The allocations of liability in 'Indemnification and Limitation of Liability' represent the agreed and bargained-for understanding of the parties and compensation for the Services / Deliverables reflects such allocations.

Force Majeure

Definition of Force Majeure

The Selected Bidder or the Purchaser, as the case may be, shall be entitled to suspend or excuse performance of its respective obligations under this Agreement to the extent that such performance is impeded by an event of force majeure ('Force Majeure').

Force Majeure Events

1. A Force Majeure event means any event or circumstance, or a combination of events and circumstances referred to in this Clause, which is beyond the reasonable control

of the affected Party;

2. such Party could not have prevented or reasonably overcome with the exercise of reasonable skill and care;

3. does not result from the negligence of such Party or the failure of such Party to perform its obligations under this Agreement;

4. is of an incapacitating nature and prevents or causes a delay or impediment in performance; and

5. may be classified as all or any of the following events:

    a. act of God like earthquake, flood, inundation, landslide, storm, tempest, hurricane, cyclone, lightning, thunder, or volcanic eruption that directly and adversely affect the performance of services by the Selected Bidder under this Agreement;

    b. radioactive contamination or ionizing radiation or biological contamination (except as may be attributable to the Selected Bidder's use of radiation or radioactivity or biologically contaminating material) that directly and adversely affect the performance of services by the Selected Bidder under this Agreement;

    c. pandemics, epidemics, quarantine restrictions, industry wide strikes, lockouts, boycotts, labour disruptions or any other industrial disturbances, as the case may be, not arising on account of the acts or omissions of the Selected Bidder and which directly and adversely affect the timely implementation and continued operation of the Project; or

    d. an act of war (whether declared or undeclared), hostilities, invasion, armed conflict or act of foreign enemy, blockade, embargo, prolonged riot, insurrection, terrorist or military action, civil commotion, or politically motivated sabotage, for a continuous period exceeding seven (7) days that directly and adversely affect the performance of services by the Selected Bidder under this Agreement.

For the avoidance of doubt, it is expressly clarified that the failure on the part of the Selected Bidder under this Agreement or the SLA to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of this Agreement or the SLA against natural disaster, fire, sabotage, or other similar occurrence shall not be deemed to be a Force Majeure event.

For the avoidance of doubt, it is further clarified that any negligence in performance of Services which directly causes any breach of security like hacking shall not be considered as arising due to forces of nature and shall not qualify under the definition of "Force Majeure". The Selected Bidder will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, best practices, processes, and technology to prevent any breach of security and any resulting liability therefrom (wherever applicable).

It is agreed between the Parties that the provisions related to force majeure as referred above shall be applicable to the SLAs (mentioned in, inter alia, sub-section 'Systems availability SLAs'.

Notification procedure for Force Majeure

1. The affected Party shall notify the other Party of a Force Majeure event within seven (7) days of occurrence of such event. If the other Party disputes the claim for relief under Force Majeure, it shall give the claiming Party written notice of such dispute within thirty (30) days of such notice. Such dispute shall be dealt with in accordance with the dispute resolution mechanism in the Agreement.

2. Upon cessation of the situation which led the Party claiming Force Majeure, the claiming Party shall within seven (7) days thereof notify the other Party in writing of the cessation and the Parties shall as soon as practicable thereafter continue performance of all obligations under this Agreement.

Allocation of costs arising out of Force Majeure

1. Upon the occurrence of any Force Majeure event prior to the Effective Date, the Parties shall bear their respective costs and no Party shall be required to pay to the other Party any costs thereof.

2. Upon occurrence of a Force Majeure event after the Effective Date, the costs incurred and attributable to such event and directly relating to the Project ('Force Majeure Costs') shall be allocated and paid as follows:

   a. Upon occurrence of an event mentioned in 'Force Majeure', the Parties shall bear their respective Force Majeure Costs and neither Party shall be required to pay to the other Party any costs thereof.

   b. Save and except as expressly provided in this Clause, neither Party shall be liable in any manner whatsoever to the other Party in respect of any loss, damage, costs, expense, claims, demands, and proceedings relating to or arising out of occurrence or existence of any Force Majeure event or exercise of any right pursuant hereof.

Consultation and duty to mitigate

Except as otherwise provided in this Clause, the affected Party shall, at its own cost, take all steps reasonably required to remedy and mitigate the effects of the Force Majeure event and restore its ability to perform its obligations under this Agreement as soon as reasonably practicable. The Parties shall consult with each other to determine the reasonable measures to be implemented to minimize the losses of each Party resulting from the Force Majeure event. The affected Party shall keep the other Party informed of its efforts to remedy the effect of the Force Majeure event and shall make reasonable efforts to mitigate such event on a continuous basis and shall provide written notice of the resumption of performance hereunder.

Confidentiality and Information Security

1. The Purchaser may allow the Selected Bidder to utilize highly Confidential Information including confidential public records/ personal identifiable information and the Selected Bidder shall maintain the highest level of secrecy, confidentiality, and privacy with regard to such Confidential Information. The Selected Bidder and its Sub-contractors/ Employees/ Agents etc. shall use its best efforts to protect the confidentiality, integrity and proprietary of the Confidential Information. No member of Selected Bidder's and its Sub-contractors/ Employees/ Agents etc shall, without prior written consent from the Purchaser, disclose any information to any person (including, without limitation, any member of the media, or any other individual, corporation, partnership, limited liability company, Government agency, or group) in any manner whatsoever, and make any use of any Confidential and Proprietary Information given by the Purchaser, except for purposes of performing this Agreement. Each member of Selected Bidder's Team/ sub-contractor/ and their employees/ agents, etc shall keep all the Confidential and Proprietary Information, provided by the Purchaser to them or their respective employees as confidential.

2. Additionally, the Selected Bidder shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management, and maintenance of the systems/facilities. The Selected Bidder shall use the information only to execute this Agreement.

3. The Selected Bidder and its sub-contractor/ employees / consultants / agents, without prior written consent of the Purchaser shall not provide consultancy or any other kind of services to any third party in relation to the Purchaser or the Purchaser’s portal. The Selected Bidder shall ensure that all its sub-contractors/ employees/ and agents shall comply with the obligations set out in this clause.

4. The Purchaser shall retain all rights to prevent, stop and if required take the necessary punitive action against the Selected Bidder regarding any forbidden disclosure. The Purchaser reserves the right to adopt legal proceedings, civil or criminal, against the Selected Bidder in relation to a dispute arising out of breach of obligation by the Selected Bidder under this clause.

5. The Selected Bidder shall execute a corporate non-disclosure agreement with DST/DIT, in the format provided by the Purchaser and shall ensure that employees, consultants, agents and sub- contractors of the Selected Bidder, as requested by the Purchaser shall execute individual/ corporate non-disclosure agreements, which have been duly approved by the Purchaser with respect to this Project.

6. The Selected Bidder should only disclose the Confidential Information in the following circumstances:

   a. with the prior written consent of the Purchaser;

   b. to a member of the Selected Bidder’s Team (“Authorized Person”) provided the Authorized Person needs to know the Confidential Information for accomplishment of the Services and the Authorized Person has executed a confidentiality agreement with the Purchaser prior to receiving such information (Selected Bidder and every other member of Selected Bidder's Team shall ensure that such Authorized Person to whom such information is disclosed are bound by the similar confidentiality obligations as applicable to each member of Selected Bidder's Team. Disclosure to any such Authorized Person shall be made in confidence on need-to-know basis i.e., so far as may be necessary for such Authorized Person for the purposes of-performance of the obligations of this Agreement); and

c. if and to the extent that the Selected Bidder is compelled legally to disclose the Confidential Information.

7. When the Selected Bidder is aware of any steps being taken or considered to compel legally the Selected Bidder or an Authorized Person to disclose the Confidential Information, it shall:

   a. to the extent legally permitted, defer, and limit the disclosure with a view to preserving the confidentiality of the Confidential Information as much as possible;

   b. promptly notify the Purchaser; and

   c. do anything reasonably required by the Purchaser to oppose or restrict that disclosure.

8. The Selected Bidder shall notify the Purchaser promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Agreement or with the authority of the Purchaser.

