



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/4841274
Dated/दिनांक : 05-04-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	26-04-2024 18:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	26-04-2024 18:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Labour And Employment
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Employees Provident Fund Organisation (epfo)
Office Name/कार्यालय का नाम	New Delhi
Item Category/मद केटेगरी	Vulnerability and Penetration Testing
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	600 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	Yes
RA Qualification Rule	H1-Highest Priced Bid Elimination
Type of Bid/बिड का प्रकार	Two Packet Bid

Bid Details/बिड विवरण

Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	150000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	3.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

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

Beneficiary/लाभार्थी :

RPFC

National Data Centre, Employees Provident Fund Organisation (EPFO), Epfo complex, Plot 23, Sector 23, Dwarka, New Delhi - 110077

(Regional Provident Fund Commissioner)

Splitting/विभाजन

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

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

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

3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

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

5. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- If number of technically qualified bidders are only 2 or 3.
- If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

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

Breakup - [1712301216.xlsx](#)

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Payment Terms:As per RFP.

Scope of Work:[1712301100.pdf](#)

Format to be uploaded by buyer for the breakup of components on cost/price offered by Service Provider in the Bid:[1712301095.pdf](#)

Vulnerability And Penetration Testing (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Scope of VA	As per RFP
Activities of VA	As per Scope
Activities of PT	As per RFP
Standards to be followed	As per RFP
CERT-In empanelment required	Yes
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
No. of IP Addresses	As per RFP
No. of APIs	As per RFP
Number of IT Assets	As per RFP
Number of Applications	As per RFP

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity To be set as 1	Additional Requirement/अतिरिक्त आवश्यकता
1	Rahul Tanwar	110075,National Data Centre EPFO Complex Plot 23, Sector 23 Dwarka	1	N/A

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

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

2. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

3. Buyer Added Bid Specific SLA

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

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

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

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

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

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

---Thank You/धन्यवाद---



कर्मचारी भविष्य निधि संगठन EMPLOYEES' PROVIDENT FUND ORGANISATION

श्रम एवं रोजगार मंत्रालय, भारत सरकार
Ministry of Labour and Employment, Govt of India
राष्ट्रीय डाटा सेन्टर / National Data Center



ईपीएफओ काम्प्लेक्स, सेक्टर 23, द्वारका, नई दिल्ली - 110077 / EPFO Complex, Sector 23, Dwarka, New Delhi - 110077

No: 56684/2299

Date: 05/04/2024

REQUEST FOR PROPOSAL FOR VULNERABILITY ASSESSMENT AND PENETRATION TESTING

Employees' Provident Fund Organisation (hereafter referred as "EPFO") having its office at EPFO Complex, Sector 23, Dwarka, New Delhi - 110077, invites quotation from Cert-In Empaneled agencies/firms/companies (hereafter referred as "bidder") through GeM Portal for providing Vulnerability Assessment and Penetration Testing (VAPT) Audit services.

Scope of work

Vulnerability Assessment

To conduct VAPT (Vulnerability Assessment & Penetration Testing) Audit of IT & Communication infrastructure at EPFO, NDC, Dwarka and subsequently provide comprehensive reports including suggestions and recommendations to address vulnerabilities, controls etc. for improvement in cyber security of the IT&C infrastructure.

Bidder should be able to cover a broad range of systems like Operating system [Windows, Linux (all flavours) etc.], Databases (MySQL, MSSQL, Oracle, PostgreSQL etc.), Web servers (Apache, JBoss, Tomcat, IIS etc.), Network devices (Routers, Switches, Gateway, Proxy etc.), Security devices (Firewalls, IDSs, IPSs, etc.). Bidders are expected to conduct the audit against the standard configuration document as per latest global standards and industry best practices. In case, any new asset is identified during project execution, Bidder is expected to develop the checklist and conduct the assessment.

The assessment is to be carried out at EPFO premises at NDC, EPFO Complex, Sector 23, Dwarka, New Delhi - 110077.

