

**NATIONAL SCHEDULED CASTES FINANCE & DEVELOPMENT CORPORATION**  
**(Ministry of Social Justice and Empowerment, Government of India)**  
14<sup>th</sup> Floor, Core 1 & 2, SCOPE Minar, Laxmi Nagar, Delhi -110092.

**Hiring of Agency for Design, Development, Implementation, and Maintenance of an Integrated Data Repository and Dashboard with Data Analytics for National Scheduled Castes Finance and Development Corporation (NSFDC) through Government e-Marketplace (GeM) portal.**

*Published on : 19<sup>th</sup> March 2026*  
*Last Date of Submission of Bid: 1<sup>st</sup> April 2026*

Name of Bid Publishing Organization	National Scheduled Castes Finance and Development Corporation (NSFDC)
Address & Contact Number	Asst. General Manager (IT) National Scheduled Castes Finance And Development Corporation 14th Floor, Core 1&2, SCOPE Minar, Laxmi Nagar, Delhi -110092. Tel: 011-22054350
Name of Work	Design, Development, Implementation, and Maintenance of an Integrated Data Repository and Dashboard with Data Analytics.
Earnest Money Deposit (EMD) (with atleast 180 days validity)	Rs.16,000/- (Rupees Sixteen Thousand only) by way of DD / Bank Guarantee / Pay order in favor of "National Scheduled Castes Finance and Development Corporation" payable at New Delhi.
Estimated Cost of the Work	Rs.8,00,000/- (including applicable taxes)
Bid Publish Date (T0)	19.03.2026
Bid Document Download Start Date	19.03.2026
Pre-Bid Meeting Date & Time	(T0 + 4th Day) (Tentative) at 11:00 AM (Exact date will be communicated separately to participating bidders).
Pre-Bid Meeting Venue	NSFDC Head Office, Delhi through Physical and VC mode (Link will be communicated separately to participating bidders).
Last Date & Time for submission of Bid	(T0 + 14 <sup>th</sup> Day)
Date of opening of Technical Bid	(T0 + 15 <sup>th</sup> Day)
Presentation by Technically qualified bidders	(T0 + 18 <sup>th</sup> to 20 <sup>th</sup> Day)
Date of opening of Financial Bid	(T0 + 21 <sup>st</sup> Day)
Bid validity period	180 days from opening of Financial Bid

Bid Addressed to:	Assistant General Manager (IT) National Scheduled Castes Finance And Development Corporation 14th Floor, Core 1&2, SCOPE Minar, Laxmi Nagar, Delhi -110092. Tel: 011-22054350
Bid Component	<b>Two-Bid System</b> (Technical Bid + Financial Bid)

## 1. INTRODUCTION

National Scheduled Castes Finance and Development Corporation (NSFDC) is a CPSE under administrative control of Department of Social Justice and Empowerment (DoSJ&E), Ministry of Social Justice & Empowerment, Government of India incorporated u/s 25 of Companies Act, 1956 (now section 8 under companies Act, 2013). NSFDC provides concessional loan, through its Channel Partners (State Channelising Agencies, PSBs, RRBs etc.) to persons belonging to Scheduled Castes category for setting up/augmenting the self-employment ventures and for higher studies.

## 2. OBJECTIVE OF THE TENDER

NSFDC intends to select a competent agency to create a Centralized Data Repository and Dashboard with Data Analytics. The goal is to undergo transition from manual MIS reporting to a real-time, data-driven monitoring system that integrates data from internal reports (MIS, Loan Finance etc.) and external portals.

## 3. SCOPE OF WORK (SoW)

The scope is divided into three core modules:

### Module A: Centralized Data Repository

The selected agency must design a secure Data Warehouse to ingest, clean, and standardize data from the following sources:

#### I. MIS Reports (Historical) & Loan Accounting Management System (LAMS) :

- a. MIS-I: Proposals Received from Channel Partners.
- b. MIS-II: Proposals Sanctioned.
- c. MIS-III: Disbursements made to Channel Partners.
- d. MIS-IV: Utilization of funds by Channel Partners.
- e. MIS-V: Refunds/Repayments received.
- f. MIS-VI: Cancellation of Sanctioned Proposals.