9. The Selected Bidder shall not carry any written material, layout, diagrams, floppy diskettes, pen-drive, CDs, hard disk, storage tapes or any other media out of the Purchaser premise without written permission from the Purchaser. The Selected Bidder's personnel shall follow the Purchaser's Information Security policy. The Selected Bidder acknowledges that the Purchaser's business data and other Purchaser proprietary information or materials, whether developed by the Purchaser or being used by the Purchaser pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to the Purchaser; and the Selected Bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by the Selected Bidder to protect its own proprietary information. The Selected Bidder recognizes that the goodwill of the Purchaser depends, among other things, upon keeping such proprietary information confidential and that unauthorized disclosure of the same by the Selected Bidder could damage the Purchaser, and that by reason of the Selected Bidder's duties hereunder, the Selected Bidder may come into possession of such proprietary information, even though the Selected Bidder does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. The

Selected Bidder shall use such information only for the purpose of performing the said services. The Selected Bidder shall, upon termination of this Agreement for any reason, or upon demand by the Purchaser, whichever is earliest return any and all information provided to the Selected Bidder by the Purchaser, including any copies or reproductions, both hardcopy and electronic.

10. The obligations of confidentiality under this Agreement shall remain in force for the Term of the Agreement and shall also survive the termination of this Agreement

11. Obligations under this 'Confidentiality and Information Security' Section shall not apply to any information which is: (a) previously known to the Selected Bidder at the time of disclosure without obligation of confidentiality, (b) independently developed by Selected Bidder and not derived from the Confidential Information supplied by the Selected Bidder or the participation of individuals who have had access to Confidential Information, (c) in or subsequently comes into the public domain (other than as a result of a breach of this Agreement); or (d) required to be disclosed by the Selected Bidder by law, regulation, court order or other legal process, provided, where legally permissible, Selected Bidder provides written notice to the Purchaser prior to such disclosure and provide reasonable assistance to the Purchaser in retaining the confidentiality of such information.

12. The Selected Bidder undertakes not to make any press announcement or publicize the Agreement or any part thereof in any way, except with the prior written consent of the Purchaser.

Protection and Security of Personal Data

13. Where the Selected Bidder or sub-contractor is processing Personal Data, as a Data Processor or otherwise for the Purchaser, the Selected Bidder shall:

    a. Process the Personal Data only as per instructions from the Purchaser (which may be specific instructions or instructions of a general nature) as set out in this Agreement or as otherwise notified by the Purchaser;

    b. Comply with all applicable laws, rules, regulations, notifications, directions, and amendments issued thereunder while processing Personal Data under this Agreement;

    c. Process the Personal Data only to the extent, and in such manner as is necessary for the discharge of the contractor's obligations under this Agreement or as is required by Law or any Regulatory Body;

    d. Implement appropriate technical and organizational measures to protect Personal Data against unauthorized or unlawful Processing and accidental loss, destruction, damage, alteration, or disclosure. These measures shall be appropriate to the harm which might result from any unauthorized or unlawful Processing, accidental loss, destruction, or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected;

    e. The Selected Bidder shall implement Privacy-by-Design and Security-by-Design principles, including data minimization, purpose limitation, least-privilege access, encryption, masking, tokenization, audit logging, and access monitoring, wherever applicable;

f. Take reasonable steps to ensure the reliability of its staff and agents who may have access to the Personal Data;

g. Obtain prior written consent from the Authority to transfer the Personal Data to any sub-contractor for the provision of the Services;

h. Not cause or permit the Personal Data to be transferred, stored, accessed, viewed, or processed outside of India without the prior written consent of the Purchaser.

i. Ensure that all staff, employees, and agents required to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in this clause.

j. Ensure that none of the staff and agents publishes or disclose any personal data to any third parties unless directed in writing to do so by the Purchaser. Not disclose Personal Data to any third parties in any circumstances other than with the written consent of the Purchaser. or compliance with a legal obligation imposed upon the Purchaser.

14. Notify the Purchaser (within five Working Days) if it receives; a) a request from an employee of the Purchaser to have access to his or other employees' Personal Data; or b) a complaint or request relating to the Purchaser's obligations under the law;

15. The provision of this clause shall apply during the contract/ agreement Period and indefinitely after its expiry

Stipulated Time Schedule

The Time Schedule has been mentioned in this RFP. The Selected Bidder shall perform the activities and comply in all respects with the critical dates, which will be communicated by the Purchaser to the Selected Bidder's team, as the case may be, and the parties hereby agree that failure on part of the Selected Bidder to meet the critical dates without prejudice to any other rights that the Purchaser may have, may lead to the imposition of such obligations as are laid down in levy of Liquidated Damages as set out in the RFP and/or termination of the Agreement at the discretion of the Purchaser.

Audit, Access, and Reporting

1. The Purchaser reserves the right to inspect and monitor/assess the progress of the project at any time during the course of the Agreement, after providing due notice to the Selected Bidder. The Purchaser may demand and upon such demand being made, the Purchaser shall be provided with any document, data, material, or any other information which it may require, to enable it to assess the progress of the project.

2. The Purchaser shall also have the right to conduct, either itself or through another

agency as it may deem fit, an audit to monitor the performance by the Selected Bidder of its obligations/functions in accordance with the standards committed to or required by the Purchaser and the Selected Bidder undertakes to cooperate with and provide to the Purchaser/any other agency appointed by the Purchaser, all documents and other details as may be required by them for this purpose. To the extent reasonably possible, the Purchaser shall endeavour not to appoint a competitor of Selected Bidder as auditor. Any deviations or contravention, identified as a result of such audit/assessment, would need to be rectified by the Selected Bidder failing which the Purchaser may, without prejudice to any other rights that it may have issue a notice of default. Cost of acquisition of deliverables by the Selected Bidder and other sub-contractors is out of the purview of audit/inspections.

3. Without prejudice to the foregoing, the Selected Bidder shall allow access to the Purchaser or its nominated agencies to all information which is in the possession or control of the Selected Bidder, and which relates to the provision of the Services/Deliverables as set out in the Audit, Access, and Reporting Schedule and which is reasonably required by the Purchaser to comply with the terms of the Audit, Access and Reporting Schedule set out as Schedule II of this Agreement.

4. The Selected Bidder shall provide all such reports and documents as may be requested by the Purchaser for Purchaser's internal compliance purposes within 15 (Fifteen) days (or such other period allowed by the Purchaser) of receipt of request from the Purchaser.

Ownership and Intellectual Property Rights

All deliverables, outputs, plans, drawings, specifications, designs, reports, working papers and any other documents prepared used by the Selected Bidder under this Agreement shall become and remain the property of the Purchaser and must not be shared with third parties or reproduced, whether in whole or in part, without the Purchaser's prior written consent.

1. **COTS products and enhancements:** All COTS products and related solutions and fixes provided by the Selected Bidder pursuant to this Agreement shall be licensed to the Purchaser according to the terms of the license agreement packaged with or otherwise applicable to such product. Such licenses shall be brought on behalf of and in the name of the Purchaser or mentioning the Purchaser as the end user of such licenses. Selected Bidder would be responsible for arranging any licenses associated with products. "Product" means any computer code, web- based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to the Purchaser for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing. Unless otherwise specifically restricted by the Licensing Terms of the COTS products, all intellectual property rights in any development / enhancement / customization etc. done on the COTS products pursuant to this Agreement shall be owned by the Purchaser. The Selected Bidder undertakes to execute all such agreements / documents and assist

the Purchaser in filing all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser. The Selected Bidder shall be obliged to ensure that all approvals, registrations, licenses, permits and rights which are, inter-alia, necessary for use of the Deliverables, services, applications, services etc. provided by the Selected Bidder and subcontractors under this Agreement shall be acquired in the name of the Purchaser and Selected Bidder shall have the non-exclusive, limited right to use such licenses till the Term on behalf of the Purchaser solely for the purpose of execution of any of its obligations under the terms of this Agreement. However, subsequent to the term of this Agreement, such approvals etc. shall endure to the exclusive benefit of the Purchaser.