The VAPT audit should be comprehensive and will consist, but not limited to, following activities:

Scope of work for Vulnerability Assessment

1. General aspects for all systems
 - a) Access control and authentication

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05/04/2024

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- b) Network settings
- c) General system configuration
- d) Logging and auditing
- e) Password and account policies
- f) Patches and updates
2. Specific requirements for Server/OS Configuration Audit
 - a) File system security
 - b) Account Policies
 - c) Access Control
 - d) Network Settings
 - e) System Authentication
 - f) Logging and Auditing
 - g) Patches and Updates
 - h) Unnecessary services
 - i) Remote login settings
3. Configuration Audit of Networking & Security Devices
 - a) Access Control
 - b) System Authentication
 - c) Auditing and Logging
 - d) Insecure Dynamic Routing Configuration
 - e) Insecure Service Configuration
 - f) Insecure TCP/IP Parameters
 - g) System Insecurities
 - h) Unnecessary services
 - i) Remote login settings
 - j) Latest software version and patches
4. Database Configuration Audit
 - a) Database Account Authentication
 - b) Password Policy
 - c) Database Account Privileges
 - d) Database Auditing
 - e) Database Logging and Tracing
 - f) Database Network Access Mechanism
 - g) Database Patching
 - h) Database Files and Directories Permission
 - i) Access control and authentication
 - j) Unnecessary services
 - k) Remote login settings
 - l) Patches and updates
5. Security configuration of desktops and laptops that are used by the business users can be performed on sampling basis (say 10% of the total Assets in the concerned Dept.) as per EPFO's requirements to ensure that Active Directory Services are effectively implemented in the Department concerned.
6. Mob app security testing (as and when developed)
7. API security testing
8. Static Application Security Testing (SAST) including source code review - Dynamic Application Security Testing (DAST)
9. Verification of closure of vulnerabilities.
10. Application Security Testing and code review

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05/04/2024

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11. Assurance of zero risk / restoration
12. Measures to be taken in the event of an incident

Penetration Testing

The objective of the assessment is to determine the effectiveness of the security of organization's infrastructure and its ability to withstand an intrusion attempt. This may be achieved by conducting both reconnaissance and a comprehensive penetration test. This will provide good insight as to what an attacker can discover about the network and how this information can be used to further leverage attacks. The security assessment should use the industry standard penetration test methodologies (like OSSTMM, ISSAF etc.) and scanning techniques, and will focus on applications. The application tests should cover but not limited to OWASP Top 10 attacks.

Scope of work for Penetration Testing:

1. Tests for default passwords
 2. Tests for DoS vulnerabilities
 3. Test for directory Traversal
 4. Test for insecure services such as SNMP
 5. Check for vulnerabilities based on version of device/server
 6. Test for SQL, XSS and other web application related vulnerabilities
 7. Check for weak encryption
 8. Check for SMTP related vulnerabilities such as open mail relay
 9. Check for strong authentication scheme
 10. Test for sample and default applications/pages
 11. Check for DNS related vulnerabilities such as DNS cache poisoning and snooping
 12. Test for information disclosure such as internal IP disclosure
 13. Look for potential backdoors
 14. Check for older vulnerable version
 15. Remote code execution
 16. Weak SSL Certificate and Ciphers
 17. Missing patches and versions
- a) This is a minimum indicative list, CERT-IN auditors are encouraged to check for more settings in line with best practices including PCI, OSSTM etc.
- b) The vendor has to perform 2 iterations of the Security Audit.
- c) Besides the listed area, vendor shall check for more settings in line with industry's best practices Vendor shall also perform the audit in line with standard of Information Security Management Systems (ISMS), that is, standard of ISO/IEC 27000 series
- d) The tester should attempt to identify and exploit vulnerabilities that include the OWASP Top 10 including:
- i. Input validation
 - ii. Cross site scripting
 - iii. SQL injection
 - iv. Cookie modification
 - v. Code execution
 - vi. Buffer overflow

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05/04/2019
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- vii. URL manipulation
- viii. Authentication bypass
- ix. File upload vulnerabilities
- x. Secure implementation of features such as forgot password, password policies enforcement, CAPTCHA etc.
- xi. Session hijacking
- xii. CSRF
- xiii. Privilege escalation

Deliverables

A. First Audit

To conduct VAPT audit as mentioned above and subsequently submission of reports on findings including vulnerabilities, loopholes etc. and suggestions, recommendations, best practices, controls to be implemented for addressing the vulnerabilities, loopholes etc.

