



**Request For Proposal (RFP) for  
Board Meeting Solution  
for NPS Trust**

**National Pension System Trust  
B-302, Tower-B, 3rd Floor  
World Trade Centre  
Nauroji Nagar, New Delhi-110029**

**Date: 26<sup>th</sup> December, 2024**

## Index

<b>Sl. No.</b>	<b>Particulars</b>	<b>Page No.</b>
1.	Introduction	3
2.	Objectives	3
3.	Scope of Work	3
4.	Eligibility	7
5.	Terms of Payment	8
6.	Evaluation Criteria	9
7.	Bid Submission	11
8.	Annexure I: General Terms and Conditions	12
9.	Annexure II: Details of the Bidder	19
10.	Annexure III: Undertaking from the Bidder	20
11.	Annexure IV: Declaration of no extra conditions	21
12.	Annexure V: Financial Bid	22
13.	Annexure VI: Non-Disclosure Agreement	23

## **Board Meeting Solution for NPS Trust**

### **1. Introduction**

National Pension System Trust (NPS Trust) was established by the Pension Fund Regulatory and Development Authority (PFRDA) as per the provisions of the Indian Trusts Act of 1882 for taking care of the assets and funds under the National Pension System (NPS) and other schemes as authorised by PFRDA in the best interest of the subscribers. The powers, functions and duties of NPS Trust are laid down under the PFRDA (National Pension System Trust) Regulations 2015, besides the provisions of the Trust deed dated 27.02.2008. NPS Trust is the registered owner of all assets under the NPS architecture which is held for the benefit of the subscribers. For more information, please visit the website <https://npstrust.org.in>.

NPS Trust is managed by a Board of Trustees appointed by the PFRDA from time to time. The Board of Trustees have legal ownership of the Trust and the funds. The Board functions in accordance with the powers, duties and responsibilities defined under the PFRDA (National Pension System Trust) Regulations 2015 as amended from time to time.

### **2. Objectives**

NPS Trust intends to subscribe to a comprehensive Board Meeting solution from OEM/System Integrators for a period of five years. This solution should be user-friendly and simple to operate. It should also support interconnectivity between applications and hardware, be cross-platform compatible and have automated workflow managements to enhance functionality. The solution should have in-built features for the users and administrators, ensuring secure and efficient management of board meetings.

### **3. Scope of Work**

- I. The successful bidder will be responsible for the following:
  - i. Delivery parameters:
    - a. Successful delivery of the proposed solution for the board meeting and committee meetings with license / subscription for 16 users for 5 years;
    - b. Providing the required documents, user manuals, operating procedures and technical guidance documents pertaining to the Board Meeting Solution;
    - c. Completely operationalising the solution and ensuring defect-free performance thereof;
    - d. Providing technical and functional support, updates / patch upgrades throughout the 5 year period;

- e. The solution should be scalable for more number of users;
  - f. Initially, the subscription will be for 16 users. The unit price quoted per user per annum shall remain fixed for five years. NPS Trust may procure additional licenses at the same cost during the period of 5 years.
- ii. Installation of the solution:
- a. The solution must be user-friendly and easy to navigate. The process of installation should be simple and self explanatory;
  - b. The application upgrade / update process must be smooth and efficient;
  - c. The application installation / update must be seamless irrespective of location and must accommodate diverse locations where the users are located;
  - d. User access is through a domain-link followed by correct user-id, password, and recognizing the captcha and/ or other authentication such as OTP based validation. Nothing to be installed in the user machine (laptop/ desktop/ mobile/ tablet/ i-pad).
- iii. Interconnectivity and Compatibility:
- a. The solution must support seamless interconnectivity between applications and hardware;
  - b. The solution must also be flexible to integrate with online communication tools like Cisco Webex etc., if required by NPS Trust;
  - c. The application must be a cross-platform application, compatible to iPad, Android, and Windows tablet with a consistent interface. The solution should be compatible and seamless in Windows OS, Apple iOS and should be usable in desktops, laptops and tablets (including iPads);
  - d. The solution must synchronise with the popular calendar applications (Google Calendar, Outlook) for scheduling the meetings.
- iv. Maintenance and Support Activity:
- a. 24/7 call and email support to be provided to resolve any issues promptly. Especially, during the week of the Board Meeting, the issue resolution must be within 15 minutes of reporting of the issue;
  - b. Flexibility towards integration of AI tools to enhance user experience when required.
- v. Security and Authentication:
- a. End-to-end encryption of agenda items and user data to be ensured.
  - b. Providing the option to the system administrator to clean specific data/ content/ report available under the Board Application across authorised users, based on Chairman/ CEO's written approval;
  - c. System level advisory to the users for not to keep any sensitive data/ content/ report related to Board Application in their personal/ official devices.

- vi. Agenda Management:

The solution must offer the below features:

  - a. Creating, uploading, viewing, editing, managing and updating the minutes of the meetings and agendas;
  - b. Segregation of meetings by committees / committee members, viewing participant status and marking attendance;
  - c. Supporting and facilitating the remarks, comments and document versioning for the user;
  - d. Facility to record the meeting proceedings at the respective integrated video conferencing tool and to download the same.
  
- vii. Document Management:
  - a. Enabling the users to view, annotate, download and share documents, videos, and audio files related to meeting agendas. The download facility should be offered in PDF for documents and in the supported video / audio formats for videos / audios;
  - b. The user should be able to view, annotate, edit the documents while scrolling the document (i.e., swipe / touch-screen enabled);
  - c. Providing in-built dynamic user-friendly navigation and annotation tools with auto-save functionality. The data must be auto-saved every 10 seconds.
  
- viii. Notifications / Alerts:
  - a. Providing email alerts for the pending approvals, meeting updates, periodical declarations and other important notifications;
  - b. Displaying notifications for new or amended agenda items, highlighting the same to the corresponding committee / board member.
  
- ix. User and Device Management:
  - a. Allowing administrators to manage user roles, devices, workflows and the access rights;
  - b. Ensuring secure login options for the users. The software should be directly accessible to the user through a web portal and not by way of installation / download of any application;
  - c. The login management for the users must be through 2 factor authentication (i.e., password and Email token).
  