2. **Bespoke Development:** Subject to provisions of 'Ownership and Intellectual Property Rights' Clauses (1) and (4), the Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have arisen out of or have been developed under the Scope of Work during execution of this Agreement, including but not limited to all processes, products, specifications, reports, drawings, applications, codes and other documents which have been newly created and developed by the Selected Bidder during the performance of the Services and for the purposes of, inter-alia, use or sub-license of such Services under this Agreement. The Selected Bidder shall provide source code, object code and all other relevant materials, artefacts etc. of all bespoke development to the Purchaser and the Purchaser shall own all IPRs in them. All material related to such bespoke development shall be treated as Confidential Information by the Selected Bidder. The Selected Bidder undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Purchaser. The Selected Bidder shall execute all such agreements / documents and assist the Purchaser in filing all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser at the cost of the Purchaser. Bespoke development shall include any customization or enhancement to COTS/third party products and, unless otherwise provided in the licensing terms of such COTS/third party products, the terms of 'Ownership and Intellectual Property Rights' Clause (2) shall apply to such customization or enhancement to COTS/third party products.

3. **License in Bespoke Development:** Upon receipt of written request from the Selected Bidder the Purchaser may grant license to Selected Bidder (hereinafter referred to as 'licensee' for purposes of this clause) to market, use, modify, enhance etc. the Bespoke Development. The terms of license agreement shall be mutually agreed between the licensee and the Purchaser. The license agreement shall, inter alia, define the royalty to be paid by the licensee to the Purchaser. Notwithstanding the foregoing, the royalty shall not be less than 10 (Ten) % of the payment to be received by the licensee in each project which involved any implementation etc. of the Bespoke Development. As a consideration for grant of license under this clause, the licensee shall also be obligated under the license agreement to replicate in the 'Gujarat Common Social Registry & Datalake' Solution of the Purchaser, without any additional cost to the Purchaser, any enhancements, improvements etc. carried out by the licensee under any other project which involved any use implementation etc. of the Bespoke Development. The obligation to carry out such enhancements shall be limited to the term as agreed in the license agreement.

4. **Pre-existing work:** All intellectual property rights including the source code, tools, methodology, processes, ideas, know-how, technology existing prior to the Effective Date of this Agreement or developed independent of this Agreement, including any improvements, enhancements, modifications or customization made thereto or derivatives thereof developed independent of this Agreement (Pre- existing work), shall belong to the Party that owned such rights immediately prior to the Effective Date. Subject to the foregoing, the Purchaser will have a non- exclusive, transferable, perpetual, fully paid up, royalty-free, worldwide license to all pre-existing intellectual property rights of the Selected Bidder or subcontractors that are (i) provided or used by the Selected Bidder or subcontractors in providing services and goods under this Agreement; and/or (ii) incorporated in any deliverables, products, goods, or software provided by Selected Bidder or subcontractors to the Purchaser under this Agreement.

5. **Ownership of documents:** The Purchaser shall own all Documents provided by or originating from the Purchaser and all Documents produced by or from or for the Selected Bidder in the course of performing the Services under this Agreement. Forthwith upon expiry or earlier termination of this Agreement and at any other time on demand by the Purchaser, the Selected Bidder shall deliver to the Purchaser all Documents provided by or originating from the Purchaser and all Documents produced by or from or for the Selected Bidder in the course of performing the Services, unless otherwise directed in writing by the Purchaser at no additional cost. The Selected Bidder shall not, store, copy, distribute or retain any such Documents in physical or electronic or in any other format without obtaining explicit written consent from the Purchaser. The Selected Bidder shall be wholly liable if any of its sub-contractors, agents, employees, consultants, etc. store/ retain/ copy/ distribute any of the documents which are directly or remotely pertaining to the services incorporated under this Agreement.

The Selected Bidder shall be permitted to retain information/documents as maybe required for legal or regulatory purposes, provided that the Selected Bidder shall strictly maintain confidentiality during such retention period and shall refrain from divulging such information/documents to any third party. The Selected Bidder shall not use the retained information/documents without express written consent from the Purchaser.

Warranty

1. The warranties and remedies provided in this ‘Warranty’ section are in addition to, and not in derogation of, the warranties provided in the RFP and the two are to be read harmoniously.

2. Selected Bidder shall provide ATS/AMC for the Software/solutions provided by the respective OEMs for the period specified in the RFP. The ATS should include upgrades, updates, and patches to the respective Software solution for the above stated period.

3. Warranty for Services – The Selected Bidder warrants that all services under this Agreement will be performed with promptness and diligence and will be executed in a workmanlike and professional manner, in accordance with the practices and high professional standards used in well-managed operations performing services

similar to the services under this Agreement. The Selected Bidder represents that it shall use adequate numbers of qualified individuals with suitable training, education, experience, and skill to perform the services hereunder.

4. If the Selected Bidder, having been notified, fails to remedy the defect(s) within a reasonable period, the Purchaser may proceed, without prejudice to any other rights which the Purchaser may have against the Selected Bidder under the Agreement, to take such remedial action as may be necessary including invoking risk purchase as provided under 'Limitation of Liability' of this Agreement.

5. The representations, warranties and covenants provided by the Selected Bidder under this Agreement will not be affected by Purchaser's modification of any portion of the software so long as the Selected Bidder can discharge its obligations despite such modifications or following their removal by the Purchaser.

6. The Selected Bidder shall pass through all warranties and indemnities provided by the OEMs of COTS products / third party products and shall assist the Purchaser in claiming / effecting such warranties and indemnities. It is acknowledged by the Purchaser that the Selected Bidder will not provide any additional warranty with respect to such COTS products/third-party products.

Insurance Cover

Obligation to maintain Insurance

1. The Selected Bidder shall take out and maintain all insurances, against all the risks and in relation to this agreement and the scope of work and other obligations of this Agreement as mandated by the Applicable Law and / or by the Purchaser. The Selected Bidder, on demand made by the Purchaser, shall submit documentary evidence issued by the insurance company, indicating that such insurance has been taken by Selected Bidder/ sub-contractor(s).

Miscellaneous

Selected Bidder's Organization

1. The personnel assigned by the Selected Bidder to perform the Services shall under no circumstances be considered employees of the Purchaser or its nominated agencies. The Selected Bidder shall have the sole responsibility for the supervision and control of the personnel deployed in the Project and for payment of such personnel's compensation, provident fund, including salary, withholding of income taxes and social security taxes, worker's compensation, employee, and disability benefits and the like and shall be responsible for all obligations of an employer subject to the Applicable Law.

2. The Selected Bidder shall be fully responsible for the acts of its personnel/ representatives/ consultants/ team members/ sub-contractors/ employees and shall fully indemnify the Purchaser for any kind of losses or damages caused by its personnel/

representatives / consultants/ team members/ sub-contractors/ employees. The Purchaser shall not be responsible for any claim from any personnel/ representatives / consultants/ team members/ sub-contractors/ employee of the Selected Bidder. The Selected Bidder shall wholly and fully be responsible for any such claims.

3. The Selected Bidder shall ensure that the Selected Bidder's team is competent and professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Agreement in addition to the minimum qualification and experience as explained in this RFP.

4. The Selected Bidder shall appoint an employee as its authorized representative through a written notice to the Purchaser. The Selected Bidder's Representative shall have the authority to exercise all of the powers and functions of the Selected Bidder under this Agreement other than the power to amend this Agreement and ensure the proper administration and performance of the terms hereof and to bind the Selected Bidder in relation to any matter arising out of or in connection with this Agreement. The Selected Bidder along with the Sub-Contractors/third parties shall be bound by all undertakings and representations made by the authorized representative of the Selected Bidder and any covenants stipulated hereunder, with respect to this Agreement, for and on their behalf. The Selected Bidder's representative shall have all the power requisite for the performance of the work under this Agreement. The Selected Bidder's Representative shall liaise with the Purchaser's Representative for the proper coordination and timely completion of the works and on any other matters pertaining to the works. The Selected Bidder's Representative will extend full co- operation to the Purchaser's representative for supervision/inspection/observation of the equipment/material procedures, performance, reports, and records pertaining to the works. The Selected Bidder shall comply with any instructions that are given by the Purchaser's representative during the course of this Agreement in relation to the performance of its obligations under the terms of this Agreement and the RFP. Selected Bidder's Representative shall also have complete charge of the Selected Bidder's personnel engaged in the performance of the works and to ensure compliance of rules, regulations, and safety practice. Selected Bidder's Representative shall also cooperate with the other service providers/contractors of the Purchaser. Such Selected Bidder's representative shall be available to the Purchaser's Representative during the execution of Services.