#### II. Loan Finance Reports (Historical) & Loan Accounting Management System (LAMS)

- a. Channel Partner-wise, date-wise disbursements made
- b. Channel Partner-wise, date-wise repayments received
- c. Channel Partner-wise, date-wise refund received
- d. Channel Partner-wise Principal Overdues / Interest Overdues / Principal Outstanding
- e. Total Loan Portfolio.

#### III. Beneficiary Data (from PM SURAJ Portal/UCs):

Further, the following details can be collected from the Utilization certificates submitted by Channel Partners and are uploaded on PM SURAJ portal which include the following:

Category	Data Field	Description/Notes
<b>A. Identity &amp; Demographics</b>	1. Name	Beneficiary Name.
	2. Mobile	Contact number.
	3. Aadhar Number	Must be masked/vaulted for security.
	4. SHG Name	Self Help Group Name (If applicable).
	5. Total Members	Number of members in the SHG/Group.
	6. Male	Count of male beneficiaries in the group.
	7. Female	Count of female beneficiaries in the group.
	8. DNT in Numbers	Count of De-Notified Tribes beneficiaries.
<b>B. Location Details</b>	9. Address	Full postal address.
	10. State	State Name.
	11. District	District Name.
<b>C. Financial Details</b>	12. Financial Year	e.g., 2024-25.
	13. Quarter	e.g., Q1, Q2.
	14. Sanction Amount	Amount sanctioned by NSFDC/Agency.
	15. Loan Availed	Actual amount disbursed/availed.
	16. Interest Rate	Applicable interest rate.
<b>D. Scheme &amp; Project Info</b>	17. Project Name	Title of the specific project.
	18. Scheme Name	Name of the NSFDC Scheme.
	19. Sector	e.g., Agriculture, Service, Transport.
	20. Activities	Specific income-generating activity.
<b>E. Agency &amp; System Info</b>	21. Agency	Name of the Channelizing Agency.
	22. Agency Type	e.g., SCA, PSB, RRB.
	23. Date of Receipt by NSFDC	Date of receipt of Proposal by NSFDC from Channel Partner
	24. Sanction by NSFDC	Date of Sanction of Proposal by NSFDC
	25. Date of Release by NSFDC	Date of Release of funds by NSFDC to Channel Partner
	26. Date of Release by Agency	Date of Release of funds by Channel Partner to Beneficiary

## Module B: Comprehensive Analytics Dashboard

The agency must develop an interactive, Role-Based Dashboard with the following visualizations:

### I. Geographic Information System (GIS) & Mapping:

- Heatmaps: Multi-layer maps showing disbursement density across States and Districts.

- Drill-Down Capability: Ability to click on a State, District, Channel Partner, Beneficiary List. The Drill-down capability should be up to beneficiary level.

## **II. Key Performance Indicators (KPIs):**

- Sanction vs. Disbursement vs. Utilization: Real-time comparison charts.
- Demographic Analysis: Gender-wise, Sector-wise (Agriculture / Service / Industry / Education), and Scheme-wise distribution of funds.
- Lag Analysis: Tracking delays between disbursement made by NSFDC to Channelising Agency and thereafter, disbursement by Channelising Agency to end beneficiary.

## **III. Reporting Engine:**

- Automated Reports: Generation of Weekly/Monthly Progress Reports (MPR) for the Ministry.
- Ad-Hoc Query Builder: A "drag-and-drop" interface for officials to generate custom reports (e.g., "List of all Male and Female beneficiaries in Uttar Pradesh under Education Loan Scheme for FY 2024-25").
- Export Formats: One-click export to PDF, Excel (CSV), and formats suitable for Parliament Questions. Standard MIS reports for Board, Ministry, Audit, and review meetings with facilities for ad-hoc/user-defined reports

### **Module C: Data Analytics Service Requirements**

Data Analytics support is required on basis of the following voluminous data available with NSFDC:

- a. Registrar General of Census Operations (Census 2011) State-wise Excel files,
- b. MoRD 100% SC SHGs,
- c. ISRO SC Cluster Map and SC concentrated village data for all States,
- d. PMAGY Website reports on District-wise and Block-wise SC villages /Adarsh Grams and;
- e. Aspirational Districts /Blocks data of NITI Aayog.

