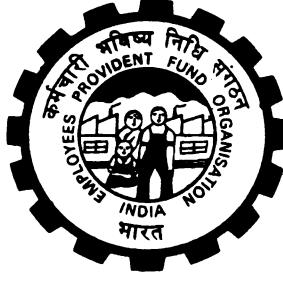
 Government eProcurement System	eProcurement System Government of India			
	Published Corrigendum Details			
		Date : 25-Nov-2019 04:32 PM		
		 Print		
Organisation Chain :	Employees Provident Fund Organisation Procurement and Disposal Unit			
Tender ID :	2019_EPFO_511878_1			
Tender Ref No :	NDC 14(4)2019/DASHBOARD/MIS2.0			
Tender Title :	Supply, installation, commissioning, integration and operations (manpower support) of Business Intelligence and Data Analytical Platform in EPFO			
Corrigendum Type :	Date			
Corrigendum:2				
Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size (in KB)
Extension of date	Date of submission of Bids Extended to 12.12.2019	25-Nov-2019 04:32 PM	CorrigendumdateextensionTenderDocument.pdf 	897.32
Critical Dates				
Publish Date	18-Oct-2019 10:00 AM	Bid Opening Date	13-Dec-2019 11:00 AM	
Document Download/Sale Start Date	18-Oct-2019 10:00 AM	Document Download/Sale End Date	12-Dec-2019 05:30 PM	
Clarification Start Date	18-Oct-2019 11:00 AM	Clarification End Date	29-Oct-2019 05:30 PM	
Bid Submission Start Date	18-Oct-2019 11:00 AM	Bid Submission End Date	12-Dec-2019 05:30 PM	
Pre Bid Meeting Date	30-Oct-2019 11:00 AM			
Corrigendum:1				
Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size(in KB)
Extension of tender submission date	Extension of tender submission date	08-Nov-2019 05:26 PM	Extensiontendersubmissiondate.pdf 	78.78
Critical Dates				
Publish Date	18-Oct-2019 10:00 AM	Bid Opening Date	29-Nov-2019 11:00 AM	
Document Download/Sale Start Date	18-Oct-2019 10:00 AM	Document Download/Sale End Date	28-Nov-2019 05:30 PM	
Clarification Start Date	18-Oct-2019 11:00 AM	Clarification End Date	29-Oct-2019 05:30 PM	
Bid Submission Start Date	18-Oct-2019 11:00 AM	Bid Submission End Date	28-Nov-2019 05:30 PM	
Pre Bid Meeting Date	30-Oct-2019 11:00 AM			
Details Before Corrigendum				
Critical Dates				
Publish Date	18-Oct-2019 10:00 AM	Bid Opening Date	13-Nov-2019 11:00 AM	
Document Download/Sale Start Date	18-Oct-2019 10:00 AM	Document Download/Sale End Date	11-Nov-2019 05:30 PM	
Clarification Start Date	18-Oct-2019 11:00 AM	Clarification End Date	29-Oct-2019 05:30 PM	
Bid Submission Start Date	18-Oct-2019 11:00 AM	Bid Submission End Date	11-Nov-2019 05:30 PM	
Pre Bid Meeting Date	30-Oct-2019 11:00 AM			



कर्मचारी भविष्य - निधि संगठन श्रम और रोजगार मंत्रालय भारत सरकार

निविदा संदर्भ सं। NDC 14(4)2019/DASHBOARD/MIS 2.0/

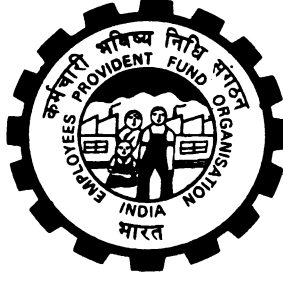
क.भ.नि.सं. में बिजनेस इंटेलिजेंस और डेटा विश्लेषणात्मक मंच की आपूर्ति, स्थापना, कमीशन, एकीकरण और संचालन (जनशक्ति समर्थन) के लिए उपयुक्त एजेंसी के चयन के लिए निविदा

सामान्य जानकारी

वेबसाइट www.epfindia.gov.in और <https://eprocure.gov.in/eprocure/app> से निविदा दस्तावेज डाउनलोड किए जा सकते हैं। हालाँकि, निविदा के लिए निविदा दस्तावेज की आधिकारिक प्रति एनआईसी के ई-प्रोक्योरमेंट पोर्टल (<https://eprocure.gov.in/eprocure/app>) से डाउनलोड करना अनिवार्य है। कृपया विवरण के लिए इस दस्तावेज में 'ई-टेंडरिंग के लिए बोलीदाताओं के लिए विशेष निर्देश' देखें।

इन निविदाओं पर बोली लगाने वालों के लिए कोई भी जानकारी / बोलियों के लिए आमंत्रण / ब्याज की अभिव्यक्ति के लिए आमंत्रण या कोई अन्य जानकारी केवल एनआईसी के ई-प्रोक्योरमेंट पोर्टल पर अपलोड की जाएगी।

इसी तरह, कोई भी शुद्धिपत्र (ओं) या तारीखों का विस्तार या विनिर्देशों में परिवर्तन या किसी अन्य जानकारी को जनता की जानकारी के लिए एनआईसी के ई-प्रोक्योरमेंट पोर्टल पर ही अपलोड किया जाएगा। इसके संबंध में कोई व्यक्तिगत पत्र / ईमेल नहीं भेजे जाएंगे।



कर्मचारी भविष्य - निधि संगठन श्रम और रोजगार मंत्रालय भारत सरकार

निविदा संदर्भ सं। NDC 14(4)2019/DASHBOARD/MIS 2.0/

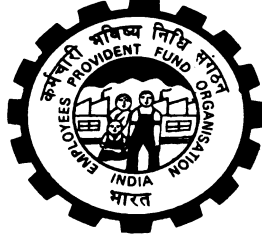
क.भ.नि.सं. में बिजनेस इंटेलिजेंस और डेटा विश्लेषणात्मक मंच की आपूर्ति,
स्थापना, कमीशन, एकीकरण और संचालन (जनशक्ति समर्थन) के लिए उपयुक्त
एजेंसी के चयन के लिए निविदा

सामान्य जानकारी

वेबसाइट www.epfindia.gov.in और <https://eprocure.gov.in/eprocure/app> से निविदा दस्तावेज डाउनलोड किए जा सकते हैं। हालाँकि, निविदा के लिए निविदा दस्तावेज की आधिकारिक प्रति एनआईसी के ई-प्रोक्योरमेंट पोर्टल (<https://eprocure.gov.in/eprocure/app>) से डाउनलोड करना अनिवार्य है। कृपया विवरण के लिए इस दस्तावेज में 'ई-टेंडरिंग के लिए बोलीदाताओं के लिए विशेष निर्देश' देखें।

इन निविदाओं पर बोली लगाने वालों के लिए कोई भी जानकारी / बोलियों के लिए आमंत्रण / ब्याज की अभिव्यक्ति के लिए आमंत्रण या कोई अन्य जानकारी केवल एनआईसी के ई-प्रोक्योरमेंट पोर्टल पर अपलोड की जाएगी।

इसी तरह, कोई भी शुद्धिपत्र (ओं) या तारीखों का विस्तार या विनिर्देशों में परिवर्तन या किसी अन्य जानकारी को जनता की जानकारी के लिए एनआईसी के ई-प्रोक्योरमेंट पोर्टल पर ही अपलोड किया जाएगा। इसके संबंध में कोई व्यक्तिगत पत्र / ईमेल नहीं भेजे जाएंगे।



EMPLOYEES' PROVIDENT FUND ORGANIZATION

MINISTRY OF LABOUR & EMPLOYMENT

GOVERNMENT OF INDIA

Tender Reference No. NDC 14(4)2019/DASHBOARD/MIS 2.0/

Tender for selection of suitable agency

For

Supply, installation, commissioning, integration and operations (manpower support) of Business Intelligence and Data Analytical Platform in EPFO

GENERAL INFORMATION

The Tender documents can be downloaded from the website www.epfindia.gov.in & <https://eprocure.gov.in/eprocure/app>. However, it is mandatory to download official copy of tender document from NIC's e-procurement portal (<https://eprocure.gov.in/eprocure/app>) for bidding in this tender. Please refer to 'Special instructions to Bidders for e-Tendering' in this document for details.

Any information for the bidders on this tender/ invitation to bid/ invitation for expression of interest or any other information will be uploaded on NIC's e-procurement portal only.

Similarly, any corrigendum(s) or extension of dates or change in specifications or any other information will be uploaded for the information of the public on NIC's e-procurement portal only. No individual letters / emails will be sent regarding this.