5. The Selected Bidder shall, to the best of its efforts, avoid any change in the organizational structure proposed for execution of this Agreement or replacement of any manpower resource appointed. If the same is however unavoidable, for reasons and circumstances such as death, medical incapacity, resource leaving Selected Bidder's organization, the same shall be notified to the Purchaser immediately or at least 60 (Sixty) days (in case of Key Resources) and at least 30 Days (Thirty) (in case of other resources) prior to resource leaving the Project, at no extra cost to the Purchaser. Any resource absent for a period greater than or equal to 15 (Fifteen) days shall be considered for replacement by the Selected Bidder, unless otherwise approved by the Purchaser. The Selected Bidder shall promptly inform the Purchaser in writing if any such revision or change is necessary. In case of replacement of any manpower resources, the Selected Bidder shall replace the resource with a better or equally competent resource within 30 (Thirty) days of the resource's resignation/ absence/ termination. The Selected Bidder shall ensure 30 days of overlap between incoming and outgoing resources and also ensure efficient knowledge transfer

from the outgoing resource to the incoming resource and 30 days hand holding period and training for the incoming resource. The change or revision of resources, and delay in replacing the resources from agreed upon timelines, shall be subject to levy of Liquidated Damages as provided in the RFP.

6. The Purchaser's Representative may at any time request the Selected Bidder to remove from the Services any employee of the Selected Bidder or its sub-contractor or any person(s) deployed by the Selected Bidder or its sub-contractor for professional incompetence or negligence or for being deployed for work for which he/she is not suited or for unethical, corrupt, fraudulent behaviour. The Selected Bidder shall consider the Purchaser's Representative request and may accede to or disregard it except that in case of unethical, corrupt, fraudulent behaviour, the Selected Bidder shall remove the person immediately. The Purchaser's Representative, having made a request, as aforesaid in the case of any person, which the Selected Bidder has disregarded earlier, may in the case of the same person at any time but on a different occasion, and for a different instance of one of the reasons referred to above in this Clause object to and require the Selected Bidder to remove that person from deployment on the work, which the Selected Bidder shall then forthwith do and shall not again deploy any person so objected to, for any work which is directly or remotely related to Scope of Work as stipulated in this RFP without the explicit written consent of the Purchaser's Representative. The Purchaser's Representative shall state to the Selected Bidder in writing his reasons for any request or requirement pursuant to this clause. Any delay from agreed upon timelines in replacing the resources removed shall be subject to levy of Liquidated Damages as provided in this RFP.

7. The Selected Bidder's obligation to render its services onsite (from the Purchaser's Premises) or offsite (from Selected Bidder manages facilities) shall be subject to any applicable government restrictions that may be imposed by any government authorities by way of any government orders/notifications/circulars or any other mode for reasons such as prevention of outbreak of pandemic etc. On occasion of any such government restrictions which may directly or indirectly hinder in rendering of services at the physical location of the Purchaser, the Purchaser shall allow the Selected Bidder to render its services from remote location for such period till the government restrictions are waived off by any further government orders/notifications/circulars.

Sub-contractors

1. Except for where subcontracting is allowed in this RFP or permitted by DST/DIT, the Selected Bidder shall not subcontract any part of the scope of work under this Agreement to any third party without the prior written consent of the Purchaser, which consent shall not be unreasonably delayed or withheld. Selected Bidder shall assist the Purchaser with all documents etc. required by the Purchaser to decide whether to give its consent or not. While giving its consent for appointment of any subcontractor, the Purchaser may impose such conditions on subcontracting as mutually agreed between the Selected Bidder and the Purchaser for successful accomplishment of the obligations of the Selected Bidder under this Agreement and such conditions shall be applicable on the Selected Bidder and the subcontractor (as applicable).

2. Prior to executing any contract or entering into any contract or understanding with a sub- contractor, the Selected Bidder shall ensure that, where requested by the Purchaser, the sub-contractor appointed by the Selected Bidder executes a non-disclosure agreement and a deed of adherence in the manner and form prescribed by the Purchaser. The deed of adherence will be a unilateral undertaking from the subcontractor to the Purchaser. The terms of deed of adherence shall be discussed by the Purchaser with the Selected Bidder. Execution of deed of adherence by the subcontractor shall not in any way relieve the Selected Bidder from any of its obligations and liability under this Agreement.

3. The Selected Bidder shall ensure that the subcontractor proposed by Selected Bidder is competent and professional and possess the requisite qualifications and experience appropriate to the tasks they will perform under this Agreement.

4. Any change of the sub-contractor(s), after the arrangement is firmed up, will be made by the Selected Bidder only with the prior written approval of the Purchaser which approval shall not be unreasonably withheld or delayed.

5. The Selected Bidder shall be responsible and shall ensure the proper execution and performance of the services or tasks so sub-contracted and shall be liable for any non-performance or breach by such sub-contractor. The Selected Bidder indemnifies, defends, and hold harmless and shall keep indemnified the Purchaser against any losses, damages, claims or such other implications arising from or out of the acts and omissions of such sub-contractor. It is clarified that this indemnity refers to (a) the same extent and nature the Selected Bidder is liable to indemnify for Selected Bidder's own acts and omissions under this Agreement; and (b) any claims made by the subcontractor against the Purchaser due to breach by the Selected Bidder of the agreement entered into between subcontractor and the Selected Bidder. The Selected Bidder shall be responsible for making all payments to the sub-contractor as may be necessary, in respect of any work performed or task executed, and the Purchaser shall not be responsible for any part or full payment, which is due to such sub-contractor.

6. The clauses related to intellectual property rights applicable on the Selected Bidder under this Agreement shall be mutatis mutandis applicable to the deliverables/services etc. provided by the sub-contractors. The Selected Bidder should provide the undertakings given by the subcontractor within 30 (Thirty) days from the date of appointment of subcontractor to disclose all such Intellectual Property Rights arising in performance of the Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers, and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser.

7. Nothing in this Agreement or any subcontract agreement hereunder shall relieve the Selected Bidder from its liabilities or obligations under this Agreement to provide the Goods and Services in accordance with this Agreement.

8. Where the Purchaser deems necessary, it shall have the right to require replacement of any sub-contractor with another sub-contractor and the Selected Bidder shall in such case find of the suitable replacement for such sub-contractor to the satisfaction of the Purchaser at no additional charge. Failure on the part of the Selected

Bidder to find a suitable replacement shall amount to a breach of the terms hereof and the Purchaser in addition to all other rights, have the right to claim damages and recover from the Selected Bidder all losses/or other damages that may have resulted from such failure. In case the Selected Bidder terminates any contract / arrangement or agreement with a sub-contractor for any reason whatsoever, the Selected Bidder shall ensure the smooth continuation of Services by providing forthwith, a suitable replacement which is acceptable to the Purchaser at no additional charge. In case of a replacement of the sub- contractor, the new sub-contractor shall have the qualification at least as good as the replaced subcontractor.

Selected Bidder's Obligations

The obligations of the Selected Bidder described in this clause are in addition to, and not in derogation of, the obligations mentioned in the RFP and the two are to be read harmoniously:

1. The Selected Bidder shall be the sole point of contact for all matters relating to the RFP and Agreement thereof.

2. The Selected Bidder shall ensure that the Selected Bidder's Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Agreement. The Selected Bidder shall ensure that the Services are performed through the efforts of the Selected Bidder's Team, in accordance with the terms hereof and to the satisfaction of the Purchaser. Nothing in this Agreement relives the Selected Bidder from its liabilities or obligations under this Agreement to provide the Services in accordance with the Purchaser's direction and requirements and as stated in this Contract and the performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of Selected Bidder's Team.