This module is to be used for deriving useful information including identification of a few PMAGY SC Villages based on definite criteria for saturating the list of 49,200 SC villages.

### **Module D:**

- a) A centralized repository of all instructions, circulars, guidelines and policy issued by NSFDC from time to time. A feature of auto-updation of relevant policies/documents after issuance of above documents.
- b) A digital diary for tracking of work allocated to team members with features such as TAT computation, reminders etc.

**Note:** The scope of work outlined above covers the anticipated dashboard and reporting requirements. However, minor additions, modifications, or refinements may arise during the course of SRS based on stakeholder inputs, data availability, or organization needs.

## **4. FUNCTIONAL & TECHNICAL REQUIREMENTS**

<b>Feature</b>	<b>Requirement Description</b>
<b>Technology Stack</b>	<p>Open Source and Enterprise-grade technologies:</p> <p><b>Frontend:</b> React.js / Angular / Vue.js or any other equivalent open-source framework.</p> <p><b>Backend:</b> Python (Django / FastAPI) / Node.js / Java (Spring Boot) or any other equivalent open-source backend framework supporting RESTful APIs, role-based access control, and secure integration.</p> <p><b>Database:</b> PostgreSQL / MySQL or any other equivalent open-source database. The selected database must support GIS / spatial data handling and enterprise-grade features such as indexing, replication, backup, and audit logging.</p> <p><b>Mobile App:</b> Flutter / React Native (cross-platform) or any other equivalent open-source mobile application framework capable of delivering Android and iOS applications from a single codebase.</p>
<b>Hosting</b>	<p>Initially, the proposed solution is to be hosted by Vendor on its own server. Upon successful completion of UAT, the solution will be hosted on NSFDC's designated Server / NIC Cloud infrastructure.</p> <p>The Vendor shall be responsible for the sizing, deployment, configuration, security hardening, and maintenance of the application on the provided infrastructure.</p>
<b>Security</b>	<p>SSL/TLS Encryption for data in transit.</p> <p>AES-256 Encryption for sensitive data (Aadhaar/Bank details) at rest.</p> <p>Integration with Aadhaar Data Vault (if applicable).</p> <p>Must pass CERT-In Safe-to-Host audit.</p>
<b>Accessibility</b>	The dashboard must be accessible to persons with disabilities.
<b>User Management</b>	<p>Role-Based Access Control (RBAC):</p> <p>CMD/Ministry: View Master Dashboard (Read Only).</p> <p>NSFDC Officials: View &amp; Edit Data.</p>
<b>Mobile Compatibility</b>	The dashboard must be responsive and accessible via mobile browsers/tablets for field monitoring.

## 5. ELIGIBILITY CRITERIA (Pre-Qualification)

**A. Legal Entity:** Any proprietorship firm/Partnership firm or company with limited liability/ or company registered under Indian Companies Act /Cooperative Body/ Society registered under cooperative Act/HUF/Trust who is authorized undertaken such works and also to participate in the bid in India.

**B. Turnover:** The bidder should have Minimum Average Annual Turnover of ₹2.0 Crores in the last 3 financial years and Positive net worth as on 31st March 2025 under IT/Software services.

### C. Experience:

- a. Must have successfully implemented 2 (two) or more similar Data Dashboard/Software projects for Central/State Govt. Ministries or PSUs in the last 5 years.
- b. Experience in integrating GIS/Map-based analytics is mandatory.

**D. Certifications:** The bidder must hold ISO 9001:2015 (Quality) or higher and ISO 27001:2013 (Information Security) or higher certifications. The bidder should also have CMMI level 3.0 or above certification.

**E. Manpower:** Must have at least 20 permanent IT professionals (Developers, Data Analysts, UI/UX Designers) on payroll.

**F.** Must be registered on the GeM portal.

**G.** Should not have been blacklisted by any government agency / PSU.

**H.** The bidder should have a registration number of GST, and PAN number (mandatory).

## 6. Implementation Timeline

The total duration for the Design, Development, Implementation, and Go-Live of the project shall be **90 Days (3 Months)** from the date of issuance of the Work Order.