Table of Contents

1.	Definitions.....	5
2.	Fact Sheet	6
	a. Important Dates:	6
	b. Important Details:.....	7
3.	Instructions to the Bidders.....	8
	a. General	8
	b. Complete Tenders/ Completeness of Response	8
	c. Consortium	8
	d. Local Conditions.....	8
	e. Law and Procedure	9
	f. Taxes and Duties	9
	g. Pre-Bid Queries, Conference and Clarifications	9
	h. Right to Terminate the Process	10
	i. Earnest Money Deposit (EMD)	10
	j. Authentication of Bids	11
	k. Preparation and Submission of Proposal	11
	l. Contract Duration	12
	m. Tender Opening	12
	n. Tender Validity.....	12
	o. Tender Evaluation.....	12
4.	Eligibility Criteria.	13
	Pre-Qualification / Technical Qualification.....	13
5.	Technical Qualification Criteria	15
6.	Commercial Bid Evaluation	15
7.	Appointment of Implementation Agency.....	15
8.	Right to Accept Any Proposal and To Reject Any or All Proposal(s)	16
9.	Notification of Award	16
10.	Performance Guarantee.....	16
11.	Signing of Contract.....	16
12.	Failure to Agree with the Terms and Conditions of the Tender Document	16

13.	Fraud and Corrupt Practices.....	16
14.	Conflict of Interest	17
15.	Terms and Conditions: Post Award of Contract.....	18
16.	Safety & Industrial / Labour Laws.....	18
17.	Payment.....	19
18.	Liquidated Damages (LD)	19
19.	Standards and Specifications	20
20.	Progress Report	20
21.	Deviation.....	20
22.	Modification.....	20
23.	Acceptance of Manpower Services	20
24.	Audit by Third Party	21
25.	Penalty	21
26.	Dispute Resolution Mechanism.....	21
27.	Notices.....	22
28.	Force Majeure.....	22
29.	Failure in delivery.....	22
30.	Limitation of liability	23
31.	Right to Alter the Number of Quantities	23
32.	Scope of Work.....	23
33.	Replacement of Products	30
34.	Service Level Agreements	30
35.	Details of the Bid	31
36.	Special instructions to Bidders for e-Tendering.....	32
	Format 1: Bank Guarantee for Earnest Money Deposit (EMD).....	35

Format 2: Letter of Proposal	36
Format 3: Commercial Proposal Templates	37
Form A: Covering Letter.....	37
Form B: Financial Proposal	38
Form C : Manufacturer Authorisation Form	39
Form D : Financial Information (Turnover / Networth) Format	40
Form E : Bank Guarantee	41

1. Definitions

- a. **“Tender Document”** means this entire document and any other documents provided along with this TENDER or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/or any combination of them.
- b. **“Bidder”** means the parties who will be offering the service(s) and /or materials as required in the TENDER. The word bidder when used in the pre-award period shall be synonymous with parties bidding against this Tender Document, and when used after award of the Contract shall mean the successful party with whom the Purchaser signs the agreement for rendering of services for implementation of this contract.
- c. **“Proposal / Bid”** means the Technical and Financial bids submitted for this contract against this Tender Document.
- d. **“Purchaser”** here wherever mentioned means the Employees’ Provident Fund Organization (EPFO).
- e. **“Vendor / Service Provider/ Agency”** means the successful Bidder, i.e. the entity with whom the order is placed pursuant to the Tender Document and shall be deemed to include the Vendor’s / service provider’s successors, representatives, heirs, executors, administrators and permitted assigns as the case may be unless excluded by the terms of the contract.
- f. **“EPFO Location”** means National Data Centre, Employees’ Provident Fund Organisation, Dwarka, New Delhi – 110 075.
- g. **“Contract”** means the Agreement entered into by the Service Provider with the EPFO as recorded in the Contract form signed by the Purchaser and the Service Provider including all attachments and Annexures thereto, the Tender Document and all Annexures thereto and the agreed terms as set out in the bid, all documents incorporated by reference therein and amendments and modifications to the above from time to time.
- h. **“Consortium”** means an association of more than one company.

2. Fact Sheet

a. Important Dates:

S. No.	Particular	Details
1.	Start date/time of issuance / sale of Tender Document	18 th October, 2019 10.00 AM
2.	Last Date for submission of Queries	29 th October, 2019 05.30 PM
3	Pre-Bid Conference	30 th October, 2019 11.00 AM
4	Issue of Corrigendum / Response to Queries	6 th November, 2019 05.00 PM
5	Last Date for issuance / Sale of Tender	11 th December, 2019 05.30 PM
6	Last Date and Time for Tender Submission	12 th December, 2019 05.30 PM
7	Date and Time for Opening of Pre-qualification Bid	13 th December 2019 11.00 AM
8	Date and Time for opening of Commercial Bid	To be communicated to the qualified bidder

b. Important Details:

Last Date & Time of receipt of online bids: The last date & Time of receipt of online bids is upto **05.30 PM** on **12th December, 2019** through E-procurement portal of NIC.

Date & Time of opening of online bids: The tenders will be opened at **11:00 AM** on **13th December, 2019** online through E-procurement portal of NIC. All the bidders are requested to attend this event online. In case, if due to a holiday or an emergency or due to some extraordinary reasons, the tenders remain unopened on this date, then the tenders would be opened online on the next working day at the same time at e-procurement portal of NIC.

No	Topic
1	The Employees' Provident Fund Organization (Head Office) intends to float the tender through e-Procurement Portal of NIC(https://eprocure.gov.in/eprocure/app) for the selection of agency for supply, installation, commissioning, integration of Business Intelligence and Data Analytics Platform for 5 Years and operation support (manpower) for a period of 2 years. EPFO accordingly invites responses from the Bidders who have expertise in providing supply, installation, commissioning and integration of Business Intelligence and Data Analytical Platform and operation support to EPFO. In this connection, the Tender Document is prepared and made available on the EPFO Website and e-Procurement Portal of NIC. Please visit EPFO Website (www.epfindia.gov.in) or e-Procurement Portal of NIC(https://eprocure.gov.in/eprocure/app) for detailed information in this regard.
2.	Tender Document can be Downloaded from www.epfindia.gov.in or e-Procurement Portal of NIC(https://eprocure.gov.in/eprocure/app).
3.	Earnest Money Deposit of Rs.10 Lakh, by Demand Draft or Bank Guarantee in favour of Central Provident Fund Commissioner and payable at State Bank of India, New Delhi.
4.	Proposals should be submitted in the following language: English
5.	Taxes: As applicable
6.	Proposals must remain valid for 180 days from the date of submission.
7.	Bidders must submit their tender along with necessary documents through on-line mode in NIC's e-Procurement portal only. No Physical documents are required to be submitted in the e-Procurement process. However, the bidder may bring the original documents for verification at the time of bid opening process for confirmation of the correctness.
8.	Proposals must be submitted through on-line mode only in the NIC's e-Procurement portal not later than 12th December, 2019 5.30 PM. EMD /Bank Guarantee must be submitted physically at EPFO before 12th the December, 2019 5.30 PM at the following address : National Data Centre Employees' Provident Fund Organisation EPFO Complex, I Floor Plot No.23, Sector 23, Dwarka New Delhi – 110 075 Nodal Officer: Sh. Yogesh Kumar, Regional PF Commissioner (NDC) Contact No. 011 –28093056

3. Instructions to the Bidders

a. General

- i. Every effort has been made to provide comprehensive and accurate background information along with requirements and specifications.
- ii. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by EPFO on the basis of this Tender Document.
- iii. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of EPFO. Any notification of preferred bidder status by EPFO shall not give rise to any enforceable rights by the Bidder. EPFO may cancel this procurement of services at any time prior to a formal written contract being executed by or on behalf of EPFO.
- iv. This Tender Document supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

b. Complete Tenders/ Completeness of Response

- i. Bidders are advised to study all instructions, forms, requirements, appendices and other information in the Tender documents carefully. Submission of the bid / proposal shall be deemed to have been done after a careful study and examination of the Tender document with full understanding of its implications.
- ii. Failure to comply with the requirements of this paragraph may render the Proposal as noncompliant and the Proposal shall be rejected. Bidders must:
 1. Comply with all requirements as set out within this Tender Document.
 2. Submit the forms as specified in this Tender Document and respond to each element in the order as set out in this Tender Document.
 3. Include all supporting documentations specified in this Tender Document.

c. Consortium

Consortium is not allowed.