- x. Storage and data management:
  - a. All the documentation and data must be stored in the cloud solution offered by the bidder along with the Board Meeting Solution;
  - b. The data, at any point of time must reside within India and the cloud service provider must be MeitY empaneled;
  - c. The data stored should also be able to be migrated in case NPS Trust intends to store in its own cloud / server or at any other approved cloud / server at a

- later point of time or in the event of completion / termination of present assignment. The OEM/System Integrator to facilitate the same;
- d. There should be regular data backups and clear disaster recovery protocols.

xi. Training and Support:

- a. Arranging online/physical training sessions on the solution for the users of NPS Trust.
- b. Providing training materials towards the usage of solution.

xii. Timelines for Implementation:

- a. Supplying licenses / subscriptions and completing the implementation of the solution (including successful and signed-off system testing and user acceptance testing) for NPS Trust within 30 days from the date of issue of the work order.
- b. NPS Trust reserves the right to cancel the tender in case there is an inordinate delay in the supply of licenses.
- c. Any deviation in the timeline must be duly communicated to NPS Trust and must be only with the permission of NPS Trust.

II. The functionalities required for the proposed board meeting solution are broadly covered as below:

i. **Features to the users**

- a) Login facility with username and password including user/biometric authentication, password change options and alerts etc;
- b) Facility to capture attendance of the members in the Board and Committee meetings and generating summary to view the attendees / absentees;
- c) Enable the user to create, view, edit and manage the Board and Committee meetings with auto save facility;
- d) Enable the user to create, view, edit and manage/reorder agenda including agenda by circulation along with attachments to agenda with auto save facility;
- e) Enable the user to create, view, record and manage minutes of the board and committee meetings with auto save facility;
- f) Maintaining the activity/audit log for each user for each activity;
- g) Ability to support all types of content viz., word document, pdf document, ppt, jpg, audio, video etc.;
- h) Role based and selective access to users with respect to meetings and agenda items;
- i) Alerts for new agenda uploads and pending approvals;

- j) Enable users to search an agenda and navigate through the agenda including archived agenda;
- k) Enable the migration of the legacy data with respect to the Board and committee meetings of NPS Trust for last 20 years from the back end;
- l) Facility to highlight text, make comments/notes and sharing the same with all/selected users, if required;
- m) Provision of assigning status to each agenda item i.e. whether accepted, rejected, deferred etc;
- n) Ability to compare the versions of the same agenda item;
- o) Generation of customized reports;
- p) Built-in security features like back-ups, encryption or locking the application etc.

*The above list is not exhaustive in nature. Additional features provided by the Solution Provider will be considered during evaluation of the bids.*

#### **4. Eligibility**

<b>Sl. No.</b>	<b>Eligibility Criteria</b>	<b>Documents to be submitted</b>
1.	The bidder (SI/vendor/ OEM) must be a company registered in India under the Companies Act 2013 or a partnership firm / a Limited Liability Partnership company under the Limited Liability Partnership Act 2008 with a minimum annual turnover of ₹1 Crore (Rupees One Crore) in each of the last three FYs (2021-22, 2022-23, 2023-24)	<p>Certificate of Incorporation issued by Registrar of Companies / Partnership Deed and full address of the registered office.</p> <p>Duly self-certified Audited financial statements of last three FY viz., 2021-22, 2022-23, 2023-24.</p> <p>(The eligibility criteria with respect to minimum annual turnover will be exempted for MSMEs and Startups.)</p>
2.	The solution proposed by OEM must have been operational in the industry for a minimum of 3 years and the bidder must have provided its board meeting solution to at least 5 clients in BFSI Sector/ regulator / Ministry/	<p>Relevant Purchase / work orders with client references and contact details.</p> <p>(The eligibility criteria with respect to experience will be exempted for MSMEs and Startups.)</p>

	PSUs/Government organisations in India	
3.	The solution offered by the bidder should have cloud storage facility and the cloud service provider should be MeitY empanelled.	Self-certified and self-declaration that the proposed cloud service provider is MeitY empanelled.
4.	The bidder, if participating as Channel Partner of any OEM, then OEM should have a 24*7 offsite support. For OEMs, directly participating, the conditions mentioned under scope of work for support centre remain applicable.	Self-declaration from the bidder to this effect that support centre is located in India and the details of OEM support office address.
5.	The bidder (other than OEM) should be authorised re- seller/ partner / business associate of OEM and authorised for supply of OEM license.	Copy of the authorization letter from OEM. If OEM directly bids then no such authorization letter is required in such event no reseller for same OEM should submit the bid.
6.	The bidder should not be blacklisted / debarred since 01.04.2021 by any Regulator / Bank, Financial Institution, State/Central Govt.	A declaration in this regard to be submitted by the bidder as per format in Annexure - III

## 5. Terms of Payment

The terms of payment for the proposed Board Meeting solution will be as follows:

### i. License / Subscription Cost:

- a. **First Year:** The license / subscription cost per user for the first year shall be paid upon 'go-live' of the solution, completion of training to the users and on due submission of invoices to NPS Trust.
- b. **Subsequent Years:** For the subsequent years, i.e., second, third, fourth, and fifth years, the license / subscription cost per user shall be paid within 30 days upon the renewal of services after deductions, if any.

### ii. General Terms of Payment:

Upon receipt of the duly signed invoice by the authorised signatory, all payments will be made by NPS Trust within 30 days from the date of receipt of invoices, subject to acceptance of the invoice by NPS Trust.