3. The Selected Bidder's Representative(s) shall have all the power requisite for execution of Scope of Work and performance of services under this Agreement. The Selected Bidder's Representative(s) shall liaise with the Purchaser's Representative for the proper coordination and timely completion of the works and on any other matters pertaining to the works. Selected Bidder's Representative(s) should extend full co-operation to the Purchaser's Representative for the proper coordination and timely completion of the works and on any other matter pertaining to the works. Selected Bidder's Representative(s) should extend full co-operation to Purchaser's Representative in the manner required by them for supervision/inspection/observation of the equipment/goods/material, procedures, performance, progress, reports ad records pertaining to the works. Selected Bidder's Representative(s) shall also have complete charge of the Selected Bidder's personnel engaged in the performance of the works and to ensure compliance of rules, regulations, and safety practice. Selected Bidder's Representative(s) shall also cooperate with other Service Providers/Vendors of the Purchaser.

4. The Selected Bidder shall at all times ensure that the services being provided under

this Agreement are performed strictly in accordance with all applicable laws, notifications, guidelines, orders, byelaws, regulations, rules, standards, recommended practices etc., and no liability in this regard will be attached to the Purchaser.

5. Selected Bidder shall provide the Purchaser or its nominated agency access to or a copy of any information, document, data, etc. for any legal, compliance, audit, or regulatory matter promptly on a request made by the Purchaser or its nominated agency.

6. Selected Bidder shall ensure that all information, data, documentation, etc. provided by the Selected Bidder or sub-contractors or any of its representative, to the Purchaser is true and accurate. In case the information, data, documentation etc. shared is found to be incorrect or inaccurate, it shall be treated as an event of default and shall be governed by 'Events of Default, Termination and Suspension' of the RFP. In case this incorrect or inaccurate information/ data/ documentation shared was used to calculate the fee amount payable to the Selected Bidder, then Purchaser reserves the right to re-calculate the fee amount payable to the Selected Bidder and recover any amount paid over and above the re-calculated fees previously.

Assignment

1. All terms and provisions of this Agreement shall be binding on and shall inure to the benefit of the Purchaser, the Selected Bidder, and their respective permitted successors and permitted assigns.

2. The Selected Bidder shall not be permitted to assign or transfer any or all of its rights and obligations under this Agreement to any third party without the prior written permission of the Purchaser.

3. Subject to the foregoing, the Selected Bidder shall have the right to undergo corporate change of ownership through mergers, demergers, slump sale etc., as allowed under Applicable Laws, after seeking prior written consent from the Purchaser. The Purchaser shall convey its consent or dissent within 30 (Thirty) days from date of receipt of request from the Selected Bidder. The Selected Bidder shall execute/furnish such documents, agreements, undertakings (including, without limitation, enhanced performance security from new entity, novation agreements etc.) as may be deemed necessary by the Purchaser, at no additional cost to the Purchaser.

4. Parties acknowledge that the Purchaser may set up an entity such as an autonomous body etc. to, inter alia, take over and manage the Project. Parties agree that the Purchaser shall have the right to assign and novate all or any part of this Agreement and Schedules/Annexures etc. to such separate entity autonomous body after giving 15 (Fifteen) days written notice to the Selected Bidder. The Selected Bidder agree that they shall forthwith execute, without demur, all such agreements and documents as may be requested by the Purchaser to give effect to such assignment novation.

Trademarks, Publicity

Neither Party may use the trademarks of the other Party without the prior written consent of the other Party. Except as required by law or the rules and regulations of each stock exchange upon which the securities of one of the Parties is listed, neither Party shall publish or permit to be published either alone or in conjunction with any other person any press release, information, article, photograph, illustration or any other material of whatever kind relating to this Agreement, the SLA or the business of the Parties without prior reference to and approval in writing from the other Party, such approval not to be unreasonably withheld or delayed provided however that the Selected Bidder may include the Purchaser or its client lists for reference to third parties subject to the prior written consent of the Purchaser not to be unreasonably withheld or delayed. Such approval shall apply to each specific case and relate only to that case.

Notices

Any notice requests, demands or communications to be made under this Agreement shall be in writing and shall either be delivered personally, or sent by registered post / recognized courier service or via email.

1. In relation to a notice given under this Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address as set out below:

   Purchaser:

   Addressee:

   Address:

   Tel:

   Email:

   Selected Bidder

   Addressee:

   Address:

   Tel:

   Email:

2. In relation to a notice given under this Agreement, a Party shall specify the Party's address for service of notices, any such notice to be copied to the Parties at the addresses set out in this Clause.

3. Any such notice or other document shall be deemed to have been given to the other Party (or, if relevant, its relevant associated company) when delivered (if delivered in person) or sent by email, if delivered between the hours of 10.00 AM and 6.00 PM at the address of the other Party set forth above or, or on the next working day

thereafter if delivered outside such hours, and 7 (Seven) days from the date of posting (if by letter).

4. Either Party to this Agreement may change its address, telephone number, facsimile number and nominated contact for notification purposes by giving the other reasonable prior written notice of the new information and its effective date.

No Claim Certificate

1. The Selected Bidder shall not be entitled to make any claim, whatsoever against the Purchaser under or by virtue of or arising out of, this contract/ agreement, nor shall the Purchaser entertain or consider any such claim, if made by the Selected Bidder after he/she shall have signed a 'No claim' certificate in favour of the Purchaser in such forms as shall be required by the Purchaser after the works are finally accepted.

Severability and Waiver

1. If any provision of this Agreement, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid, or unenforceable the illegality, invalidity or unenforceability of such provision or part provision shall not affect the other provisions of this Agreement or the remainder of the provisions in question which shall remain in full force and effect. The relevant Parties shall negotiate in good faith in order to agree to substitute for any illegal, invalid, or unenforceable provision a valid and enforceable provision which achieves to the greatest extent possible the economic, legal, and commercial objectives of the illegal, invalid, or unenforceable provision or part provision.

2. No failure to exercise or enforce and no delay in exercising or enforcing on the part of either Party to this Agreement of any right, remedy or provision of this Agreement shall operate as a waiver of such right, remedy or provision in any future application nor shall any single or partial exercise or enforcement of any right, remedy or provision preclude any other or further exercise or enforcement of such right, remedy or provision or the exercise or enforcement of any other right, remedy or provision.

3. Any waiver of rights, powers, or remedies under this Agreement must be in writing, dated, and signed by an authorized representative of the Party granting such waiver and must specify the terms under which the waiver is being granted

Compliance with Applicable Law

1. The Selected Bidder shall comply with the provision of all laws including labour laws, rules, regulations, and notifications issued there under from time to time. All

safety and labour laws enforced by statutory agencies and by the Purchaser shall be applicable in the performance of this Agreement and the Selected Bidder shall abide by these laws. The Selected Bidder shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. The Selected Bidder shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations. The Selected Bidder shall also adhere to all security requirement/regulations of the Purchaser during the execution of the work.

2. Each Party to this Agreement accepts that its individual conduct shall (to the extent applicable to its business - like if the Selected Bidder is an Information Technology service provider, then Selected Bidder has to follow laws applicable to it as an Information Technology service provider) at all times comply with all laws, rules and regulations of government and other bodies having jurisdiction over the area in which the Services are undertaken provided that changes in such laws, rules and regulations which result in a change to the Services shall be dealt with in accordance with the Change Control Procedure set out in this RFP.

3. During the tenure of this Agreement, the Selected Bidder shall comply with all Applicable Laws and shall obtain and maintain all statutory and other approvals required for the performance of the Services under this Agreement and nothing shall be done by the Selected Bidder in contravention of any Applicable Law or any amendment thereof.

Professional Fees

1. All expenses incurred by or on behalf of each Party to this Agreement, including all fees of agents, legal advisors, accountants, and actuaries employed by either of the Parties in connection with the negotiation, preparation and execution of this Agreement shall be borne solely by the Party which incurred them.

Ethics

1. The Selected Bidder, for itself and on behalf of its subcontractors, agents, representatives, employees etc., represents, warrants and covenants that it has given no commitments, payments, gifts, kickbacks, lavish or expensive entertainment, or other things of value to any employee or agent of the Purchaser or its nominated agencies in connection with this Agreement and acknowledges that the giving of any such payment, gifts, entertainment, or other things of value is strictly in violation of the Purchaser’s standard policies and may result in cancellation of this Agreement.

Amendment

Any amendment to this Agreement shall be made in writing by mutual consent of the Parties.