d. Local Conditions

- i. The bidder may undertake a site visit to National Data Centre, Employees' Provident Fund Organization, Dwarka, New Delhi – 110 075 where services are to be provided to obtain for themselves at their own responsibility and cost, all or any information that may be necessary for preparing the bid and entering into contract.
- ii. Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for providing services before entering into contract will in no way relieve the successful bidder from performing any work in accordance with the Tender documents.
- iii. It will be imperative upon every bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the bidding documents. The Purchaser shall not entertain any request for clarification from the bidder regarding such conditions, except through pre-bid queries as provided under 3(g) below.
- iv. It is the responsibility of the bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Purchaser and that neither any change in the time schedule of the contract nor any financial adjustments arising therefrom shall be permitted by the Purchaser on account of failure of the bidder to apprise themselves of local laws and site conditions.

e. Law and Procedure

i. Applicable Law

The Indian law applicable and enforced shall govern the Contract. Courts in New Delhi, Delhi shall have the exclusive jurisdiction in all matters arising out of this Contract including execution of Arbitration Award.

ii. Acceptance of Terms and Conditions

The Bidder must confirm his acceptance of the terms and conditions mentioned hereinabove and the enclosed documents. In case any clause is not acceptable to the Bidder, the same should be specifically brought out in deviation schedule given in the Bid Proposal Sheets with categorical confirmation that all other clauses are acceptable to the Bidder. If no mention is made in this regard, it would be presumed that all clauses mentioned hereinabove are acceptable to the Bidder.

f. Taxes and Duties

Taxes shall be as are applicable from time to time and will be paid extra.

g. Pre-Bid Conference Queries and Clarifications

i. Bidders Queries

The Bidders will have to ensure that their queries if any, shall reach EPFO by e-mail only at email id: rc.ndc@epfindia.gov.in on or before **5.00 PM on 29th October, 2019**. The Pre-Bid Conference is scheduled to be held at **11.00 AM on 30th October, 2019**. The queries after the Pre-Bid conference will be responded through mail by 1st November, 2019. If required, the corrigendum shall be uploaded in the Central Procurement Portal for more clarity on that queries. The nodal officer and contact details are given below :

**National Data Centre
Employees' Provident Fund Organisation
EPFO Complex, I Floor
Plot No.23, Sector 23, Dwarka
New Delhi – 110 075
Nodal Officer: Sh. Yogesh Kumar, Regional PF Commissioner (NDC)
Contact No. 011 –28093056**

The queries should necessarily be submitted in the following format:

No.	Document Reference(s) (Section & Page Number(s))	Content of Tender Document requiring Clarification(s)	Points of Clarification
1.			
2.			
3.			

1. EPFO shall not be responsible for ensuring that the bidders' queries have been received by EPFO. Any requests for clarifications after the indicated date and time may not be entertained by EPFO. E-Mail queries shall carry "Selection of Suitable Agency for Supply, Installation, Commissioning and Integration of Business Intelligence and Data Analytics Platform in EPFO and Operations Support (Manpower Support) - Tender Query Request" in the subject line.
- ii. Responses to Pre-Bid Queries and Issue of Corrigendum
 1. The Nodal Officer notified by EPFO will endeavor to provide timely response to all queries. However, EPFO makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does EPFO undertake to answer all the queries that may have been posed by the bidders.
 2. At any time prior to the last date for receipt of bids, EPFO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by a corrigendum.
 3. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the website, www.epfindia.gov.in and on the tender website of NIC viz. <https://eprocure.gov.in/eprocure/app>.
 4. Any such corrigendum shall be deemed to be incorporated into this Tender Document.
 5. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, EPFO may, at its discretion, extend the last date for the receipt of Proposals.

h. Right to Terminate the Process

- i. EPFO may terminate the Tender process at any time and without assigning any reason, whatsoever with no liabilities towards the bidders. EPFO makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii. This Tender does not constitute an offer by EPFO. The bidder's participation in this process may or may not result in EPFO selecting the bidder to engage towards execution of the contract.

i. Earnest Money Deposit (EMD)

- i. Bidders shall submit, along with their Bids, an EMD of Rs. 10 Lakh only, by Demand Draft or Bank Guarantee in favour of Central Provident Fund Commissioner payable at State Bank of India, New Delhi.
- ii. EMD of all unsuccessful bidders would be refunded by EPFO within three months of the notification of the successful bidder. The EMD, for the amount mentioned above, of the successful bidder would be returned upon submission of Performance Bank Guarantee.
- iii. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- iv. Proposals must be submitted through on-line mode only in the NIC's e-Procurement portal not later than 12th December, 2019 5.30 PM. EMD /Bank Guarantee must be submitted physically at EPFO before 13th December, 2019 5.30 PM at the following address :

National Data Centre
Employees' Provident Fund Organisation
EPFO Complex, I Floor, Plot No.23, Sector 23, Dwarka, New Delhi – 110 075
Nodal Officer: Sh. Yogesh Kumar, Regional PF Commissioner (NDC)
Contact No. 011 –28093056

- v. The bid / proposal submitted without the EMD, mentioned above, will be summarily rejected.
- vi. The EMD may be forfeited in following situation;
 1. If a bidder withdraws the bid during the period of bid validity.
 2. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this Tender Document.

j. Authentication of Bids

The Bid Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal. The power of attorney shall be executed on Rs. 100 Stamp Paper.

k. Preparation and Submission of Proposal

i. Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the Tender process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by EPFO to facilitate the evaluation process, and in negotiating a definitive contract for all such activities related to the bid process.

EPFO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

ii. Language

The Proposal should be filled and submitted by the bidders in English language only. If any supporting documents submitted online are in any language other than English, true translation of the same in English language is to be submitted duly attested, by the Bidders. For purposes of interpretation of the documents, the English translation shall govern/prevail.

iii. Venue & Deadline for Submission of proposals

Proposals, in its complete form in all respects as specified in the Tender Document, must be submitted electronically through e-Procurement Portal only. No offline documents should be submitted to EPFO at any stage of bidding.

iv. Late Bids

1. Bids uploaded after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained.
2. Any bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
3. EPFO reserves the right to modify and amend any of the above-stipulated conditions /criterion depending upon work priorities vis-à-vis urgent commitments.

v. Evaluation process

1. EPFO will constitute a Proposal Evaluation Committee (PEC) to evaluate the responses of the bidders
2. Such Proposal Evaluation Committee constituted by the EPFO shall evaluate the responses to the Tender and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
3. The decision of the Proposal Evaluation Committee in the evaluation of responses to the Tender shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
4. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if need be.
5. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations or without assigning any reason.
6. Each of the responses shall be evaluated as per the criteria and requirements specified in this Tender Document.

I. Contract Duration

The period of contract shall be for One (1) year only. However, if EPFO desires to extend the contract under any specific requirement or conditions, it may extend the contract for further period of one year as per the same rate, terms and conditions.

Bid(s) with any exception clause shall be treated as invalid bid(s).

m. Tender Opening

The Proposals submitted up to 05.30 PM on **12th December, 2019** will be opened at **11.00 AM on 13th December, 2019** by the Nodal Officer or any other officer authorized by EPFO through the e-Procurement Portal, in the presence of such of those Bidders online or their representatives who may be present at the time of opening.

The representatives of the bidders are advised to carry their identity card along with a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal.

n. Tender Validity

The offer submitted by the Bidders should be valid for a minimum period of 180 days from the date of submission of Tender.

o. Tender Evaluation

i. Initial Bid scrutiny will be carried out and incomplete details as given below will be treated as nonresponsive. If proposals:

- Are not submitted as specified in the Tender document
- Received without the Letter of Authorization (Power of Attorney)
- Are found with suppression of details
- With incomplete information, subjective, conditional offers and partial offers are submitted
- Submitted without the documents requested in the checklist
- Have non-compliance of any of the clauses stipulated in the Tender Document
- With lesser validity period
- No EMD is received. (As per GFR 2017, Rule 170, MSMEs are exempted from EMD on submission of Govt. Notification and fulfillment of MSME certification on Supply, installation, support and operations management of Business Intelligence and Data Analytics Platform & its related services.)

ii. All responsive Bids will be considered for further processing as below:

- EPFO will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this Tender document. The decision of the Committee in this regard shall be final.