All invoices should be addressed to the following address:

The General Manager (Board Secretariat)  
National Pension System Trust (NPS Trust)  
B-302, Third Floor, Tower B, World Trade Center, Nauroji Nagar, New Delhi - 110029

In case of an e-Invoice, the invoice shall be addressed to [mgr5-npst@npstrust.org.in](mailto:mgr5-npst@npstrust.org.in)

## 6. Evaluation Criteria

- i. The broad criteria for evaluation of the bids would be on a Quality cum Cost Based System (QCBS) and the weightage criteria is as follows:

Sl. No.	Item	Percentage (Weightage)
1	Technical Evaluation	80%
2	Commercial Bid Evaluation	20%
	<b>Total</b>	<b>100%</b>

- ii. A bidder should score a technical score more than or equal to 60 out of 100 in the technical bid evaluation process to qualify for commercial bid evaluation. Further, the bidder should also clear the minimum cut-off score in each of the technical parameters to be eligible for commercial evaluation.
- iii. The score of the bidder, as per the documents submitted, shall be allotted by the Evaluation committee duly constituted by NPS Trust and the decision of NPS Trust will be final and binding. Only those bidders that have scored the minimum qualifying marks (more than or equal to 60 marks out of 100) will be treated as technically qualified and only their commercial proposals will be duly opened.
- iv. After opening and evaluating the financial proposals of technically qualified bidders, a final combined score shall be arrived based on the above-mentioned weightage. The proposal with the highest ranked weighted combined score (quality and cost based system) shall be selected. In case of bidders having same final scores, the bidder having higher score in the technical criteria will be selected.

**Table 1 - Ranking methodology for Technical Evaluation**

Clause	Requirement	Total Score	Minimum Score to be Obtained	
A	User Interface and User Experience (UI/UX) (Refer para 3 (I))	10	5	
B	Features for Users (Refer para 3 (I & II))	20	10	
C	Security Features (Refer para 3 (I & II))	10	5	
D	Additional Features	10	5	
E	Interconnectivity, Compatibility and flexibility towards external integrations (Refer para 3 (I))	10	5	
F	Support and Maintenance availability (Refer para 3 (I & II))	10	5	
G	<p>Presentation on the proposed Board Meeting solution. This should describe the bidder's understanding of the scope of work. Questions will be asked by the evaluation committee to the bidder at the end of the presentation.</p> <p>Physical Presentation at NPS Trust office is to be given by the bidder with a maximum duration of 15 minutes. Marking pattern is based on the following:</p> <ol style="list-style-type: none"> <li>1. Methodology of Presentation = 15 marks</li> <li>2. Evaluation of the nature of existing clients as per the criteria: 5 clients in BFSI Sector/ regulator / Ministry/ PSUs/Government organisations in India) = 10 marks (2 marks per client)</li> <li>3. Answers to questions from the Evaluation Team = 5 marks</li> </ol>	30	25	
<b>Total</b>		<b>100</b>	<b>60</b>	

## **7. Bid Submission**

In this regard, you are requested to upload the bid along with all requisite documents on GeM portal latest by 15<sup>th</sup> January, 2025 till 03:00 pm in the required format (Refer Annexure – II to VI). The timeline for submission/upload of the bid may be extended solely at the discretion of NPS Trust.

The bid documents must be accompanied by a letter on bidder's letter head showing the full registered name(s) and registered office address of the bidder. All the pages of bid document should be signed by a signatory having authority to commit the bidders to a binding contract (Refer Annexure I to VI).

The general terms & conditions of selection of the OEM/System Integrator for providing a comprehensive Board Meeting Solution to NPS Trust are enclosed at Annexure-I. The decision of NPS Trust with respect to selection of the OEM/System Integrator for providing a comprehensive Board Meeting Solution shall be final, conclusive and binding.

**General Manager**

**Date:-**

**GENERAL TERMS AND CONDITIONS**

**BOARD MEETING SOLUTION**

1. The Bid submitted/uploaded by the Bidder, as well as all correspondence and documents relating to the Bid will be in English language.
2. Conditional and incomplete bids shall not be considered and shall be summarily rejected at the very first instance, without providing any recourse to the bidder, in which event, the decision of NPS Trust shall be final, conclusive and binding.
3. The competent authority of NPS Trust reserves the right to annul all the bids received, modify or cancel the selection process, at any time prior to issuing the letter of award of work or discontinue this tender process, without assigning any reason, in which event, the decision of NPS Trust shall be final, conclusive and binding.
4. In the event of inadequate response to the RFP, NPS Trust reserves the right to award the work as it may consider appropriate.
5. NPS Trust shall be under no obligation to accept the lowest or any other offer received in response to this tender document and shall be entitled to reject any or all bids without assigning any reason whatsoever, without any obligation to inform and without incurring any liability to any of the bidders/applicant firms.
6. This tender document neither constitutes nor should be interpreted as an offer or invitation for appointment.
7. Prospective bidders are advised to go through the complete tender document and annexure(s) thereto, including the terms and conditions thereof, carefully before applying. The bid once submitted shall not be ordinarily permitted to be modified, substituted or withdrawn.
8. No binding legal relationship of any nature, shall exist between any of the bidder and NPS Trust until issuance of letter of award of work.
9. Submission of bid by the bidder shall mean that they have examined the entire tender document and annexure(s) thereto and is deemed to have full knowledge of the scope of work and features expected of the Board Meeting Solution.
10. A bidder shall, by responding to NPS Trust under the present tender document, be deemed to have accepted all the terms and conditions of this tender document. The terms of engagement shall be in accordance with the letter of award of work issued to the successful bidder.
11. This document is meant to provide information only and upon the express undertaking that recipients shall use it only for the purposes set above. No representation or warranty, expressed or implied, is or shall be made as to the reliability or accuracy of any of the information contained herein, nor shall it create any liability or responsibility on NPS Trust or any of its officers. While this document has been prepared in good faith, neither NPS Trust, nor any of its officers make any representation or warranty or shall have any responsibility or liability whatsoever, in respect of any statements or omissions made herein. Any

liability or responsibility is accordingly and expressly disclaimed by NPS Trust, its officers and Trustees, even if any loss, harm or damage is caused by any act or omission on the part of NPS Trust, its officers and Trustees, whether negligent or otherwise, in respect of the present tender document.

12. The selected bidder(s) should hold NPS Trust's interest paramount and should observe the highest standard of ethics, values, code of conduct, honesty and integrity while discharging its duties under this bid document.
13. By acceptance of this document, the bidders agree that any information contained herewith, shall be superseded by any subsequent written information on the same subject, made available to the recipient(s), with access to any additional information or update to this document or to correct any inaccuracies herein which may become apparent.
14. For any queries, the prospective bidder(s) may write to NPS Trust at [mgr5-npst@npstrust.org.in](mailto:mgr5-npst@npstrust.org.in) in the format as given below within 10 days from the date of this bid document. Any change in the terms of this bid document will be communicated to all the bidder(s). Any query received after 10 days will not be considered.