Milestone	Phase Name	Detailed Deliverables	Timeline	Payment %
M1	Inception & Design	<ol style="list-style-type: none"> <li>1. Project Kick-off Meeting &amp; Team Onboarding.</li> <li>2. SRS Sign-off: Software Requirement Specification.</li> <li>3. SDD Sign-off: System Design Document (High-Level &amp; Low-Level Architecture)</li> <li>4. UI/UX Prototypes: Wireframes for Dashboard &amp; Mobile App.</li> </ol>	T0 + 12 Days	10%
M2	Data Engineering & Infrastructure	<ol style="list-style-type: none"> <li>1. Cloud Environment Setup: Production &amp; Staging servers</li> <li>2. Data Warehouse Schema: Database creation.</li> <li>3. ETL Pipelines: Scripts to ingest data from MIS I-VI, LAMS and PM SURAJ APIs.</li> <li>4. Legacy Data Migration: Digitization of past data.</li> </ol>	T0 + 30 Days	15%
M3	Development Release 1 (Alpha)	<ol style="list-style-type: none"> <li>1. Web Dashboard (Alpha): Visualizations (e.g. Sanction vs. Disbursement)</li> <li>2. GIS Integration: Map-based view of beneficiaries</li> <li>3. User Management: Role-Based Access Control (RBAC) setup.</li> </ol>	T0 + 45 Days	15%
M4	Development Release 2 (Beta)	<ol style="list-style-type: none"> <li>1. Mobile App (Beta): Android and iOS delivery for field testing.</li> <li>2. Advanced Analytics: Predictive models (Recovery / NPA trends)</li> <li>3. Knowledge Management System</li> </ol>	T0 + 60 Days	20%

		(KMS): Circulars repository with Search. 4. Drill-Down Reports: National → State → District → Beneficiary views.		
M5	Testing & Security Audit	1. UAT Sign-off: User Acceptance Testing by NSFDC Depts. 2. Security Audit: Third-party VAPT by CERT-In Empanelled Auditor. 3. Bug Fixing: Closure of all vulnerabilities found in audit. 4. Safe-to-Host Certificate: Submission of final security clearance.	T0 + 75 Days	20%
M6	Pilot, Training & Go-Live	1. Pilot Run: 7-day parallel run with 5 selected Channel Partners 2. Training: Admin Manuals, User Manuals, and Video Tutorials. 3. Final Go-Live: System launch on production URL. 4. Source Code Handover: Transfer of all IP assets to NSFDC.	T0 + 90 Days	20%

## 7. Service Level Agreement (SLA) & Warranty

The successful bidder must provide **1 Year Warranty** followed by an **Annual Maintenance Contract (AMC) for 2 years (total 3 years)**. During this period:

- A. Uptime Guarantee:** The Dashboard and Data Repository must maintain **99.5% uptime** during business hours.
- B. Issue Response Time:**
  - I. Critical Bugs:** (System down, Data corruption) – Resolution within **4 Hours**.
  - II. Major Bugs:** (Feature malfunction, Incorrect calculation) – Resolution within **12 Hours**.
  - III. Minor Bugs:** (UI/Cosmetic issues) – Resolution within **24 Hours**.
- C. Data Backup:** Automated **Daily Incremental Backups** and **Weekly Full Backups** must be configured on the cloud server.
- D. Security Patches:** Quarterly security updates and adherence to CERT-In guidelines.

## 8. Payment Terms

The total contract value shall be paid in installments based on the successful completion and acceptance of the following milestones.

Milestone No.	Description of Milestone	Key Deliverables Required for Payment	Payment %
M1	Inception & Design Approval: Approval of Software Requirement Specification (SRS) and System Design.	Signed-off SRS Document UI/UX Wireframes Detailed Project Plan.	5%