Subsequent to above, on receipt of these audit reports, necessary actions for implementation of recommendations shall be carried out by EPFO, in consultation with the auditor/contractor. However, in case of the recommendations which are not implementable immediately (within less time period) due to some reasons i.e. cost implications, procurement/tendering process or other reasons etc. shall be marked by EPFO to be implemented later. The auditor/contractor will provide all necessary suggestions/consultation to implement the recommendations and will be fully involved in implementation process.

B. Second Audit:

The auditor/contractor is required to review the actions taken by EPFO on the recommendations of first audit report, perform re-scan audit, if required, and submit reports on findings and subsequent discussions with EPFO.

On completion of the project the bidder should submit a detailed technical Audit Test report along with the Certificates for the respective Audits carried out.

The Report should contain the following:

1. Identification of auditee (Address & contact information)
2. Dates and Locations of Audit
3. Audit Plan
4. Standards followed
5. Additional mandatory or voluntary standards or regulations applicable to the auditee
6. Summary of audit findings including identification tests, tools used and results of tests performed
 - a. Tools used and methodology employed
 - b. Positive security aspects identified
 - c. List of vulnerabilities identified
 - d. Description of vulnerability
 - e. Risk rating or severity of vulnerability

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- f. Category of Risk: Very High / High / Medium / Low
 - g. Test cases used for assessing the vulnerabilities
 - h. Illustration of the test cases
 - i. Applicable screen-shots.
7. Analysis of vulnerabilities and issues of concern
 8. Recommendations for corrective action
 9. Personnel involved in the audit
 10. Executive Summary – Summarize the scope, critical findings, and the positive security aspects identified in a manner suitable for the management.
 11. Categorization of vulnerabilities based on risk level – The report should classify the vulnerabilities as High/Medium/Low based on the business Impact and Ease of Exploitation
 12. Details of the security vulnerabilities discovered during audit. The detailed findings should be brought out in the reports which shall cover the details in all aspects.
 13. If the recommendation could not be implemented as suggested due to any reason, possible alternate solutions to be provided.
 14. Solutions for the discovered vulnerabilities during the audit – The report should contain emergency quick fix solutions and long term solutions based on industry standards.
 15. The report show risk to the business based on any exploits that was found.
 16. The assessment report should contain a test plan that shows what tests were conducted and its status.



S.N O	NAME OF APPLICATION	Type of application (Web mobile/bac kend process)	Expos ed to (Inter net Public NW)	No. of devices for VA/SCD						Source Code	Appsec	No. of web Servic es	N o. of AP I		
				OS	DB	AP P	WE B	HA PRO XY	Tot al					LoC (.java & .jsp) blanks and comme nts exclue d	Langua ge
1	Employer Interface	web	Public	RH EL 7.6	ORAC LE 12C	24	8	10	42	340740	Java, Javascr ipt, JSP	2	507	0	0
2	Member Interface	web	Public	RH EL 7.6	ORAC LE 12C	12	4	6	22	358491	Java, Javascr ipt, JSP	1	147	0	0
3	Field Office Interface	web	Public	RH EL 7.6	ORAC LE 12C	6	2	4	12	81681	Java, Javascr ipt, JSP	70 (approx.)	616	0	0
4	Public Portal	web	Public	RH EL 7.6	ORAC LE 12C	0	0	0	0	27452	Java, Javascr ipt, JSP	NA	54	0	0