Survival

Any provision of this Agreement which imposes or intends to impose an obligation on any of the Parties after termination or expiration of this Agreement shall survive the termination or expiration of this Agreement. Such provisions include, without limitation, obligations related to confidentiality, indemnity, licenses, risk purchase and AMC/ATS, if any, to be provided by the OEMs or the Selected Bidder.

Bank Guarantees

1. Performance bank guarantee

   a. The Selected Bidder shall furnish, within 15 (Fifteen) days from the date of the receipt of the notification of award, an unconditional, irrevocable, and continuing Bank Guarantee, in the format as per the RFP, from a nationalized bank of scheduled bank in India, of value as mentioned in the RFP, which should remain valid till 6 (Six) months beyond expiry of the Term of the Agreement (Performance Guarantee).

   b. In the event of the Selected Bidder being unable to service the Agreement for reasons attributable to the Selected Bidder, its subcontractors, or any team members, the Purchaser shall have the right to invoke the Performance Guarantee. Notwithstanding and without prejudice to any rights whatsoever of the Purchaser under the Agreement in the matter, the proceeds of the guarantees shall be payable to the Purchaser as compensation for any loss resulting from the failure of Selected Bidder, its subcontractors, or any team members to perform/comply its obligations under the contract. The Purchaser shall notify the Selected Bidder in writing of the exercise of its right to receive such compensation within 30 (Thirty) days, indicating the contractual obligation(s) for which the Selected Bidder is in default.

   c. The Purchaser shall also be entitled to make recoveries from the Selected Bidder's bills, guarantees, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction, or misstatement.

   d. During the contract period, in the case where Purchaser executes a partial invocation of PBG, the Selected Bidder shall restored the deducted amount of the PBG by either issuing a fresh PBG or by amending a partially invoked PBG.

   e. In the case of failure to issue a fresh/amended PBG by the Selected Bidder, the Purchaser reserves the rights to withhold equivalent cash amount directly from the vendor's upcoming invoices to serve as fresh security retention.

f. In case the Project is delayed beyond the Timelines as mentioned in the RFP due to reasons attributable to Selected Bidder, its subcontractors, or any team members, the Performance Guarantee shall be accordingly extended by the Selected Bidder till completion of scope of work as mentioned in the RFP.

g. If the Selected Bidder fails to provide the Purchaser an extended/ replacement Performance Bank Guarantee in accordance with this clause at least thirty (30) days prior to the date of expiry of the then existing Performance Bank Guarantee, the Purchaser shall be entitled to draw the full amount of the Performance Bank Guarantee then available for drawing and retain the same until such time as the Purchaser shall receive such an extended/ replacement Performance Bank Guarantee, whereupon, subject to this Agreement, the Purchaser shall refund to the Selected Bidder the full amount of Performance Bank Guarantee, unless the Purchaser has drawn upon the Performance Bank Guarantee in accordance with the provisions of this Agreement, in which case only the balance amount remaining will be refunded to the Selected Bidder; provided that the Purchaser shall not be liable to pay any interest on such balance. The Purchaser shall return the Performance Bank Guarantee to the issuer for cancellation promptly upon receipt of any extension/ replacement thereof.

Governing Law and Dispute Resolution

A. AMICABLE SETTLEMENT:

In the event of any conflict or dispute arising out of or in connection with the Agreement, the Parties (i.e., the Selected Bidder and the Purchaser) shall endeavor to settle such disputes amicably. If a dispute is not resolved within 30 (thirty) days after a written notice of any dispute by one Party to the other, the dispute shall then be referred to Arbitration.

B. ARBITRATION:

In the event of any conflict / dispute arising out of or in connection with the Agreement, which has not been amicably resolved, the aggrieved Party may invoke Arbitration by sending a written notice to the other Party. The procedure for appointment of the Arbitral Tribunal shall be as follows.

1. The arbitration shall be conducted by a quorum of three arbitrators. Each party shall be entitled to appoint an arbitrator and the two party-appointed arbitrators shall within 30 (Thirty) days from their nomination, appoint a third arbitrator i.e., the Presiding Arbitrator.

2. The arbitration shall be conducted in the English language. Arbitration proceedings

can also be conducted online, as per the discretion of the Arbitral Tribunal.

3. The cost of the Arbitration shall be equally borne by both the Parties.
4. The award of the Arbitral Tribunal shall be final and binding on the Parties to the Agreement. The arbitration shall be governed by the provisions of the Arbitration and Conciliation Act, 1996, as amended up to date. The seat of arbitration shall be at Gandhinagar, Gujarat, India.
5. Where the arbitral award is for the payment of money, no interest shall be payable on whole or any part of the money for any period till the date on which the award is made.
6. The Agreement shall be interpreted and governed in all respects in accordance with the laws of India. All disputes in connection with or arising out of the Agreement, shall be subject to the exclusive jurisdiction of the Courts at Gujarat.
7. The Selected Bidder shall not be entitled to suspend the Service/s or the completion of the work, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration, court, or other proceedings.

IN WITNESS WHEREOF the Parties have by duly authorized Representatives set their respective hands and seal on the date first above Written in the presence of:

For and on behalf of Department of Science and Technology (FIRST PARTY)

[Name and Designation]

For Selected Bidder (SECOND PARTY)

[Name and Designation]

WITNESSES:

1. [Signature, Name and Address]
2. [Signature, Name and Address]

Schedule I - Definitions

1. 'Acceptance' - a hardware, software, solution (including platform solution developed under this RFP), or any other deliverable shall be considered to have been accepted by the Purchaser, subsequent to its Commissioning and Testing, when all the activities as defined in this RFP have been successfully executed and completed by the Selected Bidder and the Purchaser has indicated his acceptance by signing the Acceptance Certificate.

2. 'Acceptance Certificate' - means that document issued by the Purchaser signifying Acceptance of a hardware, software, solution (including platform solution developed under this RFP), or any other deliverable pursuant to the successful completion of the Acceptance Test of the System.

3. 'Acceptance Test Plan' shall have the meaning given in this RFP.

4. 'Applicable Law(s)' means any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, byelaw, approval, directive, guideline, policy, requirement or other governmental restriction or any similar form of decision applicable to the relevant party and as may be in effect on the date of the execution of this Agreement and during the subsistence thereof, applicable to the Project;

5. 'Assets' shall have the same meaning ascribed to it in the 'Use of Assets by the Selected Bidder';

6. 'Selected Bidder' shall have the meaning ascribed to such term in Parties clause of this Agreement and shall be deemed to include the Selected Bidder's successors, representatives (approved by the Purchaser), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract/ agreement. The word Selected Bidder when used in the pre-award period shall be synonymous with parties bidding against the RFP

7. 'Selected Bidder's Team' means the Selected Bidder along with all of its sub-contractors, who have to provide Goods and Services to the Purchaser under the scope of this Agreement. This definition shall also include any and/or all of the employees of the Selected Bidder, Sub-Contractor, authorized partners/agents and representatives or other personnel employed or engaged either directly or indirectly by the Selected Bidder for the purposes of this Contract/ agreement.

8. 'Change Request' or 'Change Order' or 'Alteration' or 'Variation' shall have the meaning given in the RFP.

9. Confidential Information' means any and all data and information whether contained in any tangible medium of expression or in visual form, disclosed to or by any Party pursuant to this Agreement and includes without limitation information which:

    a. is by its nature confidential or by the circumstances in which it is disclosed confidential; or

b. is designated by the disclosing Party as confidential or identified in terms connoting its confidentiality; but does not include information which is available lawfully in the public domain.

10. 'Document' means any embodiment of any text or image however recorded and includes any data, text, images, sound, voice, codes or any databases or microfilm or computer-generated micro fiche.

11. 'Effective Date' shall have the same meaning ascribed to it in 'Terms and Duration of the Agreement';

12. 'Fees' means the amount payable to Selected Bidder in Indian Rupees.

13. 'Force Majeure' shall have the same meaning ascribed to it in 'Force Majeure' section;

14. 'Go Live' means completion of Go Live activities as mentioned in the RFP and acceptance of the same by the Purchaser.

15. 'Intellectual Property Rights IPR' means any patent, copyright, trademark, trade name, design, trade secret, permit, service marks, brands, proprietary information, knowledge, technology, licenses, databases, computer programs, software, know-how or other form of intellectual property right, title, benefits or interest whether arising before or after the execution of this Agreement and the right to ownership and registration of these rights.

