

National E-Governance Services Limited

RFP. No: NESL/IT/02/RFP-IT RESOURCES/2025-26/250601

Date: 18th June, 2025

Request for Proposal for

Providing IT resources for Maintenance and Support of the existing IU Software, Design, Development, Installation, Integration and Configuration of additional features and functionalities

Administrative Office:

National E-Governance Services Limited

5th Floor, The Estate,

121, Dickenson Road,

Bengaluru – 560042

e-mail: procurementgroup@nesl.co.in

RFP. No: NESL/IT/02/RFP-IT RESOURCES/2025-26/250601

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Key Events & Dates

Name of the company	National E-Governance Services Limited (NeSL)
Publishing of RFP	18 th June, 2025
Last date to send in requests for clarifications on the tender document	23 rd June, 2025, 1800 Hrs
Pre-bid Meeting (Online)	26 th June, 2025 1500 Hrs.
Response to Pre-Bid Clarifications / Corrigendum (if any on the website)	1 st July, 2025
Last date and time of submission of bids	10 th July, 2025 1500 Hrs.
Date and time of opening of Technical bids	11 th July, 2025 1600 Hrs.
Place of opening of technical bids	Online (MS Teams meeting invite shall be sent to participated bidders)
Date and time of opening of Commercial bids	Will be intimated later to technically qualified bidders
Contact Information	National E-Governance Services Limited 5 th Floor, The Estate, 121, Dickenson Road, Bengaluru – 560042 E-Mail : procurementgroup@nesl.co.in

Section – I: Invitation for RFP

1. Background

NeSL invites proposals from qualified vendors for the provision of skilled IT resources to support the maintenance and enhancement of the existing IU Software, as well as for the design, development, installation, integration, and configuration of additional features and functionalities (hereafter referred to as "Services"), as detailed in **Section IV: Schedule of Requirements**.

2. Scope

The deployed IT professionals will be responsible for project management, system integration, design, development, quality assurance testing, integration, post-production support for new modules, and maintenance/bug fixes for existing functionalities. This engagement will be on a **Time & Material** basis.

3. Contact Information

National E-Governance Services Limited
5th Floor, The Estate,
121, Dickenson Road,
Bengaluru – 560042
Email: procurementgroup@nesl.co.in

4. Prebid Meeting:

A Pre-bidding meeting would be held online on the date specified in **Key events and timelines**. Hence interest bidders may convey their email id to NeSL for sharing link to join the meeting. Only the entities, to whom password will be shared upon their request, would be able to join this meeting.

5. Selection Procedure

The selection procedure comprises a three-stage process viz., fulfilment of Eligibility criteria, technical bids evaluation and financial bids evaluation.

Stage 1

In the first stage, the bidder shall fulfil the minimum required pre-qualification (PQ) criteria specified in Para 6 of Section-I. The bidders are required to submit all the relevant supporting documents as part of the technical bids to prove their compliance with the Pre-Qualification Criterion. The bidders who do not meet the required PQ criteria will be eliminated in the first stage.

Stage 2

Further the Technical bids shall be evaluated, only for the qualified bidders at stage-1, as per the evaluation criteria specified in Para 6 of section-II and Technical score (TS) shall be awarded. The evaluation will be based on the technical bid submitted along with a presentation given to the committee duly constituted. The bidder needs to score a minimum of 70 marks to get qualified for the commercial bid stage (Stage 3).

Stage 3

Financial bid evaluation will be conducted, only for the qualified bidders at Stage-2, as per formula given in Para 7 of section -II for the Commercial Scores (CS), from which the Combined Technical and Commercial Score (CTCS) will be computed as per formula given in this section. The bidder who earns highest CTCS shall be identified as the successful bidder, subject to fulfilment of the terms and conditions in the RFP.

6. Pre-Qualification (PQ) Criteria

The bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the RFP document. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the RFP document. The invitation to bid is open to all bidders who qualify the eligibility criteria as given below. However, fulfilling the eligibility criteria does not automatically mean that their bid is qualified.

1. The financial instruments pertaining to Tender Document fee and EMD must be submitted, as stipulated in this document.
2. The annual sales turnover of bidder pertaining to ‘Application Software Development, Support and Maintenance projects only’ should be at least Rs.50 Cr. for last three financial years.
3. The bidder must have at least 5 years of experience in the area of development of software and providing IT services, etc. to the clients from banking and financial sector.
4. The bidder should be a profit-making company (profit after tax) in at least three of the last five financial years.
5. The bidder must have at least three institutions from Banking and Financial Services sector as their clients. Statutory auditor’s certificate to this effect must be submitted by the bidder.
6. The bidder must have the minimum number of personnel on their rolls as given in column D of Annexure – C.
7. The total number of technical personnel on the rolls of bidder currently working on development of project pertaining to BFS area must be 100 (minimum), as on date of submitting the bid.
8. The personnel to be deployed on the IU project must be on the rolls of the bidder as on date of submission of bid.
9. The bidder must have development Centres at Bengaluru and Mumbai. The bidder shall enclose the relevant documents in support of this requirement, indicating local address and contact number. The bidder must arrange to provide the required on-site services from NeSL office at Bengaluru or Mumbai or both, as decided by NeSL. However, the off-site services must be provided from bidder’s development centre at Bengaluru / Mumbai, as required by NeSL.

10. The IPR of the software developed shall vest with NeSL perpetually. The bidder must submit an undertaking to this effect as per format given in Annexure - A.
11. The bidder must have developed at least three projects on open source platform, versatile in developing API, microservices with focus on data security, in last 5 years. The relevant documents in support of this requirement should be submitted along with the technical proposal.
12. The bidder must not be blacklisted/suspended by IBBI/RBI/UIDAI/Financial/Educational/Govt. Organizations or debarred from bidding process, as on date of submission of the bids.

Notes:

1. The bidders should provide sufficient documentary evidence to support the eligibility criteria. NeSL reserves the right to reject any bid not fulfilling the eligibility criteria.
2. If in the view of bidder, any exemption / relaxation is applicable to them from any of the eligibility requirements, under any Rules / process/ Guidelines/ Directives of Government of India, bidder may submit their claim for the applicable exemption /relaxation, quoting the valid Rule/ process/ Guidelines/ Directives. In this case the bidder must submit necessary and sufficient documents along with the technical bid, in support of his claim. The decision pertaining to granting any exemption / concession to any of the eligibility requirement shall be taken by the bid evaluation committee which is empowered to take appropriate decision in this regard.
3. For the bidder to become eligible, all the eligibility criteria mentioned above must be satisfied by the bidder. The eligibility documents pertaining to the bidding entity only will be considered for evaluation. The bidding entity cannot claim eligibility (in part or full) based on eligibility documents pertaining to any third party other than bidder.

7. Amendment to Bidding Documents

- a. At any time prior to the deadline for submission of bids, NeSL may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document.
- b. The amendments to the RFP documents, if any, will be notified by release of Corrigendum Notice on <https://nesl.co.in/tenders/> against this RFP. The prospective bidders are advised to take due note of the amendments/ modifications while submitting their bids.
- c. If the bid document undergoes changes during the bidding period, NeSL may extend the last date of submission of bids, in order to give prospective bidders reasonable time to take into consideration the amendments while preparing their bids. Also, NeSL at its discretion may extend the deadline for the submission of bids if it thinks necessary to do so.
- d. The bidder may modify, withdraw or re-submit its bid, before the last date and time of submission of bids.

8. Submission of Bids

The bid should be submitted through e-mail to procurementgroup@nesl.co.in with “**250601-BID**” as part of the subject line within the specified date and time. The Technical (Annexure-I) and Financial (Annexure-II) bids should be submitted as two separate files (Zip or pdf file) properly named as “**250601-BID <Bidder**

Short Name>_Technical_Bid” and “250601-BID <Bidder Short Name>_Financial_Bid” in the email attachment. Both Technical and Financial bid files (zip/pdf) **must be password protected and ensure that passwords for Technical Bid and the Financial Bid are different.** The bids received without required attachments (Technical bid and Financial bid) or bids received after the last date and time of submission as specified in “Key Events & dates” shall be rejected.

Please note that the maximum size per email shall be restricted to below 20 MB. In case of bid having more than 20 MB, it has to be submitted as multiple email with suitable identifier in the subject line & file name.

9. Opening of Bids

Technical Bid opening

NeSL shall send invite to all participants in the RFP to participate in the Online Technical bid opening. The password for the Technical bid submitted as attachment to the email in Zip/pdf file shall be shared through online chat during Technical bid opening session. The response shall be briefly captured and displayed to the participating bidders. Representatives of participating bidder along with their OEM, with prior intimation shall only be allowed to participate in the Technical bid opening session.