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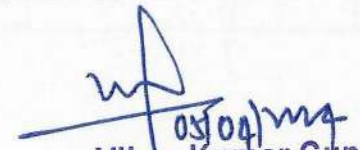
5	Higher Wages Pension Application (POHW)	web	Public	RH EL 7.6	ORAC LE 12C	0	0	0	0	24270	Java, Javascr pt, JSP	NA	60	0	0
6	Bank Statement Scheduler	Java application scheduler	NO	RH EL 7.6	ORAC LE 12C	2	0	0	2	936	Java, Javascr pt, JSP	NA	3	0	0
7	Standalone applications (Commonly used codes in the form of jars/libraries)	Java applications	NO	RH EL 7.6	ORAC LE 12C	0	0	0	0	404127	Java, Javascr pt, JSP	NA	28		0
8	Claim receipt processing service	Java application	NO	RH EL 7.6	ORAC LE 12C	0	0	0	0	2143	Java, Javascr pt, JSP	NA	3	1	0
9	Direct UAN allotment Service	Java application	NO	RH EL 7.6	ORAC LE 12C	0	0	0	0	6072	Java, Javascr pt, JSP	NA	3	1	0
10	Eod-scroll	Java application web service	NO	RH EL 7.6	ORAC LE 12C	0	0	0	0	1767	Java, Javascr pt, JSP	NA	4	1	0
11	PAN service	Java application	NO	RH EL 7.6	ORAC LE 12C	0	0	0	0	953	Java, Javascr pt, JSP	NA	4	1	0

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12	LIN Webservice	Java application webservice initiated at scheduled frequency	NO	RHEL 7.6	ORACLE 12C	0	0	0	0	4079	Java, Javascript, JSP	NA	1	1	0
13	Bank KYC verification scheduler	Java application scheduler	NO	RHEL 7.6	ORACLE 12C	0	0	0	0	10872	Java, Javascript, JSP	NA	4	0	0
14	Eod-scheduler	Java application scheduler	NO	RHEL 7.6	ORACLE 12C	1	1	1	3	4618	Java, Javascript, JSP	NA	4	0	0
15	NPCI Bank verification scheduler	Java application scheduler	NO	RHEL 7.6	ORACLE 12C	0	0	0	0	232	Java, Javascript, JSP	NA	1	0	0
16	NPCI Bank verification response scheduler	Java application scheduler	NO	RHEL 7.6	ORACLE 12C	0	0	0	0	232	Java, Javascript, JSP	NA	1	0	0
17	E-Inspection scheduler	Java application scheduler	NO	RHEL 7.6	ORACLE 12C	0	0	0	0	576	Java, Javascript, JSP	NA	1	0	0
18	ABRY scheduler	Java application scheduler	NO	RHEL 7.6	ORACLE 12C	0	0	0	0	8466	Java, Javascript, JSP	NA	1	0	0
19	E-Inspection SOP scheduler	Java application scheduler	NO	RHEL 7.6	ORACLE 12C	0	0	0	0	437	Java, Javascript, JSP	NA	1	0	0

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20	DBT (WebService Client)	Java Application WebService Client	Yes	RH EL 7.6	ORACLE 12C	0	0	0	0	3925	Java, JavaScript, JSP	NA	1	0	0
21	Prayaas (WebService Client)	Java application WebService Client	Yes	RH EL 7.6	ORACLE 12C	0	0	0	0	3270	Java, JavaScript, JSP	NA	1	0	0
22	Shram Suidha (Web-service)	Java application WebService	Yes	RH EL 7.6	ORACLE 12C	0	0	0	0	24802	Java, JavaScript, JSP	NA	11	0	0
23	a. UAN activation at UMANG b. DIGILocker c. UAN Card d. Know your UAN (used internally)	Java application WebService	Yes	RH EL 7.6	ORACLE 12C	1	1	0	2	4745	Java, JavaScript, JSP	NA	1	0	0
24	EPFO-ESIC UAN data	Java application WebService	Yes	RH EL 7.9	ORACLE 12C	1	1	1	3	2974	Java, JavaScript, JSP	NA	5	0	0