M2	Data Infrastructure Setup: Completion of Data Warehouse setup and integration of MIS I-VI, LAMS & PM SURAJ data.	Database Schema Documentation. ETL Script Execution Report. Data Ingestion Logs.	10%
M3	Alpha Release (Web Dashboard): Demonstration of Web Dashboard with GIS Maps and basic reports.	Hosted URL (Staging Environment). Live Demo to Technical Committee. Test Login Credentials.	10%
M4	Beta Release (Mobile & Advanced): Delivery of Mobile App, Knowledge Management System (KMS), and Drill-down reports.	Mobile App (Android & iOS) Beta Testing Report. KMS Search Feature Demo.	20%
M5	Security & UAT Clearance: Successful User Acceptance Testing (UAT) and Security Audit Clearance.	UAT Sign-off from NSFDC Departments. CERT-In "Safe-to-Host" Certificate Vulnerability Closure Report.	25%
M6	Go-Live & Handover: Final Production Launch, Training, and Transfer of Assets.	Live Production URL. Full Source Code (Git/HDD). User Manuals & Training Completion Certificate.	30%
<b>TOTAL</b>			100%

The vendor will notify in writing to NSFDC the date of submission of each milestone and start of next milestone. The vendor shall obtain approval from NSFDC for completion of each milestone. The time taken by NSFDC for approval of milestone will be excluded from the mentioned timelines.

In case, the vendor submits a milestone for approval to NSFDC and the submitted milestone is disapproved by NSFDC, a maximum of 3 days would be provided to the vendor to rectify the issues. Delay beyond 3 days in rectification of a disapproved milestone will be counted towards delay in milestone and would be counted as delay within the control of vendor and accordingly, penalty would be charged.

**Note:**

1. All payments are subject to the deduction of applicable penalties (if any) as per the SLA.
2. Taxes (GST) shall be paid as per applicable government rates.
3. No advance payment shall be made.
4. AMC Charges shall be paid on quarterly basis.

**9. Submission Instructions (Two-Bid System)**

Bidders are required to submit their proposals in two separate packets on the GeM Portal:

**Packet A: Technical Bid**

**The bidder should upload documents / certificates / proofs etc. in accordance with Point 5 (Eligibility Criteria) mentioned above and Point 9.4 (Technical Bid Evaluation Criteria) mentioned below.**

## **Packet B: Financial Bid**

**Price Schedule:** Detailed breakdown of costs as per **Annexure I**.

### **9.1 TECHNICAL EVALUATION CRITERIA (QCBS)**

Bidders must score a minimum of **70 Marks** to qualify for the Financial Bid opening. The evaluation committee will evaluate each of the technically qualified bids on the basis of the QCBS Method. The weightage of the technical and financial parameters will be in the ratio of 80:20 respectively. For the calculation of the combined Technical and Price Score of all bidders, the following formula will be used:

The bidder with the highest (H1) overall score (including technical and financial) shall be awarded the bid as per the QCBS procurement methodology. Accordingly, 80% weightage shall be given to the technical score and 20% weightage to the financial score.

The lowest Financial Proposal (FP) will be given a financial score (FS) of 100 points. The financial scores of other proposals will be computed as follows:

$$FS = 100 \times FP/F$$

(F = Amount of Financial Proposal)

Proposals will finally be ranked according to their combined technical (TS) and financial (FS) scores as follows:

$$S = TS \times Tw + FS \times Fw$$

where, Tw and Fw are weights assigned to Technical Proposal and Financial Proposal, which shall be 0.80 and 0.20 respectively. The Selected Applicant shall be the Applicant having the highest combined score (H1). In case of a tie in the highest combined score then the bidder with higher technical bid score shall be selected as a successful bidder. In case of a further tie in technical bid score, the bidder with the lower financial bid shall be selected as the successful bidder. In case of tie for both technical bid score and financial bid, the bidders will be called for negotiations by NSFDC and the bidder offering higher rebate shall be selected as a successful bidder.

### **9.2 Bidding Process and Contract Award**

To ensure a transparent and efficient bidding process for the design, development, and maintenance of the NSFDC website, the following process will be followed:

- a. Bid submission will be open for 15 days in GeM portal.
- b. A meeting will be held to address queries from interested bidders and clarify tender requirements before Technical bid evaluation.
- c. Technical bid evaluation will be followed by presentation by bidders.
- d. Opening of financial bids for technically qualified bidders.

- e. The final evaluation will be based on the QCBS method (80:20 technical-financial weightage).
- f. The contract will be awarded to bidder with highest (H1) overall score (including technical and financial) with work commencing immediately thereafter to meet the 90-days deadline.