16. ''Notice' means:

a. a notice; or

b. a consent approval or other communication required to be in writing under this Agreement, to be served at the addresses as given under clause hereunder.

17. 'A' mean the bidding parameter value quoted by the Selected Bidder in the commercial bid format.

18. 'Performance Guarantee' means the guarantee to be provided by the Selected Bidder as per '' of the Agreement.

19. 'Purchaser's Material' shall have the meaning ascribed to such term in 'Commencement and progress' of the Agreement

20. Purchaser's Representative Project Coordinator' means the person, or the persons appointed by the Purchaser from time to time to act on its behalf for overall coordination, supervision, and project management.

21. 'RFP' shall have the meaning ascribed to such term in the WHEREAS clause of this Agreement.

22. "Scope of Work" means all Services, and any other deliverables as required to be provided

by the Selected Bidder as specified in the RFP.

23. 'Services' means the services to be provided as per the requirements conditions specified in the Scope of Work and the Agreement. In addition to this, the definition would also include other related ancillary services that may be required to execute the Scope of Work under this Agreement.

24. 'Service Level(s)' means the service level parameters and targets and other performance criteria which will apply to the Deliverables as described in the RFP; 'SLA' or 'Service Level Agreement' means the service level agreement specified in Volume 1 of the RFP;

25. 'Service Specifications' means and includes detailed description, statements to technical data, performance characteristics, and standards (Indian as well as International) as applicable and as specified in the Agreement, as well as those specifications relating to industry standards and codes applicable to the performance of work, work performance quality and specifications affecting the work, or any additional specifications required to be produced by the Selected Bidder to meet the design criteria.

26. 'System' means integrated system/solution emerging out of the Scope of Work and covered under the scope of each Purchase Order issued by the Purchaser.

27. 'Term' shall have the same meaning ascribed to in this agreement;

28. 'Timelines' means the project milestones for performance of the Scope of Work and delivery of the Services as described in the RFP;

29. Selected Bidder shall abide by all laws / rules / regulations / notifications / guidelines / orders issued by any department / ministry / office of the Government of India.

Schedule II – Audit, Access, and Reporting

1. PURPOSE

This Schedule details the audit, access and reporting rights and obligations of the Purchaser or its nominated agency and the Selected Bidder. This Schedule is in addition to, and in derogation of, the audit rights and process provided in the RFP.

2. AUDIT NOTICE AND TIMING

a. As soon as reasonably practicable after the Effective Date, the Parties shall use their best endeavours to agree to a timetable for routine audits (Other than those mentioned as part of the mandatory requirements for successful execution of the Engagement) during the entire duration of the Engagement.

b. The Purchaser may conduct non-timetabled audits at his/her own discretion, if it reasonably believes that such non-timetabled audits are necessary as a result of an act of fraud by the Selected Bidder, a security violation, or breach of confidentiality obligations by the Selected Bidder, provided that the requirement for such an audit is notified in writing to the Selected Bidder a reasonable period time prior to the audit (taking into account the circumstances giving rise to the reasonable belief) stating in a reasonable level of detail the reasons for the requirement and the alleged facts on which the requirement is based. If the Selected Bidder considers that the non-timetabled audit was not appropriate, the matter shall be referred to the escalation procedure as set out in the Project Governance and Management section of RFP.

3. **ACCESS**

The Selected Bidder shall provide to the Purchaser or its nominated agency reasonable access to employees, subcontractors, suppliers, agents, and third-party facilities as detailed in the RFP, documents, records, and systems reasonably required for audit and shall provide all such persons with routine assistance in connection with the audits and inspections. The Purchaser or its nominated agency shall have the right to copy and retain copies of any relevant records. The Selected Bidder shall make every reasonable effort to co-operate with them.

4. **AUDIT RIGHTS**

The Purchaser or its nominated agency shall have the right to audit and inspect suppliers, agents, and third-party facilities (as detailed in the RFP), documents, records, procedures, and systems relating to the provision of the services, but only to the extent that they relate to the provision of the services, as shall be reasonably necessary to verify:

a. The security, integrity and availability of all data processed, held, or conveyed by the Partner on behalf of the Purchaser and documentation related there to;

b. That the actual level of performance of the services is the same as specified in the SLA;

    i. That the Selected Bidder has complied with the relevant technical standards, and has adequate internal controls in place;

    ii. Selected Bidders deployment of resources and their attendance records;

    iii. Selected Bidder's internal testing results; and

    iv. The compliance of the Selected Bidder with any other obligation under the Agreement;

For the avoidance of doubt the audit rights under this Schedule shall not include access to the Selected Bidder's profit margins or overheads, any confidential information relating to the Selected Bidder’ employees, or (iii) minutes of its internal Board or Board committee meetings including internal audit, or (iv) such other information of commercially confidence in nature which are not relevant to the Services associated with any obligation under the Agreement.

5. **AUDIT RIGHTS OF SUPPLIERS AND AGENTS**

a. The Selected Bidder shall use reasonable endeavours to achieve the same audit and access provisions as defined in this Schedule with suppliers and agents who supply labour, services, equipment, or materials in respect of the services. The Selected Bidder shall inform the Purchaser or its nominated agency prior to concluding supply agreement of any failure to achieve the same rights of audit or access.

b. **REPORTING:** The Selected Bidder will provide quarterly reports to the Purchaser or its nominated agency regarding any specific aspects of the Project and in context of the audit and access information as required by the Purchaser or its nominated agency.

6. **ACTION AND REVIEW**

a. Any discrepancies identified by any audit pursuant to this Schedule shall be immediately notified to the Purchaser or its nominated agency and the Selected Bidder’s representative shall inform the Purchaser about the actions that would be taken by the Selected Bidder in respect of such discrepancies within a period of thirty (30) calendar days from the submission of the said audit assessment report or such earlier time period as notified by the Purchaser.
b. Any change or amendment to the systems and procedures of the Selected Bidder, where applicable, arising from the audit assessment report shall be agreed within thirty (30) calendar days from the submission of the said audit assessment report or such earlier time period as notified by the Purchaser. The changes agreed by the Purchaser, or any changes suggested by the Purchaser, shall be implemented by the Selected Bidder within a period of not more than 30 (Thirty) days or such other period as may be requested by the Selected Bidder and agreed to by the Purchaser.

7. **TERMS OF PAYMENT**

Except for the audits that are required to be conducted by the Selected Bidder as provided in Volume 1 of the RFP for which the costs will be borne by the Selected Bidder, the Purchaser shall bear the cost of other audits and inspections. The Selected Bidder shall bear all costs for all reasonable assistance and information provided under the Agreement, Project Implementation, Operation and Maintenance SLA by the Selected Bidder pursuant to this Schedule.

8. **RECORDS AND INFORMATION**

For the purposes of audit in accordance with this Schedule, the Selected Bidder shall maintain true and accurate records in connection with the provision of the services and the Selected Bidder shall handover all the relevant records and documents upon the termination or expiry of the Agreement.

The Selected Bidder at all times make and keep sufficient copies of the Agreement documents, manuals, reference material, drawings, specifications, and any other document required by him to fulfil his duties under this Agreement.

Schedule III – Project Deliverables and Timelines

As defined in the RFP.

Schedule IV – Exit Management Schedule

'Exit Management and Transition' would include any event/series of activities with prior written approval from the Purchaser which results in transfer of any/all data/ knowledge/ operations/ processes/ documentation/ assets/ personnel, etc from the outgoing Selected Bidder to the Purchaser/ incoming Selected Bidder/ any agency appointed by the Purchaser at the time of termination or expiry of the Selected Bidder's contract/ agreement.

Selected Bidder shall be responsible for exit management and transition to any agency appointed by the Purchaser. The scope of activities for exit management and transition, at a minimum, shall be as outlined in 'Exit Management' section of the RFP.

