



**REQUEST FOR PROPOSAL
FOR
HIRING SERVICES OF IT
PROFESSIONALS
ON
AGENCY'S PAYROLL**

INDEX OF ANNEXURES

NIT No. CRISP /IT-SWD/IT PROF./2024-25/1691

Dated 3rd March, 2025

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#	Particulars		Requirements
1	Application fee for submission of the Bid	:	Rs.5000/- (Rupees five thousand only) (can be given directly on CRISP account, detail as below:- Name : CRISP Society Bank Name:- ICICI Bank, Bank Account No:- 005501026617 IFSC Code:- ICIC00000055 Bank add:- M.P. Nagar, Bhopal
2	Amount of EMD (DD in favour of “CRISP Society, Bhopal”, payable at	:	Rs.2,00,000/- (Rupees Two Lakh only) in the form of a DD in favour of CRISP Society, Bhopal, payable at Bhopal.
3	Date of issue of tender document	:	3 rd March, 2025
4	Pre-Bid Meeting	:	10 th March, 2025 at 3:00 PM. Conference Hall, Old Admin Building, at CRISP, Shyamla Hills, Opp. Manas Bhawan, Bhopal
5	Last date for receipt of completely filled documents	:	26 th March, 2025 up to 01:00 PM at Tender Box, Reception area, CRISP, Opp. Manas Bhawan, Shyamla Hills, Bhopal-462002
6	Date and time of opening of the Tender (Technical Bid)	:	Technical Bids shall be opened on 26 th March, 2025 at 3:00 PM. Conference Hall, Old Admin Building, at CRISP Bhopal
7	Date and time of opening of Tender (Financial Bid)	:	Shall be conveyed separately, only for the Technically qualified bidders.

NOTICE INVITING TENDER IN RESPONSE TO OUR REQUEST FOR PROPOSAL FOR HIRING SERVICES OF IT PROFESSIONALS ON AGENCY'S PAYROLL

Brief:

CRISP, an autonomous organization under the Department of Technical Education Govt of Madhya Pradesh. Since its inception in 1997 CRISP has been providing Skill Development and IT Consultancy services to its different clients in Madhya Pradesh and Globally.

CRISP invites technical and commercial proposals from the IT companies having proven expertise in providing professional and experienced Full time IT manpower / their professional services for Onsite / Offsite like Project Management, System requirement study, Architecture Design of IT Systems, Business Analysis, Software Development using programming in latest technologies (.NET, Java, PHP, Android etc.), Database Development and Administrative Services (SQL server, Oracle, MySQL, MongoDB etc.), Infrastructure Development & Management Services (Microsoft Azure, AWS Cloud, Google Cloud etc.), GIS/GPS mapping and survey technologies (Google Map, Open GIS, Arc GIS etc.) Technical writing & documentation Services, Application Testing / QA services (CMMi level 3 or level 5 Process Implementations), System / Software Audit services, Onsite / Offsite Technical Support Services.

CRISP has been successfully implementing IT projects in the Government sector in the areas of e-commerce, e-education and e-governance verticals integrated with latest technologies and platforms. To ensure the successful delivery of these projects, CRISP intends to hire the services of IT experts / professionals as per requirement of the projects with a view to render high quality work to the satisfaction of the client organizations.

Scope of work:

The professional IT Software development companies / IT manpower supplier agencies involved in the Design, Development and Implementation of IT projects at national / international levels of operations are mainly required to offer to CRISP services of professionals in the field of IT as per the project requirements (onsite/offsite) and as per latest CMMi level 3 / 5 Process & GOI, GIGW, CERT-IN guidelines. The required services may be related to such areas as indicated hereunder the areas of services may also increase based on the project requirements of our clientele organizations from time to time.

The potent areas are:

1. Onsite / Offsite Project Management
2. System Requirement Study
3. Architecture Design of IT Systems
4. Business Analysis
5. Application Development Programming in latest technologies
6. Database Development and Administrative Services

7. BI & Analytical Tools implementation
8. Integration of payment gateway services
9. Infrastructure Development & Management Services (Cloud Platforms like Azure, AWS , Google)
10. Mobile app development
11. Technical writing & documentation Services
12. Application Testing / QA services
13. Training
14. System / Software Audit services
15. Onsite / Offsite Technical / Help Desk Support Services.
16. GIS/GPS integration, Mapping and Field Survey

Engagement:

While delivering these services, CRISP or its client Agency shall decide the mode of services to be provided by the selected Service Provider as follows:

1. Full time resource at CRISP or location of its client(s).
2. Short- term hiring for delivery of a defined task either at CRISP, or its Client Location or from Service Provider Agency's location.

Procedure:

The Agency responding to this Request for Proposal shall take care of the following requirements:

1. CRISP shall intimate the demand of Experts for different roles.
2. Agency shall identify the most suitable candidate(s) to meet the desired Job description for each level, and send the summarized details of the candidates along with the Interview schedule at agency or CRISP premises in physical or online mode.
3. After conducting interviews, CRISP team shall select/reject the candidate(s) and fix remuneration of the selected candidate(s) based on the budget available in the Projects.
5. Agency shall then complete the joining procedure and other formalities to deploy the candidate(s) on the projects of CRISP.
6. The entire selection process must be closed within 15 days of the demand raised by CRISP.
7. Orientation of candidate must be planned and conducted by the agency as per the guidelines provided by CRISP, before joining.
8. Agency must provide a welcome kit (ID card, joining letter, HR policy etc.) approved by CRISP, at the time of joining.
9. Agency must control the candidates refuse to join after confirmation, or else the penalty shall be imposed on the agency for delay in hiring.
10. Agency is bound to release the salary of employees upto 5th day of every month and send confirmation, delay in salary shall not be accepted and due penalty shall be imposed for delay in salary payment.
11. Agency must provide the signed copy of the agreement to CRISP at the time of joining.
12. Closure of all the grievances of employees deployed at CRISP within 15 days.
13. Placement of HR Executive at CRISP for close coordination and reporting.

Work Location:

To work at any location decided by CRISP like its client's premises or at the offices of CRISP or from the selected agency's premises to deliver the specific given task

Duration of the Contract:

Initially, the period of Contract shall be 02 (Two) Year from the date of signing of SLA based on the performance of the Agency and its experts. The contract may, however, be further extended, if it is felt necessary by CRISP keeping in view the needs of the Project(s).

2. Indicative Levels of Experts desired by CRISP:

Level of Experts / Professionals needed for the various Projects and all the relevant details may be seen at **Annexure – 1.**

3. ELIGIBILITY QUALIFICATIONS AND OTHER REQUIREMENTS FOR AGENCIES:

The essential criteria with respect to the eligibility qualifications and other requirements for agencies may be seen in **Annexure – 2.**

4. GUIDELINES FOR SUBMISSION OF THE PROPOSAL:

Guidelines for the submission of the Proposal may be seen at **Annexure – 3.** The Agency responding to our RFP may go through these details carefully to be a successful bidder.

5. TERMS AND CONDITIONS FOR THE AWARD OF CONTRACT TO AN AGENCY:

It is very important to go through the terms and conditions because these Terms and Conditions if meticulously followed may make the applicant Agency successful in its effort. Please see **Annexure – 4** for Terms & Conditions.

6. BID FORMATS FOR THIS REQUEST FOR PROPOSAL:

There shall be a system of 2 Bids with respect to this proposal: (i) Technical Bid Format; and (ii) Financial Bid Format

The **Technical Bid Format** may be seen at **Annexure – 5.**

The **Financial Bid Format** may be seen at **Annexure – 6.**

7. ANTECEDENTS OF THE AGENCY OFFERING SERVICES OF EXPERTS TO CRISP:

Antecedents of the Agency providing manpower are required for verification at CRISP particularly with a view to measure the strength and capabilities of the organizations the Agency has assisted. This information may kindly be given in the prescribed format available at **Annexure – 7.**

8. DETAILS OF EMPLOYEES:

Please also give in **Annexure - 8** the details of employees whose services the Agency proposes to offer to CRISP for our various Projects.

9. STATEMENT OF THE MANDATORY TERMS & CONDITIONS APPLICABLE TO THIS NIT:

Statement of the Mandatory Terms and Conditions applicable to all our NITs particularly its **Clause – 16** is also attached as **Annexure – 9**.

NIT No. CRISP/IT-SWD/IT PROF./2024-25/1691

Dated: 3rd March, 2025**Indicative Levels of Experts desired by CRISP:**

The desired levels of qualified IT Experts and professionals with their qualifications and experience are given below:

Table 1: Details of qualification and Experience of desired IT Experts

S.N. (A)	Level (B)	Designation (C)	Academic Qualifications (D)	Experience (E)
1	Level 1	Project Manager	BE/B.Tech/ ME/M.Tech./ MBA(IT), PMP/PRICE 2 Certification	10+ years or more out of which minimum 5 years in IT Project Management leadership position with 5 years experience in software development using latest Proprietary/ open source Technologies as per CMMi level 3 or above, GIGW Compliance, CERT-IN security norms. Must have worked in VSS/SVN/ TFS based environment.
2	Level 2	Senior Level Expert .NET / JAVA / PHP / Android /Database Administrator / GIS Expert	BE/B.Tech/M.Sc (CS), ME/M.Tech. Professional Certification in Proprietary / Open Source Technologies	7+ years or more experience out of which a minimum of 3 years experience in leading position with 3 years experience in software development using the IT – Project in latest Proprietary / open source Technologies as per CMMi level 3 or above, GIGW Compliance, CERT-IN security norms. Must have worked in VSS/SVN/ TFS based environment
3	Level 3	Mid Level Expert .NET / JAVA / PHP / Android /Database / UI UX /GIS Developer	BE/MCA/M.Sc(CS)	5+ years or more experience in core activities of SDLC life cycle software development environment using latest Proprietary / open source Technologies as per CMMi level 3 or above, GIGW Compliance, CERT-IN security norms. Must have worked in VSS/SVN/ TFS based environment

S.N. (A)	Level (B)	Designation (C)	Academic Qualifications (D)	Experience (E)
4	Level 4	Junior Level Expert .NET / JAVA / PHP / Android /Database / UI UX / GIS Developer Applicable to all requirements	B.E./B.Tech./MCA/ Diploma in CS/ BCA/BSC(CS)M. Sc(CS)	3+ years or more experience in core activities of SDLC life cycle software development environment using latest Proprietary / open source Technologies as per CMMi level 3 or above, GIGW Compliance, CERT-IN security norms. Must have worked in VSS/SVN/ TFS based environment
5	Level 5	Support level Expert (Help desk support, call base , email base support, on-site support services, user level training, technical documentation, data digitization, data entry and processing, application operations, field level data collection and survey, verification and delivery services)	Diploma in CS/ BCA/BSC(CS)M. Sc(CS)/ Polytechnic Diploma in CS, proficient in Hindi-English Typing	3+ years or more experience of handling the relevant areas of IT software support services like.

It will be the Agency's responsibility to screen out the Experts who fulfil the requirements of above referred roles with reference to qualifications and experience before calling them for interview.

CRISP shall bear no responsibility for rejection of candidates. CRISP reserves the right to reject an Expert provided by the Agency even after the Agency has conducted its screening if such Expert does not satisfy the standards or requirements of the relevant project for which they are being picked up.

Note: The number of positions available at present and a tentative requirement in future will be conveyed to the selected agency at the time of signing SLA.

ELIGIBILITY QUALIFICATIONS AND OTHER REQUIREMENTS FOR AGENCIES:**Standard Pre-Qualifying Criteria:**

1. The applicant agency shall be a registered entity with the appropriate authority in India. The Agency shall comply with all the necessary government and statutory regulations applicable to their form of entity and submit a declaration that they have not been blacklisted by any government or semi-government body for any similar projects or engagements that they have been contracted for in the past 03 years for any reason.
2. If any violation of these pre-qualifying criteria is detected at any stage, even after engagement of the Agency, CRISP reserves the right to terminate the Agency's Service Level Agreement (SLA) with immediate effect and recover appropriate pecuniary damages in order to make good on any losses incurred as a result of the Agency's misrepresentations.
3. The Annual Average turnover of the bidder organization shall be a minimum of **Rs. 06 (Six) Crores per annum during the last 03 financial years** commencing the year 2021-22, 2022-23 & 2023-24 from similar activities.
4. The company must have valid registrations with all regulatory authorities active since last 10 years related to IT / IT manpower services with respect to PF, ESI, GST, and Income Tax Dept. and must have a valid Labour License applicable in Madhya Pradesh.
5. The Agency shall have a minimum of 10 (Ten) years of experience of providing IT services through different levels of IT Experts defined in the table for similar IT Project(s) in Government/Semi-Government/Autonomous bodies at state or national level.
6. The Agency must have at least 25 full time IT Experts on their rolls as on date similar to the requirement of CRISP and shall provide proof of their academic qualifications, professional attainments and experience with details in Annexure-6.
5. The Agencies must provide the proof of delivery of similar services in last 3 years, the duly certified copies of atleast 03 work orders with minimum value of 50 lacs per order from Government/Semi-Government/PSU's/Autonomous bodies. The same shall also be attached with the Bid Document. Preference shall be given to companies working in the Government sector.

6. The Agency must have its operations in Madhya Pradesh. Justifiable documentary proof of the existence of registered office of the Agency in Madhya Pradesh must be submitted.
7. The Agency shall measure its strength and means to be able to provide unrestricted services at multiple locations in Madhya Pradesh (State/Division/District/Block level) and other States.
8. The Agency shall also be required to have the necessary infrastructure to allow Experts to perform the specific requirements of the projects from Agency Office, if required.
9. The Agency shall also be ready to provide the agreed services within 04 (Four) weeks of the issue of Work Contract duly signed by both the parties.

Guidelines for submission of the Proposal:

The following guidelines shall be followed while submitting the proposals:

1. The Technical and Financial proposals duly signed by Authorized signatory (duly sealed by adhesive tapes at all the ends and joints of the envelope) are submitted in separate envelopes.

Envelop A – “Technical Bid” with all credentials related to Pre-Qualification, Payment receipt of Rs.5000/- as Document Processing Fees, DD of Rs.2,00,000/- as Earnest money deposit.

Envelop B – “Financial Bid” with quote of Agency Charges in% (percentage) on the gross amount of Expert Fees paid, excluding the GST or any other similar government tax or levies.

Envelop C – Place both the envelopes, Envelop A and Envelop B duly sealed by adhesive tapes and company seal at all the ends and joints of the envelope Titled with “PROPOSAL FOR HIRING SERVICES OF IT PROFESSIONALS ON AGENCY’S PAYROLL”.

Envelop D – All the 3 envelopes (A, B & C) shall then be kept in this envelop and it also shall be sealed in the same manner as explained under 1 above.

2. The interested agencies shall submit their company registration documents and company profile with credentials.
3. The Agency shall also provide details of its existing client(s) with number of experts of different levels defined in the table at Annexure-1 for similar work.
4. CRISP prefers proposals from Agencies providing similar services in Madhya Pradesh and these services must fulfill the requirement of various projects in hand at CRISP.

6. The Agency to be eligible to participate in the bid shall make available the following documents duly certified by the Company's Chartered Accountant on company's official letter head alongwith the bids.
 - (i) Audited Accounts of the Agency for the last three financial years, commencing the year 2021-22 and CA Certified turnover certificate.
 - (ii) Copy of valid certificates of PAN No., TIN No, PF, ESI, GST registration.
7. Interested Companies shall submit their proposals with all the documents complete in all respects by **26th March, 2025 up to 01:00 PM at CRISP Head office, Reception area, Shyamla Hills, Bhopal.** The Technical Bids shall be opened on **26th March, 2024 at 03:00 p.m.** in the presence of authorized representatives of the Agencies willing to be present.

ANNEXURE - 4

NIT No. CRISP /IT-SWD/IT PROF./2024-25/1691

Dated 3rd March, 2025

Terms & Conditions for the award of Contract to the Agency:

- i. Consortium / JV between similar IT companies is permitted to deliver and fulfill the requirements of CRISP.
- ii. The selected Agency shall not be allowed to substitute any of the Experts hired for our projects in some other work contract or project without the consent of CRISP management at any time during the project agreement period.
- iii. Service Level Agreement (SLA) shall be signed between CRISP and the authorized signatory of the selected Agency and this shall be integral part of the Work Contract.
- iv. Final Selection of the Experts from amongst the shortlisted candidates proposed by the Agency shall be made by the Authorized person of CRISP.
- v. The proposed level of Experts required shall be as mentioned in the table at Annexure-1 of this RFP /work contract/ on demand as per the upcoming project requirements.
- vi. The Selected service provider Agency shall keep and maintain all statutory requirements under various statutes, including without limitation, the Minimum Wages Act, the Contract Labour(Abolition and Regulation) Act, ESI Act 1978, EPF Act and any Rules related to Service Act, GST, Income Tax, shall be complied with meticulously as required under relevant Acts or Rules. The contractor shall further undertake, at all times, to indemnify CRISP against all claims, damages, compensation or any liability incurred by it on account of non-adherence to any applicable laws or regulations.
- vii. The Agency shall present its bills for the services provided by it on a monthly / project-to-project basis along with the service delivery record or work deliveries made by the Agency's professionals after due verification by the concerned authority of CRISP. This shall be acknowledged in writing by such concerned authority. Merely generating a bill without work verification or dropping off a copy of a bill at CRISP premises shall, under no circumstances, be considered as proof of work completion; neither CRISP will be liable to pay any expenses made by the agency for such billing. All the bills shall be mandatorily treated as reimbursements for the expenses incurred by the Agency and no payment will be made to the Agency in advance. As a result, the Agency is mandatorily required to maintain the necessary monetary liquidity to

meet its monthly operations requirements that include, but are not limited to, staff salaries, government contributions like TDS,PF, ESI,GST etc., infrastructure maintenance costs and such other operating costs.

- viii. The right of selection of an eligible Agency shall rest solely with the Director, CRISP.
- ix. CRISP is not bound to take the services offered by the lowest bidder (L1). The Company's background, past experience, Quality of Service deliveries and Professionals available with the company shall be the major criterion of evaluation/selection. In addition, CRISP reserves the right to appoint more than one Agency as per the necessary terms and conditions it may specify or deem necessary for a particular project to be completed within the time limit fixed by the client of CRISP.
- x. If any dispute arises during the continuation of the Agency's engagement with CRISP or thereafter, the Agency will be required to settle such dispute with CRISP amicably through mutual dialogue. In the case of failure to resolve the dispute in the manner set out above within 30 days from the date when the dispute arose, the dispute shall be referred to a sole Arbitrator appointed by the Director, CRISP, in consultation with the Agency, and in the absence of mutual agreement, by a competent Court. The determination of the Arbitrator in such proceedings shall be final and binding on both Parties. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996, as amended to date, and shall be conducted in English. All arbitration proceedings and any subsequent legal proceedings shall be held exclusively at Bhopal, Madhya Pradesh, India and the courts at Bhopal shall have exclusive jurisdiction over any such dispute.
- xi. If an Expert deployed by the Agency causes any damage to CRISP or its client agency's infrastructure, data, intellectual property etc, the expert and the Agency shall be jointly and severally responsible to compensate for the loss caused to CRISP / its clients / project donors. The amount of compensation shall be decided by the Director, CRISP and it shall be final and binding on the Agency. The Agency shall agree to indemnify and hold CRISP indemnified against all of such present and future damages or losses that may arise as a result of negligence of any personnel that the Agency provides to CRISP under the SLA. In such a scenario, the SLA shall be terminated without notice.
- xii. Agency shall permanently depute its own 01 HR supervisor at CRISP HO in case the number of Experts provided by the Agency increases to more than 25 in number with a view to ensure proper control, monitoring and coordination of the professionals by the Agency. It is expected from the Agency to report weekly leave and other issues related to the services

of the Experts, a proper communication with the Experts is desired to avoid any miscommunication or gap between the Agency and the Experts.

- xiii. The Agency shall provide a copy of the **details** (to be made in consultation with CRISP) to the experts during the time of joining to make them understand the engagement of the services and the terms of the Contract of delivery as per the defined job description. The acknowledged copy of induction kit duly signed by the selected expert shall be provided to CRISP at the time of joining the project.
- xiv. The Agency must ensure that the expert deployed at CRISP shall be fit in his / her physical and mental status at the time of joining. Medical fitness certificates have to be provided by the medical practitioner authorized by CRISP. Expenses related to such activities shall be borne by the Agency. The Agency must ensure due medical insurance of each expert for the period of contract with CRISP, as in the case of any damage due to bacterial infection, major physical or mental illness, physical disability due to accident or natural disaster during the contract period. The Agency will have to arrange for its financial support and CRISP shall not pay any charges or bear expenses in this regard.
- xv. The Agency shall maintain all the records of daily online attendance including the number and names of the resource personnel provided at each Project site. It shall be submitted to CRISP on the last day of the month with signature and seal of the authorized person of the Agency for verification by CRISP. A copy of the Attendance verification sheet must be annexed with the salary bill.
- xvi. The Director, CRISP reserves the right to cancel the Work Contract and the Agreement or to withhold payment in the event of any delay or lacuna in the delivery of service adversely affecting the commencement / continuation of the work or satisfactory execution of the SLA.
- xvii. (a) The successful Agency shall also have to deposit an amount equal to Rs.5,00,000 /- (Five Lakhs) as Security Deposit in the form of a "Bank Draft" of any nationalized bank in favor of CRISP Society, Bhopal payable at BHOPAL. It shall be valid for 365 days from the date of signing the SLA.

(b) The Agency shall also have to submit payment receipt a Document Processing Fee of Rs.5000/-.
EMD (Earnest Money Deposit) of Rs. 2,00,000/- (Two Lacs) in the form of a "Bank Draft" issued by a Nationalized Bank payable to CRISP Society, Bhopal payable at Bhopal which shall be valid for 180 days from the submission date of the proposal.

- xviii. The Agency should not have been blacklisted at any point of time by any organization/ Government Department. If it is discovered at any point of time that the Agency has misrepresented or concealed any facts related to this criteria, CRISP exclusively reserves the right to terminate the Agency's Service Level Agreement (SLA) with immediate effect.
- xix. The Agency must ensure the agreement on exit clause with the experts to serve minimum 03 months notice period for level 1 and Level 2 professionals and minimum 01 month notice period for level 3, level 4 and level 5 professionals without any leave during the notice period.

If the resource still goes on leave he or she shall have to serve the period of leave in addition to the notice period, before being formally relieved from CRISP. In the event of discontinuity of any IT expert without serving the desired notice period, CRISP shall not pay the remuneration of such experts to the Agency and shall deduct a minimum 5% or amount equal to their remuneration of notice period from the next bill of the Agency. This amount shall be returned to the Agency after getting payment from such expert to CRISP equal to their remuneration of the notice period, while the Project is going on. The Agency shall have to provide a substitute of that expert within 15 days and organize proper handover of task from the expert to be relieved. Agency shall inform such cases in the weekly report.

- xx. The billing cycle shall run as per calendar. The Agency must make payment to its experts deployed at CRISP or at the client of CRISP on or before 5th of each month and, after disbursement of the payment, shall submit the bills to reimburse not later than 10th of each month. The receiving and clearance of the bills by CRISP shall be solely done after the disbursement of salary in experts account, and the Agency must expressly acknowledge that it will only be reimbursed for such payments and not be paid any amount in advance. For any delay in schedule of making the payment to the staff or experts deployed at CRISP a penalty of 2% shall be imposed and deducted from the next payment to the agency.
- xxi. Stamp value of the Agreement shall be borne by the Agency.
- xxii. It must be noted that all the manpower deployed at CRISP or its client(s) shall exclusively be employees of the agency for all purpose e.g. PF, contribution of ESI scheme, as per Contract Labour Act and all other applicable laws and regulations with respect to the services under the SLA, in spite of the fact that they remain at CRISP as deputed by the Agency. In this regard, the Agency shall comply with the provisions noted hereunder:

- i. The Agency shall be fully responsible for any charges deductible from the salary or remuneration of the IT Experts and deposit in the government authorities. With a view to ensure that deductions are being regularly and timely made and deposited with the concerned regulatory authorities, it shall be essential for the Agency to supply to CRISP authentic proof of such payment on monthly basis e.g. certified copies of the challans and receipts. CRISP shall not take responsibility of any delays occurring in such payments or of any penalties imposed by the regulatory authorities.
 - ii. The reimbursements for staff payments shall be made by CRISP only after 15 days of receiving the bill along with the verified attendance sheet and work verification report for each month or specific task given and relevant PF payment challans for staff salaries for the immediately preceding month have been presented as proof along with the relevant bills claimed by the Agency. Although CRISP will release the payment of the agency at the earliest, but if still there is a delay, the agency shall not hold the salary of deployed resources even if there is a delay up to 02 (two) months from CRISP in processing the invoice of the agency.
 - iii. The deployed experts shall be eligible for paid leave for 12 days, 1 day per month only, in a calendar year from January to December to be provided on pro-rata basis from the next month of joining till end of the calendar month. Any extra leaves will be treated as LWP (leave without pay) and payment will be deducted accordingly.
 - v. The Minimum serving period for any expert would be decided by CRISP as per the requirement of the project or given task. In case if any experts leave before the contract period or remain absent from duty without information strong penalty shall be imposed on the agency along with the recovery of the balance amount as per SLA.
- xxiii. Verification of the antecedents of the expert shall be the responsibility of agency. The agency must provide the verification report within 01 month of joining of the expert which will include the verification of candidate's personal, academic and professional credentials along with the police verification, if required, for any existing criminal or legal incidences reported or pending prior to the joining of the expert. Agency must take the self-disclaimer from each candidate at the time of joining.

- xxiv. CRISP shall have the right to continue to keep or discontinue the services of experts or Agency, if the performance standards do not match the minimum requirements of the clients and as defined in the SLA of CRISP.
- xxv. For delay in the payment cycle only bank holidays will be considered.
- xxvi. Agency should have MIS/ERP software for manpower management with 2 username /password for CRISP as client.

Technical Bid Format

(To be submitted on company's official letter head)

To

**Director,
Centre for Research & Industrial Staff Performance
Opposite Manas Bhawan
Shyamla Hills, Bhopal-462002**

1.	Name of the Company	:	
2.	Address (full postal address)	:	
3.	Name & Address of the authorized signatory of the Company (Not below the level of Director)	:	
4.	Phone, Email & Mobile Number for contact	:	
5.	Document Processing Fee / EMD	:	
	a. Tender fee Rs.5000/- can be given directly on CRISP account, detail as below:- Bank Name:- ICICI Bank, Bank Account No:- 005501026617 IFSC Code:- ICIC0000055) Bank add:- M.P. Nagar, Bhopal		
	b. Bank Draft No..... Dated for Rs. 2,00,000/- payable at Bhopal, to CRISP Society, Bhopal as EMD		
	c. Name of the issuing bank/its branch in each case (a) _____ (b) _____		
6.	Details of important Registration:		
	a. GST Tax Registration No	:	
	b. Income Tax PAN No	:	
	c. ESI Registration No.	:	
	d. PF Registration No	:	
7.	List of Enclosures		a.
			b.
			c.

Date:

**Official Seal, Name & Signature of authorized signatory
Of the Agency**

Financial Bid Format

(To be submitted on company's official letter head)

NIT No. CRISP /IT-SWD/IT PROF./2024-25/1691**Dated. 3rd March, 2025**

To

**Director
CRISP
Opposite Manas Bhawan
Shyamla Hills, Bhopal**

1.	Name of the Company	:	
2.	Address	:	
			Pin Code:
3.	Phone, Mobile Number	:	
4.	Email	:	

1. We quote% (in words.....%) as Agency Charges on the gross amount of Expert Fees paid, excluding any government tax or levies, for providing the required IT services to CRISP. This rate is inclusive of the cost of all the supporting tools and equipment required by this Agency to make the total delivery of services possible as indicated at Page 2 of the statement of requirement made in separate part of the NIT document.

Date:

**Official Seal, Name & Signature of authorized signatory
Of the Agency**

Note1: No Agency will be shortlisted for the Tender if they seek to operate on a zero percent (0%) margin on the projects they are being engaged for. The Agency will be mandatorily required to quote the service charges more than 0% margin to ensure proper functioning of the projects.

Note 2: Remuneration of experts shall be finally decided and conveyed by CRISP, keeping in view the provisions of the project guidelines.

**Antecedents of the agency offering services of Experts to CRISP, Bhopal
With Details of the Project served**

S.N o.	Name of similar Project/Organization utilizing the services of the Experts from Agency Provide the reference of client organization	Value of the Project	Scope of Work, Level & numbers of Experts supplied	Duration of the delivered service for each level	Location of the Project
1			1		
			2		
			3		
			4		
2			1		
			2		
			3		
			4		
3			1		
			2		
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Date:

ANNEXURE - 8

NIT No. CRISP /IT-SWD/IT PROF./2024-25/1691

Dated. 3rd March, 2025**Details of Employees**

S.N.	Name of the Employee	Qualification	Experience	Employment history with the Agency
Level 1 (at least 2)				
Level 2 (at least 3)				
Level 3 (at least 10)				
Level 4 (at least 5)				

TERMS AND CONDITIONS REGULATING THE PROCUREMENT OF GOODS AND SERVICES

NIT No. CRISP /IT-SWD/IT PROF./2024-25/1691

Dated: 3rd March, 2025

1. **Technical Documents :**

The Vendor shall deliver together with the goods all necessary technical documents such as operating instructions, Instructions manual, connection plan, interior circuit plan in English. The documents shall be wrapped in waterproof packing.

2. **Invoice Documentation :**

Commercial invoice and delivery note to CRISP must include all relevant details, Marks and numbers, dimensions and weight of the packing units of the items being delivered. Invoice shall be submitted in 4 copies.

3. **Inspection :**

The buyer retains the right to have all articles inspected at any time by its duly authorized representative. Any defects shall be remedied by the Vendor immediately at no extra cost to CRISP. Any inspection carried out shall not prejudice the implementation of other relevant provisions of this Contract particularly the obligations undertaken by the Vendor, such as warranty and specifications.

4. **Warranty :**

The Vendor shall guarantee that, at the time of delivery, the goods supplied under the Contract shall be free from any defects in the material or in workmanship, shall be suitable for the climatic conditions at the destination and shall conform to the requirements of the Purchase Order/Contract notwithstanding the fact that an inspector has inspected and/or accepted the goods after inspection of the vendor's premises.

The warranty shall be valid for a after installation of the goods / machines etc. at the destination.

Notice of any defects or inconsistencies noted in the particular procurement shall be given by CRISP to the Vendor within one year of the arrival of defective or non-performing commodity.

If required by CRISP, within a reasonable amount of time after such notice, the Vendor shall replace/refurnish the defective part or non-performing commodity at his own expenses.

The validity of this warranty shall then be extended further to after the date of arrival of the refurnished or replaced goods. If CRISP does not require replacement or refurnishing of defective goods, the Vendor shall repay to CRISP, within a reasonable amount of time after issue of the notice of defects or poor performance, the corresponding portion of the price of the goods etc.

5. Delays in Delivery/Liquidated Damage Clause :

In case of delay in the delivery of goods, wholly or in part, by more than 14 days, the buyer may refuse to take delivery wholly or in part and terminate the contract/cancel the procurement order. Without prejudice to their rights earlier mentioned, the buyer has the right to demand liquidated damages at the rate of 1% of the value of the goods per week subject to a maximum of 10% of the value of the order. The Vendor shall accept this condition in writing at the time of accepting the supply order.

6. Default :

In case of default by the Vendor, including but not limited to failure or refusal to make deliveries within the period specified, the buyer may procure the goods or services from other sources and hold the Vendor responsible for any excess cost caused thereby. Furthermore, the buyer shall, by a written notice, terminate the right of the Vendor to proceed with deliveries or such part or parts thereof as to which there has been default.

7. Force Majeure :

If, in case of force majeure, the Vendor is unable to perform his obligations under this Contract he shall give notice thereof to the buyer within 15 days after the occurrence of force majeure. Force Majeure shall mean the presence of circumstances which, independent of the will of the contracting parties, arise during the subsistence or after the conclusion of the contract and which impacts its normal fulfillment.

Force majeure clause and clauses requiring the supplier to arrange free training of CRISP staff with a view to familiarizing them with the working of the equipment either at the works of the supplier / manufacturer or at CRISP, Bhopal after installation of the machine shall be appropriate for heavy/precision machines and equipment or items covered by bulk order.

8. Assignment :

The Vendor shall not assign, wholly or in part, his obligations under this Contract to any other party except with the buyer's prior written consent.

9. Confirmation of Order :

The Vendor shall confirm the supply order by signing the copy attached hereto. The contract becomes valid only when the copy of this order, bearing the legally-binding signature of the Vendor, has been received by the buyer. Acceptance/confirmation of the order by the Vendor shall mean his acceptance to these terms and conditions.

10. Amendments :

Modifications and supplements to this order are valid only when made in writing, Verbal amendments shall not be valid.

11. Partial invalidity :

One or more provisions of this contract rendered invalid shall affect the validity of other provisions. In the event of the invalidity of particular provision(s), the respective invalid provision(s) shall be deemed replaced by such provisions as come closest to the economic purpose intended by the contracting parties.

12. Terms of Contract :

The present contract shall be governed, exclusively, by the terms stipulated herein.

13. Settlement of disputes:

If any dispute arises during a transaction, efforts shall be made to settle them amicably. In case, it is decided to take recourse to legal action, the parties agree to first refer the dispute to arbitration before approaching a court for any legal recourse. For the purposes of this Agreement, the courts at Bhopal shall have exclusive jurisdiction to preside over any such disputes.

14. Efforts shall be made to make payment of the goods within 30 days of their arrival in CRISP in good working condition. Payments shall be made by cheque / Demand draft in favour of the vendor. Or Need credit period of 30 days or more after receipt of invoice.

15. Cheques / DDs shall be sent to the vendor by registered post at their given address. This shall mean that no person / representative of the vendor shall be entertained in CRISP for this purpose.
16. **Advance payment:**
Advance payment shall be avoided as a matter of rule. Whenever payment in advance is agreed under strenuous circumstances, payment to the extent of 90% of the cost of equipment could be considered against valid proof of dispatch and in those cases only, where the supplier is reputed, accredited and well known to CRISP.
17. **Safety clauses:**
- (i) **Earnest Money Deposit:**
For purchases exceeding Rs. 25,000 and above, Earnest Money shall also be deposited @ 5% of the total cost while for purchases exceeding Rs. 2,00,000/- the Earnest Money shall be deposited @3% of the cost of the machine/material. Earnest Money shall be deposited through Demand Draft payable to "CRISP Society", Bhopal (payable at Bhopal). Please note that the compliance of the condition given in clause 17(i) is mandatory and no relaxation is possible. We promise to return the EMD to unsuccessful bidders immediately.
- (ii) There is an option of deposit of the EMD in the form of FDR of any nationalized Bank. The FDR shall be pledged to "CRISP Society", BHOPAL and be for a period covering the warrant period of the machine or a construction work. In that case, the bidders get the FDR back with full interest accruing thereon. This option can be tried in the case of Performance Security too. Thus, virtually, there is absolutely no financial loss to the bidders.
- (iii) **Performance Security:**
Performance Security @5% of the value of the order shall be deposited as a measure to regulate the supply of goods / machines and for ensuring the required performance throughout the period of warranty/guarantee.
18. These conditions shall form integral part of the Procurement Order / Work Order. Conditions at Sr. No. 1 & 7 shall apply in case of particular machines / equipment only.
19. CRISP is free to specify its instructions with regard to packing as per the needs and requirements. For example, if the machine is being imported, it shall require seaworthy packing only.
20. The offer of rate shall be filled in the prescribed proforma (Annexure-6).
21. The Tenderer shall supply references of previous users of the Machine / equipment being procured alongwith (i) Audited Balance Sheets of the firm for the last 3 financial years, (ii) proof of registration (TIN No.), (iii) GST Registration No., (iv) Certificate issued by the Tax Authority etc. of the State where the works or distribution house of the Manufacturer / Dealer is situated. *
22. The tender bid shall be opened in the Conference Room, Old Admin of CRISP at 3:00 p.m. on 26th March 2025 in the presence of such bidders or their accredited representatives who may like to be present at the time of opening of tender bids.
23. Before submitting your bid please ensure that all the documents etc. particularly the Bank Draft of the value of EMD / Performance Security have been submitted along with the Bid. Any non-compliance shall render the Bid invalid.
24. Director, CRISP reserves the right to accept any bid or reject all or any bid without having to give any reason for doing this.
- * - Documents that have been submitted alongwith the bid need not be sent again.

Annexure-10 (i)
UNDERTAKING FOR COMPLIANCE OF ALL TERMS & CONDITIONS MENTIONED IN THIS
TENDER DOCUMENT

NIT No. CRISP /IT-SWD/IT PROF./2024-25/1691 Dated. 3rd March, 2025

(To be print on Company letter head duly self attested)

To,
Director
CRISP BHOPAL

Sir,

I/we hereby declare that I / we before signing this tender have read and fully understood all the terms & conditions contained herein and undertake myself / ourselves to abide by them.

I/we further declare that the information / documents furnished above are true and correct and I /we undertake that any discrepancy (ies) found on later occasion, will liable me /us for any action as deemed fit by the CRISP, Bhopal.

We agree to keep the Bid valid for a period of 180 days from the date of opening of Bid and it shall remain binding on us and may be accepted at any time before the expiry of that period.

We understand that you are not bound to accept the lowest or any bid received. We also understand that the Director, CRISP, Bhopal in the interest of the institute reserves the right to award the job on approved L-1 rate to more than one tenderer and L-1 tenderer will have no claim or right in this regard.

Signature of Bidder

(Name of Bidder) :

Place

With seal of firm Date.....

Annexure- 10(ii)

CRIMINAL LIABILITY UNDERTAKING

NIT No. CRISP /IT-SWD/IT PROF./2024-25/1691 Dated 3rd March, 2025

(To be print on Company letter head duly self attested)

I.....S/o..... Resident of:

..... Do

solemnly pledge and affirm: -

1. That I am the proprietor /partner/authorized signatory of

M/s.....

**2. That my firm has not been declared defaulter by any Govt./Semi Govt./PSU's
Sector and that NO case of any nature i.e. CBI/FEMA/Criminal/Income Tax/GST/
Blacklisting is pending against my firm.**

Name & Signature

Seal of the participating Bidder Company

Date: