



Unique Identification Authority of India (UIDAI)
Planning Commission, Government of India

REQUEST FOR PROPOSAL (RFP)

**“Hiring of Services for design and implementation of the GRC
Framework and providing Performance Assurance Services for
UIDAI”**

**Section IV- Part 2- Technical Bid
Submission Forms**

Section IV - Part 2 - Technical Bid Submission Forms

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Introduction

- (i) Bidders are required to submit the Technical and Commercial Bids in response to this Request for Proposal.
- (ii) This section provides the outline, content and the format that the bidders are required to follow in the preparation of their bids.

Technical bidsubmission forms

- (i) **The bidders would need to submit a blank copy of the commercial bid along with the Technical Bid with the price column of the price bid format blanked out.** A mark shall be provided against each item of the price bid format to indicate that there is a quote against this item in the Commercial bid.
- (ii) Purchaser would evaluate the bids received on broad parameters like approach and methodology towards executing the prescribed GRCP framework, technical prowess in implementing the solutions proposed, composition and strength of the consortium (if any), compliance to minimum technical specifications, key personnel proposed for the project, etc.
- (iii) The Purchaser reserves the rights to add, delete, or modify these parameters at any time during the bid process, without assigning any reasons whatsoever and without being required to intimate the bidders of any such change.

All deviations should be specified in the Technical Bid ONLY. No deviations or non-compliances whatsoever shall be specified in the Commercial Bid documents.

Proposal submission checklist

The Bidders are advised in their own interest to ensure that the following points/aspects in particular have been complied with in their bid.

1. Please tick whichever is applicable and cross whichever is/are not applicable.
2. Please sign each sheet.
3. The checklist duly filled and signed must be returned along with the bid.

Checklist 1 – Technical Bid Checklist

S. No.	Component of Technical Bid	Yes	No	Remarks/ Reference in GRCP-SP's Technical Bid
1	Has the bidder confirmed their undertaking confirming unconditional acceptance of full responsibility for executing the 'Terms of Reference'?			
2	Have all details in TECH 1 – Bidder's Contact Information been filled?			
3	Has TECH 2 – Technical Bid Letter been signed by the Authorized Signatory?			
4	Has TECH 3 – Bidder profile been filled up and signed by the Authorized Signatory?			
5.1	Has TECH 3 – Bidder profile been filled up for all consortium partners if any			
5.2	Has the scope of work assigned to each consortium partners if any, been clearly identified and filled up in TECH 3 – Bidder profile?			
5.3	Have you enclosed 4Case Studies in the format provided for consideration for due diligence as part of evaluation?			
6	Has the format provided in Section IV – Tech 4.2 - Response to technical evaluation questions of the RFP been filled up in MS-Excel format with appropriate references to the bidder's technical bid response?			
7	Has a full list of OEMs whose solution is proposed been provided in the format specified in Section IV - Tech 4.3?			
8	Have responses been provided as per the format specified in Section IV - Tech 4.4 - Response to minimum technical specifications?			
9	Have detailed sizing calculations supporting the responses provided in the format specified in Section IV - Tech 4.4 - Response to minimum technical specifications been provided in the Technical Bid?			



RFP for the Selection of the GRCP-SP

S. No.	Component of Technical Bid	Yes	No	Remarks/ Reference in GRCP-SP's Technical Bid
10	Has a filled up copy of Commercial Bid format WITHOUT commercial details been enclosed as part of the Technical Bid response in MS-Excel format?			
11	Has format provided in Section IV – Tech 4.8 - Details of tools and products been filled up?			
12	Has a detailed work schedule been included as per format specified in Section IV – Tech 5 - Format for work schedule?			
13	Has the Organization Structure and CVs of Key Staff been included in the format specified in Section IV – Tech 6 - Format for Curriculum Vitae of Key Staff?			
14	Has a summary been provided as per the format specified in Section IV – Tech 6.1 - Summary of profiles of staff to be deployed?			
15	Has the format specified in Section IV – Tech 6.2 - List of GRCP-SP's facilities been filled up?			
16	Have staffing details been provided in the format specified in Section IV – Tech 7 - Staffing schedule?			
17	Have details been provided as per the format specified in Section IV – Tech 8 - Details of Litigation(s)?			
18	Have details been provided as per the format specified in Section IV – Tech 9 - Statement of Deviations from Terms of Reference?			
19	Have all conditions in the Draft General Conditions of Contract been studied carefully? Have details been provided as per the format specified in Section IV – Tech 10 - Statement of Deviations and Comments on Tender Terms and Conditions and Section III – Draft Conditions of Contract?			



Checklist 2 – Commercial bid checklist

S. No.	Component of Commercial Bid	Yes	No	Remarks/ Reference in GRCP-SP's Technical Bid
1	Has the Commercial Bid submission letter been signed and submitted in the format specified?			
2	Has it been ensured that no deviations are mentioned in Commercial Bid/Price document?			
3	Has the MS-Excel format specified for Commercial bid been filled up and submitted as part of the Technical Bid?			
4	Has a soft copy of the filled up MS-Excel format been provided in CD-ROM as part of the Commercial bid?			

(Signature of Bidder)



1. Tech 1: Bidder's Contact Information

Bid Particulars for Tender No.