Financial Bid Opening

The invite for participating in the Financial bid opening session shall be shared only to those bidders who are qualified in the evaluation of their technical bids submitted. The date and time of Financial bid opening shall be finalized based on the progress of the Technical bid evaluation. The password for the Financial bid submitted as attachment to the email in Zip/pdf file shall be shared through online chat during Financial bid opening session. The response shall be briefly captured and displayed to the participating bidders. Representatives of participating bidder with prior intimation shall only be allowed to participate in the Financial bid opening session.

10. Bid Currency

Bidder shall offer the commercial rates for the requirement only in Indian Rupee (INR) for the requirement specified as per financial bid template.

11. Validity of Bids:

The bids submitted against this RFP shall be valid for a period of 180 days from the last date of submission mentioned in the RFP schedule

(End of Section -I)

Section- II: Instructions to Bidders (ITB)

1. Locations for providing services and for Deployment of technology platform:

The bidder is required to provide the services primarily from NeSL Bengaluru and Mumbai locations. However, at the discretion of NeSL some of the services may be provided from off-site locations of the bidder either at Bengaluru or Mumbai. The deployments will be at data centres of NeSL currently at Hyderabad and Mumbai.

2. Project Duration:

NeSL will release an order on successful bidder for the activity of Maintenance and Support of the existing software or development of new platform, product, services.

NeSL reserves the right to extend this period by another 2 years (maximum), for the said activities with the prices as quoted by the bidder as given in Section – V, Phase – 2, keeping other terms and conditions unchanged.

3. Order Placements:

The Supply Order and payments shall be released by:

National E-Governance Services Limited
5th Floor, The Estate,
121, Dickenson Road,
Bengaluru – 560042
e-mail:- procurementgroup@nesl.co.in

4. Preparation of Bids

Bidder should avoid, as far as possible, corrections, overwriting, erasures or postscripts in the bid documents. In case however, any corrections, overwriting, erasures or postscripts have to be made in the bids, they should be supported by dated signatures of the same authorized person signing the bid documents. However, bidder shall not be entitled to amend/ add/ delete/ correct the clauses mentioned in the entire tender document.

5. Submission of Earnest Money Deposit (EMD) and Performance Security :

- a) **EMD:** The bidders, except Micro and Small Enterprises, and PSU enterprises, are required to submit EMD amounting Rs.7,50,000/- (Rupees Seven lakhs fifty thousand only), along with the Bid. EMD should be in favour of National E-Governance Services Limited and should be payable at Bengaluru only. However, if EMD is submitted in form of eBG (Using NeSL platform only), it should be as per the format attached as Annexure 1. The bank and other details are given in the format. The eBG should have a claim period of one year beyond the validity of the BG. The EMD will be accepted in the form

of A/C payee demand draft / fixed deposit receipt or bank guarantee (only e-BG using the NeSL platform) from a scheduled commercial bank for payment at their branch in Bangalore. EMD should remain valid for 45 days beyond the final bid validity period. It will be refunded to unsuccessful bidders within 30 days after award of contract to successful bidder and for the successful bidder, it would be adjusted against performance security. Bids received without EMD will be rejected. In case the successful vendor fails to submit Performance Security within 21 days of issue of offer letter by NeSL, the offer is liable to be withdrawn and EMD will be forfeited.

Performance Security:

- b) Performance Security Bond is required to be submitted by successful bidders for 10% of Purchase Order value, which would be worked out annually based on the number of resources existing at the end of each year. At the start of contract it would be based on estimated number of resources worked out by NeSL. In the subsequent years, the new performance Security Bond would be submitted before expiry of the existing one. In case the value of the subsequent PO remains same as previous PO, the validity of existing Performance Security Bond can be extended for further one year. The performance Security Bond will be accepted in the form of A/C payee demand draft / fixed deposit receipt or bank guarantee (e-BG using the NeSL platform) from a scheduled commercial bank for payment at their branch in Bangalore. Performance Security should be in favour of National E-Governance Services Limited and should be payable at Bengaluru only. However, eBG (Using NeSL platform only), should be as per the format attached as Annexure 2. The bank and other details are given in the format. The eBG should have a claim period of one year beyond the validity of the BG. The performance guarantee should remain valid for a period of 18 months.

6. Technical evaluation criteria:

SL. No	Criteria	Maximum Marks	Marking scheme	
1	Banking and Financial Institutions as clients	15	Number of Institutions as clients	
			3	9
			4	10
			5	12
			6	14
			More than	15
2	Experience in development of API , microservices based platform using Open Source with focus on data security:	15	No of such software developed in last 5 years	
			3	9
			4	10
			5	12

			6	14												
			More	15												
3	Technical Personnel working on development of applications pertaining to BFS area	20	<table border="1"> <thead> <tr> <th>Number of such personnel</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>100 to</td> <td>12</td> </tr> <tr> <td>201 – 300</td> <td>14</td> </tr> <tr> <td>301 – 400</td> <td>16</td> </tr> <tr> <td>401 – 500</td> <td>18</td> </tr> <tr> <td>More</td> <td>20</td> </tr> </tbody> </table>		Number of such personnel	Marks	100 to	12	201 – 300	14	301 – 400	16	401 – 500	18	More	20
Number of such personnel	Marks															
100 to	12															
201 – 300	14															
301 – 400	16															
401 – 500	18															
More	20															
4	<p>The technical features of the applications developed by the bidder in the last 5 years and shall provide details covering the following areas:</p> <ul style="list-style-type: none"> • Utilization of Open Source Software • Data Security features implemented • External APIs used • Microservices, Containers • Scalability of the Platforms pertaining to total transactions and concurrent transactions/users, request/response time, etc. • Availability of the Platforms • Commercial Software Licenses used • Deployment in Cloud Infrastructure • Code Size of Software developed and size of database handled <p>The project team assigned for the implementation of IU requirements, must have the above listed skills / expertise. The appropriate data, details, documents, references from clients, etc., in support of claims,</p>	20	Evaluated by committee based on the presentation.													

	expertise of the bidder will be appreciated. The bidder should present details of a case study closest to NeSL requirements.		
5	Quality of technical proposal as assessed by the Committee	10	Evaluated by committee based on the presentation.
6	Assessment by the Committee based on clarifications and quality of response and answers to queries during presentation	20	Evaluated by committee based on the presentation.

- i. The duly constituted Tender Evaluation Committee (TEC) shall evaluate the bids. The TEC shall be empowered to take appropriate decisions on minor deviations, if any.
- ii. Only the bidders securing minimum 70 % marks for each of the technical parameters 1 to 6 stipulated above, shall qualify for further evaluation, as per para 8.5 and 8.6 below.
- iii. NeSL reserves the right to invite not more than five top ranking qualified bidders for technical presentation, on the basis of marks secured by them for parameters 1 to 6 above.
- iv. The bidders securing more than 70 marks (aggregate) for the parameters 1 to 6 above, will qualify for opening of their commercial bids. The Technical Score (TS) secured by each qualified bidder shall be informed to the bidders present during the commercial bids opening meeting. The date and venue of the commercial bids opening will be informed separately.
- v. The bidder's name, bid prices, discounts and such other details considered as appropriate by NeSL, will be announced at the time of opening of the commercial bids.
- vi. The financial score (FS) will be calculated by comparing the price quoted by each bidder with the lowest price quoted. The example given at para 9 below illustrates the method of calculating the Technical Score (TS), Financial Score (FS) and Combined Technical and Financial Score (CTFS).

7. Comparison of Bids

- 7.1 The Combined Technical and Financial Score (CTFS) will be calculated by assigning the weightage in proportion of 70:30 (70 % weightage for Technical parameters and 30 % weightage for price).
- 7.2 The Combined Technical and Financial Score (CTFS) only will be considered for comparison of bids and for deciding the bidder securing highest score.
- 7.3 An illustrative example for CTFS is given below.

Stage 1: Technical Score:

Bidder details	Total Technical Score for parameters 8.2(1 to 6)
Bidder 1	90
Bidder 2	85

Bidder 3	65
Bidder 4	75
Bidder 5	80

Bidder 3 will be disqualified as the total technical score is below 70.

Stage 2: Prices Quoted: The total charges quoted for five years as per tables given at Section - V,(Phase 1 + Phase 2) excluding taxes will be considered for calculating Financial Score.