### 9.3 Earnest Money Deposit (EMD):

**Earnest Money Deposit (EMD):** Bidders must submit an EMD of ₹ 16,000/- (**Rupees Sixteen Thousand Only**) in the form of a Demand Draft or Bank Guarantee in favor of "National Scheduled Castes Finance and Development Corporation" payable at New Delhi.

- a. No interest shall be paid on EMD by NSFDC.
- b. EMD of unsuccessful bidders will be refunded within 30 days from the date of finalization of Bidder to undertake the said work.
- c. The Successful Bidder's EMD will be discharged upon the Bidder acceptance of work order and submission of Performance Security.
- d. The EMD may be forfeited either in full or in a part, at the discretion of NSFDC, on account of one or more of the following:
- The Bidder withdraws their Bid during the period of Bid Validity of 180 days.
  - Bidder does not respond to request for clarification of their Bid.
  - Bidder fails to co-operate in the Bid evaluation process, and
  - In case of a successful Bidder, the said Bidder fails to sign the work order for acceptance` in time; or fails to furnish Performance Security.

**Exemption:** MSMEs/Startups registered with UDYAM/NSIC are exempted from EMD submission upon production of a valid certificate.

### 9.4 Technical Bid Evaluation Criteria

S.No	Criteria	Max Marks	Norms / Documents Required
1	Past Experience (Last 5 Years): Development of MIS/Dashboard for Central/State Govt/PSU. 2 Projects: 20 Marks 3-5: Projects: 30 Marks More than 5 Projects: 40 Marks	40	Work Orders & Completion Certs
2	Experience in GIS/Map-based integration.	10	Project Citation
3	<b>Technical Manpower</b> • CV of Project Manager (Min 8+ years exp). • CV of Lead Developer (Min. 5+ years) & Data Analyst (Min. 3+ years).	20	CV Signed by HR
4	Solution Presentation (Demo) Understanding of SoW and Proposed Architecture.	30	a. Presentation Quality (max. 5 marks) b. Layout & Overall Aesthetics of

	Live Demo of Prototype (UI/UX, Drill-down features).		Prototype (max. 5 marks) c. Execution Plan (max. 15 marks) d. Technology (max. 5 marks)
	<b>TOTAL</b>	<b>100</b>	

## 10. Performance Security

A Bank Guarantee of any National Level Bank equivalent to 10% of the financial proposal value with a validity of 9 months shall be deemed the Performance Security, which may be forfeited for prohibited practices, conflicts of interest, or breach of contract.

## 11. Rejection of Bids

The bid will be considered non-responsive & summarily rejected in case:

- a. The bidder adheres to "Vendor Lock-in" (i.e., using proprietary software that prevents NSFDC from moving to another vendor later).
- b. The Technical Bid contains any reference to the Financial Price.
- c. The bidder tries to exert any influence or furnishes false information.
- d. Any conditional bid indicating terms beyond those in this Tender Document.
- e. If EMD is not provided by the bidder.
- f. If the Authorised Signatory has not signed with official seal on all pages of the bid document.

## 12. Disqualification

The selected party's proposal is liable to be disqualified if the information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwillingly or otherwise, at any point of time.

## 13. Penalty & Termination

### 13.1 Delay in Deliverables (Liquidated Damages)

In case of delay in achieving milestones attributable solely to the selected bidder, a penalty of 2% of the total contract value per week of delay shall be levied, subject to a maximum cap of 10% of the total contract value.

### 13.2 Extension of Time

Delays caused due to reasons beyond the control of the bidder (Force Majeure, delay in approvals/data from NSFDC) shall not attract penalties, provided the bidder submits a written request for extension within 7 days of such hindrance.

### 13.3 Termination for Default

It is hereby notified that the successful bidder shall be required to complete the assigned work within a permissible period of 90 (Ninety) days from the date of Award of the Contract with maximum of 120 (One Hundred and Twenty) days.

In the event that the selected party fails to complete the deliverables within the stipulated timeline of 90 days from the award of contract, as outlined in the tender document, and the delay extends beyond 120 days from award of contract, NSFDC reserves the right to terminate

the work order with immediate effect. Upon such termination, the Performance Security, equivalent to 10% of the financial proposal, shall be forfeited in full.

Delays beyond the selected party's control will be approved by CMD, NSFDC so as not to incur penalties provided reasonable mitigation efforts are made.