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25	Member Search (Web Service)	Java application WebService	NO	RH EL 7.6	ORAC LE 12C				0	1383	Java, Javascript, JSP	NA	3	0	0
26	User Management	Java application	NO	RH EL 7.6	ORAC LE 12C				0	1319243	Java, Javascript, JSP	70 (approx.)	To be decided	0	0
27	UAN based accounting	Java application	NO	RH EL 7.6	ORAC LE 12C				0		Java, Javascript, JSP		To be decided	0	0
28	Pension Claim processing	Java application	NO	RH EL 7.6	ORAC LE 12C				0		Java, Javascript, JSP		To be decided	0	0
29	Other claim processing	Java application	NO	RH EL 7.6	ORAC LE 12C				0		Java, Javascript, JSP		To be decided	0	0
30	Centralized Payment Processing System	Java application	NO	RH EL 7.6	ORAC LE 12C				0		Java, Javascript, JSP		To be decided	0	0
31	Revised Return Filing	Java application	Yes	RH EL 7.6	ORAC LE 12C				0		Java, Javascript, JSP		To be decided	0	0

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32	Grant and cancellation of exemption	Java application	NO	RH EL 7.6	ORACLE 12C				0		Java, Javascript, JSP		To be decided	0	0
Total						47	17	22	86	2638486	0	3	1465	5	0

Above quantity is indicative in nature and may vary at the time of actual audit and payments would be made on the pro-rata basis

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Bid Submission:

1. Bids shall be submitted online only on GeM Portal. Tenders and supporting documents shall be uploaded through GeM Portal within the time prescribed on GeM Portal.
2. Hard copy of the Tender documents shall not be accepted.
3. While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully get it clarified before submission of tender.
4. Bidder should ensure that the documents being uploaded are legible and wherever possible the original document should be scanned and uploaded instead of scanning the Xerox copy.
5. If the uploaded/scanned copies are found illegible the bid will be summarily rejected.
6. The requirements are tentative and may increase or decrease at the sole discretion of this office.
7. All Bidders are hereby explicitly informed that conditional offer or offers with deviations from the conditions of contract, the bids not meeting the minimum eligibility criteria, Technical Bids, not accompanied with EMD of requisite amount/format, or any other requirements, stipulated in tender documents are liable to be rejected.
8. Clarification, if any, may be sought through GeM Portal only.

Eligibility Condition for Bidders & Submission of Documents

S No	Pre-Qualification Criteria	Documents to be submitted
1	Bidder should be a registered partnership/ proprietorship firm/ company or any other legal entity having one of its office in NCR.	Scanned copy Registration certificate/ Incorporation Certificate/ Partnership Deed of bidder along with complete address which shows that the bidder is having one of its office in NCR.
2	The Bidder should be compulsorily registered with Department of Income Tax.	Scanned copy of PAN.
3	The Bidder should be compulsorily registered under GST.	Scanned copy of Goods and Service Tax Number of the bidder.
4	The bidder should have a minimum turnover of Rs 600 Lakh in the last 3 financial years. The bidder agency should not have incurred loss in the last 3 financial years.	Scanned copy of audited balance sheet of the bidder for the last 3 Financial Years OR Certificate by CA on letterhead.

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Regional PF Commissioner-II

5	The bidder should submit an EMD of Rs 1.5 Lakh. Exemptions will be applicable as per extent rules.	EMD of Rs 1.5 Lakh or the relevant documents seeking exemption.
6	Understanding of the complete RFP document	Scanned copy of this tender document with signature of proprietor/ partner/ director/ authorized signatory along with stamp on each page of this tender document and on each page of enclosures in token of his /their having acquainted himself/ themselves and accepted the entire tender documents including various conditions of contract. Scanned copy of Aadhaar of the authorized signatory of the agency who has signed all the documents. If Authorized Signatory is different from proprietor/director/partner, then additionally submit power of attorney to be issued in favour of the authorized signatory.
7	Ownership details of the bidder.	Scanned copy of ownership details of the bidder.
8	Bidder should not have been blacklisted or debarred by any Government Agency/ PSU/ Autonomous bodies.	Scanned copy of an affidavit or self-declaration that the bidder has not been blacklisted or debarred by any Government Agency/ PSU/ Autonomous bodies.
9	The bidder should have a minimum experience of 3 years having undertaken similar nature of work in any government agency/ PSU/ Autonomous body.	Documentary evidence viz work order/ completion certification etc indicating that the bidder have a minimum experience of 3 years having undertaken similar nature of work in any government agency/ PSU/ Autonomous body.
10	Bidder should be empaneled with Cert-IN for providing services of Assessment and Penetration Testing	Relevant certificate issued by Cert-IN.

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Regional PF Commissioner-II

Financial Bid quotation:

1. Financial bid of any those bidder agencies will be opened who have fulfilled the conditions laid down in the technical bid.
2. Bidder quoting lowest amount will be awarded the tender (such agency which will be awarded with tender is hereafter referred as "**contractor**").
3. Bidder has to quote rates for assessment in the below format:

S No	Particular	Unit Cost	Quantity	Total Cost
1	No of Devices	To be Quoted by bidder	86	To be Quoted by bidder
2	Lines of Codes	To be Quoted by bidder	2638486	To be Quoted by bidder
3	No of User Roles	To be Quoted by bidder	73	To be Quoted by bidder
4	No of Dynamic Pages	To be Quoted by bidder	1465	To be Quoted by bidder
5	No of Web Services	To be Quoted by bidder	5	To be Quoted by bidder
6	No of APIs	To be Quoted by bidder	1	To be Quoted by bidder
7	Total Cost			To be Quoted by bidder
8	GST			To be Quoted by bidder
9	Total Cost Including GST			To be Quoted by bidder

Above quantity is indicative in nature and may vary at the time of actual Audit and payments would be made on the prorata basis

Payment Terms for the Contractor Agency

1. The contractor shall not assign its contractual authority to any other third party. The contractor should not assign or sublet the empanelment or any part of it to any other agency in any other form than defined in this tender. If found doing so, shall result in termination of Empanelment and forfeiture of the Security Deposit.
2. In case the contractor is found in breach of any condition(s) of tender, the legal action as per rules/laws, shall be initiated against the vendor and EMD/Security Deposits shall be forfeited.
3. The payment to the contractor will be made upon satisfactory completion of work.
4. Payments shall be made subject to deductions of any amount for which the contractor is liable under the tender conditions. Further all payments to the bidder will be made subject to deduction of TDS (Tax deduction at Source) applicable to deployment of professionals as per the income Tax Act, 1961, and also applicable penalty and other taxes, if any, as per Government of India rules.
5. GST would be paid extra as may be applicable.

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Vikas Kumar Gupta
Regional PF Commissioner-II

6. Payment schedule is as under

Stage	Payments
Submission of First Report	30% of the value of testing done as per the rates provided on pro-rata basis
Submission of Second Report	70% of the value of testing done as per the rates provided on pro-rata basis

Delivery of Service

1. The contractor will undertake all the indicative activities defined in the detailed Scope and any other associated activities. Adequate resources will be deployed by the empanelled agency so that no activities are lost sight of and all of them are handled with reasonable efficiency.
2. First Report is expected to be completed within 8 Weeks from date of granting access to the application.
3. Second Report is expected to be completed within 8 Weeks from date of granting access to the application after necessary modification.
4. In case of delay in submission of reports, a penalty of 1% per week will be levied provided such delay is not due to force-majeure, subject to maximum of 10%. Such calculation will be made as per the quantum of work for which access was granted on pro-rata basis.