Sl. No.	Bid Document Clause	Query

15. The link for the pre-bid meeting to be held on 8<sup>th</sup> January, 2025 at 03:00 pm via video conferencing is as:

Meeting Link	<a href="https://npstrust.my.webex.com/npstrust.my/j.php?MTID=m7ffd013c48d00775be1895c0e24adb9a">https://npstrust.my.webex.com/npstrust.my/j.php?MTID=m7ffd013c48d00775be1895c0e24adb9a</a>
Meeting Number	2644 096 2513
Password	Npst@123

16. Any information with respect to corrigendum/clarification to the bid document will also be made available at the website of NPS Trust. The bid document can also be downloaded from the website of NPS Trust <https://www.npstrust.org.in>.
17. In case the bidder is unable to be present physically in the NPS Trust office, online presentation shall be allowed by NPS Trust at its discretion on the specific request of the bidder vide mail [mgr5-npst@npstrust.org.in](mailto:mgr5-npst@npstrust.org.in). The mail request should be sent at-least 2 days before the date of presentation. Any other request received after that shall not be considered.
18. In case of any ambiguity, in the interpretation of any of the clauses in bid document, NPS Trust's interpretation of the clauses shall be final, conclusive and binding.
19. NPS Trust reserves the right, at any time and without advance notice, to change the procedure for selection of the bidder, at its sole discretion. Accordingly, the

- interested recipients shall carry out an independent assessment and analysis of the requirements of the information, facts and observations contained herein.
20. This document has not been filed, registered or approved in any jurisdiction. Recipients of this document shall be responsible to inform themselves of and observe any applicable legal requirement.
  21. This tender document constitutes no form of commitment on the part of NPS Trust. Furthermore, this document neither confers the right nor any expectation on any party whatsoever, to participate in the tender process. The bidder(s) shall be responsible for all acts incurred or omissions made in connection with participation in this process. This tender does not bind NPS Trust to award the work or to engage in negotiations.
  22. The appointed bidder(s) accepts to comply with and abide by such instructions and directions that NPS Trust may issue from time to time.
  23. All proposals and accompanying documents received within the stipulated times shall not be allowed to be withdrawn or modified, will become the property of NPS Trust and shall not be returned in any event whatsoever.
  24. The proposal/ bid shall be valid for a period of 90 days from the date of declaration of results. A proposal/ bid valid for a shorter period may be rejected by NPS Trust as non-responsive. In exceptional circumstances or justified reasons, NPS Trust may at its discretion, grant consent for an extension of the validity period. The request and responses shall be in writing.
  25. The selected bidder(s) shall be liable to maintain secrecy and confidentiality of all the information / data / operations, etc. of the NPS Trust and the CRA and in relation to the work undertaken by it. The selected bidder(s) shall not disclose or part with any information relating to NPS Trust and its data to any person or persons or authorities without prior written consent of NPS Trust. Breach of the same will result in termination of the award of work apart from other remedies available to NPS Trust. In this regard, the bidder will enter into a Non-Disclosure Agreement with NPS Trust which is enclosed as Annexure-VI.
  26. The bidder warrants that:
    - a. All information contained in the bidder's response is true, accurate and complete and not misleading in any way.
    - b. No litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the bidder or otherwise involving the bidder which could have an adverse effect on its business, assets or financial condition or upon NPS Trust's reputation if the response is successful.
    - c. The bidder will immediately notify NPS Trust of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the bidder's business, assets or financial condition, NPS Trust's reputation or render the bidder unable to perform its obligations under the policy or have a material adverse effect on the evaluation of the responses by NPS Trust.

27. Any form of canvassing / lobbying / influence / query regarding short listing, status, etc. under the present tender, shall be a direct disqualification from the selection process.
28. The person(s) signing the bid documents should be authorised and shall affix their initials on all pages of the bid.
29. The name, logo, design and other proprietary rights of the NPS Trust is solely the property of NPS Trust and in no case the bidder shall use the same.
30. Bidders must disclose in their bid (Annexure-II), details of any circumstances, including personal, financial and business activities that will, or might, give rise to a conflict of interest. Where bidders identify any potential conflicts they should state how they intend to avoid such conflicts. NPS Trust reserves the right to reject any bid which, in NPS Trust's opinion, gives rise, or could potentially give rise to, a conflict of interest.
31. The successful bidder(s) shall exercise reasonable skill, care and diligence in the performance of the work and indemnify and keep NPS Trust, its trustees, officers, employees etc., indemnified at all times in respect of any loss, damage, harm or claim whatsoever, arising out of or related to any breach of terms & conditions, violation of any law/rule, breach of statutory duty or negligence by the bidder/firm or by its staff, employees, agents or sub-contractors, in relation to the performance or otherwise of the services to be provided under the present tender and award of work thereto.
32. The successful bidder(s) shall not, without the prior written consent of NPS Trust, assign or transfer or cause to be assigned or transferred, whether actually or as the result of takeover, merger or other change of identity or character of the successful bidders, any of its rights or obligations under present tender document and award of work thereto or any part, share or interest therein.
33. The price quoted per user per annum shall be all-inclusive and no out of pocket expenses shall be admissible i.e. NPS Trust shall not be providing for or reimbursing any expenditure incurred by the bidder(s) towards accommodation, local conveyance, air fare or train fare, halting expense, lodging, boarding, food etc., if any, in connection with visiting the premises of NPS Trust or the users for the purpose of carrying out the assignment. All costs should be given in both Figures and in Words. No cost escalation will be permitted other than on account of levy of statutory taxes, if any. Any upward revision in applicable taxes will be borne by NPS Trust and benefit of downward revision of taxes shall be passed by the bidder.
34. The technical and financial bids are required to be disclosed in separate packets on the GeM portal. In the event, the financial bid is disclosed along with the technical bid, the said bidder will be liable for disqualification from the bidding process by NPS Trust.
35. Performance Guarantee:-
  - i. The selected bidder shall deposit with NPS Trust within fourteen (14) days from the award of work, an unconditional and irrevocable Performance Guarantee, amounting to 5% of the contract value (including taxes) awarded by NPS Trust from any scheduled commercial bank in favor of "National

Pension System Trust, New Delhi” for the due performance and fulfillment of the work.