This termination shall be enacted without prejudice to any other rights or remedies available to NSFDC under the contract or applicable law. The Vendor shall be notified in writing of the termination, and NSFDC will initiate recovery proceedings for the entire amount paid to the bidder up to that point. In addition, no further claims for payment or compensation shall be entertained for the incomplete deliverables.

NSFDC may terminate the contract by giving 15 days' written notice if the bidder:

- Fails to deliver the Milestone 3 within the stipulated timeline.
- Fails to rectify "Critical Bugs" within the SLA period repeatedly.

Further, in case of Breaches of Data Privacy or Security protocols, NSFDC reserves the right to terminate the contract and seek appropriate legal remedial measures.

#### **13.4 Termination for Convenience**

NSFDC reserves the right to terminate the contract at any time by giving 30 days' written notice. In such a case, payment shall be made on a pro-rata basis for milestones already completed and accepted.

#### **13.5 Exit Management & Data Handover**

Upon termination or expiry of the contract:

- **Source Code Handover:** The bidder must transfer the **Complete Source Code**, Design Documents, API Documentation, and Admin Credentials to NSFDC. (The Intellectual Property Rights shall rest with NSFDC).
- **Data Handover:** The bidder shall provide a complete export of the Database and other digital assets in a suitable open format (SQL/CSV/JSON etc.) within 7 days.
- **Secure Deletion:** After handover, the bidder must professionally wipe NSFDC data from their local/staging environments.

#### **14. Force Majeure**

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligations under this contract shall be prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions quarantine restrictions, of any such eventually is given by party to the other within 21 days from the date of occurrence thereof, neither party shall be reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance, or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decision NSFDC will be final and conclusive.

#### **15. Arbitration**

a) If a dispute of any kind whatsoever arises between the NSFDC and the bidder in connection with, or arising out of, the Contract or the execution of the works or after their completion and whether before or after the repudiation or other termination of the contract, including any

disagreement by either party with any action, in action, opinion, instruction, determination, the matter in dispute shall be settled by sole arbitrator appointed by CMD, NSFDC in accordance with the Indian Arbitration and Conciliation Act, 1996 or any statutory amendment thereof.

b) Arbitration proceeding shall be held at Delhi and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English. The jurisdiction of the court will be Delhi.

## **16. Format for Financial Proposal**

The format for submission of the Financial Proposal is at **Annexure I**. Bidders must quote a **Lump Sum cost** for Design, Development, and Implementation, and a separate **Annual cost** for AMC (if applicable).

## **17. INTELLECTUAL PROPERTY RIGHTS (IPR)**

The Source Code, Object Code, Database Schema, Design Documents, GUI, Database content and all related intellectual property developed during this project shall be the **sole and exclusive property of NSFDC**. The Vendor shall have no right to sell, license, or reuse the specific code developed for NSFDC for any other client without prior written permission. The Vendor must provide all source code and documentation to NSFDC upon project completion.

## **18. CONFLICT OF INTEREST**

The Bidder shall disclose to NSFDC in writing all actual and potential conflicts of interest that exist, arise or may arise in the course of performing the Services as soon as practical after it becomes aware of that conflict.

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**FINANCIAL PROPOSAL FORMAT**

<b>S.No.</b>	<b>Item Description</b>	<b>Total Cost (₹) including taxes</b>
A	Design, Development & Implementation of Data Repository, Dashboard, and Mobile App as per SoW including Migration of Legacy Data (5 Years), Security Audit, Any certification charges and 1 year warranty.	
B	Annual Maintenance Contract (AMC) for 2 years.	
	<b>GRAND TOTAL</b>	

**Total Amount in Words:** \_\_\_\_\_

**Important Notes:**

1. **L1 Evaluation:** The "Lowest Bidder" (L1) shall be determined based on the **GRAND TOTAL** (Sum of A + B).
2. **Third-Party Costs:** Costs for SMS Gateway, and Email Gateway (if required) shall be reimbursed to the vendor on an "**Actuals**" basis against original bills.

**(Signature of Authorized Signatory)**

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Seal of the Company:** \_\_\_\_\_

**Date:** \_\_\_\_\_