



**CENTRE FOR RESEARCH AND
INDUSTRIAL STAFF PERFORMANCE
(CRISP), BHOPAL**

**Invites
Expression of Interest (EoI)
from the Research Organizations, Project
Management Agencies & Technical
Expert Agencies working in
E-Governance Sector
for
Empanelment
AS
Support Agency**

No: CRISP/EOI-IT-SWD/2026-27/11 1st April, 2026

EOI No: CRISP/EOI-IT-SWD/2026-27/11 1st April, 2026

REQUEST FOR EXPRESSION OF INTEREST

EOI No. CRISP/EOI-IT-SWD/2026-27/11 Dated: 1st April, 2026

Name of the Country	India
IT Consulting Services	<p>To provide support services in the Execution of large IT and e-Governance projects, as supporting agency in:</p> <ul style="list-style-type: none">- Establish Project Management Unit,- Software Development (Web/Mobile)- PAN India level Project Implementation & field operations services- Document Digitization Services- Establish / Operate the Control Command Centre- Cloud Server Administration & Operations- IT Security Services & System Audits- PAN India IT Project Lead Generation services- Digital Marketing Services
Preference	To the agencies having proven track record in executing large IT projects in Government Sector.
Period of Consultancy	As provided in ToR (Annexure-2)
Application Fee	<p>Rs.2,000/- Non-refundable DD / NEFT in favour of "Centre for Research and Industrial Staff Performance" payable at Bhopal.</p> <p>Bank Details :</p> <p>Name : CRISP Society Bank Name:- ICICI Bank, Bank Account No:- 005501026617 IFSC Code:- ICIC0000055 Bank add:- M.P. Nagar, Bhopal</p>

Expression of Interest:

1. The Director of Centre for Research and Industrial Staff Performance (CRISP), Bhopal, Madhya Pradesh, invites the Express of Interest from the capable organizations to provide various technical and managerial support services in the following categories of services **under various mission mode project activities planned by CRISP in financial year 2026-27:**

Category 1 - Research Consultant / Agencies / IT Products

Organization doing research / product development work in the field of:

- a. Artificial Intelligence (AI)
- b. IoT / Machine learning

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- c. Cloud Computing
- d. Blockchain
- e. Cyber Security
- f. RFID / QR based solutions

Category 2 – Project Management Agencies

Organizations working in the field of:

- i. IT Project Management,
- ii. Setting up the PMU in government / PSU.
- iii. Roll Out and Technical Support services
- iv. Command control centers / Call Centre
- v. Digital Marketing using the 2D/3D promotional material
- vi. Lead Generation for IT product and services

Category 3 – Core IT Services

Organization working in the field of providing Core IT Services in:

- i. System Integration
- ii. Software Development
- iii. Mobile application Development (Android / iOS)
- iv. AI driven Chatbot Services
- v. Internet of Things (IoT), Blockchain
- vi. Business Analysis & Statistical Data Analysis,
- vii. GPS / GIS Integration,
- viii. Digitalization / Digital Transformation,
- ix. e-Signature / Digital Signature integration
- x. On Screen Marking and Digital Valuation
- xi. Learning Management System (LMS)
- xii. Augmented Reality (AR) / Virtual Reality (VR) Gaming Technology
- xiii. Machine Learning (ML) and Data Science (DS)
- xiv. RFID / QR Based Solution
- xv. UI/UX/promotional 2D/3D animated explanation videos for social media platforms

Note: The agency must mention the categories they are applying for empanelment and provide all relevant documentary proofs to represent their capabilities to render the Similar Services to CRISP. Organisations having experience working with Government Departments / organisations will be preferred.

2. **The evaluation criteria for selecting the consulting firm:** Annexed as Annexure - 1. **Terms of Reference:** Annexed as Annexure - 2.
3. It is hereby mentioned that the staffing schedule and deliverables mentioned in this EoI may be modified to some extent depending upon their suitability in the consulting assignment.
4. To qualify in this EOI, any consortium, Joint venture or hiring third party services is not permitted. During the project, if any third-party service is required, then it will be discussed separately.
5. All the key experts proposed by the firm shall be on the payrolls of the organisation and will not be subcontracted to other agencies / Third parties.
6. The organisation must submit their EOI proposal in online email at: procurement@crispindia.com
7. The organisation will be selected based on evaluation of the technical proposals. However, the final decision will be taken by The Director, CRISP, Bhopal.

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8. In case of any dispute arising out of this EOI, exclusive jurisdiction of Courts in Bhopal, Madhya Pradesh shall apply.
9. For further information send queries to procurement@crispindia.com
10. Interested Firms may submit their Expressions of Interest (EOI) in online including the firm's profile, demonstrated capacity to provide the required expertise. The deadline for submission of the EoI at: procurement@crispindia.com is latest by **15th April 2026, 15:00 Hours**. No EoI shall be considered and received beyond the deadline.
11. CRISP shall not be responsible for any delay of the documents / proposal, sent through email before **15th April 2026**.
12. The Opening of Technical Proposal shall take place at the Director's Board Room, EGH, CRISP, Bhopal on **16th April 2026 at 15:00 hrs**.
13. The Director, CRISP reserves the right to amend any or all conditions of this EoI document before the last date of submission of proposals, or to change the above schedule at any time, without assigning any reasons whatsoever.
14. Receipt of the payment made towards Tender Fee should be attached with the proposal, in case any applicant fails to submit the Tender Fee along with the bid, Technical Bid will not be considered for further evaluation.
15. The issue of this EoI does not imply that the Authority/Client is bound to select one or more Applicant(s) or to appoint the Selected Applicants, as the case may be, for the implementation of the programme and the Authority/Client reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
16. **Disqualification:** The proposal would be disqualified at any time during the Technical Evaluation process at the sole discretion of the CRISP, for the following reasons: Submitted the Proposal after the due date and specified time; Made misleading or false representations or suppressed relevant information in the proposal (including documents, forms, statements, attachments, etc.) submitted as proof of the eligibility requirements or as part of their proposal; Incomplete proposals or proposals with incomplete information may be rejected. Applicants may be asked to submit any supplementary information document / clarification after submission of proposal to CRISP. Any such request by CRISP for submission of additionally required information/clarification by applicant would be made in writing; Failure to meet any of the eligibility criteria as mentioned in the document; and Blacklisted or bankrupt by the Government of India (GoI), State Government or any other Government owned agency including quasi-Government sector organization or company or any bank, for corrupt, fraudulent practices or reasons related to nonperformance in an engagement on the date of opening of proposal.

17. **Key dates:**

Sl.	Description	Important Information
1.	EoI - Advertisement	01 st April 2026
2.	Submission of EoI	15 th April 2026, 17:00 Hrs.
3.	Technical Evaluation	16 th April 2026, 15:00 Hrs.
4.	Presentation	To be announced
5.	Empanelment	To be announced

Note: All the Proposals received after the due date shall not be considered.

Annexure – 1

ELIGIBILITY AND EVALUATION CRITERIA FOR SELECTION OF IT PROJECT SUPPORT AGENCY

Evaluation Criteria

S. No.	Eligibility and Evaluation Criteria	Mandatory Documents to be submitted with the EoI
1.	The firm should be in business in India for the last 03 Years.	Copy of: Registration, PAN, GST, 3 Years Financial Audit reports
2.	Previous Experience: The firm should have undertaken at-least Three (3) IT projects/assignments. The project value of each of the projects to be at-least INR 25 lakhs and above	Attested Copy of the Work Order / Completion / Project Continuation certificate / Copy of Agreement must be provided The project experience must be of similar nature to the category applying for.
3.	The annual turnover of the agency should not be less than Rs. 50.00 Lakhs (Rupees Fifty Lakhs only) per annum in the last three financial years. In addition, the Firm must have Positive Net Worth.	To be supported by the copy of Attested copy of ITR, Balance Sheet or Financial Audit reports duly signed by authorized signatory and Certificate from company CA of the Positive Net Worth for last three financial years as per format Annexure - 5
4.	Firm must have and commit to hiring experts or consultant(s) meeting the requirements of the proposal and same should be reflected in proposal	Provide the details of at least 10 IT Experts or consultants working on the role of the company. Names, qualifications, association (in yrs) with organisation and relevant experience of the existing in-house team and/or Job Description Hiring Methodology for new Experts or Present existing network for hiring the expert team as desired in the project with timeline required.
5.	Management Competencies	Attach copies of valid certifications related IT Quality Assurance, IT Security, Project Management & Control Systems adopted by the agency, Project Management Certifications, etc.
6	Coordination and Approach & Methodology	Key aspects of the approach: Approach towards handling the large assignment given to the organisation

NOTE

- *It is mandatory for the firm to meet all the evaluation criterion points as listed above. If any one or more of the evaluation criteria is not met, then in that case the application shall be declared ineligible.*
- *The above-mentioned qualification criteria are the minimum criteria and the evaluation shall be done on the basis of thorough examination of the relevant mandatory documents submitted by the firm.*

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Format of the Covering Letter

<< The Covering Letter is to be submitted under the signature of Authorized Representative / Signatory of the applicant agency on official Letterhead and official Seal >>

To

The Director,
Centre for Research and Industrial Staff Performance (CRISP),
Shyamla Hills, Opposite Manas Bhavan,
Bhopal – 462002

Sub: Application for Project No: CRISP/EOI-IT-SWD/2026-27/11 Dated: 1st April, 2026

Dear Sir,

Please find enclosed our Proposal in respect to **provide project management and implementation support** in response to the Expression of Interest (EOI) Document issued by the **Centre for Research and Industrial Staff Performance (CRISP), Bhopal, Madhya Pradesh , Dated 01st April, 2026.**

I/We hereby confirm that:

- 1) The proposal is being submitted by _____ (name of the agency who is the applicant, in accordance with the conditions stipulated in the EOI No. **CRISP/EOI-IT-SWD/2026-27/11 Dated: 1st April, 2026**
- 2) We have read the guidelines and EOI document in detail and have understood the terms and conditions stipulated in the EOI Document issued by **Centre for Research and Industrial Staff Performance (CRISP), Bhopal, Madhya Pradesh.** I/We agree and undertake to abide by all these terms and conditions along with communication from **Centre for Research and Industrial Staff Performance (CRISP), Bhopal, Madhya Pradesh.** Our Proposal is consistent with all the requirements of submission as stated in the EOI or in any of the subsequent communications from **Centre for Research and Industrial Staff Performance (CRISP), Bhopal, Madhya Pradesh.**
- 3) The information submitted in our Proposal is complete, is strictly as per the requirements as stipulated in the EOI, and is correct to the best of my/our knowledge and understanding. I/We would be solely responsible for any errors/omissions/false information in our Proposal. I/We acknowledge that the Director of **Centre for Research and Industrial Staff Performance (CRISP), Bhopal, Madhya Pradesh** will be relying on the information provided in the Proposal and the documents accompanying such Proposal for empanelment of the applicant for the aforesaid programme, and I/We certify that all information provided in the application is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying such Proposal are true copies of their respective originals.
- 4) We acknowledge the right of **Centre for Research and Industrial Staff Performance (CRISP), Bhopal, Madhya Pradesh** to reject our Proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
- 5) We fulfil all the legal requirements and meet all the eligibility criteria laid down in the EOI.
- 6) This Proposal is unconditional, and I/We hereby undertake to abide by the terms and conditions of

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the EOI.

- 7) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

This Proposal is made for the express purpose of providing project management and implementation support services as Per EOI No. **CRISP/EOI-IT-SWD/2026-27/11 Dated: 1st April, 2026.**

For and on behalf of: Signature:

Name: Designation:

(Authorized Representative and Signature)

Date:

Place:

Annexure 3

List of Projects similar to the category Applied for Empanelment, having value more than INR 25 Lakh

S no.	Project Title	Project Description	Work order Date	Work Completion Date	Order Value (>INR 25 lakh)

Applicant Details

<<Declaration to be submitted under the signature of Authorized Representative / Signatory of the applicant agency on official Letterhead and official seal >>

S. No	Description	Details
1.	Name of Legal Constitution of Applicant	
2.	Status / Constitution of the Firm	
3.	Name of Authorize Signatory	
4.	Contact address and number	
5.	Registration Number	
6.	Date of Registration	
7.	Place of Registration	
8.	PAN Card Number GST Number	
9.	PF Code number ESIC number Copy of challans for last three months	
10.	SPOC- Primary point of contact e-mail, Contact No (For all sort of communication purpose)	
11.	Secondary Point of Contact e-mail Contact No	

For and on behalf of:

Signature:

Name: Designation:

(Authorized Representative and Signatory)

Date:

Place:

Note: Please provide a copy of the registration certificate from the appropriate Registering Authority as given below:

If Company

- Certificate of Incorporation of company.

If Proprietorship Firm or Partnership Firm

- Copy of Certificate of the Proprietorship duly certified by a Chartered Accountant.
- Copy of Registered Partnership Deed / Certificate of the Partnership duly certified by a Chartered Accountant.

If Trust or Society

- Copy of Registration Certificate

PF Code and ESIC

- Copy of challans for last three months

Note: In addition to above registration certificate, Applicant needs to submit the copy of PAN Card, GST certificate,

Financial Details

*<<Declaration to be submitted under the signature of Chartered Accountant on Letterhead
with his/her dated Sign and Seal >>*

On the basis of audited financial statements, we hereby certify that (Name of Firm) having registered office at (Office address) has an average annual turnover of Rs..... Lakhs or more in the last three financial years. The details of annual turnover are mentioned below:

S. No	Financial Year	Annual Turnover in Rs.	Net Worth in Rs.
1.	2024-25		
2.	2023-24		
3.	2022-23		
4.	Average		

Note:1) Audited financial statements for the past three years should be submitted by the Applicant.

Chartered Accountant: Signature

Name:

Registration No.:

Contact No.:

Seal

Date:

Place:

GENERAL TERMS AND CONDITIONS

Scope of Services

It is proposed to hire the services of Project Support Agency. The selected organisation shall be engaged for different services of their caliber resulting to the total project management, development and implementation support.

Proposals for empanel in different categories supported with past experience in the proposed field to be submitted in online mode through email at: procurement@crispindia.com on or before the last date of submission.

SN	Pre-Qualification Bid Evaluation	Compliance	Reference Document
1	Should be legally registered entity / agency	Yes/No	Registration Certificate
2	The bidder must have experience in the field of the Category applied	Yes/No	Experience Certificate
3	Details of similar works undertaken.	Yes/No	Work Orders and Completion Certificate
4	Off The Shelf ready to use IT Product details	Yes/No	Demo Link / Digital Brochures / Success Story
4	CVs of Team members	Yes/No	Ink-Signed CV of min 10 core Team Members
5	Tender Fees	Yes/No	Proof of amount transfer

Only those bidders who meet the eligibility criteria specified above will be eligible to respond to this EoI. The bidder's eligibility proposal shall contain the relevant information supporting documents (specified below against each criteria) to substantiate the eligibility of the bidder vis-à-vis the eligibility criteria.

General Information:

- a. The EoI process involves a single stage evaluation namely Technical Evaluation.
- b. The Bidder shall submit only one Proposal (also referred to as EoI response or EoI documents herein)
- c. Proposal should be in the specified format in English Language
- d. The Bidder is not permitted to modify, substitute or withdraw their Proposal after submission
- e. Proposal should be valid for a period of 180 days from the date of opening of EoIs.

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- f. The Proposal shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be attested by the person or persons who sign(s) the Proposals.
- g. An authorized representative of the bidder should sign on all the pages of the Proposal.
- h. CRISP shall have separate project level agreements specifying all terms and conditions and the financial requirements based on the role and responsibilities.
- i. During this period of the EoI validity, the bidder is expected to keep available the key team of professionals proposed for the Empanelment. CRISP will make its best effort to complete evaluation process within 60 days.
- j. CRISP may ask for further extension regarding validity of the EoIs which may be accepted or rejected by the bidder.
- k. CRISP reserves the right to accept or reject any proposal, and to annul the EoI process and reject all EoIs any time at its discretion without assigning any reason for the same prior to award of contract, without thereby incurring any liability to the affected party(ies) or any obligation to inform the affected party(ies) of the grounds for such decision. Decision of Director, CRISP would be final and binding on the all. Any direct or indirect cost associated with the preparation of the proposal, presentations, evaluations, finalization of the contract, including visits to the Client, are not reimbursable. CRISP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the EoI process.
- l. The Proposal shall neatly be arranged with consecutively numbered pages. It should not contain any terms and conditions which are not applicable to the EoI.
- m. The Proposal and all details submitted by the bidder subsequently shall be signed and stamped on each page in token of acceptance by a person legally authorized to enter into agreement on behalf of the bidder. Corrections/alteration, if any, shall also be signed by the same person.
- n. Bidder may regularly visit CRISP website for any information / clarification / addendum / corrigendum etc. related to this EOI, processing of EoIs received, award of job, etc. CRISP shall not be liable to send any individual information or publish a public notice for any further information regarding this EOI.

Opening of Proposals

The proposals received within the specified deadline will be opened at the specified date and time as indicated. Proposals received after the deadline shall be returned unopened to the respective bidder.

Bid Document Fee

The Bidders shall submit the Bid document fees **Rupees Two Thousand (Rs. 2,000)** to be paid by DD/NEFT. The cost of EoI documents is non-refundable.

EVALUATION OF PROPOSALS & AWARD OF CONTRACT

Assessment of the eligibility criteria will be done to determine whether the proposal submitted conforms to all mandatory criteria specified to merit further evaluation.

Evaluation of technical bids and scoring will inter alia be based on the nature and relevance of past experience, project approach, work plan and the professional/expert team deployed in relation to the requirements of this engagement.

In addition to the above, the Bidder will also be awarded marks on the following:

1. Technical Presentation and Demonstration (Approach & Methodology) made by the bidder. Bidders may be asked to demonstrate their technical capabilities and approach & methodology, virtually.
2. Qualification & Experience of the five resources to be deployed for the longest period during project implementation phase

CRISP shall empanel maximum of Five Technically Qualified agencies in each category who score higher in technical scores.

Project Level discussions will happen only with the selected empaneled agencies.

Technical Evaluation Methodology:

CRISP, Bhopal evaluation in this regard shall be final and binding on all Bidders. The Technical evaluation of the proposals shall be carried out to determine whether the Bidder is competent enough and whether the bidder's proposal technically qualifies with the requirements set forth in the technical proposal shall be marked according to the following criteria

SN	Criteria	Max Marks	Criteria Fixed for Evaluation	Weightage	Document required for Consideration
	Financial Capability	(20)			
1	Annual Turnover in the last 3 financial years.	20	Upto 50 Lacs	10	IT Certificate, Balance Sheet /Annual Reports for last 3 Years and Certificate from CA.
			50 Lakh to 100 lakh	15	
			More than 100 lakh	20	
2	Bidders Experience	(20)			
	Undertaken at-least three (03) IT projects with minimum project value of Rs. 25 lakh each in last three years	20	03 IT projects, value INR 25 lakh each	10	List of Projects of similar experiences along with their work orders and completion certificate to be submitted as support document. (Annexure 3)
			Additional 02 IT Project value 25 lakh each	05 for each additional Project	
3	Human Resource Strength	(15)	10-25 Professionals/Subject Matter Experts on company roles	10	Declaration from company for employee's profile, qualification and Experience. Below 10 nos. of staff will lead to rejection of bid.
			Over 25 Professionals on company roles	15	
4.	Off the Shelf Ready to Use" IT products based on AI/ML/BlockChain/RFID/QR or other modern technologies	(10)	Demonstration of atleast 01 working product built on mentioned modern Technologies	05 for each product demonstration	Preference will be given to the product used by any client or rendering online services. Attach proofs

SN	Criteria	Max Marks	Criteria Fixed for Evaluation	Weightage	Document required for Consideration
5.	Presentation on the proposed methodology	(35)	Approach & Methodology to provide project management and implementation support	35	Presentation on the organization's technical capabilities in the category applied for empanelment and strength on how it will execute the projects within the stipulated timelines.

A minimum score of 70 is required to be obtained to qualify for empanelment as per the technical Evaluation parameters.

- a) If deemed necessary, CRISP in its sole discretion may make variations in the cut off score for technical evaluation including criteria for technical evaluation.
- b) CRISP may at its sole discretion, waive-off any minor informality or nonconformity or irregularity in a Bid Document, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

DIRECTOR

Centre For Research and Industrial Staff Performance (CRISP)

Opp. Manas Bhawan, Shyamlla Hills

Bhopal - 462002