Annexure A – Non-Disclosure Agreement

CORPORATE NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (“Agreement”) is entered on this <*** >day of <***>, 2026

By and between

Directorate of ICT & e-Governance (Department of Science and Technology), Government of Gujarat, having its office located at 5th Floor, Block 7, New Sachivalaya, Gandhinagar, Gujarat 382010 (herein after referred to as ***“Purchaser”***, which expression shall unless excluded by or repugnant to the context deemed to include its successor/s in office or assign);

And

<***>, a Company incorporated under the Companies Act, 1956, having its registered office at
<***> (hereinafter called the ***“Receiving Party”*** / *“**System Integrator**”/* “***Selected Bidder***”***)***, which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its successors and permitted assigns).

(DST/DIT, and Selected Bidder shall be individually referred hereinafter as ***“Party”*** and collectively as ***“Parties”***).

Background

1. The Parties have entered into an Agreement dated <***>, 2026 (here in after referred as “Master Service Agreement” or “MSA”), wherein <***> has been engaged for providing ________________(the “Purpose”).

NOW THEREFORE, in consideration of the mutual agreements and covenants hereinafter set forth, DST/DIT and Selected Bidder, hereby agree as follows:

1. In course of Selected Bidder’s engagement with DST/DIT, Selected Bidder shall be exposed to Confidential, proprietary, and highly sensitive information relating to DST/DIT. “Confidential Information” shall mean all information and data disclosed by DST/DIT (“***Disclosing Party/ Discloser***”) to Selected Bidder (“***Receiving Party/ Recipient***”), or any information Receiving Party becomes aware of / obtains /possess during his/her engagement with DST/DIT, whether orally or in writing, that is designated as confidential or that reasonably should be understood to

be confidential given the nature of the information and the circumstances of disclosure, including but not limited to;

g. Intellectual property

h. Trade secrets;

i. Proprietary information related to the current, future, and proposed products and services of the Disclosing Party including, without limitation, technical data, research, mask works, ideas, samples, media, techniques, sketches, drawings, works of authorship, models, inventions, know-how, processes, apparatuses, equipment, algorithms, software codes and designs, software programs, software source documents, and formulae, its information concerning research, experimental work, development, design details and specifications, engineering, financial information, procurement requirements, purchasing, manufacturing, customer lists/information, investors, employees, business and contractual relationships, business forecasts, sales and merchandising, marketing plans, price lists, pricing methodologies, cost data, market share data, licenses, contract information, business plans, financial forecasts, historical financial data, budgets, 'Gujarat Common Social Registry & Datalake' transactions data, demographic details, information regarding third parties or other business information disclosed by DST/DIT either directly or indirectly, whether in writing, electronically, orally, or by observation.

j. Information and physical material not generally known or available outside DST/DIT and information and physical material entrusted to DST/DIT in confidence by third parties.

k. Inventions such as discoveries, developments, concepts, designs, ideas, know how, improvements, inventions, trade secrets and/or original works of authorship, whether or not patentable, copyrightable, or otherwise legally protectable. This includes, but is not limited to, any new product, machine, article of manufacture, biological material, method, procedure, process, technique, use, equipment, device, apparatus, system, compound, formulation, composition of matter, design or configuration of any kind, or any improvement thereon created or developed by the Receiving Party. You understand that "Inventions" means any and all Inventions that you may solely or jointly author, discover, develop, conceive, or reduce to practice during the period of the contract/ agreement.

l. Such other information which by its name or the circumstances of its disclosure is confidential. All Confidential Information provided by the Disclosing Party to the Recipient shall remain the sole and exclusive property of the Disclosing Party.

2. The Recipient agrees that at all times it shall: (a) will hold in strict confidence and not disclose to any third party the Confidential Information, except as approved in writing by the Disclosing Party, and (b) will use the Confidential Information only for the Purpose defined in this Agreement; (c) not reproduce Confidential Information in any form except for the Purpose; (d) not use the Confidential Information

to make, have made or sell any products or services that compete with any of Disclosing Party's products or services or to exploit commercially and to derive profit and (e) not reverse engineer, decompile, or disassemble any Confidential Information.

3. The Recipient agrees that it shall take adequate measures to protect the secrecy/ confidentiality of and avoid disclosure and unauthorized use of the Confidential Information. The Recipient shall immediately notify the Disclosing Party, in writing, upon discovery of any threatened breach, actual loss, or unauthorized disclosure of the Confidential Information.

4. The Recipient's obligations under this Agreement with respect to any portion of the Confidential Information shall terminate when the Recipient can document that: (a) it was in the public domain at the time it was communicated to the Recipient by the Disclosing Party; (b) it entered the public domain subsequent to the time it was communicated to the Recipient by the Disclosing Party through no fault of the Recipient; (c) it was in the Recipient's possession free of any obligation of confidence at the time it was communicated to the Recipient by the Disclosing Party; (d) it was rightfully communicated to the Recipient free of any obligation of confidence by a third party subsequent to the time it was communicated to the Recipient by the Disclosing Party; (e) it was developed by employees or agents of the Recipient independently of and without use or reference to any Confidential Information communicated to the Recipient by the Disclosing Party; or (f) it is required to disclose pursuant to an order of a duly empowered government agency or a court of competent jurisdiction ,provided due notice and an adequate opportunity to intervene is given to the Disclosing Party , unless such notice is prohibited by such order.

5. Upon completion of the Term of this agreement or upon termination or upon written request of the Disclosing Party, the Recipient shall promptly return to the Disclosing Party all documents and other tangible materials representing the Confidential Information and all copies thereof or certify the destruction thereof.

6. The Parties recognize and agree that nothing contained in this Agreement shall be construed as granting any property rights to the Recipient, by license or otherwise, to any Confidential Information of the Disclosing Party disclosed pursuant to this Agreement, or to any invention or any patent, copyright, trademark, or other intellectual property right in connection therewith. The Recipient shall not derive any profit from the use of-the Confidential Information in an unauthorized manner to the exclusion of the Disclosing Party.

7. The Confidential Information shall not be reproduced in any form except in accordance with the provisions of this Agreement. Any reproduction of any Confidential Information by the Recipient shall remain the property of the Disclosing Party and shall contain any and all confidential or proprietary notices or legends, which appear on the original, unless otherwise authorized in writing by the Disclosing Party.

8. The Recipient acknowledges that its breach of the Agreement may cause irreparable damage to the Disclosing Party and agrees that the Disclosing Party shall be entitled to seek injunctive relief under this Agreement, as well as such further relief as

may be granted by a court of competent jurisdiction.

9. The Recipient acknowledges that all documents, including but not limited to any data, analysis, reports, statements, flowcharts, ideas, or any other material prepared by it using the Confidential Information or based on the information provided by DST/DIT is work made for hire (“Work Product"). The Receiving Party shall not use the Work Product for any other purpose or share with a third party without the prior written consent of DST/DIT. Recipient shall be liable for claims against DST/DIT for losses or damages arising out of such unauthorized use or disclosure and shall indemnify and keep indemnified DST/DIT against any such claims.

10. The Agreement contains the final, complete, and exclusive agreement of the Parties relative to the subject matter hereof and supersedes all prior and contemporaneous understandings and agreements relating to this subject matter and may not be changed, modified, amended, or supplemented except by written instrument signed by both Parties. If any provision of this Agreement is found by a proper authority to be unenforceable or invalid, such provision shall be severed and the remainder of the Agreement will continue in full force and effect. The Recipient hereby acknowledges that no remedy at law will afford Discloser adequate protection against or appropriate compensation for breach of Recipient's obligations under this Agreement. The Recipient agrees that Discloser shall be entitled to seek specific performance of Recipient's obligations.

11. Recipient will not assign or transfer any rights or obligations under this Agreement without the prior written consent of DST/DIT.

12. This Agreement shall be governed by and construed in accordance with the laws of India and the Parties hereby submit to the jurisdiction of the courts of Gujarat.

13. Term: This Agreement shall continue in full force and effect for entire Term of the Master Services Agreement (“Term”). The termination of this Agreement shall not relieve the Recipient of its obligations with respect to Confidential Information disclosed under this Agreement. This confidentiality obligation of the Recipient shall prevail over any conflicting term in any other document executed between the Parties, unless otherwise specified.

IN WITNESS WHEREOF, the Parties hereto have caused this Non-Disclosure Agreement to be executed by their duly authorized officers or agents on the date first set out above.

For Department of Science and Technology Authorized Signatory	For Selected Bidder Authorized Signatory