- ii. The Performance Guarantee shall remain valid till 60 days after the completion of the term of the contract and all incidental charges and expenses whatsoever such as premium; commission etc., with respect to the Performance Guarantee shall be borne by the selected bidder.
  - iii. Any persistent issue in the performance of the Board Meeting Solution continuing for more than 10 days would entitle NPS Trust to forfeit the Performance Guarantee, without any prior notice, besides other action including termination of the award of work as may be deemed fit.
36. The bidder undertakes that they :
- i. Will not offer any benefit to the employees of NPS Trust and not commit any offence under the Prevention of Corruption Act, 1988 or Indian Penal Code, 1860.
  - ii. Will not enter into any undisclosed agreement or understanding with the other bidders with respect to the prices, specifications, certifications, subsidiary contracts etc.
  - iii. Have not sold the same services somewhere else at prices lower than the bid price for the same scope.
  - iv. Have not made any payment to any third party or agent or broker for the purpose of this bid.
  - v. Have not committed any transgressions over the specified period with any other company in India or abroad that may impinge on the anti-corruption principle.
37. The bidder undertakes that they will observe the highest standard of ethics and will not indulge in any of the following prohibited practice either directly or indirectly at any stage during the procurement process or during execution of the resultant contract.
- i. Corrupt Practice – Making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution.
  - ii. Fraudulent Practice – Any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declarations or providing false information for participation in this bid process or to secure the bid or to execute the bid.
  - iii. Anti-Competitive Practice – Any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of “The Competition Act 2002” between two or more bidders, with or without the knowledge of the procuring entity, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial / non-competitive levels.



- iv. Coercive practice – Harming or threatening to harm persons or their properties to influence their participation in the procurement process or affect the execution of this contract.
  - v. Conflict of Interest – Conflict of interest with one or more parties in this bidding process in case of
    - a. Controlling partners in common or
    - b. Receiving or have received any direct or indirect subsidy / financial stake from any of the other bidders or
    - c. Have the same legal representative / agent for the purpose of this bid or
    - d. Have business relationship with each other directly or through common third parties that puts them in a position to have access to information about or influence the bid of the other bidder or
    - e. Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specification of the contract that is the subject of the bid or
    - f. In case of a holding company having more than one subsidiary / sister concern having common business ownership / management, only one of them can bid. Bidders to declare such sister / common business / management in same / similar line of business
  - vi. Obstructive Practice – Materially impede the NPS Trust’s investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering or by concealing of evidence material to the investigation, or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of the matters relevant to the investigation or from pursuing the investigation, or by impeding NPS Trust’s rights of audit or access to information.
38. The bidder hereby declares the abiding to the code of integrity during submission of the bid. In case of any transgression of this code, the bidders agree to be liable of punitive actions such as cancellation of contract any stage of the bid or during execution, recovery of payments already made including advance payments, banning from future participation and blacklisting by NPS Trust.
39. All the obligations under the agreement will be performed by the successful bidder and is not permitted to be assigned. NPS Trust will have no relationship with the service providers of the successful bidder, if any, deployed by the successful bidder and the successful bidder will remain responsible to NPS Trust of the acts and omissions of its service providers.
40. NPS Trust may, at its sole discretion and at any time, terminate the award of work with the successful bidder(s) by giving a month’s notice, and inform the bidder(s) of NPS Trust’s decision by written instructions to that effect. In the event of termination, the selected bidder(s) shall take such steps as are necessary to bring the services to an end, in a cost effective, timely and orderly manner, without making any claim of whatsoever nature, against NPS Trust or any of its officers,

employees, directors etc. In the event of termination, the license/ subscription cost on pro-rata basis will be paid by NPS Trust.

41. Any failure or delay by selected Bidder(s) in the performance of its obligations, to the extent due to any failure or delay caused by fire, flood, earthquake, pandemic or similar elements of nature, or acts of God, war, terrorism, riots, civil disorders, rebellions or revolutions, acts of governmental authorities or other events beyond the reasonable control of non-performing party, which effects the performance of the selected bidder, will not amount to non-performance of the assignment. However, the selected bidder will notify within a reasonable time period of the occurrence of a Force Majeure Event. If the Force Majeure prevents or delays performance for over 90 days, NPS Trust will reserve the right to terminate the contract.
42. Governing Laws/Jurisdiction/Arbitration: Any dispute/ difference in relation to the process for selection of the bidder under this tender document shall be subject to the exclusive jurisdiction of courts at New Delhi only. Any dispute arising post the award of work shall be settled through negotiation, in good faith and using best endeavours. Disputes unresolved, if any, shall be settled by way of arbitration, to be conducted under the provisions of the Arbitration and Conciliation Act, 1996, as amended, by a sole arbitrator appointed mutually by the parties. The proceedings of arbitration will be conducted at New Delhi and the cost will be borne equally by the parties.

**Details of the Bidder**

1. Name
2. Date of Incorporation and / or Commencement of business
3. Certificate of Incorporation
4. Brief description of the Bidder including details of its main line of business
5. Company website URL
6. Company PAN Number
7. Company GSTIN Number
8. Particulars of the Authorized Signatory of the Bidder
  - i. Name
  - ii. Designation
  - iii. Address
  - iv. Phone Number (Landline)
  - v. Mobile Number
  - vi. Fax Number
  - vii. Email Address
9. Conflict of interest, if any

Name & Signature of authorized signatory  
Seal of Company with date

**Undertaking from the Bidder**  
Non-Blacklisting / Non –Debarment

(On Organization's letterhead)

**Part A. In the case of a Partnership Firm:**

We hereby declare that neither we, M/s. \_\_\_\_\_, submitting the accompanying Bid/Tender nor any partner involved in the management of the said firm either in his individual capacity or as proprietor or managing partner of any firm or concern have or has been placed on blacklist declared by any Bank, Financial Institution, Govt's Vendor Black List or debarred, except as indicated below:  
(Here give particulars of blacklisting/debarment and in absence thereof state "NIL")

**Part B. In the case of Company / LLP:**

We hereby declare that we have not been placed on any black list declared by declared by any Bank, Financial Institution, Govt's Vendor Black List or debarred, except as indicated below:  
(Here give particulars of blacklisting/debarment and in absence thereof state "NIL")\*

\* We hereby declare that, we have not withdrawn any bid after being selected as L1

It is also understood that if this declaration is found to be false in any particular, NPS Trust shall have the right to reject my/our bid, and if the bid has resulted in a contract, the contract is liable to be terminated.