1	Name of the Bidder	
2	Address of the Bidder	
3	Name of the person to whom all references shall be made regarding this tender	
4	Designation of the person to whom all references shall be made regarding this tender	
5	Address of the person to whom all references shall be made regarding this tender	
6	Telephone No. (with STD Code)	
7	E-Mail of the contact person:	
8	Fax No. (with STD Code)	

Witness:

Signature -----

Name -----

Address -----

Date -----

Bidder:

Signature -----

Name -----

Designation -----

Company -----

Date -----

Consortium's Contact Information*

Bid Particulars for Tender No.

1	Name of the Consortium Partner	
2	Address of the Consortium Partner	
3	Name of the person to whom all references shall be made regarding this tender	
4	Designation of the person to whom all references shall be made regarding this tender	
5	Address of the person to whom all references shall be made regarding this tender	
6	Telephone No. (with STD Code)	
7	E-Mail of the contact person:	
8	Fax No. (with STD Code)	

Witness:

Bidder:

Signature -----

Signature -----

Name -----

Name -----

Address -----

Designation -----

Company -----

Date -----

Date -----

***add forms in case of more than one consortium partner**

2. Tech 2: Technical Bid Letter

To

**The Deputy Director General (DDG),
Unique Identification Authority of India (UIDAI),
9th Floor, Tower I, Jeewan Bharti Building, Connaught Place,
New Delhi 110001.**

Sir,

Sub : **Appointment of Governance, Risk, Compliance and
Performance Assurance (GRCP) Services Provider**
Ref : Tender No. Dated

We, the undersigned, having read and examined in detail all the bidding documents in accordance with your Request for Proposal for the selection of GRCP-SP, offer to Design and Implement the GRC Framework and provide Performance Assurance Services. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed in a separate envelope.

QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

We hereby declare that our bid is made in good faith, without collusion or fraud and the all the information and statements made in this Proposal are true and correct to the best of our knowledge and belief and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of our proposal and your requirements. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the Design and implementation of the GRC Framework and providing Performance Assurance Services related to the assignment not later than the date indicated in Clause 5 of Section I of this RFP.

**CONTRACT PERFORMANCE SECURITY**

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed at of **Section IV** and as specified under **Clause of Section III**.

We understand that our bid is binding on us and that you are not bound to accept a Bid you receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

Witness:

Bidder:

Signature -----

Signature -----

Name -----

Name -----

Address -----

Designation -----

Company -----

Date -----

Date -----

3. Tech 3: Bidder Profile and Experience

3.1. Tech 3.1 - Details of the Bidder/ Consortium Partner

General Instructions:

- (i) **The Bidder should enclose adequate supporting documents to substantiate the information being provided below for each of the mentioned points.**
- (ii) The Bidder should understand the Scope of work in detail as provided in the RFP document before filling up the below details
- (iii) Add more columns and rows wherever required

Instructions for points 1 to 3

- (i) In case of a group company bidding for the project, please provide the details of the group Company and not the group as a whole.
- (ii) Add more columns and rows if required for all such tables

3.1.1. Audited Annual Turnover of the Bidder/Consortium Partner in last three years

(Please provide the information in INRCrore)

	2008-09	2009-10	2010-11
Bidder			
Consortium Partner 1			
Consortium Partner 2			
Consortium Partner 3			
Total			

3.1.2. Profit After Tax of the Bidder/Consortium Partner (s) in last three years

(Please provide the information in INRCrore)

	2008-09	2009-10	2010-11
Bidder			
Consortium Partner 1			
Consortium Partner 2			
Consortium Partner 3			
Total			

3.1.3. Details of the Bidder/Consortium Partner(s) (Please provide details of services / products being provided by each of the members)

	Name	Contact Details	Responsibility 1	Responsibility 2	Responsibility 3
			Product	Service	Others (specify)
Bidder					
Consortium Partner 1					
Consortium Partner 2					
Consortium Partner 3					

3.2. Tech 3.2 –Company’s Experience

3.2.1. Bidder’s Experience –“Design and implementation of the GRC Framework”

[Using the format below, provide information on each assignment for which your company was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out **“Design and implementation of the GRC Framework”** as requested under this assignment. Bidders should provide all the details *(including documentary evidence like copy of Work Order/Completion Certificate/ Letter of Acceptance from the client, citing the scope of work and contract value of work undertaken by the Bidder)* as required in the form. Please provide citations of 5 relevant project citations (with contract value of at least INR 5crore each) in preceding 5 years.]

In case the bidder is not able to submit the Work Order/ Completion Certificate on reasons of Non-Disclosure/ Confidentiality Agreements with client, the bidder shall give the details of the scope of work, components implemented, locations, contract value etc. certified by MD/ CEO/ Functional Director. The verification of these details will be carried out by the Technical Evaluation Committee either by conference call, video conference or any other means as appropriate.