4. Eligibility Criteria.

Pre-Qualification / Technical Qualification

Sl. No	Requirement	Specific Requirements	Documents Required
1	Technical Capability	Bidder must be an OEM or an authorized service provider having proven experience of at least last 3 years (financial) in providing delivery, installation and commissioning of Business Intelligence and Data Analytics products in Government, Government Organizations, Public Sector Undertakings, Nationalized / Scheduled Commercial Banks, Non Banking Financial Institutions, Public Limited Companies executed in India and abroad.	Copy of the Purchase orders / agreement
2	Technical expertise	The bidder must be an OEM or an authorized Service Provider / Re-seller / Stockiest of the product. In case of non-OEM, the bidder must submit the Manufacturer Authorization Form (MAF) on the OEM letter head duly signed by the authorized signatory of the OEM.	(The Certificate from OEM must bear a date after the date of publishing of this tender with specific reference to it) Undertaking from OEM that the products/services quoted are not end-of-life and are having support for the next 5 years Undertaking from OEM of Warranty and Maintenance Support during the support (5 Years) period by the OEM
3	Certificate of Incorporation	The Bidder should be a Company registered in India under the Companies Act, 1956 / Companies Act, 2013 and should have been in existence continuously at least for the last 5 completed financial years as on the last date of submission of the bid. Partnership firms registered under Limited Liability Partnerships (registered under LLP Act, 2008) or Partnership firms registered under Indian Partnership Act, 1932.	The copy of Certificate of Incorporation should be submitted.
4	Business entity	The Bidder should be an established IT / ITES company and should have been in the business of providing various hardware / software implementation services including Business Intelligence and Data Analytics Platform for a period of at least last three completed financial years as on the date of submission of Bids.	Memorandum and Articles of Associations.
5	Total Turnover from IT& ITES services &	The Bidder should have a minimum yearly turnover of Rs. 5 crore on IT/ITES including Software Implementation and System Integration related Services during each of the last three financial years (2016-17, 2017-18&	Extracts from the audited copy of the Balance Sheet and Profit & Loss Account for the last 3 financial years are to be submitted

	Relevant Experience	2018-2019). This is also applicable to entities registered as MSMEs. (refer Form – D)	Copies of CA certified details for the last three financial years (2016-17, 2017-18 & 2018-19) are to be submitted.
6	Net Worth	The bidder should have a positive net worth during each of the last three (3) financial years. i.e. (2016-17, 2017-18 and 2018-19) Please refer Form-D	Copy of the duly audited Balance Sheet along with Profit & Loss Statements for each of the last 3 financial years.
7	Legal requirements	- The bidder should have submitted IT returns for last 3 completed financial years - The bidder should possess: - Income Tax / PAN Number - GSTN Number / TAN No	- Copy of PAN Card - Copy of GST No / TAN NO. - Copy of IT returns of last 3 financial years.
8	Undertaking from OEM	Undertaking from OEM and bidder clearly stating that they would facilitate on regular basis with technology / product updates, upgrades, patches & extend support during the entire subscription/ AMC /warranty support period	Undertaking from OEM and Undertaking from bidder is required
9	Quality Certifications	The bidder should have valid Certification in ISO 9001:2015; ISO 20000-1:2011 certification and should be at least CMMI L3 certified organization or higher. In case of any renewal of the above certificates, the successful bidder must submit the same within three months from the date of award of the contract.	Self-certified copies of valid certificates from authorized agencies (validity at the time of bidding process)
10	Local Service Centers	The bidder should have its own office(s) anywhere in India (preferably in Delhi/NCR).	A Self Certified letter by the authorized signatory
11	Blacklisting	A self-certified letter by the authorized signatory of the bidder that the bidder is currently not blacklisted by any Government, Government Organizations, Public Sector Undertakings, Nationalized Banks or Public Limited Companies and is not under a declaration of ineligibility for corrupt or fraudulent practices as on the date of submission of bids, must be submitted on the original letterhead of the bidder.	A Self Certified letter by the authorized signatory
12	Experience	Bidder should enclose documentary proof in support of satisfactory completion of a minimum of INR 1 Crore (Rupees One Crore only) worth of orders or minimum 2 orders of INR 50,00,000/- each or higher of Business Intelligence and Data Analytics Platform (preferably in Government Organisation,	Copy of the Purchase orders / agreement and installation certificates.

		Public Sector Undertakings, Nationalized / Scheduled Commercial Banks, Non Banking Financial Institutions, Public Limited Companies executed in India and abroad during the three Financial Years (2016-17, 2017-18 and 2018-19). Documents Required Copy of the Purchase orders / Work Orders/ Letter of Intent (LOI)/agreement and installation certificates.	
--	--	---	--

5. Technical Qualification Criteria

Bidders who meet the pre-qualification eligibility requirements would be considered as qualified in Technical Qualification and move to the next stage of financial evaluations. Bidders would be checked for eligibility against each pre-qualification eligibility criteria, and are liable to be rejected if found wanting in any one of the listed entries.

The services offered should meet all the technical and functional specifications given in the section “Scope of Work”. Non-compliance with any of the technical and functional specifications will attract rejection of the proposal.

6. Commercial Bid Evaluation

- The Financial Bids of only technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- The bidder with lowest qualifying financial bid will be declared as L1 Bidder.
- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The bid price will exclude all taxes and levies and shall be in Indian Rupees and mentioned separately in figures and words.
- Any conditional bid would be rejected
- Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the man month rate quoted between words and figures, the amount in words will prevail”.

7. Appointment of Implementation Agency

Award Criteria

Final selection will be made on the basis of lowest cost (L1) basis from amongst the technically suitable tenders from bidders meeting the qualifying criteria. The warranty support of the product would be 5 Years from the date of acceptance of the order. The bidder is to supply, installation, commissioning, integration of Business Intelligence and Data Analytics Platform for 5 Years and operation support (manpower) for a period of 2 years from the date of Go-Live.

8. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

EPFO reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for EPFO action.

9. Notification of Award

Prior to the expiration of the validity period, EPFO will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, EPFO may request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, EPFO will notify each unsuccessful bidder and return their EMD.

10. Performance Guarantee

EPFO will require the selected bidder to provide a Performance Bank Guarantee of a nationalized bank, within 15 days from the Notification of award, for a value equivalent to 5% of the total cost of contract. The Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the work and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, EPFO at its discretion may cancel the order placed on the selected bidder without giving any notice. EPFO shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or if EPFO incurs any loss attributable to Bidder's negligence in carrying out the work or in case of inordinate delay as per the agreed terms & conditions.

Bid security will be refunded to the successful bidder on receipt of Performance Security

11. Signing of Contract

Post submission of Performance Guarantee by the successful bidder, EPFO shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between EPFO and the successful bidder.

12. Failure to Agree with the Terms and Conditions of the Tender Document

Failure of the successful bidder to agree with the Legal Agreement and Terms & Conditions of the Tender Document shall constitute sufficient grounds for the annulment of the award, in which event EPFO may award the contract to the next best value bidder or call for new proposals from the interested bidders.

In such a case, the EPFO shall invoke the Performance Bank Guarantee of first successful bidder.

13. Fraud and Corrupt Practices

- a. 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 Tender Document, EPFO shall reject a Proposal 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 called “Prohibited Practices”) in the Selection Process. In such an event, EPFO shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, press for compensation and damages payable for, inter alia, time, cost and effort, in regard to the Tender, including consideration and evaluation of such Bidder’s Proposal, through the due legal process.

- b. Without prejudice to the rights of EPFO under Clause (a) above and the rights and remedies which EPFO may have under the Letter of Intent (LOI) or the Agreement, if a Bidder or Systems Implementation Agency, as the case may be, is found 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 Letter of Intent (LOI) or the execution of the Agreement, such Bidder or Supplier shall not be eligible to participate in any tender issued by the EPFO during a period of two years from the date such Bidder is found by EPFO 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.
- c. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
 - i. **“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 (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of EPFO who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI and has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of EPFO, shall be deemed to constitute influencing the actions of a 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 LOI or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the work or the LOI or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of EPFO in relation to any matter concerning the this work;
 - ii. **“fraudulent practice”** means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
 - iii. **“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;
 - iv. **“undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by EPFO 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
 - v. **“restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

14. Conflict of Interest

The Bidder shall disclose to EPFO in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder’s team) in the course of performing the Service(s) as soon as practical after it becomes aware of such conflict.

15.Terms and Conditions: Post Award of Contract

I. Termination Clause

i. Right to Terminate the Process

EPFO reserves the right to cancel the contract placed on the selected bidder and recover the expenditure incurred by EPFO under the following circumstances:-

- a) The selected bidder commits a breach of any of the terms and conditions of the bid.
- b) The bidder goes into liquidation (voluntarily or otherwise) as per Insolvency and Bankruptcy Code 2016.
- c) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- d) If the selected bidder fails to complete the assignment as per the time lines prescribed in the Tender Document and the extension if any allowed, it will be a breach of contract. EPFO reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
- e) If deductions on account of liquidated damages exceeds more than 10% of the total contract price.
- f) In case the selected bidder fails to deliver the services as stipulated in the delivery schedule, EPFO reserves the right to procure the same or similar services from alternate sources at the risk, cost and responsibility of the selected bidder.
- g) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, EPFO reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which EPFO may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- h) EPFO reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the bank guarantee under this contract.

II. Consequences of Termination

- i. In the event of termination of the Contract due to any cause whatsoever, (whether consequent to the stipulated term of the Contract or otherwise), EPFO shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successful bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract. However, the bidder shall be paid for all the verified and undisputed the deliverables rendered upto the effective date of termination.
- ii. Nothing herein shall restrict the right of EPFO to invoke the Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to EPFO under law or otherwise.
- iii. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue to be in force on or after such termination.