Place:

Date:

Signature of Bidder:

Name of Signatory:

## Annexure-IV

### Declaration of no extra conditions

I \_\_\_\_\_ authorized representative of \_\_\_\_\_ firm, hereby declare that I have read and understood the bid document. The bid has been submitted/uploaded on GeM portal for providing NPS Trust with a Board Meeting Solution for a period of 5 years with all the following required documents as stated in the bid document and is unconditional and no extra conditions have been included.

The following documents have been submitted/uploaded on GeM portal along with the bid:-

Sl. No.	Particulars	Document submitted (Yes/No)
1.	Copy of the bidder's original Certificate of Incorporation issued by Registrar of Companies / Partnership Deed and full address of the registered office along with self-certified audited financial statements of the last three Financial Years (FY 2021-22, 2022-23, and 2023-24).	
2.	Self-certified and self-declaration that the proposed cloud service provider is MeitY empanelled	
3.	Non-Blacklisting / Non-Debarment Undertaking	
4.	Bidder details with seal and signature	
5.	A letter from OEM on its letterhead certifying that the bidder is the authorized partner/System Integrator for providing the license, implementation, and maintenance of the license.	
6.	Copies of relevant Purchase / Work orders with client references and contact details.	
7.	Self-declaration from the bidder that support centre is located in India and the details of OEM support office address.	
8.	Signed copy of bid document (all pages, excluding Annexure V of financial bid).	

Note: MSME and Startups claiming exemption from the criteria of turnover and experience, subject to meeting the quality and technical specifications, should submit the necessary documents in support of the claim.

**FINANCIAL BID**

***The technical and financial bids are required to be disclosed in separate packets on the GeM portal. In the event, the financial bid is disclosed along with the technical bid, the said bidder will be liable for disqualification from the bidding process by NPS Trust.***

<b>Sr. No.</b>	<b>Particulars</b>	<b>Price (₹)</b>
1.	License/ Subscription cost per user per year	
2.	GST	
3.	Total Cost (1 + 2)	
	Amount in words	

In case of any discrepancy in the price quoted in figures and in words, the price quoted in words will be considered by NPS Trust.

Date  
Place:

**(Authorised Signatory)**

Full Name:-  
Designation:-  
Applicant Firm's official seal

Note:-

- i) The financial bid submitted is for per user per year.
- ii) Initially, the subscription will be for 16 users. The unit price quoted per user per annum shall remain fixed for five years. NPS Trust may procure additional licenses at the same cost during the period of 5 years.
- iii) The financial bid should be Indian rupees. The price quoted shall be all-inclusive and no out of pocket expenses shall be admissible i.e. NPS Trust shall not be providing for or reimbursing any expenditure incurred by the bidder(s) towards accommodation, local conveyance, air fare or train fare, halting expense, lodging, boarding, food etc., if any, in connection with visiting the premises of NPS Trust or the users, if any, for the purpose of carrying out the assignment.
- iv) The fees as mentioned above in this annexure, submitted/uploaded by the bidder(s) will be considered final by NPS Trust.

**NON-DISCLOSURE AGREEMENT**

(Between the Vendor and NPS Trust)

THIS NON-DISCLOSURE AGREEMENT is made on this ..... day (date) of ..... (Year)

By and between

**NPS Trust, B-302, Tower B, World Trade Centre, Nauroji Nagar, Delhi 110029** hereinafter referred to as "NPS Trust" which expression shall unless repugnant to the context or meaning thereof ,include its successors and assigns) of the first part.

And

.....Name of the vendor / entity incorporated/ registered under the.....Name of the Act having its registered/corporate office at .....(herein referred to as "Vendor" which expression shall unless repugnant to the context or meaning thereof, includes its successors) of the second part

In this Agreement, "NPS Trust" and "Vendor" shall severally be referred to as "**Disclosing Party**" and collectively as "**Disclosing parties**".

In this Agreement, the "NPS Trust" and "Receiving Party" shall be severally referred to as "**the Party**" and collectively as "**the Parties**".

**WHEREAS**

- A. NPS Trust has vide letter bearing reference no. \_\_\_\_\_ dated \_\_\_\_\_ 2024 appointed the Vendor for providing the Board Meeting Solution for a period of five years ("**Authorised Purpose**").
- B. The Authorised Purpose requires disclosure by the Parties to the Receiving Party of information that is deemed Proprietary / Confidential by the "Disclosing Parties". The information shall be disclosed for the Authorised Purpose in accordance with the Trust Deed dated 27.02.2008 read with PFRDA (NPS Trust) Regulations, 2015 and its amendments from time to time along with circulars, guidelines etc.

**NOW, THEREFORE,** in consideration of the foregoing and the covenants and agreements contained herein, the parties agree as follows:

**1. Confidential Information (Information):**

The term "Confidential Information" shall include, without limitation, all information and materials, furnished by either Party to the other in connection with the Authorised Purpose including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic media, and including all proprietary information, customer & prospect lists, trade secrets, trade names or proposed trade names, methods and procedures of operation, business or marketing plans, licensed document know-how, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, guidelines, processes, formulae, source code materials, specifications, programs, software packages, codes and other intellectual property. Results of any audits, tests, analysis, extracts or usages carried out by the Vendor in connection with the Authorised Purpose also be considered Confidential Information.