General Terms & Conditions

1. EPFO reserves the right to reject any or all tender/bid without assigning any reason.
2. The Earnest Money Deposit of the unsuccessful bidders in the financial bid evaluation stage shall be returned on award of contract to a successful bidder.
3. The contractor shall deposit 3% of the awarded contract value in favour of "Regional PF Commissioner" towards Performance Bank Guarantee (PBG).
4. The Performance Bank Guarantee (PBG) can be forfeited by order of the competent authority of EPFO in the event of any breach or negligence or non-observance of any terms/condition of contract or for unsatisfactory performance or for non-acceptance of the Work Order. On successful commissioning, such portion/full amount of the said performance Guarantee as may be considered by EPFO sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained.
5. The Contractor shall take all precautions not to disclose, divulge / or disseminate to any third party any confidential information, proprietary information on the department/office business or security arrangements (including but not limited to the Assignment Instructions, Schedules and other subsequent Agreements)

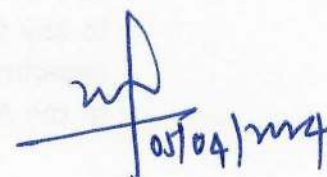
Signature & Stamp of Authorized Signatory of Bidder Agency


08/04/2024
Vikas Kumar Gupta
Regional PF Commissioner II

and/or business of EPFO. The obligation is not limited to any scope and the bidder shall be held responsible in case of breach of the confidentiality of department's information.

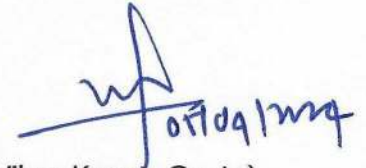
6. The contractor shall be responsible for all injuries and accidents to persons employed by them or otherwise. EPFO shall stand indemnified in respect of the treatment provided under such exigencies.
7. In the event of any loss being caused to EPFO on account of the negligence of the contractor, the contractor shall make good such loss sustained by EPFO, either by the replacement or on payment of adequate compensation on actual basis.
8. In case of performance of the contractor is not found to be satisfactory as per operational parameters set out in the contract or not in conformity with the terms & conditions of the tender, the contract shall be terminated. In the event of premature closure of contract for reasons mentioned herein above. The performance guarantee money deposited by the contractor shall be forfeited.
9. In the event of the bidding company's or the concerned division of the company being taken over/bought over by another company, it shall be ensured in the negotiation for their transfer that all the obligations under the agreement with EPFO, are passed on for compliance by the new company/new division.
10. Contractor automatically agree with EPFO for honouring all aspects of fair trade practices in executing the work orders placed by EPFO.
11. The contractor will be required to undertake the work in any part of India.
12. The contractor shall be solely responsible for discharge of all the legal obligations/statutory requirements under various labour legislations as may be in force from time to time in so far as the workmen engaged by him for this work are concerned. Such deployed manpower or the contractor will have no right or claim of any kind from EPFO.
13. Staff of the contractor must carry Identity card issued by the contractor while on duty at EPFO. Be it private or public areas, the employees are to be frisked/checked by the security personnel, both while entering and leaving the premises.
14. The contractor will provide escalation matrix for problem resolution.
15. Force Majeure Obligations of the Parties: Force Majeure shall mean any event beyond the control of department or the Contractor, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:
 - a. War, hostilities, invasion, act of foreign enemy and civil war;
 - b. Rebellion, revolution, insurrection, mutiny, conspiracy.
 - c. Epidemics quarantine and plague;
 - d. Earthquake, cyclone and other natural disaster.

Signature & Stamp of Authorized Signatory of Bidder Agency



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16. Governing Laws and Settlement of Dispute: Any claims, disputes and differences (including a dispute regarding the existence, validity or termination of this Contract) arising out of, relating to this contract including interpretation of its terms shall be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussion as aforesaid within a period 30 days, then the RPFC-I (Administration) is the sole arbitrator to decide the same and his decision is final and binding on both the parties as per the provisions of the Arbitration and Conciliation Act 1996, If difference persist even after Arbitration and there are compelling reasons to go to the court, it will be decided in the court of Delhi only.
17. Jurisdiction of Court: This Contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Delhi.



(Vikas Kumar Gupta)
Regional PF Commissioner-II
(Procurement & Contract Management)
Vikas Kumar Gupta
Regional PF Commissioner-II