Bidder details	Price Quoted (Rs. Lakh)
Bidder 1	400
Bidder 2	325
Bidder 4	300
Bidder 5	350

Stage 3: Conversion of Financial Bid amount to financial score

Bidder details	Financial Score (LFB/F)*100)	FS
Bidder 1	$(300/400)*100 = 75$	75
Bidder 2	$(300/325)*100 =$	92.3
Bidder 4	$(300/300)*100 = 100$	100
Bidder 5	$(300/350)*100 = 85.71$	85.71

LFB= Lowest Financial Bid, F = Financial Bid, FS = Financial Score

Stage 4: Combined Technical and Financial Score (CTFS) with Weightage 70:30

Bidder Details	Weightage of 70 % for Technical Score & 30 % for Financial Score	CTFS	Rank of the Bidder
Bidder 1	70% of 90 + 30 % of 75	$63 + 22.5 = 85.5$	2

Bidder 2	70 % of 85 + 30 % of 92.3	$59.5 + 27.69 = 87.19$	1
Bidder 4	70 % of 75 + 30 % of 100	$52.5 + 30 = 82.5$	3
Bidder 5	70 % of 80 + 30 % of 85.71	$56 + 25.71 = 81.71$	4

8. Placement of Order/s

NeSL will place order/s with the bidder securing highest CTFS, for providing required services. However, NeSL reserves the right and has sole discretion to reject the bid securing highest Combined Technical and Financial Score (CTFS).

In case, more than one bidder secure same Combined Technical and Financial Score (CTFS), NeSL reserves the right to place order on the bidder having higher turnover in last financial year i.e. 2024-2025.

NeSL reserves the right to place order/s on the sole bidder or the sole qualified bidder.

The order/s will be based on unit prices i.e. Person-month charges quoted by the successful bidder as per Section - V: Price Bid. The order/s will indicate the skill set (i.e. area of expertise) and quantum of required person-months, with unit prices as stipulated in the price bid.

Before placement of order, the successful bidder is required to sign a Service Agreement (SA), a Mutual Non-Disclosure Agreement (MNDA), Deed of Indemnity with NeSL and any such agreements as required. The terms and conditions of these agreements would be mutually decided except which have been decided in this document, before placement of order/s.

9. Purchaser's Right to amend / cancel

NeSL reserves the right to amend the eligibility criteria, commercial terms & conditions, Scope of Supply, technical specifications, etc., before the last date of submission of bids. The prospective bidders are advised to take due note of the amendments/ modifications while submitting their bids. NeSL reserves the right to cancel the entire tender without assigning any reasons thereof.

10. Corrupt or Fraudulent Practices

It is expected that the bidders who wish to bid for this project have highest standards of ethics. NeSL will reject bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this RFP.

11. Interpretation of the clauses in the RFP Document

In case of any ambiguity/ dispute in the interpretation of any of the clauses in this RFP Document, the interpretation of the clauses by MD & CEO, NeSL shall be final and binding on all parties.

(End of Section - II)

Section – III: Special Conditions of Contract (SCC)

1.Price:

- 1.1 Bidder must quote in INR only and as per the table formats given in Section – V.
- 1.2 The prices quoted must be inclusive of statutory payments like Employees Provident Fund, bonus, ESI, allowances, etc., as applicable.
- 1.3 The prices quoted must be inclusive of allowances like transport, conveyance, lodging/boarding etc., - as applicable.
- 1.4 The exact rate and amount of GST currently applicable must be mentioned in the 'Price Bid format'. The statutory taxes and duties applicable at the time of completion of activity shall be applicable. NeSL will not issue any exemption certificate.
- 1.5 The bidder should exercise utmost care to quote the correct percentage of applicable GST. In case, due to any error/ oversight, the GST rate quoted by the bidder is different than the actual GST rate as per the tariff, the bidder will not be permitted to rectify the error/oversight. The orders/ contract will be placed with the GST rate quoted by the bidder or actual tariff rate, whichever is LOWER. The difference amount payable, if any, between the quoted GST rate and actual tariff rate shall be borne by the bidder by adjustment in the basic price.

2.Completeness Responsibility:

Notwithstanding the scope of work, supply and services stated in bid document, engineering or technical services which might not be even specifically mentioned under the scope of supply of the bidder and which are not expressly excluded there from but which – in view of the bidder - are necessary for the performance in accordance with the specifications are treated to be included in the bid and has to be performed by bidder. The services which are over & above the scope of supply specified in the Schedule of Requirements may be marked as “Additional Items” in Section - V.

3.Change Orders

- 3.1 The Vendor agrees that the requirements given in the RFP, are broad requirements and are in no way exhaustive and may be modified at the sole discretion of NeSL.
- 3.2 It shall be the responsibility of the Vendor to provide the manpower having required qualifications and experience as stipulated in Section - V. The bidder will ensure that the manpower deployed on this project shall update their technical skills in accordance with technological advancements, if necessitated by the project requirements. This updating shall be carried out without a Change Order and without any time and cost effect to NeSL.
- 3.3 During execution of project, NeSL and selected bidder will mutually arrive at the person months required for completion of an activity (a module or service, functionality or a feature). This estimate shall be reasonable. The selected vendor is expected to complete the assigned activity in estimated and agreed person-months. If, for the reasons attributed to the vendor, the said activity is not completed as planned within agreed estimate, the vendor shall arrange to complete same by deploying additional person-months for completing the activity, at no extra cost to NeSL. In this case no change order will be issued.

- 3.4 After award of contract during the execution phase, if project requires manpower having skill sets or area of expertise other than that mentioned in Section - V, NeSL may formally ask the selected bidder to quote the charges for this requirement. It is expected that the charges to be quoted by bidder for this requirement are reasonable and comparable with those already quoted for man-power with similar length of experience. NeSL reserves the right to negotiate these charges. In this case, NeSL shall initiate an appropriate change order process.

4. Selection of Personnel:

NeSL may evaluate the performance of the deployed resource any time before and/or during the project execution. NeSL reserves the right to select the persons to be deployed on the project through a structured procedure like written test and/or personal interview by experts from NeSL.

The selected resources would report to the person/persons nominated by NeSL during their working against this assignment. At the time of joining, the selected resources would sign on 'Code of conduct' form and NDA as prescribed by NeSL.

5. Knowledge Transfer

In case it becomes necessary to change/ replace any of the persons deployed on the project, the normal period for knowledge transfer or hand over of charge (from existing person to incoming person) shall not be more than 10 working days. This process of transfer or hand over may be due to some reasons attributed to the supplier or may be initiated by NeSL as result of unsatisfactory performance of personnel deployed. In either case, the process shall be carried out by supplier at no extra cost to NeSL.

During the execution of project, if it becomes essential to hand over the project activities to another entity, the supplier shall have no objection for same and shall transfer the essential information, knowledge, documents, etc. to the new entity in entirety and in a faithful manner within a transition period of max. 30 days. The reasonable efforts put in by the supplier till this transfer will be considered by NeSL for calculating the amount payable.

6. Warranty:

6.1 The supplier shall warrant that the software developed and deployed shall be free from all defects and faults, shall be of the highest grade and consistent with the established and generally accepted standards of the type ordered and shall perform in full conformity with the requirements and technical diagrams as given by NeSL from time to time.

6.2 The supplier shall be responsible for any defect that may develop, arising from faulty algorithms/design, errors, bugs, inadequate quality to meet requirements and/or otherwise, and for any other reason attributed to the supplier. In any of these cases, the supplier shall remedy such defects/bugs at his own cost when called upon to do so by NeSL, who shall state in writing the nature of such defect/bug or faulty functionality of the software.

6.3 Supplier shall have no liability in the case of breach of the above warranties due to

- (i) Use of the Deliverables by NeSL on any environment (hardware or software) other than the environment stipulated in this RFP.

- (ii) Use - either in combination or isolation, of some or all of the Deliverables by NeSL, other than that stipulated in this RFP.
- 6.4 In case of breach of this warranty by the supplier, NeSL shall have the right to obtain from the supplier:
- a. the re-performance of the service or the correction or replacement of the affected deliverable that provides similar functionality or
 - b. if both parties mutually determine that such remedies are not practicable, a refund of the project fees allocable to that portion of the Deliverable will be due to NeSL if already paid by NeSL.
- 6.5 NeSL warrants that all software, information, data, materials, and other assistance (“Customer Materials”) provided by it to the supplier will not infringe the intellectual property rights of any third parties. Further, NeSL has the rights and is otherwise authorized to deliver the Customer Material and to grant the rights and licenses to the supplier as contemplated in the RFP/Agreement

7. Inspection and Acceptance Criteria:

- 7.1 On completion of development of modules, functionalities, artefacts, etc, by the supplier, NeSL shall assess whether the said developmental work meets/complies with the requisite features, outcomes, etc. as stipulated in SoW and revert with feedback within 21 days after each such development by the supplier. If no feedback/communication is sent to supplier, NeSL accepts responsibility for delay in the project schedule. If any module, functionality, artefact, etc., fails to fulfil the requirements, NeSL will give a notice to the supplier, setting forth details of such defects or failure and the supplier shall modify the modules, functionalities, artefacts, etc., to comply with the requirements forthwith and in any case within a period not exceeding 15 days of the report. When the intended functionality of the modules, functionalities, artefacts, etc., called for have been successfully carried out, the authorised representative of NeSL will issue an Acceptance Certificate, normally within two weeks of successful completion of tests/study, including the security audit of the application, if required.
- 7.2 Nothing in Clause 6.1 as above shall in any way release the supplier from any warranty, penalty or other obligations under this RFP.

8. Payments:

The supplier can raise invoices towards the services provided by them, at the end of every month. The supplier should raise invoice as per the details agreed upon mutually in the SoW and on approval of NeSL.

For reasonable estimation of person-months deployed on the project, NeSL may use the data of the deployed personnel, from biometric attendance system installed at NeSL. For estimation of off-site person-months, the supplier should make available the attendance data from their own attendance system.

NeSL team will make a reasonable assessment of person-months put-in by the supplier. The actual person-months and the work output will be compared with that agreed by the supplier vide the SoW for estimating the payable amount.

100 % of the payable amount thus calculated will be paid within 60 days from the date of submission of invoice.

The recoveries and/ or penalties - if any, will be recovered from amount payable to supplier.

9. Penalties:

- 9.1 The vendor will be required to sign Statement of Work (SOW) with NeSL team for individual activity, module, functionality or artefact of the required IT Services before commencement of activity. Along with the work details, the SOW will also stipulate a reasonable estimate of person-month for an activity, module, functionality or an artefact. However, for the reasons attributed to vendor, if the assigned activity, module, functionality or an artefact could not be completed in person-months as agreed in SOW, the vendor will deploy additional person month (or part thereof) to complete the said activity within the stipulated time period, at no extra charges. In this case personnel deployed by vendor may be required to work on holidays, weekends and off hours based on exigencies.
- 9.2 The delay in support, development / deployment arising out of conditions of Force Majeure and for the delay attributed to the NeSL will not be considered for the purpose of calculating penalties.
- 9.3 Any loss incurred by NeSL due to penalties or other charges imposed by regulatory authorities, such as, IBBI , UIDAI and CCA for non-compliance by the application system of their requirements or for breach of any rule, for the reasons attributed to supplier, the same will be recovered in to-to from the amounts payable to the supplier. However, such recoveries, if any, will be limited to 10 % of the total amount of Column H of Phase 1 Section – V, i.e. the total estimated charges quoted by the bidder for Phase 1.

10. Jurisdiction

The disputes, legal matters, court matters, if any shall be subject to Bengaluru jurisdiction only.

11. Force Majeure:

NeSL may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations as stipulated in the Order, is the result of a Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, fire, storms etc.), acts of states / state agencies, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises or any other act beyond control of the bidder.

12. Arbitration:

In case any dispute arises between NeSL and successful bidder with respect to this RFP, including its interpretation, implementation or alleged material breach of any of its provisions both the Parties hereto shall endeavour to settle such dispute amicably. If the Parties fail to bring about an amicable

settlement within a period of 30 (thirty) days, dispute shall be referred to the sole arbitrator mutually agreed and appointed by both parties. If the sole arbitrator is not appointed mutually by both the parties, then the District Court Bengaluru shall have exclusive jurisdiction for appointment of sole arbitrator through court. Arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and Rules made there under, or any legislative amendment or modification made thereto. The venue of the arbitration shall be Bengaluru. The award given by the arbitrator shall be final and binding on the Parties.

13.Limitation of Liability:

The liability of the supplier arising out of breach of any terms/conditions of the RFP / contract/work order and addendums/amendments thereto, misconduct, wilful default will be limited to 10 % of the total amount of Column H of Phase 1 Section – V, i.e. the total estimated charges quoted by the supplier for Phase 1. However, liability of the supplier in case of death/injury/damage caused to the personnel/property of NeSL, due to/arising out of/incidental to any act/omission/default/deficiency of supplier, will be at actuals. Also, liability of supplier pertaining to claims/ demands by Government agencies, regulatory authorities or third party for losses, penalties, if any, arising in connection with Contract/order shall be limited to 10 % of the total amount of Column H of Phase 1 Section – V, i.e. the total estimated charges quoted by the supplier for Phase 1, provided the reasons for said claims/demands are attributed to the supplier.

14.Termination:

Validity of order will remain till fulfilment of all obligations pertaining to development and successful deployment of software including (but not limited to) providing comprehensive warranty, support and maintenance for the period stipulated in the Order. The successful bidder must acknowledge and agree that the activities of providing Services as per agreed terms for the development and deployment of IU software are of paramount importance and matter of immense reputation/pride to nation and NeSL. Hence timely performance of all obligations is essence of the Order. Therefore, in case of substantial delay in providing the stipulated services, and /or defect/under or non-performance pertaining to the services/products supplied by the bidder, NeSL will give written notice to the bidder requesting to set the things right within 60 days of notice. If bidder substantially fails to comply with the requirements, NeSL shall have the right to terminate the order/s, provided such delay is solely and entirely attributable to the Bidder. The successful bidder may terminate the Service Agreement /Order by serving at least 30 days' written notice, in the event of non-payment of undisputed invoices for 90 days from the due date. NeSL reserves the right to terminate the contract / cancel order with or without cause / reason by giving 60 days' notice to the successful bidder. Notwithstanding the contents of this clause, the provisions of clause 2, Section - II (Project Duration), Clause 6, Section - III (Inspection and Acceptance Criteria)) and Clause 8, Section - III (Penalties) shall be applicable.

15.Indemnity:

Supplier may please note that, NeSL shall neither be the Employer nor shall it be deemed to be the principal employer of any persons to be deployed by the supplier/ service provider towards the service rendered and shall not in any manner be responsible for any act, omission or commissions by the supplier, the manpower deployed for this project or by his employees, in respect of any noncompliance of all or any labour and other laws statutory notifications, relevant rules and

regulations applicable to the provision of Provident Fund and ESIC of the persons engaged by the supplier and no claim in the respect shall lie against NeSL. The supplier shall keep indemnified NeSL for any such claim raised by employees of the supplier.

It may be expressly understood that the relationship between the parties hereto is as Principal – to – Principal and the supplier shall not be an agent of NeSL for any purpose whatsoever, and shall not represent or hold himself out as such to any person/s.

The supplier shall save, indemnify and hold harmless NeSL from any third party Govt. Claims, losses, penalties, if any, arising in connection with this Contract.

16. Assignment:

The supplier shall not assign, delegate or otherwise deal with any of its rights or obligation under this Contract without prior written permission of NeSL. The permission shall not be unreasonably withheld by NeSL.

If any time after award of order, for any reason, NeSL decides to assign the work (remaining work or part of it) to third party, the vendor should cooperate with NeSL by passing on all the relevant, complete and truthful details pertaining to the work, ensuring smooth transition.

17. Severability:

If any provision of this Contract is determined to be invalid or unenforceable, it will be deemed to be modified to the minimum extent necessary to be valid and enforceable. If it cannot be so modified, it will be deleted and the deletion will not affect the validity or enforceability of any other provision.

18. Non-solicitation

During the term of this Agreement and for a period of 12 months after the termination of this Agreement, either by efflux of time or prior termination thereof, neither party shall either directly or indirectly solicit, induce, recruit or encourage the other party's personnel to leave their employment, or take away such personnel or attempt to solicit, induce, recruit, encourage or take away other party's personnel either for themselves or for any other person or entity.

Notwithstanding any provisions contained in this agreement the parties hereby agree that in case any technical staff deputed by the service provider desires to resign or quit the employment of Service Provider and wish to join any other organisation, then Client may offer the employment depending upon its requirement, since the intending technical staff has decided to seek employment elsewhere. However, the Client shall not poach or instigate the technically trained staff to resign since they have been provided by the Service Provider.

In any case the total of such offers in a year shall not exceed 20% of the total number of staff deployed by the Service Provider and shall be done only in cases where the technical staff has spent more than 15 months working with the Client.

(End of Section - III)

Section – IV: Schedule of Requirements

1.Scope:

- 1.1 The scope of services to be provided by the supplier covers software development, support, maintenance, post-production support.
- 1.2 The engagement will include project management, system integration activities, design, development, quality assurance testing, integration, post-production support of new modules and maintenance/bug fixes for the existing functionalities etc, in a Time & Material mode of engagement.
- 1.3 MySQL Database Administration, such as DB backup and restore, performance tuning, upgrades and replication, and Linux System Administration (VM level management) such as, file system upkeep, support and maintenance activities will be in the scope of the supplier.
- 1.4 Conducting and successfully completing non-functional tests like regression test, stress test, application security test, sorting out performance issues with SQL queries etc., will be the responsibility of the supplier and any deficiency in this regard should be fixed by the supplier at no cost to NeSL.
- 1.5 The supplier will be required to sign a Statement of Work (SOW) with NeSL team for individual activity, module, functionality or artefact of the required IT Services (Please refer para 6,7 and 8, Section - III, para 11, Section - IV. The supplier will be required to provide the services in terms of man-months as stipulated in SoW. After the completion of an activity / module, the manpower deployed for that activity/ module should be taken back by the supplier or re-deployed for other activity/ module, as required.
- 1.6 The supplier should ensure that services to be provided shall comply with technical specifications, features, functionalities, etc., detailed below.

2.Adherence to Technical Standards and any other policies of NeSL

Adherence to IBBI Technical Standards and any other policies of NeSL which will be communicated prior to the commencement of the project.

3.Development Methodology

Scrum Model of Agile Methodology

Vendor resources should make themselves available for Scrum meetings Vendor to follow prescribed Coding standards

4.Business Analysis

- Vendor should write requirements in User Story format
- Vendor should provide User / Operational Manual post-delivery

5.Project Management and delivery based on SOW/SLA for development, maintenance, upgrades, support, data migration

- Incremental Item is delivered for UAT post completion of Sprint

- Developer to integrate code in SVN (code repository)
- Configuration team to support creating & deployment of war files in higher environment
- UAT Support to be provided by Development team as per SLA
- DBA to support maintenance of DB, performance tuning, data Migration activities and any other DB administration activities
- Monitoring team to monitor Server health and generate notifications whenever required

6. Quality Assurance

QA testing is to be done by VENDOR which is part of Development team.

QA testing is done sequentially to Development, and the QA test sprint will depend on size of User Story

Team has to implement Test Automation using Selenium for Regression tests

Vendor should write Test Cases and maintain Requirements Traceability Matrix

Post Sign-off provided by QA, UAT team will take up testing

7. Escalation Matrix

Vendor to provide the following escalation matrix for the delivery team:

1st Level Escalation:

2nd Level Escalation:

3rd Level Escalation:

8. Documentations

Below is the list of documents which are used in the project. All the documents follow a maker checker approach with development team being the Maker and NeSL Team being the Checker.

Sr. No	Document Name	Responsible Unit
1	Business Case	NeSL
2	User Stories	VENDOR
3	User/Operational Manual	VENDOR
4	Test Cases	VENDOR
5	Technical Architecture	VENDOR/NeSL

9.Data Security Standards to be followed

Should follow the Technical Standards prescribed by IBBI [2] and other best practices for data security.

10.Performance tuning

The vendor will perform exhaustive System Testing using its own dedicated testing team and have sufficient hand-shake with appointed testing vendor (if any) for allied systems and business users to obtain User Acceptance sign-off on the deliveries made

11.Supporting external and internal audits

Periodic audits would be conducted by NeSL. Vendor should support the same as per mutual understanding with NeSL

12.Supporting BCP/DR drill

Vendor should support BCP/DR Drill activities.

13.References

IBBI IU Regulations

https://ibbi.gov.in/webadmin/pdf/legalframework/2018/Oct/PDF%20upto%2011.10.2018%20IU%20Regulations_2018-10-21%2015:31:34.pdf

IBBI Technical Standards Guidelines:

https://ibbi.gov.in/webadmin/pdf/legalframework/2017/Dec/FINAL%20STANDARDS%20GUIDELINES%2013.12.2017_2017-12-13%2021:37:39.pdf

A good guideline for managing security in REST APIs is provided by the OWASP (Open Web Application Security Project) community:

https://www.owasp.org/index.php/REST_Security_Cheat_Sheet

Electronic Consent Framework, Technology Specifications:

<http://dla.gov.in/sites/default/files/pdf/MeitY-Consent-Tech-Framework%20v1.1.pdf>

e-Sign specifications:

<http://www.cca.gov.in/cca/?q=eSign.html>

Secure coding guidelines:

https://wiki.mozilla.org/WebAppSec/Secure_Coding_Guidelines#Password_Storage

Usability Guidelines for web applications <https://www.designprinciplesftw.com/collections/10-usability-heuristics-for-userinterfacedesign>

Usability Guidelines for mobile applications <https://developer.apple.com/carplay/human-interface-guidelines/overview/introduction/> <https://developer.android.com/design/get-started/principles.html>

Accessibility Guidelines <https://www.w3.org/WAI/intro/wcag>
<https://www.w3.org/standards/webdesign/accessibility>
<http://goidirectory.nic.in/accessibilityfeatures.php> <http://digitalindia.gov.in/content/accessibility-statement>

Accessibility Guidelines for mobile applications <https://www.w3.org/WAI/mobile/>
<https://www.w3.org/TR/mobile-accessibility-mapping/>

(End of Section – IV)

Section – V: Bid Format

1. Price Bid Format:

Manpower Charges for providing the required services towards Software Development for NeSL

1. Manpower charges for providing the required services towards software development must be provided as per the details given in the table below.
2. The charges to be quoted in table given below must remain firm for the period of at least three years. The charges for next two years (4th and 5th year) should not be enhanced by more than 15 % of the respective charges quoted for first three years.
3. The total charges for five years (Phase 1 + Phase 2) will be considered for comparison and calculating Lowest quoted bidder.
4. The estimated person-months for completing the required IT services as per scope given in Section - IV, is stipulated in column no. F and G in the table below. The actual number of person-months may vary depending upon the project requirements. The pro-rata person month charges shall be payable on the basis of actual work duration of respective personnel.
5. The charges quoted must be inclusive of all facilities, allowances, and benefits, as applicable to the personnel deployed for this project.
6. The charges quoted should be based on 176 working hours per person per month, excluding lunch hours. No over-time allowance will be paid.
7. Bidders are required to quote the monthly onsite and offsite charges per person, in columns D and E respectively.
8. The total of Column H will be added for evaluating and comparing the Financial Bids.

Table 1: Phase 1 – For First Three Years

Sr. No.	Area of Expertise / Skill set	Relevant Work Exp. - years (min.)	Monthly Charges - Per Person (on site) -Rs.	Monthly Charges - Per Person (off site) - Rs.	Person-months - on-site	Person-months off-site	Amount Rs. (Per person month charge x est. person months)
	(A)	(C)	(D)	(E)	(F)	(G)	$H = (D * F + E * G)$
1	User Experience Design (UX)	8+			1	1	0
2	UI Developer	5+			1	1	0
3	Java Developer	2+			1	1	0
4	Java Developer (Senior)	5+			1	1	0
5	DevOps Lead	10+			1	1	0
6	Senior Test engineers with Automation Expertise	5+			1	1	0
7	MySQL DBA (Core)	5+			1	1	0
8	MySQL DBA (Apps)	6+			1	1	0

9	Dataware House - QlikSense/Talend	5+			1	1	0
10	Linux SA	5+			1	1	0
11	Business Analyst	2+			1	1	
12	Sr. Business Analyst	5+			1	1	
Total					12	12	0

Qualification : B.Sc./B.E./B.Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT

Table 2: Phase -2 – For 4th and 5th Year

Sr. No.	Area of Expertise / Skill set	Relevant Work Exp. - years (min.)	Monthly Charges - Per Person (on site) -Rs.	Monthly Charges - Per Person (off site) - Rs.	Person-months - on-site	Person-months off-site	Amount Rs. (Per person month charge x est. person months)
	(A)	(C)	(D)	(E)	(F)	(G)	H = (D*F+ E*G)
1	User Experience Design (UX)	8+			1	1	0
2	UI Developer	5+			1	1	0
3	Java Developer	2+			1	1	0
4	Java Developer (Senior)	5+			1	1	0
5	DevOps Lead	10+			1	1	0
6	Senior Test engineers with Automation Expertise	5+			1	1	0
7	MySQL DBA (Core)	5+			1	1	0
8	MySQL DBA (Apps)	6+			1	1	0
9	Dataware House - QlikSense/Talend	5+			1	1	0
10	Linux SA	5+			1	1	0
11	Business Analyst	2+			1	1	
12	Sr. Business Analyst	5+			1	1	
Total					12	12	0

Qualification : B.Sc./B.E./B.Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT

Notes:

- Number in column F and G will be used only for determining the L1. Actual requirement of resources may vary from time to time..
- GST shall be extra at actuals. The bidder should quote the current rate of GST.
- Above charges may be used by NeSL or any group company of NeSL for any similar software development requirements which may not be part of this RFP.
- After award of contract during the execution phase, if project requires manpower having skill sets or area of expertise other than that mentioned in Section - V, NeSL may formally ask the selected bidder to quote the charges for this requirement. It is expected that the charges to be quoted by bidder for this requirement are reasonable and comparable with those already quoted for man power with similar length of experience. NeSL reserves the right to negotiate these charges.

2. Technical bid format

S.No.	Criteria	To be filled by bidder	Supporting document to be attached
1.	The financial instruments pertaining to EMD must be submitted, as stipulated in this document.	Attached / Not attached	Copy of EMD document
2.	The annual sales turnover of bidder pertaining to 'Application Software Development, Support and Maintenance projects only' should be at least Rs.50 Cr. for last three financial years.	Year wise turnover	CA certificate or CA certified balance sheet
3.	The bidder must have at least 5 years of experience in the area of development of software and providing IT services, etc. to the clients from banking and financial sector.	No. of years of experience	Documentary proof such as customer PO, project completion certificates etc.
4.	The bidder should be a profit-making company (profit after tax) in at least three of the last five financial years.	Yearwise profit	CA certificate or CA certified balance sheet
5.	The bidder must have at least three institutions from Banking and Financial Services sector as their clients.	No. of such clients	Statutory auditor's certificate to this effect must be submitted by the bidder.
6.	The bidder must have the minimum number of personnel on their rolls as given in column E of Annexure – C.	Attached/not	Annexure-C
7.	The total number of technical personnel on the rolls of bidder currently working on development of project pertaining to BFS area must be 100 (minimum), as on date of submitting the bid.	No. of personnel on roll	Declaration on the letterhead of the Entity
8.	The personnel to be deployed on the IU project must be on the rolls of the bidder as on date of submission of bid.	No. of personnel on roll	Declaration on the letterhead of the Entity
9.	The bidder must have development Centres at Bengaluru and Mumbai.	Address of centres	The relevant documents in support of this requirement, indicating local address and contact number.
10.	The IPR of the software developed shall vest with NeSL perpetually..		An undertaking to this effect as per format given in Annexure - A
11.	The bidder must have developed at least three projects on open source platform, versatile in developing API, microservices with focus on data security, in last 5 years.		The relevant documents in support of this requirement should be submitted along with the technical proposal

12.	The bidder must not be blacklisted/suspended by IBBI/RBI/ UIDAI/Financial/Educational/Govt. Organizations or debarred from bidding process, as on date of submission of the bids.		Declaration to this effect on the letterhead of the Entity
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(End of Section – V)

ANNEXURE – A- Covering Letter

Date:

To:

MD & CEO

National E-Governance Services Limited (NeSL)

5th Floor, The Estate,

121, Dickenson Road,

Bengaluru – 560042

e-mail:- procurementgroup@nesl.co.in

Subject: Submission of the Bid for ‘Providing IT resources for Maintenance and Support of the existing IU Software, Design, Development, Installation, Integration and Configuration of additional features and functionalities’

Dear Sir,

We, the undersigned, are pleased to offer to provide IT Services for Maintenance and Support of the existing IU Software and Design, Development, Installation, Integration and Configuration of additional features and functionalities to NeSL, in response to your RFP. No: **NESL/IT/02/RFP-RESOURCES/2025-26/250601**

We are hereby submitting our bid in the manner prescribed in this bid document

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

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our proposal valid for 180 days as stipulated in the RFP document.

We also undertake that we are not blacklisted or debarred from bidding process, by any Educational / R&D / Govt. Organization, as on date of submission of the bids and that there have been no regulatory actions initiated / pending against us as on the date of release of RFP.

We also undertake that, we shall not use the technology developed under this project for any reverse engineering purposes, for a period of at least one year from the date of completion of project deliverables. We agree that the IPR of the technology developed will vest with NeSL perpetually.

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

The undersigned is authorised to sign this bid document. The authority letter to this effect is enclosed.
Yours sincerely,

Authorized Signatory: Name

and Title of Signatory: e-

mail:

Mobile No:

ANNEXURE- B – Letter of Authority

(To be submitted on Letterhead)

Date:

To:

MD & CEO

National E-Governance Services Limited (NeSL)

5th Floor, The Estate,

121, Dickenson Road,

Bengaluru – 560042

e-mail:- procurementgroup@nesl.co.in

Subject: Authority Letter

Reference RFP. No: **NESL/IT/02/RFP-IT RESOURCES/2025-26/250601 dated 18th June, 2025**

Dear Sir,

We, M/s _____ (Name of the bidder) having registered office at _____
(address of the bidder) herewith submit our bid against the said RFP document.

Mr./Ms. _____ (Name and designation of the signatory), whose signature is appended below, is authorized to sign and submit the bid documents on our behalf against said RFP.

Specimen Signature:

The undersigned is authorised to issue such authorisation on behalf of us.

For M/s _____ (Name of the bidder)

Signature and company seal

Name

Designation Email

Mobile No.

ANNEXURE- C: Summary of Technical Manpower on Roll

Sr. No.	Area of Expertise/Skill Set as that stipulated in column A of table given in Section – V	Educational Qualification as that stipulated in column B of table given in Section – V	Experience in domain area - no. of years, as that stipulated in column C of table given in Section – V	Numbers on Roll as on date of submission of bid
	(A)	(B)	(C)	(D)
1	User Experience Design (UX)	B.Sc./B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	10+	
2	UI Developer	B.Sc./B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	5+	
3	Java Developer	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	2-5	
4	Java Developer (Senior)	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	5+	
5	Principal Architect	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	12+	
6	DevOps Lead	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	10+	
7	Information Security Expert	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	10+	

8	Test engineers with Automation Expertise	B.Sc./B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	2-5	
9	Senior Test engineers with Automation Expertise(B.Sc./B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	5+	
10	MySQL DBA (Core)	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	2-5	
11	MySQL DBA (Apps)	/B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	2-5	
12	Senior MySQL DBA (Core)	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	6+	
13	Senior MySQL DBA (Apps)	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	6+	
14	Data Engineer	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT/Mathematics/Statistics	4-6	
15	Senior Data Engineer	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT/Mathematics/Statistics	6+	
16	Business Analyst	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT, M.Com, MBA	3-7	
17	Senior Business Analyst	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT, M.Com, MBA	7+	
18	Configuration Mgmt./Release Engineer	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT	4+	

19	Project Manager	B.E./B. Tech. in CS/ IT/ ECE/ EEE, MCA, M.Sc. CS/IT, MBA	12+	
				Total

Note: The bidder should also give details of technical manpower on their roll, having skill sets other than that stipulated in column A of table in Section – V.

ANNEXURE – D: Documents Checklist for Bidder

SL. No	Documents to be Submitted	Submitted (Yes / No)
1	Demand Draft / eBG for Rs. _____/- or exemption document for EMD	
4	Authority Letter as per Annexure – B	
5	A copy of Certificate of Incorporation, Partnership Deed / Memorandum and Articles of Association / any other equivalent document as applicable, showing date & place of incorporation and nature of business / activities.	
6	The copies of the audited Profit and Loss Account or a certificate from a Chartered Accountant, showing the annual turnover and profit for previous years	
7	Copies of PAN and GST registration, MSME certificate if any	
8	Statutory auditor's certificates in support of eligibility criteria sub-paras 2, 3, 4 and 5 of Para 6 Section- I	
9	The documents establishing that the bidder has development centre in Bengaluru and Mumbai.	
10	Other documents necessary in support of eligibility criteria (Section - I, para 6), product catalogues, brochures, etc.	
11	List of clients for whom the bidder has developed and deployed the application software of similar nature, in last five years.	
12	The details of major application software/s developed and deployed by the bidder(details of maximum 5 softwares) in last five years, giving details like technology platform used, the scope, volume, spread of software, the size of data, number of transactions, speed / latency, key security features, etc.	
13	Copies of at least three supply orders / deployment reports along with auditor's certificate, in support of sub-para 5 of para 6 (Eligibility Criteria) in Section – I.	

14	Summary of Technical and Administrative personnel on roll of the bidder, giving details of their educational qualifications (with specializations, if any), experience in the specific area as required for this project, etc. (Annexure – C).	
15	Technical Proposal including (but not limited to) understanding about the project, implementation Methodology, team composition, interactions / visits, Data safety/ security measures, Quality Control, modular structure, escalation hierarchy, technologies /platforms to be used and the requirements from NeSL.	
16	The details required for technical evaluation of bids, pertaining to parameters mentioned in para 6 Section - II, in tabular form.	
17	Check –list as per Annexure - D	
18	Price Bid as per format given in para 1 of section V (Password protected only)	

ANNEXURE – 1: Format of Bank Guarantee for EMD

[Date]

From:

Bank _____

To,

National E-Governance Services Limited (NeSL)

The Estate,

No. 121, Dickenson Road,

5th Floor

Bengaluru – 560042

Dear Sirs,

Whereas <<name of the bidder>> (hereinafter called 'the Bidder') has submitted the proposal against RFP No., dated: for ProvidingServices for(Description of the work) to National E-Governance Services Limited (NeSL).

The conditions of said RFP mention that the bidder shall submit Earnest Money Deposit of Rs. Rs...../- (Rs.) . M/s..... (Name of bidder) has agreed to submit the Earnest Money Deposit in the form of Bank Guarantee on their part. M/s. _____ (name of bidder) holds an account with us and has approached us and at their request and in consideration of the promises, we hereby furnish such guarantee as mentioned hereinafter.

We _____ (Name of the Bank), (hereinafter referred to as the “Bank”), do hereby undertake to pay to the NeSL forthwith on demand without any demur and without seeking any reasons whatsoever, an amount not exceeding Rs/- (Rupees only) and the guarantee will remain valid up to a period of days from _____ (the last day for submission of application). It will, however, be open to the NeSL to return the Guarantee earlier than this period to the Applicant, in case the applicant has been notified by the NeSL as being unsuccessful.

In the event of the successful application, if the applicant fails to acknowledge and accept the Letter of Award of Empanelment from NeSL in accordance with the terms and conditions of the Empanelment Application, the EMD deposited by the applicant stands forfeited by the NeSL. We also undertake not to revoke this guarantee during this period except with the previous consent of the NeSL in writing and we further agree that our liability under the EMD shall not be discharged by any variation in the term of the said tender and we shall be deemed to have agreed to any such variation.

No interest shall be payable by the NeSL to the Applicant on the guarantee for the period of its currency.

Notwithstanding anything contained herein above:

Our liability under this Bank Guarantee shall not exceed and is restricted to
Rs..... (Rupees only)

This Guarantee shall remain in force up to and including _____ .

Unless the demand/claim under this guarantee is served upon us in writing before _____ *all the
rights of NeSL under this guarantee shall stand automatically forfeited and we shall be relieved and
discharged from all liabilities mentioned hereinabove.

Dated this _____ day of _____(year)

For the Bank of _____
(Agent/Manager)

Notes:

* Claim period will be additional from the date of validity of bank guarantee under b) above

Bank account details for NeSL

National E-Governance Services Limited

Canara Bank

Cantonment Branch

A/c no: 0404214000030

IFSC no: CNRB0000404

ANNEXURE – 2 Format of Bank Guarantee for Performance Security

(On non-judicial paper of appropriate value)

Bank Guarantee No. _____

[Date]

From: Bank _____

To,
National E-Governance Services Limited (NeSL)
The Estate, No. 121, Dickenson Road, 5th Floor
Bengaluru – 560042

Dear sirs,

This has reference to the contract / Order No. ___ Dated ___ been placed by National E-Governance Services Limited (NeSL) on M/s ___ (Name & Address of vendor) for Providing(Description of work) to National E-Governance Services Limited (NeSL)

The conditions of this order provide that the vendor guarantees successful and satisfactory performance of the software developed and/ or deployed, as per the requirements stipulated in this document and provide the warranty support as stipulated in the order/contract.

M/s (Name of Vendor) has accepted the said *Purchase Order / Contract* with the terms and conditions stipulated therein and have agreed to issue the Performance Security in the form of Bank Guarantee on their part, towards promises and assurance of their contractual obligations vide the said Contract/Order. M/s. ___ (name of vendor) holds an account with us and has approached us and at their request and in consideration of the promises, we hereby furnish such guarantees as mentioned hereinafter.

We (hereinafter referred to as the “Bank”) hereby undertake to pay to NeSL on demand without any demur & without seeking any reasons whatsoever, an amount not exceeding Rs----/- (Rupees ---only) and the guarantee will remain valid for a period

Wedo hereby undertake to pay the amounts due & payable under this Bank Guarantee without any demur, merely on a demand from NeSL stating that the amount claimed is required to meet the recoveries due or likely to be due from the said Applicant.

Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs. -----/- (Rupees-----).

We, the said Bank, further undertake to pay to NeSL any money so demanded notwithstanding any dispute or disputes raised by the Applicant in any suit or proceeding pending before any Court or Tribunal or Board relating thereto, our liability under this Guarantee being absolute and unequivocal. The payment so made by us under this Guarantee shall be a valid discharge of our liability for payment thereunder, and the Applicant shall have no claim against us for making such payment.

We further agree that the Guarantee herein contained shall remain in full force and effect during the period of Empanelment for Platform for Distressed Assets by NeSL, and it

shall continue to be enforceable till all the dues of the NeSL have been fully paid, and its claims satisfied or discharged, or till NeSL certifies that the obligations of the Applicant have been fully and properly carried out by the said Applicant, and accordingly discharges this Bank Guarantee.

We further agree with NeSL that it shall have the fullest liberty without our consent, and without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said Empanelment or to extend time of performance by the said Applicant from time to time or to postpone for any time or from time to time any of the powers exercisable by NeSL against the said Applicant, and to forbear or enforce any of the terms and conditions relating to the said Empanelment, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Applicant or for any forbearance, act of omission on the part of NeSL or any indulgence by NeSL to the said Applicant or by any such matter or thing whatsoever which under the law relating to sureties shall, but for this provision, have effect of so relieving us.

This Guarantee shall not be discharged due to the change in the constitution of the Bank or the Applicant.

Welastly undertake not to revoke this Guarantee except with the previous consent of the NeSL in writing.

This Guarantee shall be valid up tounless extended on demand by the NeSL. Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs. -----/- (Rupees --- only), and unless a claim in writing is lodged with us by NeSL within* all our liabilities under this Guarantee shall stand discharged.

Dated the day of.....

For

(Indicate the name of the Bank)

Notes: Amount of bank guarantee is% of the total amount of Table – 1, Section – V including GST.

* Claim period shall be minimum from the end of the validity of bank guarantee

Bank account details for NeSL: National E-Governance Services Limited, Canara Bank, Cantonment Branch. A/c no: 0404214000030, IFSC no: CNRB0000404.

ANNEXURE – 3 - Non-Disclosure Agreement

This Non-Disclosure Agreement (hereinafter called “Agreement”) is made at ---- on this _____ day of , 2023.

Between

-----ITED a company incorporated under Companies Act, [●], CIN [●] and having its Registered Office at [●], hereinafter referred to as “-----” (Which expression shall, unless repugnant to the context and meaning thereof, be deemed to mean and) of the First Part

And

-National E-Governance Services Limited, a company incorporated under Companies Act, 2013 having CIN U72900MH2016GOI282855 and having its Registered Office at 4th Floor, Gresham Assurance House, Sir PM Road, Fort, Mumbai- 400 001, and having its administrative office at The Estate, No. 121, Dickenson Road, 5th Floor, Bangalore – 560 042, hereinafter referred to as “Client” (which expression shall unless repugnant to the context or contrary to the meaning thereof, be deemed to mean and include its affiliates, subsidiaries, successors in business and permitted assigns) of the Second Part

Hereafter, ---- and the Client shall be individually referred to as “Party” and collectively as the “Parties”. For the purpose of this Agreement, the Party which discloses any information shall be referred to as the “Discloser” and the Party receiving such information shall be referred to as the “Recipient”.

Whereas the Parties wish to enter into discussions regarding the products and business of ----- (“Purpose”) in order to enable the Client to consider availing services from --- and during such discussion Discloser shall be divulging certain Confidential Information (as defined herein below) of the Discloser and in consideration of the disclosure of such Confidential Information (defined herein below) to the Recipient, the Recipient agrees to keep the Confidential Information confidential in accordance with the terms and conditions set forth in this Agreement.

NOW, THEREFORE, in consideration of the premises and mutual covenants contained herein, the Parties hereto agree as follows:

“Confidential Information” means all information and/or data of a non-public, proprietary and/or confidential nature, whether written, electronic or recorded in any other media, as well as orally transmitted information, provided that any Confidential Information in tangible form shall be marked or otherwise identified as being proprietary and/or confidential, and if disclosed orally it shall be identified as confidential at the time of disclosure and summarized in writing and provided to the Recipient within thirty (30) days of such disclosure. Such Confidential Information shall be deemed to include any information or data relating to intellectual property, patent, copyright, proprietary information, methods, inventions, know-how, trade secrets, research and development, software, programs, software source documents and formulas related to the current, future and proposed products and services of Discloser, business details and plans, operational matters, strategic plans and marketing information, methods, ideas, concepts, algorithms, technology, products, services, financial statements, forecasts, names of contacts,

potential and existing customer lists and billing details (including, the identity of and information relating to customers), projects, sales, processes, sources of supplies, pricing methods, costs, personnel,

and any other data and/or information, in any format, heretofore or hereafter acquired, used or prepared by and/or for Discloser or any of its affiliates, and any other information which Discloser provides to Recipient or Recipient otherwise learns from Discloser in connection with the Purpose which is specifically designated by the Discloser as confidential. Confidential Information shall also include the fact that discussions or negotiations are taking place and the terms of any oral or written proposal with respect to any possible transaction.