**2. Protection of Confidential Information:** With respect to any Confidential Information disclosed to it or to which it has access, Vendor affirms that it shall:

- (a) Use the Confidential Information as necessary only in connection with the Authorised Purpose and in accordance with the terms and conditions contained herein;
- (b) Maintain the Confidential Information in strict confidence and take all reasonable steps to enforce the confidentiality obligations imposed hereunder, but in no event take less care with the Confidential Information that the parties take to protect the confidentiality of its own proprietary and confidential information and that of its other clients;
- (c) Not to make or retain copy of any details of the information, business or marketing plans, subscriber lists, proposals developed by or originating from NPS Trust or any of the intermediaries under the NPS architecture.
- (d) Not to make or retain copy of any details of results of any audits, tests, analysis, extracts or usages carried out by the Vendor in connection with the Authorised Purpose without the express written consent of NPS Trust.
- (e) Not disclose or in any way assist or permit the disclosure of any Confidential



Information to any other person or entity without the express written consent of the NPS Trust ; and

- (f) Return to NPS Trust or destroy at NPS Trust's discretion, any and all Confidential Information disclosed in a printed form or other permanent record, or in any other tangible form (including without limitation, all copies, notes, extracts, analyses, studies, summaries, records and reproductions thereof) immediately on (i) expiration or termination of this agreement, or (ii) the request of NPS Trust therefor.
- (g) Not to send NPS Trust's information or data and/or any such Confidential Information at any time outside India for the purpose of storage, processing, analysis or handling without the express written consent of the NPS Trust.
- (h) The Vendor shall use only the best possible secure methodology to avoid confidentiality breach, while handling board related data for the purpose of storage, processing, transit or analysis including sharing of information with NPS Trust.
- (i) Not to engage or appoint any non-resident/foreigner to undertake any activity related to the Authorised Purpose.
- (j) Not to discuss with any member of public, media, press, any or any other person about the nature of arrangement entered between the Vendor and NPS Trust or the nature of services to be provided by Vendor to NPS Trust.
- (k) Make sure that all the employees and/or consultants engaged to undertake any exercise on its behalf have signed the mandatory non-disclosure agreement.

3. **Onus:** Vendor shall have the burden of proving that any disclosure or use, inconsistent with the terms and conditions hereof falls within any of the foregoing exceptions. The obligation to prove that the information is not confidential will also be on the vendor.

4. **Permitted disclosure of information:**

The vendor shall not disclose at any time to any third party any information pertaining to NPS Trust that he has come across while undertaking this assignment without the prior approval of NPS Trust. The Vendor may share information with Government entities, if mandated, under the law as and when called upon to do so by such agencies with prior written information to NPS Trust.

5. **Exceptions:** The Confidentiality obligations as enumerated in Article 2 of this

Agreement shall not apply in the following cases:

- (a) Which is independently developed by Vendor or lawfully received from another source free of restriction and without breach of this Agreement; or
- (b) After it has become generally available to the public without breach of this Agreement by Vendor; or
- (c) Which at the time of disclosure to Vendor was known to such party free of restriction and evidenced by documents in the possession of such party; or
- (d) Which NPS Trust agrees in writing is free of such restrictions.
- (e) Which is received from a third party not subject to the obligation of confidentiality with respect to such Information;

6. **Remedies:** Vendor acknowledges that any actual or threatened disclosure or use of the Confidential Information by Vendor would be a breach of this agreement and may cause immediate and irreparable harm to NPS Trust or to its subscribers; Vendor affirms that damages from such disclosure or use by it may be impossible to measure accurately; and injury sustained by NPS Trust / its subscribers may be impossible to calculate and compensate fully. Therefore, Vendor acknowledges that in the event of such a breach, NPS Trust shall be entitled to specific performance by Vendor of its obligations contained in this Agreement. In addition Vendor shall compensate NPS Trust for the loss or damages caused to NPS Trust actual and liquidated damages which may be demanded by NPS Trust. Liquidated damages not to exceed the Contract value. Moreover, NPS Trust shall be entitled to recover all costs of litigation including reasonable attorneys' fees which it or they may incur in connection with defending its interests and enforcement of contractual rights arising due to a breach of this agreement by Vendor. All rights and remedies hereunder are cumulative and in addition to any other rights or remedies under any applicable law, at equity, or under this Agreement, subject only to any limitations stated herein.

7. **Need to Know:** Vendor shall restrict disclosure of such Confidential Information to its employees and/or consultants with a need to know (and advise such employees and/or consultants of the obligations assumed herein), shall use the Confidential Information only for the purposes set forth in the Agreement, and shall not disclose such Confidential Information to any affiliates, subsidiaries, associates and/or third party without prior written approval of NPS Trust. No information relating to NPS Trust shall be hosted or taken outside the country in any circumstances.

8. **Intellectual Property Rights Protection:** No license to a party, under any trademark, patent, copyright, design right, mask work protection right, or any other intellectual property right is either granted or implied by NPS Trust to the Vendor.
9. **No Conflict:** The parties represent and warrant that the performance of its obligations hereunder do not and shall not conflict with any other agreement or obligation of the respective parties to which they are a party or by which the respective parties are bound.
10. **Authority:** The parties represent and warrant that they have all necessary authority and power to enter into this Agreement and perform their obligations hereunder.
11. **Governing Law and Jurisdiction:** The Agreement shall be governed by and construed in accordance with the laws of India and the courts at Delhi shall have exclusive jurisdiction over all disputes arising under or in connection with this Agreement.
12. **Entire Agreement:** This Agreement constitutes the entire understanding and agreement between the parties, and supersedes all previous or contemporaneous agreement or communications, both oral and written, representations and understandings among the parties with respect to the subject matter hereof.
13. **Amendments:** No amendment, modification and/or discharge of this Agreement shall be valid or binding on the parties unless made in writing and signed on behalf of each of the parties by their respective duly authorized officers or representatives.
14. **Binding Agreement:** This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.
15. **Severability:** It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such provision shall be modified to the extent necessary to render it, as modified, valid and enforceable under applicable laws, and such invalidity or unenforceability shall not affect the other provisions of this Agreement.
16. **Waiver:** Waiver by either party of a breach of any provision of this

Agreement, shall not be deemed to be waiver of any preceding or succeeding breach of the same or any other provision hereof.

17. **Survival:** Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after expiration or termination of this Agreement.
18. **Non-solicitation.** During the term of this Agreement, the Vendor shall not solicit or attempt to solicit NPS Trust's employees and/or consultants, for the purpose of hiring/contract or to proceed to conduct business similar to NPS Trust with any employee and/or consultant of NPS Trust who has knowledge of the Confidential Information, without the prior written consent of NPS Trust.
19. **Termination:** NPS Trust reserves the right to terminate the present agreement if the Vendor is found in breach of the agreement, without incurring any penalties to NPS Trust.
20. **Dispute Resolution:** In the event, dispute arises between the parties in connection with the validity, interpretation, implementation or alleged breach of any provision of this Agreement, the parties shall attempt to resolve the dispute in good faith by senior level negotiations. In case, any such difference or dispute is not amicably resolved within forty five (45) days of such referral for negotiations, it shall be resolved through arbitration process by a sole arbitrator appointed by NPS Trust in accordance with the Arbitration and Conciliation Act, 1996. The venue of arbitration shall be New Delhi. The proceedings of arbitration shall be conducted in English language and the arbitration award shall be substantiated in writing and binding on the parties. The arbitration proceedings shall be completed within a period of one hundred and eighty (180) days from the date of reference of the dispute to arbitration. The cost of arbitration shall be borne equally by the parties.
21. **Term:** This Agreement shall come into force on the date of its signing by both the parties and shall be valid up to .....
22. **Notices:** Any notice given under this agreement shall be in writing and may be served through e-mail and by speed post at the addresses of the respective parties as listed below:

National Pension System Trust  
B-302, Tower B, 3<sup>rd</sup> Floor, World Trade Centre

Nauroji Nagar,  
New Delhi - 110029

Vendor

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23. **Miscellaneous:** The parties herein shall be additionally bound and shall strictly abide by such directions/notifications/circulars etc. as are issued by PFRDA from time to time, governing or having relevance to the present agreement.

IN WITNESS HEREOF, and intending to be legally bound, the parties have executed this Agreement to make it effective from the date and year first written above.

For & on behalf of Vendor  
(Name and designation of authorized signatory)

.....

For & on behalf of NPS Trust  
(Name and designation of authorized signatory)

.....

WITNESSES:

1.

2



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/5754097  
Dated/दिनांक : 26-12-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	15-01-2025 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	15-01-2025 15:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Finance
Department Name/विभाग का नाम	Department Of Financial Services
Organisation Name/संगठन का नाम	N/a
Office Name/कार्यालय का नाम	Delhi
Item Category/मद केटेगरी	Hiring of Agency for IT Projects- Milestone basis
Contract Period/अनुबंध अवधि	5 Year(s) 1 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	100 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

**Bid Details/बिड विवरण**

<b>Do you want to show documents uploaded by bidders to all bidders participated in bid?/</b>	No
<b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>	No
<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	3200000
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation

**EMD Detail/ईएमडी विवरण**

Required/आवश्यकता	No
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**ePBG Detail/ईपीबीजी विवरण**

Advisory Bank/एडवाइजरी बैंक	ICICI
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	62

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

**Beneficiary/लाभार्थी :**

National Pension System Trust, New Delhi  
National Pension System Trust (NPS Trust) B-302, Third Floor, Tower B, World Trade Center Nauroji Nagar, New Delhi - 110029  
(National Pension System Trust, New Delhi)

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and

"Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

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

**Scope of Work:**[1735210761.pdf](#)

**Payment Terms:**[1735210814.pdf](#)

**Pre-Qualification Criteria:**[1735210815.pdf](#)

**Instructions to Bidder:**[1735210825.pdf](#)

**Additional Document 1:**[1735210869.pdf](#)

**Additional Document 2:**[1735210829.pdf](#)

**Additional Document 3:**[1735210833.pdf](#)

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

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
User Interface and User Experience (UI/UX) (Refer para 3 (I))	10	5	<a href="#">View File</a>
Features for Users (Refer para 3 (I & II))	20	10	<a href="#">View File</a>
Security Features (Refer para 3 (I & II))	10	5	<a href="#">View File</a>
Additional Features	10	5	<a href="#">View File</a>



Interconnectivity, Compatibility and flexibility towards external integrations (Refer para 3 (I))	10	5	<a href="#">View File</a>
Support and Maintenance availability (Refer para 3 (I & II))	10	5	<a href="#">View File</a>
Presentation on the proposed Board Meeting solution. This should describe the bidder's understanding of the scope of work. Questions will be asked by the evaluation committee to the bidder at the end of the presentation.	30	25	<a href="#">View File</a>

**Total Minimum Qualifying Marks for Technical Score: 60**

**QCBS Weightage(Technical:Financial):80:20**

**Presentation Venue:**National Pension System Trust (NPS Trust)  
B-302, Third Floor, Tower B, World Trade Center  
Nauroji Nagar, New Delhi - 110029

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
08-01-2025 15:00:00	Meeting link: <a href="https://npstrust.my.webex.com/npstrust.my/j.php?MTID=m7ffd013c48d00775be1895c0e24adb9a">https://npstrust.my.webex.com/npstrust.my/j.php?MTID=m7ffd013c48d00775be1895c0e24adb9a</a> Meeting number: 2644 096 2513 Meeting password: Npst@123

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

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Scope of Work	Board Meeting Solutions
Resources Needed	As specified in Scope of work
Deployment of core team	hybrid(Buyer to specify model in scope of work)
Deliverables / Timelines	Go-Live of Services
<b>Addon(s)/एडऑन</b>	

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोटिंग अधिकारी	Address/पता	Quantity set to 1	Additional Requirement/अतिरिक्त आवश्यकता
1	Durga Prasad Yadav	110029,NATIONAL PENSION SYSTEM TRUST, B-302, 3RD FLOOR, WTC BUILDING, NAUROJI NAGAR , NEW DELHI-110029	1	N/A

**Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें****1. Generic**

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

**Disclaimer/अस्वीकरण**

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

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the

case may be.

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

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

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

**---Thank You/धन्यवाद---**