16.Safety & Industrial / Labour Laws

- a. The contractor shall be solely responsible and shall comply with the provisions of all laws including Labour laws, rules, regulations and notifications issued there under from time to time at its own cost.

All safety and labour laws enforced by statutory agencies and by EPFO shall be applicable in the performance of this Contract and the Contractor shall abide by these laws.

- b. The contractor shall ensure regular and effective supervision / control of the personnel deployed by him and give suitable directions for undertaking the contractual obligations.
- c. The contractor shall take all necessary measures to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions.

17.Payment

- a. There shall be no payment at any stage before supply, installation, commissioning, integration and operationalization of Business Intelligence, Data Warehousing and Data Analytical Platform as mentioned in the scope of work of the tender document.
- b. Bidder shall raise correct and valid invoice(s) after the supply, installation, commissioning, integration of the product as per the scope of work (after Go-Live). The bidder will provide necessary documents with respect to Deployment Architecture, User Manual, Implementation Document etc., The payment schedule of product/item mentioned at serial no.1 of Form-B : Financial Proposal of this tender document:

S.No	Payment Schedule Details	Amount (%)
1.	Successful completion of supply, installation, commissioning, integration and 19perationalization of Business Intelligence, Data Warehousing and Data Analytical Platform (Go- Live) as mentioned in the scope of work of the tender document	40%
2.	Satisfactory completion of one year from the date of Go-Live*	12%
3.	Satisfactory completion of two years from the date of Go-Live*	12%
4.	Satisfactory completion of Three years from the date of Go-Live*	12%
5	Satisfactory completion of Four years from the date of Go-Live*	12%
6	Satisfactory completion of Five Years from the date of Go-Live*	12%

* Satisfactory completion shall mean the all necessary support including product upgrade and patch update for optimal utilization of the product.

- c. The payment in respect of item specified at serial no.2 in Form- B : Financial proposal of this tender document shall be divided in eight equal parts and payment of each part shall be made on quarterly basis on submission of satisfactory services certificate issued by EPFO, copies of GST Challan and other statutory returns otherwise EPFO will stop the payment of the bills raised by the agency.
- d. The payment shall be made through NEFT/ECS/e-Transfer/ Cheque/Demand Draft.

18.Liquidated Damages (LD)

- (a) EPFO reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by EPFO to the bidder. Liquidated damages will be calculated on non-delivery, delayed delivery, delay in implementation, non-performance of the product or not providing required support services as per the scope of work. The Liquidated Damages shall be calculated for the product which is not delivered as per the stipulated timelines mentioned in Clause 29 of Tender Document. Every 10% shall be added for delay of the delivery after the Go-Live date and for more than 30 days.
- (b) As In the case of manpower, down time shall be calculated on pro-rata basis.

19. Standards and Specifications

- 1) All the services provided under the contract as mentioned in the scope of work shall have proven reliability and shall be performed to meet the specified objectives and / or relevant as per the best industry practices or as per the OEM benchmarks. Needless to mention that the bidder and the OEM shall jointly and severally be responsible to provide the service (installation, product upgradation, patch upgradation, Security updates etc.,) during support period of five (5) Years.
- 2) In case of any conflict between various services or statutory regulations or security guidelines, the more stringent and comprehensive conditions will prevail.

20. Progress Report

The Bidder or the OEM will submit the following periodical reports related to Supply, installation, commissioning, integration and product upgradation / patch upgradation at the time of installment. Any Security Upgrade or new release of product during the support period of 5 years, the bidder will submit the detailed report to EPFO and discuss with EPFO for necessary upgradation without any additional financial implication. EPFO team will co-ordinate with the bidder or with the OEM to get such reports for better monitoring and management. The reports may be generated on incident basis or periodical basis.

- (a) Bill of Material Details
- (b) Delivery Challan Details
- (c) Product Implementation Framework
- (d) Operation Manual
- (e) Training Kit
- (f) Periodical report for product upgrade and health report
- (g) Work progress report
- (h) Utilization Reports (CPU, Memory, etc.,) - as and when required
- (i) Performance Reports - as and when required

21. Deviation

All clauses of the tender document and associated documents shall be binding upon the bidder, unless the bidder points out in writing to EPFO its reservations with respect to any clause, and that such reservation has been accepted by EPFO in writing, at the time of submission of tender offer.

22. Modification

EPFO shall be entitled by order in writing to enlarge or diminish or reduce the work or make any alteration in their work, procedure, design, character, position, site, quantities, dimensions or in the method of their execution or in the combination and use of material for the execution thereof or order any additional works to be done or any work not be done and the vender will not be entitled to any compensation for any increase /reduction in the works but will be paid for the actual amount of work done and for approved services as mentioned in the scope of work.

23. Acceptance of Service

The services/contract shall be audited by EPFO or by third party agency appointed by EPFO. The bidder or the OEM shall extend their co-operation during the audit and facts& figures shall be provided to the auditing

agency. Further, the bidder or OEM is bound to adhere to the security concerns (if any) reported by the audit agency or by EPFO.

24.Audit by Third Party

EPFO at its discretion may appoint any third party for auditing the activities of onsite services and operations of entire services provided to EPFO, under this contract. The successful bidder shall extend complete co-operation to such third party.

25.Penalty

- 1) If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if EPFO has to take corrective actions to ensure functionality of its property, EPFO reserves the right to impose any penalty, which may be equal to the cost it incurs or the loss it suffers for such failures on account of fraud, illegal hacking or manipulation of client's systems and operations, directly attributable to the actions of personnel deployed by bidder.
- 2) EPFO may impose penalty to the extent of damage to any of its equipment, if the damage was due to the actions directly attributable to the selected Bidder.
- 3) EPFO shall implement all penalty clauses after giving due notice to the selected Bidder.
- 4) If the Bidder fails to complete the due performance of the contract in accordance with the specifications and conditions of the offer document, EPFO reserves the right, either to cancel the order or to recover a suitable amount as may be deemed reasonable as Penalty / Liquidated Damages for non-performance.

26.Dispute Resolution Mechanism

The Bidder and EPFO shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

26.1GOOD FAITH NEGOTIATION

26.1.1 The parties shall endeavor, in the first instance to resolve any dispute, disagreement or difference arising out of or in connection with this Agreement through Good Faith Negotiation.

26.1.2 For the purpose of conducting good faith negotiations, each party shall within 15 days of the commencement of the agreement designate in writing to the other party a representative who shall be authorized to negotiate on its behalf with a view to resolving any dispute. Each such representative shall remain so authorized until his replacement has been designated in writing to the other party by the party he represents.

26.1.3 The dispute shall not be referred to Arbitration unless and until the provisions of clause 26.1 of this agreement have been complied with.

26.1.4 The representative of the party which considers that a dispute has arisen shall give to the Representative of the other party, a written notice setting out the material particulars of the dispute in issue. In short, a Dispute Notice shall be served upon by the representative of the party which considers that a dispute has arisen to the representative of the other party.

26.1.5 Within 30(thirty) days, or such longer period as may be mutually agreed to, of the Dispute Notice, having been delivered to the other party, the representative of both parties shall meet in person at the registered office of either of the parties or at any designated place to attempt in good faith and using their

best endeavors at all times to resolve the dispute. Once the dispute is resolved, the terms of the settlement shall be reduced in writing and signed by the representatives of both the parties (the settlement).

26.2 DISPUTE RESOLUTION

All disputes between CBT EPF and bidder in respect of the subject matter of this agreement shall be first settled by way of amicable settlement with mutual consent in terms of the above clause. In case the parties fail to settle the dispute amicably, such dispute or difference shall be resolved in terms of provisions of the Arbitration and Conciliation Act, 1996 and amendments thereof.

The amendments to the Arbitration and Conciliation Act, 1996 and the instructions/guidelines/procedures/rules relating to it issued by Government of India from time to time shall be applicable to the parties in the event of any dispute or difference relating to the interpretation and application of the provisions of the commercial contract between the parties.

The seat of the Arbitral tribunal shall be at Delhi/ New Delhi in case the matter is referred to the Arbitration. Also the Courts in New Delhi, Delhi shall have the jurisdiction over the disputes arising out of this contract.

27. Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery or pre-paid Registered/Speed Post with acknowledgement thereof, or transmitted by courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered and if sent by registered post, then on expiry of seven days from the date of posting.

28. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or EPFO as the case may be which they could not foresee or with a reasonable amount of diligence could not have been foreseen and which substantially affect the performance of the contract, such as:

- a. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- b. Acts of any Government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.
- c. Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes. The Bidder or EPFO shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity and confidentiality survive termination of the contract.