Information not categorized as “Confidential Information”

The obligation imposed, under this Agreement, on Recipient shall not apply to information which:

Recipient can demonstrate, by prior existing records, was within Recipient's legitimate possession prior to the time of disclosure; was within the public domain / public knowledge prior to disclosure, or comes into the public domain / public knowledge through no wrongful act, fault, negligence or breach of this Agreement on the part of the Recipient; is independently developed by the Recipient without reference to or reliance upon Confidential Information of the Discloser;

is or becomes lawfully available to Recipient on a non-confidential basis from an independent third-party source (after diligent inquiry) who is free to divulge such information.

Provided, the Receiving Party understands and agrees that:

Any information known only to a few people to whom it might be of commercial interest and not generally known to the public is not public knowledge;

A combination of two or more parts of the Confidential Information is not public knowledge merely because each part is separately available to the public.

Permitted Disclosure. The prohibitions against disclosure of Confidential Information set forth in this Agreement shall not apply to: (a) Confidential Information that was already known to Recipient at the time when Recipient received the Confidential Information from Discloser; (b) Confidential Information that was disclosed to Recipient by a third party having the lawful right to disclose that Confidential Information; (c) Confidential Information that had been available to the public at the time Recipient received that Confidential Information, or subsequently lawfully became available to the public otherwise than by a breach of this Agreement by Recipient, its employees, Representatives or anyone acting on its behalf; and (d) Confidential Information that Recipient was required to disclose pursuant to judicial action or decree having jurisdiction over Recipient, or pursuant to any requirement of any governmental agency or authority having jurisdiction over Recipient, but only so long as, prior to making the disclosure, Recipient gives Discloser, to the extent permitted under applicable law, a written notice of the requirement that the Recipient is under an legal obligation to disclose the Confidential Information and provide Discloser with the opportunity to challenge that requirement. The preceding exceptions, however, shall not apply to any specific information merely because it is included in more general non-confidential information, nor to any specific combination of information merely because individual elements, but not the combination, are included in non-confidential information.

Confidentiality and Non-Disclosure Obligations

Recipient acknowledges that the Discloser's Confidential Information is a special, valuable and unique asset of Discloser and is Discloser's sole and exclusive property. Recipient therefore declares and undertakes as follows: (i) keep at all times in the strictest confidence and trust any and all Discloser's Confidential Information; (ii) not, at any time, disclose, reveal, use, communicate, transmit, or otherwise release or duplicate, in any manner whatsoever, directly or indirectly, in whole or in part, any Discloser's Confidential Information received by it unless otherwise permitted under this Agreement; (iii) not to use any Discloser's Confidential Information other than within the framework of the Disclosure Purpose;

provided, however, that Recipient may reveal Discloser's Confidential Information to those of its and its affiliates employees, directors, officers and consultants (hereinafter: "Receiving Party's Representative") with a need to know the Discloser's Confidential Information for the Disclosure Purpose and who are informed of the confidential nature of Discloser's Confidential Information and provided that such Recipient's Representatives agree in writing, prior to such disclosure, to be bound by restrictions consistent with and at least as protective as those set forth herein. By signing this Agreement Recipient agrees to be responsible for any breach of this Agreement by any of its Representatives; (iv) Recipient will take or cause to be taken all reasonable measures to ensure that the Discloser's Confidential Information received by it is strictly protected against any unauthorized disclosure to any individual or entity, and against any reproduction, duplication, analysis or use, and in any event shall apply at least the same degree of care that Recipient applies to protect Recipient's Confidential Information of a similar nature and value; and (v) not disclose Discloser's Confidential Information to any other third party without the prior written approval of Discloser.

Recipient shall promptly notify Discloser upon discovery of any unauthorized use or disclosure of Discloser's Confidential Information.

Ownership and Return of Confidential Information.

This Agreement shall in no way be construed as granting of a license by Discloser to the Recipient, either directly or indirectly, or other rights in or to any Discloser's Confidential Information or to any trademark patents, potential patents or patent applications, copyright, or any other intellectual property right ("Intellectual Property Right"). Recipient agrees that Discloser's Confidential Information is and will remain the sole property of Discloser, and all such Confidential Information in any tangible form or media and copies thereof will be, upon Discloser's request, either returned to Discloser or completely destroyed. The obligation with respect thereto will apply to all work sheets prepared by Recipient using or containing any Discloser's Confidential Information. Furthermore, Recipient agrees to permanently erase or delete any such Confidential Information stored electronically, magnetically, or otherwise on machines or devices, immediately upon request by Discloser, and shall confirm to Discloser in writing that the destruction or erasing has been done in full.

Both Parties agree that Client shall hold the proprietary rights over its Confidential Information and --- -- shall hold the proprietary rights over its Confidential Information, technology it is developing including UV, ID Verification and Digital Contract Execution. This agreement shall in no way be considered as a transfer, assignment, or license of the respective rights over any intellectual property being owned, developed or being developed by ---.

The destruction, erasing or return of the said Confidential Information pursuant to this Section shall not affect the remaining obligations of the Recipient under this Agreement.

Rights which are vested will remain with the Party in which these rights get vested. The confidentiality obligations for both Parties will extend beyond the term of this Agreement.

Discloser does not warrant, represent, assure or guarantee the accuracy or correctness of the Confidential Information as made by the Discloser. Further, any information exchanged between the Parties is provided on "as is" basis.

Arbitration clause: If any dispute arises between the parties hereto during the subsistence of this Agreement or thereafter, in connection with or arising out of this Agreement, the dispute shall be referred to a sole arbitrator, under the Indian Arbitration and Conciliation Act, 1996. Arbitration shall be held in Pune, India. The arbitrator's award shall be final and binding on the parties.

The disclosure of Confidential Information does not, and is not intended to represent a commitment by the Parties to enter any business relationship with the other Party or with any other entity. If the Parties desire to pursue business opportunities, they will execute a separate written agreement to govern such business relationship.

It is understood and agreed that because of the unique nature of the Confidential Information, a violation of this Agreement would cause irreparable harm to the Discloser for which monetary compensation would not be a sufficient remedy. The Discloser shall be entitled to seek specific performance of the Recipient's obligations under this Agreement, as well as injunctive relief to restrain any continuing or further breach by Recipient without the necessity of proving any actual damages sustained by the Discloser, and without the requirement of bond or security, as a remedy for such breach, without prejudice to any other rights or remedies available to the Discloser under the applicable law. Recipient shall reimburse, indemnify, and hold harmless the Discloser from and against any damage, loss or expense incurred by the Discloser as a result of the breach of the terms of this Agreement by Recipient or its Representatives.

Governing Law and Jurisdiction

The validity, construction and performance of this Agreement shall be governed by and construed in accordance with the laws of India.

Subject to the provisions of Arbitration clause, the Parties agree to submit to the jurisdiction of a court of competent jurisdiction at [●], India and to comply with all requirements necessary to give such court the jurisdiction.

Miscellaneous

No failure or delay by the Discloser in exercising or enforcing any right, remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise or enforcement of any other right, remedy or power.

This Agreement shall not be assignable or transferable by either Party without the written consent of the other Party.

This Agreement supersedes all prior discussions and writings with respect to the subject matter hereof, and constitutes the entire agreement between the Parties with respect to the subject hereof. No waiver or modification of this Agreement will be binding upon either Party unless made in writing and signed by a duly authorized representative of each Party and no failure or delay in enforcing any right will be deemed a waiver.

In the event that any of the provisions of this Agreement shall be held by a Court or other tribunal of competent jurisdiction to be unenforceable, the remaining portions hereof shall remain in full force and effect.

The non-disclosure obligation of confidential information by the recipient will remain in force for three years from the termination/closure of the service agreement.

The Recipient shall not export, directly or indirectly, any technical data acquired from the Discloser pursuant to this Agreement or any product utilizing any such data to any country for which the Indian government or any agency thereof at the time of export requires an export license or other government approval without first obtaining such license or approval.

Any notices or communications required or permitted to be given hereunder may be delivered by hand, deposited with a nationally recognized overnight carrier, electronic mail, or mailed by certified mail,

return receipt requested, postage prepaid, in each case to the address of the other Party indicated below. All such communications and notices shall be deemed to have been given and received (i) in the case of personal delivery or electronic mail, on the date of such delivery, (ii) in case of delivery by a nationally recognized overnight carrier and by mailing, within a reasonable period of such mailing.

Address of the Recipient: [●]

Address of the Discloser: [●]

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their duly authorized representatives, whose signatures appears below and who have been and are on the date of the Agreement duly authorized by all necessary and appropriate corporate action to execute this Agreement.

EXECUTED as an Agreement.

SIGNED for and on behalf of)

by its duly authorised representative))
Signatory

SIGNED for and on behalf of)

Client) by its duly authorised representative
) Signatory

(End of Document)