Instructions for filling the company experience proforma given below:

- (i) It is mandatory to provide information against all the mentioned fields.
- (ii) Project value and other commercial details should be mentioned in US Dollars/ INR. For the purpose of conversion, RBI rate as on the submission of the bid shall be considered.
- (iii) In case, information required by UIDAI is not provided by Bidder, UIDAI shall proceed with evaluation based on information provided and shall not request the Bidder for further information. Hence, responsibility for providing information as required in this form lies solely with Bidder.
- (iv) **The experience of the Bidder shall be evaluated based on the Scope of Work of the Bidder and responsibility relevant to this RFP, contract value and duration of the contract.**

Project name:	
Name of Client:	
Approx. value of the contract (in INR):	
Details of the location where project is/was executed Country: (Incase of multi country project mention all the countries): City:	
Duration of project (months):	
Details of the key contact person of the client	
Name:	
Designation:	
Address:	
Email ID:	
Phone:	
Details of the Project	
Start date:	
Completion date:	
Total No. of staff-months of the project:	
Total No. of staff-months provided by the Bidder:	
No. of professional staff-months provided by associated Partners:	
Status of Project: Ongoing/Completed	
Name of senior professional staff of your company involved and functions performed:	
Prime Contractor/ Bidder in the project:	
Consortium Members in the project:	
Scope of Work:	
Description of solution and services provided:	
Challenges and Key Learning:	

3.2.2. Bidder's Experience –“Design, commissioning and operating of 24*7 Security monitoring operations”

[Using the format below, provide information on each assignment for which your company was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out **“Design, commissioning and operating of 24*7 Security monitoring operations”** as requested under this assignment. Bidders should provide all the details *(including documentary evidence like copy of Work Order/ Completion Certificate/ Letter of Acceptance from the client, citing the scope of work and contract value of work undertaken by the Bidder)* as required in the form. Please provide citations of 3 relevant project citations (with contract value of at least INR 10 crore each) in preceding 5 years.]

In case the bidder is not able to submit the Work Order/ Completion Certificate on reasons of Non-Disclosure/ Confidentiality Agreements with client, the bidder shall give the details of the scope of work, components implemented, locations, contract value etc. certified by MD/ CEO/ Functional Director. The verification of these details will be carried out by the Technical Evaluation Committee either by conference call, video conference or any other means as appropriate.

Instructions for filling the company experience proforma given below:

- (i) It is mandatory to provide information against all the mentioned fields.
- (ii) Project value and other commercial details should be mentioned in US Dollars/ INR. For the purpose of conversion, RBI rate as on the submission of the bid shall be considered.
- (iii) In case, information required by UIDAI is not provided by Bidder, UIDAI shall proceed with evaluation based on information provided and shall not request the Bidder for further information. Hence, responsibility for providing information as required in this form lies solely with Bidder.
- (iv) **The experience of the Bidder shall be evaluated based on the Scope of Work of the Bidder and responsibility relevant to this RFP, contract value and duration of the contract.**

Project name:	
Name of Client:	
Approx. value of the contract (in INR):	
Details of the location where project is/was executed Country: (Incase of multi country project mention all the countries): City:	
Duration of project (months):	
Details of the key contact person of the client	
Name:	
Designation:	
Address:	
Email ID:	
Phone:	
Details of the Project	
Start date:	
Completion date:	
Total No. of staff-months of the project:	
Total No. of staff-months provided by the Bidder:	
No. of professional staff-months provided by associated Partners:	
Status of Project: Ongoing/Completed	
Name of senior professional staff of your company involved and functions performed:	
Prime Contractor/ Bidder in the project:	
Consortium Members in the project:	
Scope of Work:	
Description of solution and services provided:	
Challenges and Key Learning:	

3.2.3. Bidder/ Consortium's Experience –“Design, implemented, operated and managed Forensic Lab”

[Using the format below, provide information on each assignment for which your company was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out **“Design, implemented, operated and managed Forensic lab”** as requested under this assignment. Bidder/ Consortium Partners should provide all the details *(including documentary evidence like copy of Work Order/ Completion Certificate/ Letter of Acceptance from the client, citing the scope of work and contract value of work undertaken by the Bidder/ Consortium Partners)* as required in the form. Please provide citations of 3 relevant project citations (with contract value of at least INR 5crore each) in preceding 5 years.]

In case the bidder/ consortium partner is not able to submit the Work Order/ Completion Certificate on reasons of Non-Disclosure/ Confidentiality Agreements with client, the bidder shall give the details of the scope of work, components implemented, locations, contract value etc. certified by MD/ CEO/ Functional Director of bidder/ consortium partner. The verification of these details will be carried out by the Technical Evaluation Committee either by conference call, video conference or any other means as appropriate.

Instructions for filling the company experience proforma given below:

- (i) It is mandatory to provide information against all the mentioned fields.
- (ii) Project value and other commercial details should be mentioned in US Dollars/ INR. For the purpose of conversion, RBI rate as on the submission of the bid shall be considered.
- (iii) In case, information required by UIDAI is not provided by Bidder, UIDAI shall proceed with evaluation based on information provided and shall not request the Bidder for further information. Hence, responsibility for providing information as required in this form lies solely with Bidder.
- (iv) **The experience of the Bidder/ Consortium Partner shall be evaluated based on the Scope of Work of the Bidder/Consortium Partner and responsibility relevant to this RFP, contract value and duration of the contract.**

Project name:	
Name of Client:	
Approx. value of the contract (in INR):	
Details of the location where project is/was executed Country: (Incase of multi country project mention all the countries): City:	
Duration of project (months):	
Details of the key contact person of the client	
Name:	
Designation:	
Address:	
Email ID:	
Phone:	
Details of the Project	
Start date:	
Completion date:	
Total No. of staff-months of the project:	
Total No. of staff-months provided by the Bidder:	
No: of professional staff-months provided by associated Partners:	
Status of Project: Ongoing/Completed	
Name of senior professional staff of your company involved and functions performed:	
Prime Contractor/ Bidder in the project:	
Consortium Members in the project:	
Scope of Work:	
Description of solution and services provided:	
Challenges and Key Learning:	

3.2.4. Bidder/ Consortium's Experience –“Design, implemented, Fraud Analytics/ management operations”

[Using the format below, provide information on each assignment for which your company was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out **“Design, implemented, Fraud Analytics/ management operations”** as requested under this assignment. Bidder/ Consortium Partners should provide all the details (*including documentary evidence like copy of Work Order/ Completion Certificate/ Letter of Acceptance from the client, citing the scope of work and contract value of work undertaken by the Bidder/ Consortium Partners*) as required in the form. Please provide citations of 3 relevant project citations (with contract value of at least INR 5 crore each) in preceding 5 years.

In case the bidder/ consortium partner is not able to submit the Work Order/ Completion Certificate on reasons of Non-Disclosure/ Confidentiality Agreements with client, the bidder shall give the details of the scope of work, components implemented, locations, contract value etc. certified by MD/ CEO/ Functional Director of bidder/ consortium partner. The verification of these details will be carried out by the Technical Evaluation Committee either by conference call, video conference or any other means as appropriate.

Instructions for filling the company experience proforma given below:

- (i) It is mandatory to provide information against all the mentioned fields.
- (ii) Project value and other commercial details should be mentioned in US Dollars/ INR. For the purpose of conversion, RBI rate as on the submission of the bid shall be considered.
- (iii) In case, information required by UIDAI is not provided by Bidder, UIDAI shall proceed with evaluation based on information provided and shall not request the Bidder for further information. Hence, responsibility for providing information as required in this form lies solely with Bidder.
- (iv) **The experience of the Bidder/Consortium Partner shall be evaluated based on the Scope of Work of the Bidder and responsibility relevant to this RFP, contract value and duration of the contract.**

Project name:	
Name of Client:	
Approx. value of the contract (in INR):	
Details of the location where project is/was executed Country: (Incase of multi country project mention all the countries): City:	
Duration of project (months):	
Details of the key contact person of the client	
Name:	
Designation:	
Address:	
Email ID:	
Phone:	
Details of the Project	
Start date:	
Completion date:	
Total No. of staff-months of the project:	
Total No. of staff-months provided by the Bidder:	
No: of professional staff-months provided by associated Partners:	
Status of Project: Ongoing/Completed	
Name of senior professional staff of your company involved and functions performed:	
Prime Contractor/ Bidder in the project:	
Consortium Members in the project:	
Scope of Work:	
Description of solution and services provided:	
Challenges and Key Learning:	

3.2.5. Bidder/ Consortium's Experience –“Performance Assessment”

[Using the format below, provide information on each assignment for which your company was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out **“Performance Assessment”** as requested under this assignment. Bidder/ Consortium Partners should provide all the details (*including documentary evidence like copy of Work Order/ Completion Certificate/ Letter of Acceptance from the client, citing the scope of work and contract value of work undertaken by the Bidder/ Consortium Partners*) as required in the form. Please provide citations of 3 relevant project citations (with contract value of at least INR 1 crore each) in preceding 5 years.

In case the bidder/ consortium partner is not able to submit the Work Order/ Completion Certificate on reasons of Non-Disclosure/ Confidentiality Agreements with client, the bidder shall give the details of the scope of work, components implemented, locations, contract value etc. certified by MD/ CEO/ Functional Director of bidder/ consortium partner. The verification of these details will be carried out by the Technical Evaluation Committee either by conference call, video conference or any other means as appropriate.

Instructions for filling the company experience proforma given below:

- (i) It is mandatory to provide information against all the mentioned fields.
- (ii) Project value and other commercial details should be mentioned in US Dollars/ INR. For the purpose of conversion, RBI rate as on the submission of the bid shall be considered.
- (iii) In case, information required by UIDAI is not provided by Bidder, UIDAI shall proceed with evaluation based on information provided and shall not request the Bidder for further information. Hence, responsibility for providing information as required in this form lies solely with Bidder.
- (iv) **The experience of the Bidder/Consortium Partner shall be evaluated based on the Scope of Work of the Bidder and responsibility relevant to this RFP, contract value and duration of the contract.**

Project name:	
Name of Client:	
Approx. value of the contract (in INR):	
Details of the location where project is/was executed Country: (Inc case of multi country project mention all the countries): City:	
Duration of project (months):	
Details of the key contact person of the client	
Name:	
Designation:	
Address:	
Email ID:	
Phone:	
Details of the Project	
Start date:	
Completion date:	
Total No. of staff-months of the project:	
Total No. of staff-months provided by the Bidder:	
No. of professional staff-months provided by associated Partners:	
Status of Project: Ongoing/Completed	
Name of senior professional staff of your company involved and functions performed:	
Prime Contractor/ Bidder in the project:	
Consortium Members in the project:	
Scope of Work:	
Description of solution and services provided:	
Challenges and Key Learning:	

3.3.Tech 3.3 –Case Studies

The Bidder should submit 4 flagship case studies (which may include any of the projects proposed under Bidder experience, as the case may be) in line with the scope of work and requirements of this RFP document that demonstrate the bidder's technical and execution capability for undertaking such large scale project.

Bidder should provide all the details (*including documentary evidence like copy of Work Order/ Completion Certificate/ Letter of Acceptance from the client, citing the scope of work and contract value of work undertaken by the Bidder*) as required in the form.

In case the bidder is not able to submit the Work Order/ Completion Certificate on reasons of Non-Disclosure/ Confidentiality Agreements with client, the bidder shall give the details of the scope of work, components implemented, locations, contract value etc. certified by MD/ CEO/ Functional Director of bidder. The verification of these details will be carried out by the Technical Evaluation Committee either by conference call, video conference or any other means as appropriate.

Instructions for filling the case studies proforma given below:

- (i) It is mandatory to provide information against all the mentioned fields.
- (ii) Project value and other commercial details should be mentioned in US Dollars/ INR. For the purpose of conversion, RBI date as on the submission of the bid shall be considered.
- (iii) In case, information required by UIDAI is not provided by Bidder, UIDAI shall proceed with evaluation based on information provided and shall not request the Bidder for further information. Hence, responsibility for providing information as required in this form lies solely with Bidder.
- (iv) **The Bidder shall be evaluated based on the Scope of Work of the Bidder and responsibility relevant to this RFP, contract value and duration of the contract.**
- (v) **For the evaluation of Tech 3.3(c) and Tech 3.3(d) the experience of consortium partner(s) shall also be considered, in which case the credentials shall be submitted by the consortium partner along with the supporting documents as given above.**

Tech 3.3 (a) – Case Studies Proforma – Design and Implementation of the GRC Framework

Project name		
Name of the Client		
Value of Project (INR in crores)		
Details of the key contact person of the Client	Name	
	Designation	
	Address	
	Email ID	
	Phone	
Details of the location where project is/ was executed (In case of multi country project mention names of all the countries)	Country	
	City	
Start date		
Completion date		
Status of Project (Ongoing/ Completed)		
Prime Contractor/ Bidder in the project		
Consortium Members in the project		
Total No. of Man-months for the project		
Total No. of Man-months for the project provided by Bidder		
Overall Scope of Work		
Overview of Approach and Methodology followed for delivery of the assignment (Please add pages as required)		
Description of domain wise controls design and tested		
Details of tools used		
Challenges and Top 3 Learning		
Additional Details		

Tech 3.3 (b) – Case Studies Proforma– Setting up and operating a 24*7 Security Monitoring Center

Project name		
Name of the Client		
Value of Project (INR in crores)		
Details of the key contact person of the Client	Name	
	Designation	
	Address	
	Email ID	
	Phone	
Details of the location where project is/ was executed (In case of multi country project mention names of all the countries)	Country	
	City	
Start date		
Completion date		
Status of Project (Ongoing/ Completed)		
Prime Contractor/ Bidder in the project		
Consortium Members in the project		
Total No. of Man-months for the project		
Total No. of Man-months for the project provided by Bidder		
Overall Scope of Work		
Overview of Approach and Methodology followed for delivery of the assignment (Please add pages as required)		
Number of end-points covered		
Number of non-end point hosts covered		
Service levels of SOC managed		
Number of disparate technologies monitored		
Details of tools used		
Threats and Incidents encountered and mitigated		
Associated Business benefits in US Dollar terms to the customer		
Challenges and Top 3 Learning		
Additional Details		

Tech 3.3 (c) – Case Studies Proforma – Setting up and operating a Forensics Lab (experience of Bidder/Consortium Partner shall be evaluated)

Project name		
Name of the Client		
Value of Project (INR in crores)		
Experience quoted by Bidder/ Consortium Partner? If Consortium Partner please give name of the Consortium Partner		
Details of the key contact person of the Client	Name	
	Designation	
	Address	
	Email ID	
	Phone	
Details of the location where project is/ was executed (In case of multi country project mention names of all the countries)	Country	
	City	
Start date		
Completion date		
Status of Project (Ongoing/ Completed)		
Prime Contractor/ Bidder in the project		
Consortium Members in the project		
Total No. of Man-months for the project		
Total No. of Man-months for the project provided by Bidder/ Consortium Partner (your team)		
Overall Scope of Work		
Overview of Approach and Methodology followed for delivery of the assignment		
Details of Two investigative activities carried out as part of this project including collaboration with Law enforcement agencies (Domestic and International)		
Quantum of transactions analyzed per year for anomalies		
Number of data sources of transactions analyzed		
Details of tools used		
Challenges and Top 3 Learning		
Additional Details		

Tech 3.3 (d) – Case Studies Proforma – Fraud detection, fraud pattern analysis and fraud analytics (experience of Bidder/Consortium Partner shall be evaluated)

Project name		
Name of the Client		
Value of Project (INR in crores)		
Experience quoted by Bidder/ Consortium Partner? If Consortium Partner please give name of the Consortium Partner		
Details of the key contact person of the Client	Name	
	Designation	
	Address	
	Email ID	
	Phone	
Details of the location where project is/ was executed (In case of multi country project mention names of all the countries)	Country	
	City	
Start date		
Completion date		
Status of Project (Ongoing/ Completed)		
Prime Contractor/ Bidder in the project		
Consortium Members in the project		
Total No. of Man-months for the project		
Total No. of Man-months for the project provided by Bidder/ Consortium Partner (your team)		
Overall Scope of Work		
Overview of Approach and Methodology followed for delivery of the assignment		
Details of Two fraud detection and associated mitigation activities carried out as part of this project		
Quantum of transactions analyzed per year for anomalies		
Number of data sources of transactions analyzed		
Details of tools used		
Challenges and Top 3 Learning		
Additional Details		

4. Tech 4: Description of Approach, Methodology and Work Plan

4.1. Tech 4.1 – Approach and Methodology

Approach, methodology, organizational structure and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters:

- (i) Executive Summary
 - (ii) Approach and Methodology
 - (iii) Work Plan and
 - (iv) Organization and Staffing
- (i) **Executive Summary:** This section should be a succinct statement and executive summary by the Bidder highlighting the key aspects of technical proposal.
- (ii) **Approach and Methodology:** This part of the tender should contain the following details:
- a. Explain your understanding of the objectives of the assignment
 - b. Approach to the services
 - c. Approach and Methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output
 - d. Highlight the problems being addressed and their importance
 - e. Technical approach and methodologies you would adopt to address the above stated problems
 - f. Highlight the compatibility of the proposed methodologies with the proposed approach.
 - g. Response to the **Technical Evaluation Questions**
 - h. Response to minimum technical specifications
 - i. Commercial Bid format with all quantities and specifications filled. This format should not have any commercial details.
- (iii) **Work Plan:** In this chapter bidder should highlight the
- a. Main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Purchaser), and delivery dates.
 - b. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the Scope of Work and ability to translate them into a feasible working plan.
 - c. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here.
- (iv) **Organization and Staffing:** In this chapter bidder should propose the
- a. Structure and composition of the team including that of the consortium partners (if any)
 - b. The main disciplines of the assignment, the key expert responsible and proposed technical and support staff.

4.2. Tech 4.2 – Response to technical evaluation questions

Instructions for filling up this section

- (i) Reference to responses to the 'Technical Evaluation Questions' should be provided in 'Section IV-Part 1-Tech 4.2-Tech Evaluation Questions' of the RFP.
- (ii) All responses should have references to appropriate sections/chapters/pages of bidder's Technical Bid response.

4.3. Tech 4.3 – List of OEMs whose Hardware/ Software/ Products/ Toolsproposed

4.3.1. Tech 4.3.1 – Details of Hardware proposed and respective OEMs

S. No.	Hardware	Name of OEM	Warranty Validity Schedule

4.3.2. Tech 4.3.2 – Details of Software/ Products/ Tools proposed and respective OEMs

S. No.	Software/ Products/ Tools	Name of OEM	License type (Perpetual / Annual)

4.4. Tech 4.4 – Response to minimum technical specifications

Instructions for filling up this section

- (i) Response to minimum technical specifications shall be provided in the MS-Excel format specified in Section IV– Part 2 – Tech 4.3 of this RFP.

4.5. Tech 4.5 - Commercial Bid format (without commercials)

Instructions for filling up this section

- (i) Bidder should attach an Exact Replica of the Filled up Commercial Bid Format (Section IV – Part 3 – Commercial Bid Submission Forms) without any price/commercial details. **A tick mark (✓) shall be provided against each item of this Price Quote in the Commercial bid.**
- (ii) **Revelation of any commercial details in this format would lead to dis-qualification of the Bidder.**
- (iii) This sheet shall be validated as part of Technical Bid evaluation.



4.6. Tech 4.6 - Details of tools and products

4.6.1. Tools proposed to be used by the bidder in his development centre/development operations

S. No.	Purpose of tool	Bidder's proposed tool	Number of licenses	Fully Compliant to all requirements as per Annexure – XX (Y/N)
Tools for Analysis				
1	Audit Trail/Log Management			
2	Network Traffic Analytics			
3	Network Behavior Anomaly			
Tools for Network Security Analytics & Replay				
4	Session and Attack replay and analysis			
Tools for malware analysis				
5	Sandbox for malware analysis on premise			
6	Analysis utilising global intelligence			
Tools for Forensics and Fraud Analysis				
7	Network Forensics Tool			
8	Host Forensics Tool			
Tools for Risk Simulation				
9	Risk modeling and simulation			
Tools for GRC				
10	Incident and Compliance Management			
11	Audit Management			
12	Risk Management			
13	Vulnerability and Penetration Testing			



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S. No.	Purpose of tool	Bidder's proposed tool	Number of licenses	Fully Compliant to all requirements as per Annexure – XX (Y/N)
14	Application Security Testing			
15	Performance Management			
16	Any other Governance Process			
17	SOC Dashboard and workarea			
18	Any additional detector/sensor proposed as per the solution proposal			

5. Tech 5: Work Schedule

A **Detailed Project Plan** covering break-up of each phase into the key activities, along with the start and end dates must be provided as per format given below.

Activity-wise Timelines

S. No.	Item of Activity	Month wise Program						
		1	2	3	4	5	...	84
1	Activity 1							
1.1	Sub-Activity 1							
1.2	Sub-Activity 2							
2								
2.1								
2.2								
3								
3.1								
4								

Note: The above activity chart is for the purpose of illustration. Bidders are requested to provide detailed activity & phase wise timelines for executing the project with details of deliverables & milestones.

Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Employer approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.

6. Tech 6 – Proposed Personnel Details and Curriculum Vitae

6.1. Tech 6.1 - Format for Curriculum Vitae of Key Staff

1.	Proposed Position [<i>only one candidate shall be nominated for each position Expert</i>]				
2.	Name of the Company				
3.	Name of the Staff				
4.	Date of Birth		Nationality		
5.	Education				
6.	Membership of Professional Associations and Certifications	▶			
7.	Other training	▶			
8.	Areas of expertise and no. of years of experience in this area (detailed)	▶			
9.	Countries of Work Experience	▶			
10.	Proficiency in Languages	Language	Speak	Read	Write
11.	Employment Record (From latest going back)	From [Year]		To [Year]	
		Employer			
		Positions held			
		From [Year]		To [Year]	
		Employer			
		Positions held			
12.	Work undertaken that best illustrates capability to handle tasks assigned <ul style="list-style-type: none"> Name of Client Name of the project and Contract Value Brief about the project 				



	<ul style="list-style-type: none">• Duration of involvement• Position/ Designation held• Activities and tasks performed		
13.	<table border="1"><tr><td>Details of Tasks assigned for UIDAI assignment</td><td>▶</td></tr></table>	Details of Tasks assigned for UIDAI assignment	▶
Details of Tasks assigned for UIDAI assignment	▶		
<p>Certification:</p> <p>I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.</p> <p>Date:</p> <p>Place:</p>			

**6.2. Tech 6.2 – Summary of profiles of personnel to be deployed for the work specified in the RFP**

S. No.	Name of the Resource	Position assigned in GRCP's team	Key Personnel (Y/N)	Qualification	Certifications	Total Experience (in years)	Relevant experience (in years)	Area of expertise	Task Assigned
1									
2									
3									
4									
5									
6									
7									



7. Tech 7 – Staffing schedule

S. No.	Name of Staff	Key Personnel (Y/N)	Staff input across months													Total staff man- months proposed
			1	2	3	4	5	6	7	8	9	10	11	12	n	
1																
2																
3																
N																
												Subtotal				
												Total				

- For Key Personnel the input should be indicated individually; for Support Staff it should be indicated by category
- Months are counted from the start of the assignment.
- For part-time resources/ deployment

Full time input

Part time input

8. Tech 8- Details of Litigation(s)

Details of litigation(s)

Details of litigation(s) in which the Bidder/Consortium Partner(s) members is/are currently involved in, or has been involved in, for the last three years:

Party in dispute with:	
Year of initiation of dispute:	
Detailed description of dispute:	
Resolution / Arrangement arrived at (if concluded):	
Dispute Resolution Data (if concluded):	

Witness:

Bidder:

Signature -----

Signature -----

Name -----

Name -----

Address -----

Designation -----

Company -----

Date -----

Date -----

9. Tech 9 - Statement of Deviations from Section V - Terms of Reference

Dear Sirs,

- (i) Following are the Technical deviations and variations from the Terms of Reference for the Appointment of a GRCP-Service Provider- against Tender No.dated
- (ii) These deviations, variations and assumptions are exhaustive.
- (iii) Except these deviations, assumptions and variations, the entire work shall be performed as per your Section V - Terms of Reference.

S.No.	Section No.	Clause No.	Page No.	Deviation	Remarks

Witness:

Bidder:

Signature -----

Signature -----

Name -----

Name -----

Address -----

Designation -----

Company -----

Date -----

Date -----

10.Tech 10 - Statement of Deviations from RFP Terms and Conditions,Section III – Draft GCC and Section III A – Service Level Agreements

Dear Sirs,

Following are the deviations from Section III - DraftGeneral Terms and Conditions and Section III A – Service Level Agreements against Tender document **No:.....dated**These deviations, assumptions and variations are exhaustive. Except these deviations, assumptions and variations, all other Terms and Conditions of the Tender are acceptable to us.

S.No.	Section No.	Clause No.	Page No.	Statement of deviations and variations.	Remarks

Witness:

Bidder:

Signature _____

Signature _____

Name _____

Name _____

Address _____

Designation _____

Company _____

Date _____

Date _____



Annexure – A: Manufacturer's Authorization Form

To,

**The Director General (DDG),
Unique Identification Authority of India (UIDAI),
9th Floor, Tower I, Jeewan Bharti Building, Connaught Place,
New Delhi 110001.**

Dear Sir,

Sub : MANUFACTURER'S AUTHORIZATION FORM

Ref : RFP No. _____ for "Selection of GRCP-SP"

1. We M/s _____ (name of the OEM) who are established and reputable manufacturers of _____ (List of Goods) having factories at the locations _____ /as per list attached, do hereby authorize M/s. _____ (Name and address of the Bidder for GRCP-SP RFP of UIDAI) to bid, negotiate and conclude the contract with you against Tender No. _____ dated _____ for the above goods manufactured/developed by us.
2. We hereby extend our full warranty for the goods manufactured/ developed by us and offered for supply against this invitation for bid by M/s. _____ (Name of the Bidder for GRCP-SP RFP of UIDAI).

Thanking you,

Yours faithfully,

(Signature)

For and on behalf of: M/s _____ (name of the OEM)

Authorised Signatory

Name:

Designation:

Place:

Date:

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a person competent and having the power of attorney to bind the manufacturer.

Annexure – B: Statement of Undertaking from OEM

Statement of Undertaking from OEM

To,

**The Director General (DDG),
Unique Identification Authority of India (UIDAI),
9th Floor, Tower I,
Jeewan Bharti Building, Connaught Place,
New Delhi 110001.**

Sir,

Sub: Statement of Undertaking from OEM

Ref:RFP No. _____ for “Selection of GRCP Service Provider (GRCP-SP)

M/s _____ (name of the OEM) sells its products through the Authorized partners to ensure sufficient local presence to provide support and other value-add. Accordingly, M/s _____ (name of the OEM) supplies products to its Authorized Channel Partners and support services for those products, obtained through its authorized channels, within the scope of its agreement with such authorized channels.

We understand that as part of its solution for the above referenced tender, our Authorized Channel partner M/s _____ (name of the Bidder for GRCP-SP RFP of UIDAI) are proposing certain products of M/s _____ (name of the OEM).

We, the undersigned OEM, in the event that any of our Authorized Channel partners are declared successful bidders, in respect to product(s) offered / supplied by us (“Products”) and as a gesture towards our commitment for continued support for our product(s) / solution do hereby declare as under that we shall, subject to existence of and in accordance with mutually agreed price and terms with the Authorized Channel partner (“Agreement/s”):

- a) support the installation, commissioning, integration and maintenance of Products supplied to the Unique Identification Authority of India in fulfillment of the above mentioned tender (herein referred to as "UIDAI");

- b) resolve problems and issues reported to us in fulfillment of the abovementioned tender;
- c) supply and/or install all new releases, versions, any type of update, upgrade patch and/or bug fixes for the software or firmware from time to time. Additionally, the documentation and training services associated with the product(s) shall be provided subject to an Agreement/s.

We hereby confirm that the product platform / series as offered by M/s _____ (name of the Bidder for GRCP-SP RFP of UIDAI) will not be declared End Of Sale for a minimum of 24 months from the date of issuance of this letter and that we shall support the same for period of seven years upto 2019.

We hereby confirm that on date our partner M/s _____ (name of the Bidder for GRCP-SP RFP of UIDAI) is a certified “Partner” and possess the necessary capability and training required to support our product(s).

We shall abide by the general terms & conditions of the Agreement (s) between M/s _____ (name of the OEM) and the Partner M/s _____ (name of the Bidder for GRCP-SP RFP of UIDAI).

In case of any dissatisfaction or default on part of Partner M/s _____ (name of the Bidder for GRCP-SP RFP of UIDAI) in providing the level of support contracted by UIDAI with the Authorized Channel partner as a successful bidder, we agree to extend the support to UIDAI in identifying another suitable Authorized Channel partner of M/s _____ (name of the OEM).

In case of any change in our arrangement or terms of agreement with Partner for providing product support, we agree to extend the support to UIDAI in identifying another suitable Authorized Channel partner of M/s _____ (name of the OEM).

We hereby confirm that M/s _____ (name of the OEM) is capable of offering to UIDAI, required assistance, consultancy and services beyond the defined scope of work between UIDAI and the Authorized Channel Partner M/s _____ (name of the Bidder for GRCP-SP RFP of UIDAI) to resolve issues under critical and unforeseen situations with respect to the Products, on terms and price to be mutually agreed.

We hereby confirm our ability towards providing the necessary support and assistance on mutually agreed price and terms in case of any problems / issues arising due to integration of the Product(s) with any other component (s) / product(s) confirmed by M/s _____ (name of the OEM) as compatible with the Products under the purview of the overall solution.



We hereby confirm that this undertaking is made in good faith and the aforesaid declarations are binding on us for the entire term of Agreement/s of UIDAI with our Authorized Channel Partner M/s _____ (name of the Bidder for GRCP-SP RFP of UIDAI).

Thanking you,

Yours faithfully,

(Signature)

For and on behalf of: M/s _____ (name of the OEM)

Authorized Signatory

Name:

Designation:

Place:

Date:



Annexure – C: Statement of Undertaking from Consortium Member on opening of a registered office in India

Statement of Undertaking from Consortium Member on opening of a registered office in India

(To be filled by the consortium member only in case consortium member does not have a registered office in India)

To,

The Director General (DDG),
Unique Identification Authority of India (UIDAI),
9th Floor, Tower I,
Jeewan Bharti Building, Connaught Place,
New Delhi 110001.

Sir,

Sub : Statement of Undertaking to open a registered office in India
Ref : RFP No. _____ for 'Selection of GRCP Service Provider (GRCP-SP)'

M/s _____ (name of the consortium partner) hereby provides a firm undertaking that we shall open a Registered Office in India prior to award of contract, if *[insert name of prime bidder]* is selected as the winning bidder, with whom we have a consortium agreement to provide *[insert the type/nature of services to be provided by the consortium member]* as part of the GRCP-SP.

(The undertaking shall be signed by authorized signatory of both consortium member and prime bidder)

Consortium Member:

Prime Bidder:

Signature _____

Signature _____

Name _____

Name _____

Address _____

Designation _____

Company _____ Company _____

Date _____

Date _____