29. Failure in delivery

- (a) Delivery Schedule for the supply, installation, commissioning, integration and operations & management of Business Intelligence and Data Analytics Platform in EPFO is given below :

S. No.	Deliverables	Timelines	Liquidated Damages (%)
1.	Delivery of product/solution	Within 30 days from the date of acceptance of work order	2.5% of the cost as mentioned at serial no.1 in Form -B

2.	First cut submission of solution as per scope of work along with infrastructure requirement	Within 15 days from the date of acceptance of work order	2.5% of the cost as mentioned at serial no.1 in Form -B
3.	Final submission of solution as per scope of work along with infrastructure requirement	Within 30 days from the date of acceptance of work order	2.5% of the cost as mentioned at serial no.1 in Form -B
4.	Installation and commissioning of solution as per scope of work approved by EPFO	Within 45 days from the date of acceptance of work order	5% of the cost as mentioned at serial no.1 in Form -B
5.	User Acceptance Testing of solution and implementation of proposed changes by EPFO	Within 60 days from the date of acceptance of work order	2.5% of the cost as mentioned at serial no.1 in Form -B
6	Go-live date of complete solution as per scope of work	Within 60 days from the date of acceptance of work order or a later date as decided By EPFO	10% of the cost as mentioned at serial no.1 in Form -B
7	Deployment of manpower for operation and management of solution	From the date of go-live or a later date as decided by EPFO	2.5% of the cost as mentioned at serial no.2 in Form -B

- (b) Upon failure of the Bidder to deliver the required services or items as per the bill of materials and quantities in the stipulate time, EPFO may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, EPFO shall /invoke the Performance Bank Guarantee (PBG) of the first successful bidder.

30.Limitation of liability

- a) The liability of 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 (license / product validity etc.,) or services covered by this Agreement shall be limited to the payment of direct damages only. However, the bidder shall be levied damages heavily in case of any data leak, unethical practices in office environment, security breach and disclosure of confidential information. The charges will be subject to the quantum of loss to EPFO on incident basis.
- b) In case of any data breach, security breach and breach of confidentiality, penalty shall be applicable. The value shall be assessed on a case to case basis and based on the nature and impact of the breach.

31.Right to Alter the Number of Quantity

EPFO reserves the right to alter the number of quantities specified in the tender in the event of changes in plan. Any decision in this regard shall be final, conclusive and binding on the bidder. EPFO reserves the right to place order for additional number of products or to reduce the number of quantities of products specified in the tender document any time during the contract period with the agreed price and the same terms and conditions.

32.Scope of Work

Introduction

EPFO assists the Central Board in administering a compulsory contributory Provident Fund Scheme, a Pension Scheme and an Insurance Scheme for the workforce engaged in the organized sector in India. It is also the nodal agency for implementing Bilateral Social Security Agreements with other countries on a reciprocal basis.

EPFO is looking for a tools-based approach for Dashboards/Reports for end users viz. Head Office, ACC(Zones), RPFCS-in-charge of the regions and others. This initiative will, inter-alia, enable visibility of information around

various establishments/members in the respective zones and offices, details of contributions and defaults as well as claims related information.

Scope of Work Summary

In order to setup a suitable Business Intelligence and Data Analytics platform, EPFO has initiated the tender process to select a suitable agency which is capable of providing appropriate solution to effectively analyse the performance / resources / business data/ predictions, instantaneously directly from the data source (online). The solution helps in forecasting business trends, improve service delivery, identify the hidden trends, predictions analysis, extend support in effective decision making, mitigate operational difficulties and help in accomplishing good governance.

The Business Intelligence and Data Analytics Platform should have the following high level business objectives :

- a. **The amount of Data to be processed initially for ETL (30 TB approximately)**
- b. **Incremental amount of data to be processed daily (500 GB approximately) through ETL**
- c. **Amount of time available for ETL (10-12 Hours approximately)**
- d. **Total number of concurrent EPFO Reporting Users 250 (approximately)**
- e. Automated Dashboard
- f. Data Management and Reporting
- g. Analysis and Reporting
- h. Business Forecasting and Trend Analysis
- i. Output data in various formats like PDF, Images, etc.,
- j. Graphical Data Presentation with Geospatial support features
- k. Built-in ETL and/or strong Integration with leading data preparation platform
- l. Automated Data Refreshes
- m. Support from OEM for 5 Years (Patches, Software upgrade and Bug Fixing)
- n. On premises Deployment
- o. Sentiment Analysis
- p. Business Risks and Mitigation
- q. Drill Down capabilities (drill down to various levels of hierarchy)
- r. Page Formatting
- s. Data Design and Presentation
- t. Supply, installation, integration, and training
- u. Manpower support for a period of two (2) years.
- v. Evaluate the existing infrastructure and propose for infrastructure requirement to setup suitable Business Intelligence and Data Analytics platform (Server / Storage etc.,)
- w. Setting up Data Warehousing Environment

Setup of Data Analytics Platform

The selected bidder will setup the Business Intelligence and Data Analysis platform as per specifications defined in the tender document. The manpower will help EPFO to build the environment. The selected bidder will transfer the data from the existing setup (current setup) to Data Warehouse. The tasks that are involved in setting up the Business Intelligence and Data Analytic platform are as given below:

Data Integration

Once the data analytics platform infrastructure is in place, the implementation partner will need to transfer data from the current transactional system based on Oracle to the data warehouse using ETL. Following are some details of the environment:

- Design a central data warehouse schema based on data sources with proper Facts and Dimensions complying with standard data warehousing schemas such as star schema etc.,
- Design and Develop ETL workflows to ingest data from historical and live data sources related to the below mentioned dashboard outcomes
 - Remittance Details
 - Claims Performance
- Build ETL workflows to render reports, dashboards
 - Schedule jobs for ETL workloads on a frequency basis such as once Per Day
- Design and develop proper notifications and alerts on job execution success and failure for better monitoring
- Design and develop ETL for data validation and data quality rules to be configured and validated upon each load

Specifications

1	Data Analytics Platform	The proposed platform should be open-source based and/or open standards-based COTS platform with enterprise support
2		The platform should be deployed on premise at EPFO's data center
3		The platform should be an integrated data-integration, machine learning orchestration and analytics platform for ease of integration and automatically publish results of data integration to a semantic BI-layer for analysis
4		There should be the ability to embed reports, charts, dashboards and ETL & ML pipelines in a white-labelled fashion into an existing application/portal with single sign-on between the application/portal and the platform
5		The platform should be extensible to allow for new types of data sources as well as visualizations
6		There should be strong and pluggable mechanisms for security including but not limited to Java-Spring based security integration, SSL/TLS, LDAP integration, SAML and SSO with existing applications
7		The platform that have to support for granular role-based security and access control, based on specific roles.
8		The platform must be user friendly and easy to understand
9		The platform must support open source standards, and allow for highly customized content such as custom visualizations, embedding ETL etc.
10		Business intelligence and data analysis support and training to EPFO in-house manpower for day to day operation.
11		The platform must have the ability to handle really large volumes and/or variety of data
12		The platform should provide end users with the information they need with the ability to drill into more detail if needed
ETL/DATA INTEGRATION Requirements		

1	Data Extraction	The platform must provide GUI based code-free methods to connect, parse and ingest broad range of data sources. Below is a list of indicative sources
	(a)	Databases (Oracle, Postgresql, MySQL, MS SQL, DB2 etc.)
	(b)	Flat Files (CSV, Tab separated files)
	(c)	Fixed width files
	(d)	XML format
	(e)	JSON format
	(f)	API end points
	(g)	Excel files
	(h)	Log files
	(i)	Text files - the system must allow configuration of other separators like semi colon, pipe or any other character
1	Data Processing & Loading	
2		The solution should be able to automate the data ingestion and loading processes using template-based ETL
3		The platform should provide a framework to ingest data quickly into the data lake or data warehouse and allow reuse of business logic.
4		The data integration platform should provide ETL functionality and allow for complex filter/business logic rules without scripting or coding. A representative (not exhaustive) sample of capabilities needed is given below
	a)	Extract and join data from multiple data sources (these could be inner, left outer, right outer or full outer joins)
	b)	Concatenate and split data depending on business logic
	c)	Identify issues with data such as missing values, outliers etc. through a graphical interface
	d)	Standardize data based on data validation rules such as date, string, number, range of numbers etc.
	e)	Perform string operations such as substring, replacement of a string, trimming, padding, removal of special characters etc.
	f)	Add an automated row number to the data stream as an identifier
	g)	Add an automated row number to the data stream as an identifier which resets every time a field value changes
	h)	Execute database procedures to enable to reuse of existing logic as needed
	i)	Run a SQL script for each row of data
	j)	Facility for defining slowly changing dimensions for data warehouse
	k)	Sort data based on defined fields
	l)	Aggregate data based on fields defined - aggregation could be sum, average, minimum, maximum amongst others
	m)	Extract metadata structure of incoming data
	n)	Handle null values for example replacing by constants
	o)	Create range/bucket of values based on continuous numeric values
	p)	DE normalize and normalize a row of data depending on certain logic

	q)	Pass a subset of columns from the overall column list to the downstream logic
	r)	Change metadata of a field e.g. change data type from string to number or change format of date
6		The platform should be able to take advantage of any scripts already built in such as Javascript, shell etc.
7		The platform should be able to load data to a variety of target systems like - Databases/data warehouse - Flat files - Excel - JSON - XML etc.
8		The platform should allow for reuse of objects & content and provide capabilities around template-based ETL development for use cases like fast data onboarding from one database to another.
9		The platform should have the ability to define data processing workflows with the following indicative abilities
	a)	Process a file that is sent to a particular location
	b)	Copy or move files from one location to another
	c)	Delete a file in an existing location
	d)	Bulk loading options to data warehouse platform
	e)	Check if database connection is possible
	f)	Check for existence of files and database tables
	g)	Truncate tables before loading data
	h)	Send an email on errors to an administrator
	i)	Abort a workflow if there is an issue
10		The platform should have the ability to expose the results of the ETL flow as a virtual data set
11	Platform Operations	The platform should have the ability to produce lineage metadata to track data as it flows from source to target
		The platform should have command line tools for scripting of ETL executions
		The platform should be able to auto-generate documentation of ETL flows
		The platform should have a uniform development environment regardless of data source or big data technology used
		The platform should enable containerized ETL for execution of ETL work items
		The platform should be able to handle huge volumes of data - hence it should have mechanisms to scale processing based on workload
		The solution should utilize parallel processing and scaling techniques for exceptional data processing & throughput and be an enterprise-scale solution
		The platform should be managed and maintained easily once developed and placed into Production.
		The platform must help the developer resolve any error(s) encountered.
		The platform must allow scheduling, monitoring and maintaining ETL flows.

		The platform must allow code versioning & Lifecycle Management to facilitate a team of data scientists/engineers working on the same project.
12	Data Modeling and Analytics	The platform must provide automation capabilities for data modeling and publishing for analytics consumption
		The platform should allow for quick & easy prototyping to visualize and explore data during ETL development for agility.
		The platform must allow non-technical users to create datasets on demand in near real-time without having to involve IT i.e. it must allow a business input from a GUI to orchestrate a data model and output resultant data to the GUI
13	AI/ML/Data Science	The platform should be able to leverage data science, predictive or machine learning algorithms for advanced analytics.
		The platform must enable embedding of custom Machine Learning code to be orchestrated along with the data processing pipeline to provide advanced analytics
		The platform must enable easy implementation & maintenance of Machine Learning models for development and deployment
		The platform must enable continuous model learning & scoring, identify the best model and apply the best model on the data
		The platform must enable the output of a Machine Learning model to be embedded into a web application to be used by a non-technical user
		The platform must enable embedding of multiple Machine Learning languages into the same platform – this will enable data scientists to use a language of their choice (R vs. Python etc.)
		The platform must allow rapid prototyping, visualize machine learning model output and share with users
VISUALIZATION, REPORTING AND DASHBOARDING Requirements		
1	General	The platform should be able to offer an environment for easy/quick reporting, visualization and dash boarding
		The platform must allow embedding of reports, visuals and dashboards into a web application for seamless analytics without having to context switch into a separate application
		The platform must enable easy creation of reports, visualizations and develop custom visual templates
2	Self-Service Reporting/Analysis	OLAP-based adhoc reporting and analysis should be a part of the platform
		The platform must allow users the ability to create tabular reports, pivot tables and charts using a drag-and-drop paradigm
		There should be a facility for non-technical users to create ad-hoc reports in a self-service manner with drag and drop capabilities
		It should be possible to drill down and drill across into detailed data from summary level data
		The platform should have the option of adding filters to data using a drag-and-drop interface
		Users should be able to add calculations to reports using a simple interface.

		Users should be able to sort data as well as slice-and-dice data on their own
		Users should be able to add conditional formatting to data to help pinpoint KPIs that need attention. For example, red KPI would mean it requires immediate attention.
		Charting capabilities should include bar charts, pie charts, column charts, line charts, stacked charts, area charts, sunburst charts, heat grid and scatter charts.
		It must have geo-map visualization capabilities.
		There should be a way to integrate other charting frameworks like D3.js for additional charting capabilities.
		Users must be able to configure various parameters in charts such as legend, axis, font options etc.
		User should be able to select and filter parts of a chart for deeper analysis.
		The platform should have the ability to create templates for reports and non-technical users should be able to use these templates for creating reports in a drag-n-drop interface.
		There should be options for users to export self service reports or charts to PDF, Excel or CSV.
3	Enterprise Reporting	The platform should also provide the ability to create highly customized and parameterized reports which can be run by reporting users. There should be full control on the format, layout, logos, colors etc.
		The enterprise reporting platform should be able to connect to various kinds of databases for operational reporting.
		The platform should be able to pull in data from multiple sources on the fly using a virtualized dataset.
		It should be possible to include charts and logos in the enterprise report as per custom requirements.
		There should be a provision for user parameters in reports.
		It should be possible to add calculated fields to the report.
		The enterprise reporting platform should have scheduling capabilities.
		The platform should allow for report bursting and delivery of personalized content to users.
		It should be possible to export report outputs to various formats (e.g. HTML, MS Excel, PDF etc.).
		Reports should be accessible using a web interface with the ability to filter data based on user selected parameters and also have export options available.
4	Dash boarding	The platform should allow for creation of dashboards in an easy drag-n-drop fashion to include reports, and charts.
		It should be possible to define custom dashboard templates based on specific needs.
		It should be possible to add filters/parameters to a dashboard so that a user can refresh the dashboard based on the chosen parameter/filter values.
		Linking of components in a dashboard should be provided. For example, Clicking one chart should refresh the other components in the page based on the value clicked on.

		It should be possible to pull in content from other websites as needed.
		Refresh interval of the dashboard should be configurable.
		The platform should have the ability to create customized dashboards with the ability to add new content such as HTML, CSS, JavaScript etc.
		It should be possible to embed images or logos in dashboards.
		Dashboards created should be interactive in nature so that users can get more details by clicking on components.
		It should provide facilities to display real time streaming data that updates in real time.
		It should be possible to embed geo-maps for effective visualization of country wide KPIs.
5	Platform Operations	It should be possible to define which users have access to which reports or dashboards.
		There should be a way to cache content for better performance for long running reports/dashboards.
		Administrators should be able to manage report or dashboard schedules.
		There should be a facility to email reports once they are ready.
		It should be possible to embed reports, charts and dashboards into an existing application to make it look seamless to the end user. It should be possible to achieve a similar look and feel (colors, logos etc.) to the existing application and also single sign-on into the analytical platform from the existing application without maintaining separate sets of users.
		The platform should provide an easy way to export artefacts such as reports, dashboards etc. from development and move into production.
		There should be administration capabilities around user/role management, configuring email servers etc. in the platform available for admins to use.
		The admin console should be web based and not require installation of any client on the user's workstation.

33.Replacement of Products

Either the bidder or OEM must ensure timely delivery of the Products. In case of any upgrade, Patch release, Security updates etc., during the contractual period of 5 years, the same shall be provided to EPFO by the OEM / Bidder without any charge.

34.Service Level Agreements

- a) The selected agency is fully responsible for the supply, installation, commissioning, integration and operations & management (manpower support) of Business Intelligence & Data Analytics Platform in EPFO as per the scope of work valid for a period of five years (5) from the date of acceptance of the work order.
- b) The selected agency also responsible for product updates, upgrades, patch & extended support during the entire subscription / AMC / warranty period. The agency will also submit the undertaking from OEM for the contract period i.e. for a period of 5 years.
- c) The selected agency needs to have sufficient number of skilled manpower in position and capable of supporting the installation, commissioning and integration of Business Intelligence and Data Analytics Platform in EPFO and to adhere to the scope of work.
- d) There shall be no changes in the rates finalized upon award of the tender to the successful bidder for a period of two years with respect to manpower.

b) DETAILS OF THE BID

Sl. No.	Particulars	Details
1	Name of the Client/Purchaser and Address	Employees' Provident Fund Organization (EPFO), BhavishyaNidh iBhawan, 14, Bhikaiji Cama Place, New Delhi-110066.
2	Date of Issue of the Bid Document	18th October, 2019 10.00 AM
3	Last Date for submission of Queries	29th October, 2019 05.30 PM
4	Pre-Bid Conference	30th October, 2019 11.00 AM
3	Last Date for Issuance / Sale of Tender Documents	11th December, 2019 5.30 PM
4	Date and Time for submission of bid including Technical & Financial Bids	12th December, 2019 05.30 PM
5	Date , Time and Address of Opening of Eligibility Bids (Pre-Qualification & Technical)	13th December, 2019 at 11.00 AM (online through e-procurement portal of NIC)
8	Date and Time of Opening of Commercial Bid	Intimated later (online through e-procurement portal of NIC (https://eprocure.gov.in/eprocure/app))
9	Bid Security Amount/ EMD	INR 10,00,000/--

Please note carefully the requirements for submitting bids as set forth in this bid document, and the date and time for submission of bids. Late or delayed bids shall not be considered for evaluation.

EPFO reserves the right to reject any or all bids without assigning any reason thereof at any time.

c) Special instructions to Bidders for e-Tendering

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids *meaning thereby that it would be deemed that once bidder has submitted the bid then all the corrigendum issued prior to submission of bid were well within the knowledge of the Bidder.*
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents

may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority or the relevant contact person indicated in the tender.

NIC Helpdesk	
CPP Portal Help Desk	Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk at following numbers& mail ids
Telephone/ Mobile	Customer Support: 0120-4200462, 4001002, 4001005, 6277787 (24x7 CPPP Helpdesk)
E-mail ID	Technical - support-eproc@nic.in Policy Related - cppp-doe@nic.in

EPFO Contact Details	For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority
EPFO Contact Person	Sh. Yogesh Kumar, Regional Provident Fund Commissioner (NDC)
Telephone/ Mobile	011-28093056 [between 9:15 hrs to 17:45 hrs on working days]
E-mail ID	rc.ndc@epfindia.gov.in
EPFO's Procurement Cell	rpfc.pdu@epfindia.gov.in

Format 1: Bank Guarantee for Earnest Money Deposit (EMD)

To,

The Central Provident Fund Commissioner,
Employees Provident Fund Organisation,
14, Bhikaji Cama Palace,
New Delhi-110 066

Whereas, <<name of the Service Provider and address>> (hereinafter called “the Bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to Supply, install, commissioning and integrational of Business Intelligence and Data Analytics Platform to EPFO (hereinafter called “the Purchaser”)

And whereas it has been stipulated by 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;

Know all Men by these presents that we << Name of the Bank >>, a banking company incorporated and having our office at << Address >> (hereinafter called “the Bank”) are bound unto the <Purchaser> (hereinafter called “the purchased”) in the sum of Rs. <<Amount in Figures & Amount in Rupees>> for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by the presents. Sealed with the Common Seal of the said Bank this <<Date>>.

The conditions of this obligation are:

- (1) If the bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
- (2) If the bidder, having been notified of the acceptance of its bid by the Purchaser during the period of valid of bid
 - (a) Withdraws his participation from the bid during the period of validity of bid document; or
 - (b) Fails or refuses to participate in the subsequent Tender Process after having been shortlisted;

We undertake to pay to the Purchaser upto the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain inforce upto <<Date>> and including <<extra time over and above mandate in the Tender Documents>> from the last date of submission and any demand in respect of should reach the bank not later than the above date.

NOT WITHDSTANDING ANYTHING CONTAINED HEREIN:

- i. Our liability under this Bank Guarantee shall not exceed Rs. << Amount in Figure>> <<Amount in Words>> only.
- ii. This Bank Guarantee shall be valid upto << Date >>
- iii. It is 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 <<Date>> failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Format 2: Letter of Proposal

<Location, Date>

To,

Subject: Submission of the Technical bid for Selection of Agency for the Supply, Installation, Commissioning and Integration of Business Intelligence and Data Analytics Platform in EPFO -
Regarding

Dear Sir/Madam,

We, the undersigned, offer to for the Supply, Installation, Commissioning and Integration of Business Intelligence and Data Analytics Platform in EPFO against your Request for Proposal dated <insert date>. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in separate envelopes.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the Tender document. We would hold the terms of our bid valid for <180> days as stipulated in the Tender document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name of Authorized Signatory

Name of Firm/ Address/ Place/ Date

Format 3: Commercial Proposal Templates

The bidders are expected to respond to the Tender Document using the forms given in this section for Commercial Proposal.

Form A: Covering Letter

Form B: Proforma for Financial Bid

Form A: Covering Letter

To:

Subject: Submission of the Financial bid

Dear Sir/Madam,

We, the undersigned, offer to provide the services against your Request for Proposal dated [*Date*]. Our attached Financial Proposal is for the sum of [*Amount in words and figures*]. This amount is exclusive of the taxes.

Our Financial Proposal shall be binding upon us, up to expiration of the validity period of the Proposal, i.e., [*Date*].

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Form B: Financial Proposal
Performa for Financial Bid

[On Company's letter head]

Reference No.:

Date:

To,

The Regional P.F. Commissioner (NDC)
National Data Centre, Employees Provident Fund Organisation
First Floor, EPFO Complex, Plot No.23, Sector 23
Dwarka, New Delhi – 110 075

Subject: Tender process for the selection of suitable agency for the Supply, installation, commissioning & Integration of Business Intelligence and Data Analytical Platform (5 Years) along with 2 Years Manpower Support at EPFO – Regarding.

Sir,

In response, our quotation for the above work mentioned in the subject at EPFO are as under:

S.No.	Product Description	Qty (Q)	Unit Rate per Year in Rs. (R)	Total Cost in Rs. (QxR)	In Words
1	Supply, installation, commissioning, integration and operationalization of Business Intelligence, Data warehousing and Data Analytical Platform at EPFO as per the scope of work valid for a period of five years (5) from the date of acceptance of the work order	1			
2	Technical manpower support for implementation, training and support for a period of two years (2) from the date of acceptance of the work order	2			
	TOTAL VALUE				

Note:

1. The Service Tax, if applicable will be paid by the EPFO to the Bidder.
2. Amount payable to the Bidder shall be subject to TDS as per norms.

Thanking you,

Yours faithfully,

Signature of Bidder:
(Should be signed by authorized representative of bidder)

Name of Signatory:

FORM-C
Manufacturer's Authorization Form (MAF)
(* To be submitted on Company (OEM)'s letterhead)

To,
The Central Provident Fund Commissioner
Employees' Provident Fund Organisation
National Data Centre, I Floor, EPFO Complex
Plot No.23, Sector- 23
Dwarka, New Delhi -110075

Dear Sir/Madam,

RE : Manufacturer's Authorization Form (MAF)

We, M/s _____ who are established and reputed manufacturers of _____ having factories/ Depot at _____ and _____ do hereby authorize M/s _____ (Name and address of bidder) to offer their quotation, negotiate and conclude the contract with you against the above invitation for the Bid.

We hereby extend our commitment/ standard guarantee and comprehensive warranty as per terms and conditions of the above referred RFP and the contract for our equipment quoted / services offered against this RFP with _____.

We also extend our back to back service support and assurance of availability of our equipment and their components and consumables as per terms and conditions of the RFP, to M/s _____ for a period stipulated in the tender document.

Dated at _____ this _____ day of _____ 2019.

Signature of the Company Secretary /Authorized Signatory

Name:

Designation:

Name & Address of the Company:

Seal of the Company:

FORM-D

FINANCIAL INFORMATION (TURNOVER & NETWORTH)

Please provide the CA certified financial information of the three last declared financial years (i.e. 2016-2017, 2017-2018 and 2018-2019)

S.No	Item Particulars	2016 – 2017	2017 – 2018	2018 – 2019
1	Annual Turnover			
2	Net Worth (positive)			

Note : Certificate from Statutory Auditor is mandatory for turnover and net worth.

FORM-E

Format: Performance Bank Guarantee

To,

The Central Provident Fund Commissioner
Employees' Provident Fund Organisation
HUDCO Vishala Building
14, Bhikaji Cama Palace
New Delhi- 110066

Whereas, <<name of the Service Provider and address >> (hereinafter called "the Bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide technical manpower to EPFO (hereinafter called "the purchaser").

And whereas it has been stipulated by 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 the Bank>, a banking company incorporated and having its head/registered office at <Address of Registered Office> and having one of its office 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, a total of <<5% of PO value >> and we undertake to pay you, upon your first written demand declaring the supplier to be default under the contract and without cavil or argument, any sum or sums of << 5% of PO value>> 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.

This Guarantee shall be valid until xx.xx.xxxx.

Notwithstanding anything contained herein: Our liability under this bank guarantee shall be <<5% of PO value>>(<<5% of PO value in words>>).

It is condition of our liability for payment of the guaranteed amount or au 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 xx.xx.xxxx failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date: