Tea Board India
(Under Ministry of Commerce & Industry, Dept. of Commerce, Govt. of India)
14, B.T.M Sarani (Brabourne Road), Kolkata- 700 001

Website: https://teaboard.gov.in e-mail: secretary.tbi-wb@gov.in Phone No. +91 33 2235 1331

Ref. No. IT-SW0USDP/1/2026-IT Cell Date: 23.07.2026

NOTICE INVITING INDUSTRY CONSULTATION
FOR DESIGN AND DEVELOPMENT OF AN ONLINE INTEGRATED SERVICE DELIVERY PLATFORM (WEB-PORTAL & MOBILE APP) FOR ALL THE STAKEHOLDERS OF TEA BOARD INDIA

Tea Board India is seeking industry consultation from all concerned having relevant experience for Design and Development of an online **Integrated Service Delivery Platform** (Web-Portal & Mobile App) for all the stakeholders. Draft of the Bid Document containing proposed scope of work is enclosed with this notice for reference.

The consultation will be held in **hybrid mode** on 27th July, 2026 (Monday) at 3 PM at the following venue:

Tea Board India, Head Office, Board Room (8th Floor), 14, B. T. M. Sarani (Brabourne Road), Kolkata – 700 001

Meeting Link (for joining virtually):

VC on industry consultation for development of Integrated Service Delivery Platform of Tea Board India
Hosted by Tea Board India Head Office
https://teaboardindia1.webex.com/teaboardindia1/j.php?MTID=ma4a69a96f3b6a78d2415c051078b7cf1
Monday, July 27, 2026 3:00 PM | 4 hours 30 minutes | (UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi
Meeting number: 2516 565 3471
Password: TBI@27072026 (82412707 when dialing from a video system)
Agenda: VC on industry consultation for development of Integrated Service Delivery Platform of Tea Board India
Join by video system
Dial 25165653471@teaboardindia1.webex.com
You can also dial 210.4.202.4 and enter your meeting number.
Join by phone
+65-6703-6949 Singapore Toll
Access code: 251 656 53471

All concerned are requested to attend the meeting with their input.

Yours faithfully,

Amrita Chakraborty

(Dr. Amrita Chakraborty)
Secretary

Request for Proposal (RFP) for selection of a System Integrator for Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India

Tea Board India **Dept. of Commerce** **Ministry of Commerce & Industry** **Govt. of India** **14, B. T. M. Sarani (Brabourne Road), Kolkata – 700 001.** **Website: https://teaboard.gov.in**

Prepared by:
Tea Board India, Head Office, 14, B. T. M. Sarani (Brabourne Road), Kolkata – 700 001

BID DATA SHEET

Item	Details
Procuring Authority	Tea Board India
Tender Type	Open Competitive Bid
Selection Method	QCBS (70:30)
Bid System	Two Bid System
Technical Weightage	70%
Financial Weightage	30%
Estimated Project Cost	INR 2.0 Crore (excluding GST)
Contract Period	30 Months
O&M Period	24 Months after Go-Live
Bid Validity	180 Days
Performance Security	As per norms
EMD	As per norms
Bid Submission Platform	CPP Portal
Currency	Indian Rupees
Language	English
TENTATIVE PROJECT TIMELINE	
RFP Publication	DD-MM-YYYY
Industry Consultation	27/07/2026 at 1500 Hrs.
Last Date of Clarification	28/07/2026 by 1700 Hrs.
Publication of Clarification	30/07/2026 by 1700 Hrs.
Last date & time for Bid Submission	14/08/2026 till 1700 Hrs.
Date of opening of Bids	17/08/2026 at 1500 Hrs.
Technical Presentation	21/08/2026 from 1100 Hrs.
Financial Bid Opening	Will be informed in due course
Award of Contract	Will be finalized in due course

1. **INTRODUCTION TO TEA BOARD INDIA (TBI):** Tea Board India was established on 1st April, 1954 as per the provisions of Section 4 of the Tea Act 1953. The Board is entrusted with the overall development of the tea industry in India and functions under the administrative control of the Central Government under the Ministry of Commerce and Industry.

1.1. Background & Objectives: Tea Board India (TBI) has wide functions and responsibilities, primarily including:

- Rendering financial and technical assistance for cultivation, manufacture, and marketing of tea.
- Export Promotion and aiding Research & Development.
- Extending financial assistance to plantation workers and assisting Small Tea Growers (STG).
- Issuance of various licenses/registration certificates to stakeholders.
- Protecting IPR of teas of Indian origin
- Collection and compilation of tea statistics

1.2. Tea Board India invites bids under QCBS (70:30) for selection of a System Integrator.

2. **Main objectives of the RFP**: Selection of a System Integrator to design, develop, operate, and handover an online Integrated Service Delivery Platform (web-portal & Mobile App). With rapid technological advancements, there is a necessity to revamp the existing website and portals to ensure improved user experience, accessibility, security, and compliance with Govt. guidelines (GIGW, WCAG 2.1, CERT-In).

2.1. The Board has different portals through which various services are being delivered to the stakeholders. This also includes issuance of various approvals and online certificates and the provision for online report returns management module. A few processes are still in manual mode which requires to be made online. Integration with UIDAI for Aadhaar Authentication, NSWS, SWIFT 2.0, UMANG, API Setu, Digi Locker, DGFT portal, GST portal, FSSAI portal etc. are mandatory. Maintaining and enhancing cyber security posture is of utmost importance. Using PAN 2.0 as the Unique Entity Identifier (UEI) is also required to be implemented. The System Integrator shall provide the facility to integrate with any other portal/ system as per Government order as and when issued.

2.2. The selected bidder shall be responsible for:

a) Business Process Automation
b) Development of Integrated Service Delivery Platform
c) Mobile Application Development
d) Integration with Government Systems
e) Cloud Hosting and Operations
f) Cyber Security Compliance
g) User Training
h) Technical Support
i) Exit Management and Handover

2.3. The project shall be executed on a Build-Operate-Transfer (BOT) basis.

2.4. The detailed scope, eligibility criteria, technical requirements, evaluation methodology and contractual conditions are provided in this RFP document. The selected bidder has to enter into a Service Level Agreement with Tea Board India.

2.5. Tea Board India reserves the right to accept or reject any or all bids without assigning any reason thereof.

3. **Pre-Qualification Criteria**: A strict pre-qualification evaluation will be undertaken to shortlist eligible bidders. Only those who fulfil ALL requirements shall be considered for Technical and Financial evaluation.

Sl. No.	Pre-Qualification Criteria	Supporting Document
1	Registered in India under the Companies Act or a public sector undertaking under administrative control of the Central/ Union Territories/State Government.	Certificate of Incorporation.
2	Minimum annual turnover of 10 Crores in each of the last 3 financial years. This is mandatory requirement for all applicants. Must be CMMI 3/4/5 certified	Audited statements for 3 years AND Valid CMMI Certificate
3	Minimum Five years prior experience in designing, developing unified process automation.	Testimonials as proof
4	Similar Experience: Executed at least 2 large-scale process automation projects for a Govt entity/ PSU in the last 5 years (at least one ≥ INR 5 Crore). For MSMEs/Start-ups: one project ≥ INR 25 Lakhs.	Work Orders / Completion Certificates
5	Never been blacklisted/barred/suspended by any Govt. entity in the last 5 years.	Self-certification on company letterhead.
6	Human Resources: Minimum 75 full-time employees (MSMEs/Startups: 25).	Certificate from HR/ Head of Organization.

N.B:

- Authorized Signatory: All documents must be signed by an authorized signatory of the bidder holding valid Power of Attorney or Board Resolution, along with the copy of the RFP.
- Failure to meet the aforesaid criteria will disqualify the bidder and will be eliminated from further process.
- The Board reserves the right to verify and/ or to evaluate the claims made under eligibility criteria and any decision in this regard shall be final, conclusive and binding upon the company.
- All certificates or documents should also be self-attested and attached/ bind together.
- If at a later stage it is found that bidder has provided false information or has wrongly certified the conditions stated in the eligibility criteria, the applicant shall be liable for legal action and/or cancellation of agreement/contract/license.

4. **DEFINITIONS and ABBREVIATIONS**

4.1. **DEFINITIONS:** Following terms used in the document will carry the meaning and interpretations as described below:

a) **“Tea Board India”** hereinafter also called as Tea Board or Board or TBI.
b) **“Bid”** shall mean the Technical and the Financial/Commercial Bids submitted by the Bidding Company/Bidder along with all documents/credentials/attachments, formats etc. in response to this RFP, in accordance with the terms and conditions thereof;
c) “**Bidder**” shall mean the Bidding Company submitting the Bid. Any reference to the Bidder includes Bidding Company including its successors, executors and permitted assigns jointly and severally, as the context may require;
d) **“Service Provider”** shall mean the successful bidder selected by Tea Board for providing service to Tea Board for this project. Any reference to the Service Provider includes Bidding Company including its successors, executors and permitted assigns jointly and severally, as the context may require;
e) “**Bidding Company**” shall refer to such single Company that has submitted the response in accordance with the provisions of this Tender Document;
f) “**Company**” shall mean a body corporate incorporated in India under the Companies Act, 1956 or the Companies Act, 2013, as applicable;
g) “**RFP**” shall mean the bidding document issued by Tea Board India including all Forms, Formats & Annexures etc. and also including all amendments/clarifications thereof;
h) “**Bid Deadline**” shall mean the last date and time for submission of Bid in response to this Tender Document as specified in Bid information Sheet, of this Bid document including all amendments thereto;
i) “**Authorized Signatory**” shall indicate the authorized signatory who can discuss and correspond with the Tea Board India, with regard to the obligations under the contract.
j) “**The Government**” means the Government of India.
k) “**The Services**” means all the services, which the Vendor is required to provide/render/discharge to the Tendering Authority i.e. Tea Board India under the Contract;
l) “**Day**” means calendar day;
m) “**Week**” means calendar week;
n) “**Month**” means calendar month;

4.2. **ABBREVIATIONS:**

Abbreviations	Description
QCBS	Quality Cost Based System
MSP	Managed Service Provider
CSP	Cloud Service Provider
DC	Data Centre
DR	Disaster Recovery
DPDP Act	The Digital Personal Data Protection Act, 2023
SQL	Structured Query Language
VM	Virtual Machine
ISO	International Organization for Standardization
NIST	National Institute of Standards and Technology
SLA	Service Level Agreement
RFP	Request For Proposal
PAN	Permanent Account Number
PSD	Performance Security Deposit
QP	Quarterly Payment
SRS	System Requirements Specification

GST	Goods & Service Tax
O & M	Operation and Maintenance
MIS	Management Information System
NAS	Network Attached Storage
SAN	Storage Area Network
IA	Implementing Agency
SP	Service Provider
TPV	Third-Party Vendor
VA	Vulnerability Assessment
PT	Penetration Testing

5. **REQUEST FOR PROPOSALS:** Applicants are invited to submit Technical and Financial Proposals (collectively referred to as "the Proposal" or "the Bid") for providing the services defined in the Scope of Work in this RFP. The Applicant must be a single legal entity. The submitted Proposal shall form the basis for contract negotiations and eventual contract signing with the selected Agency.

CHAPTER-1

INSTRUCTIONS TO BIDDERS

6. INSTRUCTIONS TO BIDDERS & EVALUATION

6.1. In case it is found that the relevant information is not furnished as per the prescribed format given in the RFP document and Annexures, the bid will be summarily rejected.

6.2. Bid Details & EMD

6.2.1. Estimated Bid Value: Rs. 2,00,00,000/- (Rupees Two Crore) excluding applicable GST for 30 months (Build + Operate + Transfer).

6.2.2. EMD/Bid Security: As per norms.

6.2.3. Performance Security Deposit (PSD): As per norms

6.2.4. All payments except tender fees may be paid through Tea Board India Official website – E-services – Payments to Tea Board

6.2.5. The complete RFP document can be viewed / downloaded from official portal of the CPPP website https://eprocure.gov.in/eprocure/app from 24/07/2026 to 07/08/2026 (up to 17:00 Hrs. IST). Bid must be submitted online only at https://eprocure.gov.in/eprocure/app. Technical submissions of the Bids received online shall be opened on 17/08/2026 at 1500 Hrs.

A fee of Rs. 1,000/- (Rupees One Thousand Only) exclusive of GST shall be remitted to Tea Board towards payment of cost of RFP document through online payment only. The RFP document fee shall be paid online "Tea Board", AC No: 11107799307, IFSC: SBIN0000144, Branch code: 0144, Branch: N.S. ROAD, Kolkata Bid submitted through any other mode shall not be entertained. Please note that the Board reserves the right to accept or reject all or any of the BIDs without assigning any reason whatsoever.

6.3. Technical Evaluation Scoring (Max 100 Marks)

Minimum Marks for Technical Qualification: 70 out of 100.

Evaluation Head	Parameters	Marks
Similar Experience	Project Value >= 5Cr For one project-5 marks For 2 project-7 marks For 3 projects – 9 marks For 4 projects-12 marks For 5 or more projects-15 marks	15 Marks
Proposed solution	Proposed detailed solution to be submitted by the bidder in response to the scope of work of this RFP	20 Marks

	Development and maintenance of Licensing/ Registration management portal for any Govt./ PSU/ Semi-Govt. organization – 4 Marks Development and maintenance of online Report Returns module for any Govt./ PSU/ Semi-Govt. organization- 4 Marks Development and maintenance of disbursement of financial assistance/ scheme implementation for any Govt./ PSU/ Semi-Govt. organization – 4 Marks Web service and API integration of online portal with any reporting portal of any Govt./ PSU/ Semi-Govt. organization - 4 Marks Experience of hosting and managing at least 3 projects in the Cloud environment for any Govt./ PSU/ Semi-Govt. organization- 4 Marks	
Human Resources	PM, Lead Dev, UI/UX, Sys Admin, Cyber Security Specialist (1 mark each for essential qualification)	05 Marks
Presentation	Understanding Scope (15 Marks), Demonstration of 5 past Govt. projects (20 Marks), POC of Proposed Solution (25)	60 Marks

6.4. **Submission of bids and relevant information as per the prescribed format only:** Interested bidders may please note that all the relevant information must be furnished as per the formats mentioned in the RFP document and Annexures given in this bid document for technical evaluation of the bids. In case it is found that the relevant information is not furnished as per the prescribed format, the bid will be summarily rejected.

6.5. Consortium/JV/Association of bidders is not permitted: Consortium/JV/Association of bidders is not permitted and only the prevailing rules and guidelines as per GFR shall be followed.

6.6. Upon selection, the Applicant shall enter into a Contract Agreement with TBI in the form and manner defined in this RFP.

6.7. Applicants shall examine all instructions, terms, and conditions mentioned in the RFP and shall familiarize themselves with requirement of Tea Board.

6.8. TBI shall provide timely access to information, documents, and relevant support as required for carrying out the assignment.

6.9. The Agency shall provide independent, professional, objective, and impartial advice, always acting in the best interest of TBI, and avoid conflicts of interest as per GFR & CVC Integrity Guidelines.

6.10. TBI reserves the right to reject any Applicant if it determines that the Applicant has a Conflict of Interest or is involved in prohibited practices such as fraud, misrepresentation, coercion, or undue influence.

6.11. TBI may declare an Applicant ineligible either indefinitely or for a specified period if found to have violated conflict of interest provisions, submitted misleading information, or engaged in prohibited practices, as permitted under GFR.

6.12. Any Applicant currently debarred/blacklisted by the Central Government, any State Government, PSU, statutory authority, or international development agency shall not be eligible to participate, as per CVC circulars on Debarment of Firms.

6.13. Applicants claiming benefits under MSME (Udyam Registration) must upload a valid Udyam Certificate. MSMEs (Micro & Small Enterprises) may be eligible for EMD exemption and turnover/experience relaxation as per the Public Procurement Policy for MSEs (2012) and GFR Rule 170.

Note: Start-up recognition alone (DPIIT) does not grant EMD exemption unless the bidder is also registered as MSME.

6.14. Submission of false information, forged documents, or misrepresentation (including startup/MSME status) shall result in rejection, forfeiture of EMD (if applicable), and may lead to debarment/blacklisting under GFR.

6.15. Technical Proposals must be digitally signed (where e-procurement is used) and submitted within the deadline specified in the Data Sheet. Late bids will not be accepted as per GFR. The Financial Proposal (BOQ) must include rates for all items. Partial or incomplete financial bids will be rejected as non-responsive.

6.16. Conditional bids or bids deviating from the RFP terms will be summarily rejected, as per GFR.

6.17. Only bids accompanied by EMD or valid MSME exemption certificate (where applicable) will be evaluated further, as per GFR.

6.18. TBI reserves the right to reject a bid if the quoted prices are found to be abnormally low or unreasonably high, in line with CVC Guidelines on Abnormally Low Bids (2021).

6.19. TBI reserves the right to cancel the tender process at any stage, without assigning any reason, under GFR (Transparency and Fairness in Tendering).

6.20. All statutory deductions, taxes, and compliances must be adhered to by the Agency as per applicable laws and government rules.

6.21. In case of any dispute, ambiguity, or difference of interpretation, the arbitration clause and General Terms and Conditions shall prevail.

CHAPTER-2

CONDITIONS OF CONTRACT

Adherence to Standards:

10.1. Open Standards:

Application must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter-operability with multiple platforms and avoid any technology or technology provider lock-in.

10.2. **Interoperability Standards**

Keeping in view the evolving needs of interoperability, especially the possibility that the solution has become the focal point of delivery of services, and may also involve cross-functionality with the e- Government projects of other Government / businesses in future, the solution is built on Open Standards. The Selected Bidder shall ensure that the application is easily integrated with the already existing applications and hardware in future. Every care shall be taken to ensure that the code does not build a dependency on any proprietary software, particularly, through the use of proprietary 'stored procedures' belonging to a specific database product.

10.3. Scalability

One of the fundamental features of this application is its scalability. The architecture is proven to be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance for at-least two (02) years from the date of successful completion of each module. The application and deployment architecture provide Scale-Up and Scale out on the Application and Web Servers, Database Servers and all other solution components.

10.4. Security:

The systems implemented for project is highly secure, considering that it is intended to handle sensitive data relating to the stakeholders of Tea Board. The overarching security considerations are described below:

i. The security services used to protect the solution include: Encryption, dentification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.
ii. This solution supports advanced user authentication mechanisms including digital signature certificates.
iii. Security design provides a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
iv. The solution provides the facility of maintaining an audit trail of all the transactions and also ensures the non-repudiation of audit trail without impacting the overall performance of the system.
v. The overarching requirement is the need to comply with ISO 27001 standards of security.
vi. The application design and development comply with OWASP top 10 principles.
vii. The selected bidder is supposed to close all the open points/ vulnerabilities identified while conducting security audits, from time to time, during the currency of contract, including Vulnerability Assessment (VA), penetration testing (PT), security audit conducted prior to Go-Live. The whole activity is to be carried out by the selected bidder at no additional cost.

10.5 Compliance with Industry Standards:

In addition to above, the solution is based on and compliant with industry standards (their latest versions as on date) wherever applicable. This applies to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are summarized below. However, the list below is just indicative and is not to be treated as exhaustive:

i. Portal development W3C specifications and GIGW guidelines
ii. Information access/transfer protocols SOAP, HTTP/HTTPS
iii. MeitY/ GOI, CERT-IN, NIC guidelines
iv. Photograph JPEG (minimum resolution of 800 x 600 pixels)

v. Scanned documents TIFF (Resolution of 600 dpi)
vi. The latest Biometric framework
vii. Latest HTML standards
viii. The solution is built on open source technologies and should follows the MeitY and GoI's open source guidelines/standards/policies.

10.6 Specifications:

I. The Selected Bidder shall adhere to all the standards published by the Ministry of Electronics and Information Technology, Government of India.
II. Digital signature RSA standards
III. Document encryption PKCS specifications
IV. Information Security to be ISO 27001 compliant
V. Operational integrity & security management to be ISO 17799 compliant
VI. IT Infrastructure management ITIL / EITM specifications
VII. Service Management ISO 20000 specifications and above
VIII. Project Documentation CMM Level 3/4/5/IEEE/ISO specifications for documentation

10.7. Ensure mandatory adherence to all Government of India standards including:

1. DBIM 3.0 or later
2. GIGW 3.0 or later
3. UX4G
4. CERT-In Security Guidelines,
5. e-Governance Standards (MeitY).

b. Obtain and maintain STQC Certification and support annual revalidation.

c. Maintain a Vulnerability Assessment (VA) to maintain firewall permissions.

d. Provide immediate resolution of audit observations and ensure full compliance with all GoI audits.

e. Support technical, security, accessibility, and compliance audits during the engagement.

10.8 Hosting, Security & Data Protection

a. The platform/website must Go-Live on Meity empaneled cloud service provider with compliance to MeitY guidelines on cloud framework.

b. Maintain SSL Certificates (256-bit encryption) and renew proactively.

1. Implement cybersecurity safeguards including protection against:
2. DoS/DDoS attacks,
3. SQL injection,
4. XSS and CSRF vulnerabilities,
5. defacement and bot-attacks.

c. Maintain a comprehensive security and DR plan, including:

1. **RPO ≤ 15 minutes**
2. **RTO ≤ 30 minutes**

d. Retain all data only on TBI/ MeitY empaneled cloud VMs with no offsite or third-party data storage.

e. Provide server management including OS hardening, DB updates, daily backups, bandwidth monitoring, and daily health checks.

10.9 Development & Feature Integration

a. For all new development, prepare Functional Requirement Specifications (FRS) and obtain TBI approval before coding.

b. Provide UI/UX designs in Figma for review and sign-off before development.

c. Implement a structured development lifecycle including:

1. **Unit Testing,**
2. **UAT (User Acceptance Testing),**
3. Pre-deployment VA/PT by CERT-In-empaneled auditors.

ii. Support data collection workflows including secure forms with CAPTCHA and analytics dashboards.

iii. Create and integrate REST APIs for TBI and other authorized GoI platforms.

iv. Support real-time social feed integration as required.

v. The Agency shall develop custom interactive tools, including rule-based or algorithm-driven forms that compute outputs or scores based on user inputs. These tools must support server-side processing, database storage of form submissions, and expose secure REST APIs for use by other Government departments or authorized platforms.

10.10 Maintenance & Technical Support:

1. Provide 24x7 technical support for security, hosting, uptime, and critical functionality.

2. Maintain a structured Issue Severity Matrix:

Severity	Description	Response Time	Resolution Time
P1 – Critical	Site down, major breach	10 minutes	30 minutes
P2 – Major	Major functionality broken	10 minutes	30 minutes
P3 – Moderate	UI/UX or minor issue	30 minutes	4 hours
P4 – Informational	Cosmetic changes	30 minutes	6 hours

3. Provide extended support during deployments, launches, and national events.

4. Conduct regular server optimization: database tuning, log management, caching, and performance enhancements.

5. Share weekly system-health reports.

6. Resolve vulnerabilities identified through VA/PT within 1 week.

10.11 Handover & Documentation

a. Maintain all development-related documents for at least 2.5 years.

b. Provide a comprehensive knowledge transfer kit at least 2 months before contract completion, including credentials, tech stack details, manuals, guides, and walkthrough videos.

c. Provide post-handover support to the Tea Board India and/ or incoming vendor at no extra cost.

10.12 Reporting & Analytics

a. Integrate Analytics software and provide periodic insights.

b. Share monthly performance dashboards covering:

1. traffic,
2. user behavior,
3. SEO metrics,
4. system performance.

c. Provide quarterly review presentations to TBI (virtual/in-person).

10.13 Essential deployment of proposed Resources:

The selected bidder should deploy, but not limited to, the following resources and submit the details of deployment along with their qualification:

Sl. No.	**Proposed Resources**
1.	Project Manager
2.	Lead Web Developer / Full Stack Developer
3.	UI/UX Designer
4.	Server/System Administrator

5.	Cyber Security Specialist
6.	Any other (please specify)

10.14. Reserved Rights

The TBI reserves the right to modify or extend the above scope of work at any stage of the contract based on operational requirements.

11.1. Operational & Compliance Notes

1) **Deliverable Responsibility:**

   a) The Agency shall be fully responsible for the quality, completeness, and timely delivery of all assigned tasks and outputs as per the Scope of Work.

   b) The Agency shall perform the services in a professional and expert manner, consistent with GFR relating to integrity, diligence, and avoidance of conflicts of interest.

   c) The officials designated by TBI and the Agency shall jointly plan, track, and coordinate deliverables. TBI shall not exercise administrative or supervisory control over agency personnel, thereby maintaining the engagement as a Consultancy / Professional Services contract under GFR.

2) **On-Site Deployment for Time-Sensitive Deliverables:**

   a) Certain resources (e.g., designers, content associates, technical staff) may be deployed onsite at TBI for efficient real-time execution of urgent or minor deliverables.

   b) On-site personnel shall maintain a daily attendance register for security and access purposes only. This shall not be construed as TBI exercising employer-employee control.

   c) The Agency shall ensure adequate backup resources to maintain continuity of services and avoid disruption.

3) **On-site Presence During Finalisation of Major Deliverables:**

   a) For major deliverables developed off-site, concerned Agency personnel must be available onsite during final review, correction, and approval stages until TBI grants final sign-off.

4) **Quality Assurance Obligations:**

   a) The Agency shall implement a structured QA process for all deliverables, including content accuracy, branding consistency, functional correctness, accessibility, and compliance with GIGW, CERT-In, and STQC requirements.

   b) Senior specialists (Lead Developer, Senior Designer, Content Head) shall conduct final internal QA before submission.

c) Any issues identified by TBI during review must be rectified promptly within agreed correction timelines.

5) **Parallel Technical & Content Support:**

a) To ensure timely completion, the Agency shall ensure that supporting tasks— research checks, design refinements, testing, content updates— run concurrently with development and production where applicable.

6) **Delivery Timelines, Delays & Penalties:**

a) Each deliverable shall have a turnaround time (TAT) mutually agreed upon at the time of commissioning, which shall form part of the Service Level Agreement (SLA).

b) Delays without valid justification (e.g., dependencies on TBI, force majeure) may attract penalties as per the Penalty Clause, in compliance with GFR (Liquidated Damages), which require penalties to be measurable, reasonable, and non-punitive.

c) Penalties shall be applied only after providing the Agency an opportunity to submit an explanation, consistent with CVC Contract Management Guidelines.

7) **Turnaround Framework & Escalation Mechanism:**

a) TBI and the Agency shall document timelines in writing (email/work order), which shall be contractually binding.

b) Escalation processes shall aim for timely resolution before imposition of penalties.

8) **Support on Weekends / Public Holidays:**

a) For urgent, critical, or GoI-mandated updates requiring immediate action, the Agency shall provide support beyond office hours, including holidays.

b) Such support is deemed included in the quoted consultancy cost and shall not entail additional payment.

c) TBI shall provide reasonable advance notice where feasible.

9) **Off-Hours Emergency Support:**

a) The Agency shall provide 24×7 emergency response for cybersecurity incidents, outages, and priority-1 (P1) or priority-2 (P2) issues.

b) Response and resolution timelines shall comply with the SLA Issue Severity Matrix defined in the RFP.

10) **Staged Approval Workflow:**

a) All deliverables must follow a three-stage approval workflow: Concept Approval → Draft Submission → Final Submission → Acceptance

b) Work may proceed to the next stage only after written or email approval from TBI.

11) **File Sharing & Format Standards:**

a) The Agency shall provide TBI with all final deliverables in open, editable formats (HTML, CSS, JS, AI, PSD, PPTX, DOCX, etc.) along with packaged assets such as fonts, images, scripts, and libraries.

12) **Version Control:**

a) All files must follow standardized naming conventions and maintain version history to ensure traceability.

13) **Data Security & Confidentiality:**

a) All TBI information, data, and documents handled by the Agency shall remain confidential.

b) No data shall be stored, processed, or transmitted outside TBI-approved servers.

c) The Agency shall employ secure systems with updated antivirus, encryption, and access controls.

14) **Weekly Coordination & Progress Reviews:**

Weekly (virtual or in-person) meetings shall be held between Agency and TBI designated officials to review progress, track milestones, identify bottlenecks, and plan upcoming work. Minutes of meetings shall be formally recorded.

15) **Archival, Backup & Handover:**

a) The Agency shall maintain a structured archival system for all design, development, codebase, and content assets.

b) At contract completion, a complete handover of all materials, credentials, configurations, and documentation shall be provided.

c) Post-handover support to the Tea Board shall be provided without additional cost.

16) **Intellectual Property & Ownership Rights:**

a) All source code, designs, documents, and deliverables created under this contract are the exclusive property of TBI.

b) The Agency assigns all IP rights within Six (06) months from the date of issuance of Work Order.

c) Unauthorized use, replication, or disclosure shall constitute material breach and may lead to termination or legal action.

17) **Resource Substitution & Performance Management:**

a) All deployed resources must meet minimum essential qualifications.

b) Any substitution requires prior written approval from TBI; substitutes must have equal or higher qualifications.

c) TBI reserves the right to request immediate replacement of underperforming resources without affecting delivery timelines.

d) Unauthorized substitution may attract penalties or be treated as breach of contract.

11.2. Commercial Provision

No additional charges shall apply for changes mandated by GoI statutory bodies (MeitY, NIC, CERT-In, STQC etc.).

11.3 General Requirements for All Roles:

Must be conversant with Government of India IT policies, cloud guidelines, and e-Governance standards.

a. Must sign NDA and comply with TBI confidentiality protocols.

b. Substitution of key resources requires prior TBI approval; substitutes must meet or exceed original qualifications.

12. Payment Terms:

Project Duration: 30 (Thirty) months
Advance payment will not be made under any circumstances. Payment will be made only after satisfactory service certification by the end user and designated official of Tea Board India.

12.1. Payment milestone:
The payment schedule of the entire project is divided into three main milestones. Post-GO LIVE, Operation & Maintenance phase and Exit Phase. 45% of the total Project value will be paid after successful development and roll out (GO LIVE) within six (06) months from the date of issuance of the Work Order.

12.2. O&M phase Post GO-LIVE payment milestones:

After the GO-LIVE of the project, 45% of the total project value will be paid in equitable eight quarterly installments during the Operation & Maintenance phase of 24 (Twenty-Four) months.

12.3 Exit Management Phase payment milestone:
Rest 10% of the total project value will be paid to the successful bidder after fulfilling all the exit management terms & conditions as laid in the Exit Management Clause of the Service Level Agreement.

General Terms & Conditions of Payment

1. The payment shall be processed within a period of 30 days from the date of receipt of the tax invoice.

2. Quarterly invoices shall be raised by the selected service provider along with Performance Reports after delivery of service for the quarter. The Quarterly Performance Report must include:
   i. Report on task/ activity performed along with details of the activity/ task
   ii. Sign off from the designated official of Tea Board.
   iii. Any other requirements as apprised by Tea Board India.

3. The Vendor will submit invoices in triplicate, complete in all respects, after the successful completion of every milestone/month and sign-off from the designated officials of Tea Board India.

4. The component of Goods and Services Tax shall be paid as applicable and as per actuals. Also, TDS will be deducted as per the provisions of the Income Tax Act as applicable.

5. For facilitating electronic transfer of funds, the selected organization will be required to indicate the name of the bank and branch, account number (i.e. bank names, IFSC Code and Bank A/c No.) and forward a cheque leaf, duly cancelled, in order to verify the details furnished. Every invoice, submitted for payments by the selected organization, shall provide these details.

6. Liquidated Damages (LD), not exceeding 10% of the total contract value, may be imposed for delay or non-performance as per GFR and CVC guidelines. Monthly penalties may be applied proportionately as per SLA.

7. The rates provided hereunder shall remain the same for the entire duration of the contract.

8. TBI shall not bear license/ procurement cost for any software/ tools required for services.

9. TBI shall not bear any kind of expense viz. boarding, travelling, lodging, food, incidental, consequential etc. expenses of resources to be deployed/ called for meeting etc.

13. CYBER SECURITY, PRIVACY, CLOUD AND COMPLIANCE REQUIREMENTS

13.1 eSecurity Philosophy: The platform shall adopt:

a) Secure by Design
b) Privacy by Design
c) Zero Trust Architecture
d) Defense in Depth

13.2 Regulatory Compliance: The selected bidder shall comply with:

a) Mandatory
   i. Information Technology Act 2000
   ii. DPDP Act 2023
   iii. CERT-In Directions 2022
   iv. GIGW Guidelines
   v. STQC Guidelines
   vi. MeitY Cyber Security Guidelines

13.3 Desirable

b) NIST Cyber Security Framework
c) OWASP ASVS

13.4 Data Protection Requirements: All personal data shall be processed in accordance with DPDP Act 2023 and DPDP Rules, 2025.

13.5 The bidder shall:

a) Minimize data collection
b) Encrypt personal data
c) Maintain audit logs
d) Ensure lawful processing

13.6 Data Localization: All application data shall remain within India.

No data shall be stored outside India.

13.7 Identity and Access Management: The platform shall support:

a) Authentication
b) Password Authentication
c) OTP Authentication
d) Aadhaar Authentication
e) Single Sign-On

13.8 Multi-Factor Authentication: Mandatory for:

a) Administrators
b) Database Users
c) Cloud Administrators

13.9 Encryption

a) Data at Rest: AES-256
b) Data in Transit: TLS 1.3
c) Key Management
d) Secure key vault mechanism.
e) Other relevant Encryption Standards

13.10

Security Monitoring

a) The bidder shall establish: Security Operations Monitoring
   - 24x7 monitoring.
   - Security Logging
b) Capture:
   - Login Events
   - Failed Logins
   - Configuration Changes
   - Privileged Activities
c) Retention Period: Minimum 3 years.

13.11

Vulnerability Management: The bidder shall conduct:

a. Quarterly: Vulnerability Assessment
b. Half-Yearly: Penetration Testing
c. Annual: Comprehensive Security Audit
d. All audits shall be performed through CERT-In empaneled agencies.

13.12

Security Incident Response: The bidder shall establish:

a. Incident Response Plan
b. Escalation Matrix
c. Root Cause Analysis
d. Corrective Actions
e. CERT-In reporting shall be carried out as per prevailing guidelines.

13.13

Disaster Recovery and Business Continuity

a. Recovery Time Objective (RTO): 30 Minutes
b. Recovery Point Objective (RPO): 15 Minutes
c. DR Drill: Twice every year.

13.14

Source Code Security

a. Mandatory requirements:
b. Secure Coding Standards
c. OWASP Top 10 Compliance
d. Static Code Analysis
e. Dynamic Code Analysis
f. Dependency Scanning

13.15

Security Audit Reports: The bidder shall submit:

a. VAPT Reports
b. Security Compliance Reports
c. Patch Compliance Reports
d. Incident Reports **on periodic basis.**

14 Penalty

i. Penalty on Bill: Penalties for service-related offenses will be deducted from the bill payable to the Agency as per the following structure:

   a) First occurrence of service level breach: 5% penalty on the quarterly bill.
   b) Second occurrence of service level breach: 10% penalty on the quarterly bill.
   c) Subsequent offenses: An incremental penalty of 2.5% on the quarterly bill will be added for each offense after the second.

2. Maximum Penalty and Termination: If the cumulative penalties reach 10% of the total contract value, TBI shall have the right to terminate the contract by providing 30 days' written notice.

3. Indemnity and Recovery of Excess Costs:

   a) The Agency shall indemnify, defend, and hold harmless the Tea Board India (TBI) from and against any and all losses, damages, liabilities, costs, and expenses (including but not limited to legal fees and expenses) arising out of or related to the Agency's failure, default, or delay in performing its obligations under this Contract, beyond the penalties and termination provisions stipulated herein.

   b) In case of non-performance or termination for default, TBI reserves the right to engage alternate agencies or sources for completing the pending services. Any additional cost or liability incurred by TBI resulting from such alternative procurement, including administrative and legal expenses, shall be recoverable from the Agency as a debt owed to TBI, payable on demand. TBI may recover such amounts by deduction from any pending payments, liquidated damages, encashment of performance security, or by any other lawful means.

   c) This indemnity obligation shall survive the termination or expiry of the Contract for a period of 180 days or until all claims related to performance are settled, whichever is later. Nothing herein shall be construed as a penalty or punitive charge, but purely as a reasonable and genuine pre-estimate of loss and a method to ensure full compensation for TBI in case of Agency failure.

4. Transition and Knowledge Transfer: Upon termination due to penalty, the Agency shall fully cooperate with TBI to ensure a smooth handover, including:

   a) Facilitating onboarding of the new agency or team.
   b) Providing comprehensive knowledge transfer.
   c) Transferring all copyrights, intellectual property rights, and rights to designs, materials, and outputs produced under the contract to TBI.

5. Approval and Documentation: In instances where a penalty is proposed:

   a) The designated officials from TBI must obtain prior approval from the competent authority.
   b) The approval request must include detailed reasons for penalty imposition along with supporting evidence.
   c) Following approval, an explanation shall be formally sought from the Agency regarding the incident(s) leading to the penalty.

6. Turnaround and Penalty Details:

   a) Defined Delivery Timelines:

      1. Each deliverable shall have a specific turnaround time (TAT) mutually agreed upon between TBI and the Agency at the time of issuing the work request.
      2. Timelines may vary depending on urgency and priority of the task.
      3. The agreed-upon TAT and deadline shall be documented through email/work order/briefing note, and shall be considered contractually binding.

   b) Delays and Valid Exemptions:

1. If the Agency anticipates a delay, it must notify TBI in writing at least 24 hours before the deadline, with justification and revised timelines.
2. Delays attributable to TBI (late approvals, dependency on external stakeholders) shall not attract penalties.
3. Delays caused by force majeure events shall be handled as per the Contract and GFR provisions.

c) Penalty for Delay:

1. If the Agency fails to meet the agreed TAT without valid justification, penalties will apply as per the Penalty section of this RFP/Contract.

2. The penalty framework shall:
   Contain clearly defined triggers for non-performance,
   a. Be applied in a fair, measurable, and transparent manner,
   b. Be imposed only after giving the Agency an opportunity to explain the cause of delay (CVC Contract Management Guidelines).

15 Force Majeure

1. Neither Party shall be liable for non-performance of obligations under this Contract if such failure is caused by a Force Majeure event, including but not limited to:

   a) natural calamities (floods, fire, earthquake, cyclone),
   b) acts of war, riots, civil commotion, strikes, lockouts, epidemics, pandemics, or
   c) government-imposed restrictions.

2. The affected Party must notify the other Party in writing within seven (7) days of the occurrence and cessation of a Force Majeure event.

3. If the Force Majeure period exceeds 90 days, the Parties may mutually determine future course of action, including termination of the Contract without financial liability.

   Force Majeure shall not include:

   a) failure caused by negligence or lack of due diligence,
   b) insufficiency of funds or resources, or delays caused by subcontractors.

16 Jurisdiction

This Agreement and all questions of its interpretation shall be construed in accordance with the laws of the land and the Courts at Kolkata shall have jurisdiction in relation to the RFP and matters incidental therewith.

17 Designated Point of Contact

1. Agency may seek clarification on this RFP document as date mentioned in data sheet. Request for clarification must be sent by standard electronic means to:

The Secretary
Tea Board India
14, B.T.M. Sarani (Brabourne Road), office in Kolkata - 700001
Email: secretary.tbi-wb@gov.in
Phone: +91 033 22351331

1. TBI shall conduct a industry consultation on the date as specified in the bid document.

2. The link of the meeting is mentioned in data sheet. TBI will publish the response to the suggestions received during the industry consultation tentatively within three (3) days after the meeting.

3. TBI reserves the right not to respond to any queries or provide any clarifications, in its sole discretion, and nothing in this Clause shall be construed as obliging TBi to respond to any question or to provide any clarification.

4. At any time before the last date for submission of Proposals (‘Proposal Due Date” or “PDD”), the client may, for any reason, whether at its own initiative or in response to a clarification requested by an Applicant, modify the RFP documents by issuing an addendum.

5. TBI may at its discretion extend the PDD.

18 Disclaimer

1. The selected agency shall maintain strict confidentiality of all information received or accessed during the engagement. It shall ensure proper custody of confidential information and prevent any unauthorized use or access.

2. The agency shall not disclose any confidential information pertaining to TBI, any Government of India department, ministry, or associated party without prior written permission from TBI.

3. Any consent provided by TBI for disclosure of confidential information may be subject to such terms and conditions as TBI may deem appropriate, which the agency must strictly adhere to.

4. The obligations related to confidentiality shall continue beyond the expiry or termination of the contract.

5. The agency will be required to execute a Mutual Non-Disclosure Agreement (NDA) with TBI prior to commencement of work.
6. The agency agrees to render services with due diligence, efficiency, and professionalism, adhering to all applicable standards and practices. It shall act faithfully, prioritizing TBI’s interests in all dealings. All documents, reports, data, and deliverables prepared or collected by the agency under the scope of work shall be the exclusive property of TBI.

7. The agency shall not use the business data or project outputs provided by TBI, directly or indirectly, for any other purpose or disclose them to third parties without explicit written consent from TBI.

8. Publication or dissemination of any studies, articles, or reports connected to the engagement shall not be made by the agency without prior written approval from TBI.

9. Intellectual Property Rights (IPR) of any pre-existing tools, software, or materials employed by the agency shall remain vested with the agency.

10. TBI reserves the right to initiate strict actions including blacklisting and legal recourse in case of breach of

confidentiality or any contractual conditions.

11. Ownership of all newly created materials, including data, reports, presentations, and publications generated during the assignment, shall vest solely with TBI, which retains full rights to use, reproduce, or transfer them.

12. Conflict of Interest:

    a. The bidder must disclose any actual or potential conflict of interest that may compromise impartiality in the selection or execution process.
    b. Any conflict of interest identified shall lead to disqualification.
    c. If a conflict of interest is discovered post-award, TBI reserves the right to terminate the contract and blacklist the bidder for 3 years.

13. The agency shall provide professional, objective, and impartial advice, at all times giving priority to TBI's interests and avoiding conflicts with other assignments or personal interests.

14. The agency shall not accept any assignment that conflicts with its obligations to TBI or compromises its ability to serve TBI's interests faithfully.

15. Any potential conflict of interest identified during the contract shall be disclosed promptly to TBI and no later than seven (7) days from awareness.

16. Upon receiving such disclosure, TBI shall decide whether to continue or terminate the contract and communicate the decision within fifteen (15) days.

17. The agency shall bear full responsibility for the remuneration, insurance, claims, damages, or liabilities of its personnel engaged in the assignment, holding TBI harmless from any related claims.

18. During evaluation, TBI may seek clarifications on submitted proposals. Agencies shall respond within the stipulated timeframe.

19. Award of contract will be made to the agency offering the best value for money to TBI, considering technical and financial factors.

20. TBI may require the agency and its personnel to execute additional confidentiality undertakings concerning the handling of sensitive information related to TBI and associated government entities.

21. Disclosure of contract details to any third party by the agency is prohibited unless mandated by law. Access to information shall be strictly limited to authorized personnel involved in the assignment.

22. The agency shall indemnify TBI against losses arising from deficient service delivery, corruption, or improper payments.

23. The agency shall bear responsibility for all applicable taxes and statutory levies under Indian law.

24. Proposals shall remain valid for 90 days from the bid submission deadline, extendable in writing at TBI's discretion without permitting modification of the proposal.

25. Issuance of the RFP does not oblige TBI to commence the project. TBI reserves the right to withdraw or

cancel the assignment at any time without liability.

26. No amendments or alterations to proposals shall be allowed after bid closure. Unsolicited communications from agencies shall not be entertained.

27. Compliance with all RFP clauses is assumed; TBI is not obligated to seek clarifications or additional documents beyond submitted bids.

28. Agencies shall bear all costs related to proposal preparation, attending meetings, or site visits. TBI will not be liable for any expenses regardless of the outcome.

29. Late submissions shall not be considered under any circumstances.

30. TBI reserves the rights to:

    i. Reject any or all proposals without assigning reasons.
    ii. Relax or waive any conditions as deemed necessary in the interest of TBI.
    iii. Include additional scope items post-consultation or otherwise.
    iv. Adopt any evaluation method best suited to the assignment.
    v. Award contracts to multiple agencies as per requirement and cost considerations.

31. The agency shall not transfer, assign, sublet, or otherwise dispose of the contract or benefits thereof to any third party without prior written approval of TBI.

Note: Conflict of interest includes, but is not limited to, current or prior contractual engagements that could bias judgement, financial relationships with competitors, or previous work that could create unfair advantage.

19 Amendment to RFP

At any time prior to the last date for receipt of bids, the TBI, may be for any reason whether at its own initiative or in response to a clarification requested by a prospective agency, modify the RFP Document by an amendment. In order to provide prospective Agencies reasonable time in which to take the amendment into account in preparing their bids, the Authority may, at its discretion, extend the last date for the receipt of Bids and/or make other changes in the requirements set out in the invitation to RFP.

20. INTEGRITY PACT:

With the approval of the Tea Board, Integrity Pact has been made integral part of all bids, contracts, long term agreements valuing more than Rs. 10 lakhs and above. It has been made mandatory for all bidder(s) / contractor(s) to enter into Integrity Pact with Tea Board, otherwise their bids shall be summarily rejected.

The Central Vigilance Commission has been promoting Integrity, transparency, equity and competitiveness in Government/PSU transactions and as a part of vigilance administration and superintendence. Public procurement is a major area of concern for the Central Vigilance Commission and various steps have been taken to put proper systems in place. Leveraging technology, especially wider use of the websites for disseminating information on tenders, clearly defining the pre-qualification criteria and other terms and conditions of the tender are some of the steps recently taken at the instance of the Commission. In this context, Integrity Pact (IP), a vigilance tool conceptualized and promoted by the Transparency International, has been found to be useful. The Commission has, through its Office Orders No. 41/12/07 dated 04.12.07 and 43/12/07 dated 28.12.07 and Circulars No. 18/05/08 dated 19.05.08 and 24.08.08 dated 05.08.2008, recommended adoption of Integrity Pact and provided basic guidelines for its implementation in respect of major procurements in the Government Organizations. The Bidders have to submit a signed Integrity Pact as per Format at **Annexure-VI**.

21. Liability

1. TBI shall not be responsible in any way about the tenders that are delivered/ dropped elsewhere and/or after the last date and time for receipt of tenders.

2. TBI may, at its discretion, extend the date & time for submission of tenders in which case all rights and obligations of the TBI and tenderers shall be subject to the extended date and time.

3. If the date fixed for receiving and opening of Tenders is declared as holiday by the TBI, the tenders will be received and opened on next working day, with no change in the timing unless notified.

4. TBI reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders, at any time prior to the award of the contract without assigning any reason(s), whatsoever and without thereby incurring any liability towards the affected tenderer(s) on this ground.

22. Integration and Interface Requirement:

22.1 This Portal and Mobile Application shall be open for all sorts of integration, interfacing and data exchange with other Government Applications in platform and technology independent manner. Further, application is having an integration facility with MSDG/Payment Gateways and further getting and effecting the data received through any integration in the existing eGovernance database.

22.2 National Payment Gateway (PayGov) and SMS Gateway are used for the existing applications and the solution has the facility to integrate with these gateways. If the National Payment Gateway and SMS Gateway are not available in future, then Tea Board will procure Payment Gateway and SMS Gateway services from the open market and Selected Bidder has to integrate the same.

22.3 e-Sign and Digital Locker: The application needs to be integrated with e-Sign and Digital Locker facilities provided by Government of India.

22.4. UMANG, RAS, eTAL, PFMS, SWIFT 2.0, NSWS etc.:

The Selected Bidder requires to integrate the application with UMANG (Unified Mobile App for New- age Governance), a master app developed by Government India which will have all the government services integrated. Similarly, integration of the application with Government of India developed Rapid Assessment System (RAS) which provides an online mechanism for getting feedback from citizens on e-services provided by Governments across the country. Also, it facilitates analyzing the feedbacks and generating knowledge out of it, which in turn, helps in improving the users/ citizens' experience in availing public services. Based on the feedbacks/ user experience, the PMU may ask Service Provider to make necessary changes in the application during the Operation, Maintenance and Upgradation Phase without any additional cost. Also, the application is to be integrated with eTaal (Electronic Transaction Aggregation & Analysis Layer) portal of Government of India which is being used for dissemination of e-Transactions statistics of National and State level e-Governance Projects. The selected bidder shall be responsible for integration of the existing portal with PFMS.

23. EXIT MANAGEMENT / TRANSITION-OUT RESPONSIBILITIES:

1.1. Continuity and performance of the Services at all times including the duration of the Agreement and post expiry of the Agreement is a critical requirement of Tea Board and is the very essence of this RFP.

1.2. It is the prime responsibility of Selected Bidder to ensure continuity of service at all times of the Agreement including exit management period and in no way any facility/service shall be affected/degraded.

1.3. The responsibilities of Selected Bidder with respect to Exit Management / Transition:

a. Provide necessary handholding and transition support to ensure the continuity and performance of the Services to the complete satisfaction of the Board for a period of 180 days or till the transition process is completed to the platform of the new vendor and complete knowledge transfer to Tea Board including imparting training to the officials of Tea Board ensuring smooth functioning of the platform, or up to any extended period as approved by Tea Board due to unforeseen reason, from the date of expiry/termination of the Agreement as per following milestones.

i. Knowledge Transfer session for the application to all the stakeholders and officials of Tea Board through physical mode including handover of all project related technical documents, design documents, user manuals, well-documented source code etc. and hands-on session shall be completed within 15 days.

ii. Dry run essentially means a complete walkthrough of the application shall be completed within 30 days.

iii. Both the agencies shall work together and the incumbent agency shall provide hand-holding support for the next 60 days. The new Selected Bidder and/ or Tea Board officials shall start the actual maintenance and support of the applications in production environment and in case of any queries the Selected Bidder shall guide them on the steps to be taken for resolution. The payment to the exiting bidder shall be provided up to the period as mentioned in this RFP.

iv. In case of any change of agency, the legacy / Master data to be transferred to Tea Board

b. The format of the data transmitted from the Successful bidder to Tea Board or any nominated agency of Tea Board shall be leverage standard data formats whenever possible to ease and enhance portability.

c. The ownership of the platform and data generated upon usage of the system, at any point of time during the contract or expiry or termination of the contract, shall rest absolutely with Tea Board.

d. Ensure that all the documentation required by Tea Board for smooth transition including configuration documents are kept up to date and all such documentation is handed over to Tea Board during regular intervals as well as during the exit management process.

e. Shall not delete any data at the end of the agreement (for a maximum of 180 days beyond the expiry of the Agreement or as specified by Tea Board) without the approval of Tea Board.

f. Shall carry out the following activities for knowledge transfer to the incoming service provider and/ or Tea Board officials:

g. Some of the key activities to be carried out by Successful Bidder for knowledge transfer shall include:

   i. Prepare documents to explain design and characteristics.
   ii. Carry out joint operations of key activities or services.
   iii. Briefing sessions on process and process Documentation.
   iv. Sharing the logs, etc.
   v. Briefing sessions on the managed services, the way these are deployed on cloud environment and integrated.

h. Once the exit process is completed, the Tea Board's data, content and other assets shall be removed from the Successful Bidder's environment and should certify that the VM, Content and data destruction to Tea Board as per stipulations and shall ensure that the data cannot be forensically recovered.

i. There shall not be any additional cost associated with the Exit / Transition-out process.

CHAPTER-3

SCHEDULE OF REQUIREMENT

&

SCOPE OF WORK

The selected Agency shall provide comprehensive consultancy and technical services for managing, enhancing, and securing the TBI's website and all associated microsites and portals for delivery of services online in a comprehensive phase-wise manner. This engagement is classified as a Consultancy / Professional Service under GFR and not as manpower outsourcing. The Agency shall be responsible for end-to-end online portal and mobile application operations, including design, development, deployment, quality assurance, cybersecurity, hosting support, documentation, reporting, and compliance with applicable Government of India guidelines for a period of 30 (Thirty) months. The agency shall handover the project to Tea Board India on completion of this period through a Transfer-of-Technology (ToT) Protocol.

8.1 Estimated number of users/stakeholders, concurrent users:

Approximately 50,000 user transactions per year across all below mentioned modules at present and the number is subject to change.

8.2 Estimated timeline of project completion:

Six (06) Months from the date of Award of Contract including Biometric AADHAAR authentication of the beneficiaries as per Gold-Standard with AADHAAR Data-Vault Services and other integration requirements, as mentioned in the RFP.

A list of websites and Portals of Tea Board India which are presently being run by Tea Board are listed in Annexure-VII which are to be integrated. Following are the modules to be developed under the scope of work of this project:

Delivery Phase	Module	Priority Rank	Delivery Timeline
1st Phase	**Module 1:** Delivery of DBT Services to all beneficiaries through 100% AADHAAR Based Payments across all the Central Sector Schemes through the online Portal as per UIDAI's Gold-Standard Parameter by integrating AADHAAR Data-Vault Services. Implementation of sub-components under Tea Development & Promotion Scheme for disbursement of Financial Assistance, associated MIS and comprehensive Dashboard for Senior Officers	**1st**	**6 Months**
	Module 2: Base Line Survey		
	Module 3: Migration and Hosting of Tea Marketplace Portal and the Tea Council Portal of Tea Board		
2nd Phase	**Module 4:** Online Service Delivery for License and Registration Processes, including Tea Mark	**2nd**	**3-6 Months**
	Module 5: Development online Report Returns, Data Analytics and MIS Dashboard		
	Module 6: Certificate of Origin for Darjeeling Tea, CTM and Logo Management System		
	Module 7: eTrading of Tea Waste		
	Module 8: Logo Management		
3rd Phase	**Module 9:** Revamping of Official Website of Tea Board India along with Enterprise grade DMS and KMS	**3rd**	
4th Phase	**Module 10:** Mobile Application for Green Leaf Procurement System and Registration of Small Tea Growers of India	**4th**	
5th Phase	**Module 11:** Design, Development and Implementation of Web-based end-to-end workflow-based Inventory Management System (IMS) for all offices of Tea Board India	**5th**	

BRIEF SCOPE OF THE WORK: The selected bidder shall be responsible for the entire contract period of the "Integrated Service Delivery Platform" under a Build, Operate & Transfer (BOT) model, which includes:

8.3 Build Phase

- Requirements Analysis & Design: Detailed study of existing stakeholder services, business processes and workflows, preparation of comprehensive functional, technical and integration specifications for the Integrated Service Delivery Platform.

- Software Development: Design, development, testing and deployment of a robust, scalable and secure web-based Integrated Service Delivery Platform using modern and future-ready technologies.

- Infrastructure Setup: Provisioning and configuration of required cloud infrastructure, data migration, networking, database, security and monitoring components for platform to go-live on MeitY empaneled cloud infrastructure.
- Integration: Integration with existing Tea Board systems, payment gateways, SMS/Email gateways, DigiLocker, eSign, GST portal and other Government / third-party systems.

- Security Implementation: Implementation of robust security controls including encryption, access management, audit logging, vulnerability management and compliance with applicable cyber security and data protection laws.

- Regulatory Integration — Integration with GST portal, e-Invoicing, Digital Signature, Aadhaar/eKYC, PFMS and other statutory systems as required in consultation with stakeholders.

- Technical — Cloud-based hosting (Platform to Go Live on MeitY empaneled Cloud Service Provider), 99.9% uptime.

- Mobile Application –Hybrid mobile application with cross-platform compatibility for both Android & iOS has to be developed. Ownership of the accounts will be of Tea Board India. Selected bidder shall have to carry out all the provisioning responsibility.

- Audit Trail & Reporting – Real-time dashboards, MIS reports for Board's audit.

- Documentation: Preparation of all technical, user, statutory reports and administrative documentation, MIS, Dashboard.

- Source code, database and documentation of existing portals, whatever is available, will be shared with the selected bidder. However, upgradation and any changes and new developments, migration and integration will be in the scope of the selected bidder.

8.4 Operate Phase

- Shall comply with the IT Act 2000, DPDP Act, 2023 and DPDP Rules, 2025, CERT-In Directions 2022 and as issued from time to time, MeitY cloud security guidelines, ISO/IEC 27001:2022.

- CERT-In empaneled auditor security audit annually, Data encryption at rest and in transit (AES-256, TLS 1.3), 24x7 SOC monitoring, Incident reporting within 6 hours to CERT-In, Data localization within India as per order of the Ministry of Home Affairs, VAPT testing periodically. Frequency of each audit-As per the norms of Govt. of India. Number of audits expected during contract period would be as per validity and duration of each audit. Audit cost is NOT reimbursable. Bidder has to cover all sorts of Audit Cost from the project cost.

- Platform Management: Day-to-day management and operation of the Integrated Service Delivery Platform, including user registration (subject to Tea Board's validation), DBT, other agreed processes in consultation with the respective stakeholders.

- Technical Support: Providing 24/7 technical support to all the stakeholders.

- Maintenance: Regular maintenance, bug fixes, performance tuning, and security updates.

- Data Management: Secure storage, backup of all platform data.

- Hosting: Hosting of the Live application in the Cloud environment of MeitY empaneled Cloud service provider.

- Training: Training to all stakeholders including Tea Board officials on platform administration, operation, and maintenance. Trainee details i.e., Number of Trainee, Type of Trainee, Locations of Trainee etc. will be shared with selected bidder only. Selected bidder has to send trainers to at-least three (03) different training locations across India including Kolkata, Guwahati and Coonoor.

- Reporting & Analytics: Daily, Weekly and Monthly Generation and submission of various operational, financial, analytical reports including other statutory reports.

- At no point of time, services shall be disrupted. In the event of Force Majeure, the service has to be restored as soon as the Force Majeure is over. The successful bidder has to indemnify the Board that in case of any disruption of service, the successful bidder shall compensate the stakeholders of their loss.

- The responsibility of implementation and maintenance of the Integrated Service Delivery Platform (including day to day maintenance) shall rest with the bidder.

- Continuity and performance of service of "Integrated Service Delivery Platform'' is the essence of this RFP and must be adhered to by the successful bidder from the beginning of going live of the Platform till completion of the Exit management.

- The selected bidder shall be responsible for analyzing change requests put forward by the stakeholders and implantation of the same with prior approval of Tea Board. The selected bidder shall update and upgrade the web-based application and the hosting infrastructure regularly and periodically, as per requirement, and inform the stakeholders and Tea Board regarding such updates and upgrades immediately along with its rationale.

- The selected bidder shall perform all the maintenance activities beyond the active working hours and ensuring no/ minimum disruption of operations with prior notice to all the stake-holders and Tea Board.

8.5 The selected bidder shall perform the accessibility audit of the platform as per directive issued by Ministry of Social Justice and Empowerment, Department of Empowerment of Persons with Disabilities (Divyangjan).

8.6 Transfer **Phase**

- Preparation and approval of detailed transition plan.
- Knowledge transfer to Tea Board / nominated agency.
- Handover of source code, APIs, configurations and deployment scripts.
- Handover of database schemas, reports and historical data.
- Transfer of application, infrastructure and security documentation.
- Handover of SOPs, manuals and operational procedures.
- Transfer of cloud, hosting and monitoring configurations.
- Support for migration to new environment / agency.
- Parallel run and stabilization support during transition period.
- Closure of open incidents and pending issues.
- Revocation of bidder access after successful handover.
- Submission of final asset and handover checklist.
- Ensure no disruption of services during transition period.
- All SLAs to remain applicable during exit phase.
- Final sign-off and acceptance by Tea Board India.

8.7 Detailed Scope of work

The selected Agency shall provide comprehensive consultancy and technical services for designing, developing, configuring, deploying, securing, operating and maintaining the Tea Board India (TBI) Integrated Service Delivery Platform. The platform shall replace the current online systems operated by TBI and shall consolidate all citizen-facing service delivery and all internal processing into a single integrated platform. The engagement is classified as a Consultancy / Professional Service and not as manpower outsourcing. The Agency shall be responsible for end-to-end portal and workflow operations, including solution architecture, BPMN process modelling, rule authoring, user-interface composition, mobile development, integration with statutory and payment systems, quality assurance, cybersecurity, hosting, documentation, reporting and compliance with applicable Government of India guidelines. The Agency shall hand over the project to Tea Board India on completion of 24 Months of Operation and Maintenance period after Go-Live through a Transfer-of-Technology (ToT) Protocol that includes process packages, rule projects, content models, source code of the portal and mobile application, configuration artefacts, deployment scripts and operations runbooks. Knowledge transfer to Tea Board India in a systematic manner along with hand-over of all the documentation will be part of the exit management.

8.8 Solution Architecture:

The solution shall be delivered as a three-tier service-oriented architecture, fully hosted on a managed Software-as-a-Service (SaaS) infrastructure. The three tiers are: (i) a Channel Layer comprising a custom-built responsive web portal and a custom-built hybrid mobile application with cross-platform compatibility for both Android & iOS (applicants, licensees, exporters, importers, manufacturers, growers, buyers etc.); (ii) an Enterprise Workflow & Content Services Layer (the "Workflow Engine") that performs all internal business processing — review, scrutiny, approvals, escalations, rule evaluation, document handling, case management and audit — and provides the Officer Workplace through which TBI officers act on cases; and (iii) an Integration Layer that connects the platform to UIDAI Authentication & e-KYC services, the UIDAI-mandated AADHAAR Data-Vault, PFMS for DBT and other financial assistance disbursement, RBI-approved payment gateways for fee collection, DigiLocker for issued certificate distribution, eSign / eMudhra for digital signatures, DGFT for IEC verification, FSSAI for license verification, GST verification, MCA21 for company / partnership-firm verification, NABL for laboratory accreditation verification etc.

External users shall interact only with the custom web portal and the mobile application. All internal officer processing shall be performed in the Workflow Engine's native Officer Workplace. Both layers shall be delivered on a managed SaaS consumption model, sized on a Virtual Processor Core (or equivalent vCPU) entitlement, with separate compute pools for production, user-acceptance and development, and with auto-scaling, automated patching and OEM-managed updates.

8.9 Technology Stack: The Workflow Engine and Enterprise Content Services backbone shall be delivered as a commercially licensed, OEM-supported preferably Commercial Off-The-Shelf (COTS) product suite. Licence cost to be included in the project cost. The OEM shall be a recognized enterprise software vendor with documented large-scale deployments in Government, PSU, BFSI or large-enterprise environments. Software updates, fixes, patches and security advisories shall be delivered through the OEM's official release cycle; the solution shall not rely on community-driven patches. Implementation, migration, customization and training services shall be available from the same OEM or its certified delivery partners. All OEM licenses expected to be included within the estimated project cost. Partners/system integrators with valid OEM authorization (MAF) are permitted. Most effective solution to be proposed by the bidder considering maintainability and ease of operation.

8.10 Implementation Methodology: The Agency shall execute the engagement using a workflow-led delivery methodology in which every functional requirement of every Module is first decomposed into a named, end-to-end BPMN 2.0 workflow with explicit start events, user tasks, system tasks, service tasks, gateways, escalation timers, decision tables and end events. The workflow inventory shall be the primary contractual artefact: every licence, registration, modification, return, report, grievance and certification shall correspond to one or more named workflows in the central process repository.

8.11 Delivery shall follow these stages for each Module:

1. User Requirements Specification (URS): per workflow — persona, trigger, inputs, outputs, decisions, exceptions, integrations, KPIs and SLAs.
2. Software Requirements Specification (SRS): BPMN process diagrams, case definitions, rule projects, content classes / folder structures, channel screens and API contracts.
3. Solution Design Document: process packages, rule projects, content models, integration adapters, security model, deployment topology, channel UX wireframes.
4. Beta Build: versioned snapshots in the process repository and content services repository; UAT performed by TBI officers and by stakeholders through the portal and mobile app.
5. Acceptance and Go-Live: production cutover, hyper-care and Go-Live.

Operate, Maintain & Enhance: 24-month managed services period during O&M phase after Go-Live, ending with Transfer-of-Technology.

8.12 FUNCTIONAL REQUIREMENTS OF THE INTEGRATED SERVICE DELIVERY PLATFORM

The platform must support, but not be limited to, the following functionalities:

a) User Management: Secure registration, login, role-based access control for all the Stakeholders, profile management.

b) Tea Development & Promotion Scheme Module including DBT/ Disbursement of Financial Assistance

c) Tea Mark Approval

d) Licensing & Registration Module

e) Baseline Survey

f) Monthly Reporting Module

g) Grievance Module

h) Payment Gateway Integration: Secure online payment processing for all the transactions, payment to the stakeholders and other statutory payments.

i) Reporting & Analytics: Comprehensive dashboards and reports for Tea Board and stakeholders (e.g., Schemes applied, Amount disbursed, user statistics etc) in prescribed formats.

j) Communication Module: Integration with messaging system, email/SMS notifications for updates, alerts, payment confirmations.

k) Security & Audit Trails: Robust security features, audit logs for all transactions and user activities.

l) Scalability & Performance: Ability to handle a large number of concurrent users and transactions.

m) Online mechanism for adjudicating complaints by Adjudicating Officer

n) QCL online test certificate

o) COO and CTM application/Renewal

p) DTRDC Tea Taster modules

q) Any other system as per requirement

8.13. TECHNICAL REQUIREMENTS

i. Platform: Web-based, accessible via standard web browsers and mobile devices.

ii. The proposed solution preferably COTS platform should be an industry-recognized solution and preferably featured in Gartner Magic Quadrant / Forrester / equivalent analyst reports for the relevant technology domain.

iii. Architecture: Scalable, modular, and robust architecture (e.g., microservices).

iv. Database: Robust and secure database management system.

v. Security: Cybersecurity & Cert-In Compliance, Adherence to industry best practices for web security, OWASP Top 10, data encryption (in transit and at rest), Web application Security audit clearance by CERT-In empaneled vendor before Go-LIVE and periodically thereafter, Clearance of VAPT before GO-LIVE and quarterly/ periodically thereafter.

vi. Technology Stack: Bidders are encouraged to propose modern, open-source or widely supported commercial technologies.

8.14. Cross-Cutting Non-Functional and Operational Requirements

- Availability — 99.9% monthly availability for the Workflow Engine and the Channel Layer, measured against the SaaS SLA.
- Performance — 95th-percentile portal page response under 2 seconds; 95th-percentile workflow task transition under 3 seconds; 95th-percentile rule execution under 200 ms.
- Scalability — container-native horizontal auto-scaling of every component; VPC entitlements re-allocable across components.
- Security — CERT-In empaneled VAPT before every Go-Live; OWASP ASVS Level 2 minimum; ISO 27001 / SOC 2 Type II for the SaaS environment; encryption at rest and in transit; Aadhaar data residing only in the engine's Data-Vault; dual-OTP (email and mobile) for citizen-facing sign-in. The Service Provider must perform periodic Web Application Security Audit and VAPT for compliance.
- Auditability — Immutable audit trail at user, process, task, rule and content level, enabled to query through the engine's native audit console.
- Accessibility — WCAG 2.1 AA compliance for the portal and the Officer Workplace.
- Multilingual — citizen-facing portal and mobile app available at minimum in English, Hindi, Bengali, Assamese, Tamil, Kannada and Malayalam.
- Transfer of Technology — at the end of 30 months, the Agency shall hand over all process packages, rule projects, content models, portal / mobile source code, configuration artefacts, deployment scripts and operations runbooks.

8.15 Descriptions of the Project Modules:

Module 1: Delivery of DBT Services to all beneficiaries through 100% AADHAAR Based Payments across all the Central Sector Schemes through the online Portal as per UIDAI's Gold-Standard Parameter by integrating AADHAAR Data-Vault Services:

Under the Central Sector Scheme services are live in respect of 35 Sub-Components under four (04) broad components:

1. Plantation Development and Quality Up-gradation
2. Tea Promotion and Market Support
3. Research & Development
4. Welfare and Capacity Building Measures

These services will be offered through the proposed comprehensive online portal integrated with mobile app. The online portal shall provide the facility of submission of online application, work flow-based processing and issuance of approval online. The facility of real time Dashboard and MIS reports to be provided mandatorily for transparency and efficient monitoring.

TEA BOARD INDIA will only provide administrative approval for all sorts of UIDAI approvals necessary for this integration including the AADHAAR Data Vault. Tea Board has already initiated the Aadhaar Ecosystem Onboarding process

Module 2: Online Baseline Survey of Tea Gardens.

Tea Board conducts the survey of the organized sector in a manual mode with circulation of the questionnaire to the manufacturers and with the help of field officials, the data is collected and manually entered in the database. However, the data collection, data entry and vetting of these data are very time consuming and prone to errors. It is impossible to conduct such massive exercise in a time bound manner with limited manpower. Further, the data so collected from the organized sector is prone to change every year such as tea area under cultivation, workers data, social infrastructure such as availability of health care facilities and personnel, dependents of the workers etc., which are very much essential for formulation of Development and Welfare schemes being implemented by the Board.

The online Baseline Survey will be conducted every year and the data can be updated for assessment and formulation of various schemes and to attend to various PQs.

It is proposed to develop an online system with the questionnaire to be provided by Tea Board India and the modus operandi of the collection of the data is detailed hereunder –

- The questionnaire will be accessible to the Tea Gardens and Factories as per the database of the Tea Board.
- The individual user will submit the details as per the questionnaire.
- The field officer of the Board will be mapped with tea gardens/factories of his/ her jurisdiction and identify the defaulters, if any, for timely submission.
- The field officer after verification of the data entered by each manufacturer will vet the data of each stakeholder.
- Thereafter, the same will be vetted by the Zonal Admin and the finally accepted data will be made visible for the year under review.
- Based on this data, various MIS reports are to be generated viz.,
    - Tea Garden details State wise, tea area under cultivation, grant area, other areas available for infrastructure and cultivable etc.
    - The details of ownership of the Tea Gardens/Factories
    - Number of workers - both permanent and temporary workers
    - Number of dependents of the workers
    - Number of infrastructure available in the tea gardens such as schools, school going children, age, hospitals, para medical staff, water points etc.
    - Other details as per the requirements.

Module 3: Migration and Hosting of existing Tea Marketplace and the Tea Council Portals of Tea Board India into National Government Cloud or any other MeitY empaneled Cloud Service Provider.

Module 4: Online Service Delivery for License and Registration Processes:

This module is required to cater service delivery w.r.t. License and Registration for the following listed items:

Broad scope of work under this Module:

1. **Issuance of Registration Certificate for Manufacturing Unit:** This module is developed to issue Registration Certificate which is required to setup a new factory to manufacture Tea.
2. **Capacity enhancement of existing manufacturing unit:** Users can modify their existing annual capacity of production of Tea through this module.
3. **Tea Waste**: This license enables the users for proper disposal of tea waste and e-Trading of tea waste.
4. **Modification of Tea Waste License:** To modify details in the existing Tea Waste License.
5. **Mini Tea Factory**: This module facilitates to setup a factory with installed capacity of 500 kg per day from own leaf.
6. **Flavour Registration:** Addition of natural flavours with Tea.
7. **Modification of Flavour License:** This will enable user to modify the existing Flavoured Tea Registration Certificate and registration of new flavoured teas.
8. **Buyer Registration**: Users may purchase Tea as primary buyer from the manufacturing units and public tea auction by using this registration certificate.
9. **Modification of Buyers License:** To modify details in the existing buyer registration certificate.
10. **Distributor Registration Certificate:** This is required for Import of Tea.
11. **Organizers of Tea Auction License:** To setup a new e-auction centre for Tea or its renewal.
12. **Modification of Tea Auction Organizers License:** To modify details in the existing Tea Auction Organizers Licenses.
13. **Tea Exporter License**: Users can export Tea with this license and renew the same periodically.
14. **Modification of Export License:** Details can be modified in the existing license.
15. **Permanent Exporter License:** It enables user with a lifetime validity to export Tea.
16. **Modification of Permanent Export license**: Details can be modified in the existing license.

17. **NOC for Construction of Manufacturing Unit**: Prior permission is required to setup a new factory for manufacturing of Tea.
18. **Recording of Ownership of Tea Garden**: Recording of Fresh Tea garden with Tea Board.
19. **Warehouse License:** For storing, blending and packaging of tea.
20. **Modification of Floor Area for Warehouse License:** Details can be modified in the existing Warehouse License.
21. **Broker in Tea Auction**: Brokers are required to obtain a license before participating in auction Process.
22. **Modification of Broker License:** To modify details in the existing Broker License.
23. **Change of Ownership of Garden**: Owners are required to record the change of ownership of tea garden.
24. **Change of Ownership of Factory**: Owners are required to record the change of ownership of tea factory.
25. **Auto Renewal Licenses:** Auto renewal of **Tea Exporter** License, **Tea Warehouse** License and **Tea Waste** License by submission of requisite fee through online payment system.
26. **Tea laboratory**: Laboratories accredited with NABL (National Accreditation Board for Testing and Calibration Laboratories) under the Integrated Assessment Scheme can apply for this certificate. Tea Board will issue the licenses after scrutinization of applications.

Grievance Module:

A) **Stakeholders Module:** User can raise their concern / issues related to portal / processing of application and general issues etc.

B) **Admin Module:** Admin can address the grievances as per their nature and forward the same to respective department in order to resolve or can directly revert on the raised concerns.

Development of Tea Mark Certification Application:

In order to promote the quality of tea, increase consumption of tea and improving marketing of tea in India, Tea Board has decided to introduce a credible, verifiable and consumer-visible quality assurance and traceability mechanism for selling tea in the domestic market through a logo/word mark so as to ensure that the reputation of Indian tea is maintained. Tea Board as such has introduced "Tea Mark" as a quality certification and assurance identifier to promote quality, consumption and marketing of tea. Tea Mark signifies that the tea has been tested and verified as prescribed under the Control Orders read with FSSAI parameters. The Board shall be the owner/proprietor of the mark.

Module 5: Development online Report Returns, Data Analytics and MIS Dashboard:
Brief Introduction of this module:

A) Admin Interface:

i) To view all types of returns submitted by stakeholders viz. Exporter Return, Importer Return, Warehouse Return, Buyer Return, Form E Return, Annual Return, Instant Tea Return, Inclusion Return.

ii) To view and extract reports as per requirements for any period of data viz. Form E Production Report, Form E Sales Report, Form E, Tea Waste Report, Export Return Report, Import Return Report, Form E Production (Cumulative), Form E Tea Waste (Cumulative), Form E Sales (Cumulative), Exporter (Cumulative), Importer (Cumulative).

iii) Admin can also update any type of record against any specific type of returns.

iv) Returns can also be freezed as per the requirement.

v) Admin to make changes in the Form E factories from “Active” to “Inactive” and vice-versa.

vi) Admin to generate defaulters list in a matrix format keeping the “From” and “To” period flexible.

vii) Seamless access to existing data to admin and concerned users.

viii) To provide auto-generated e-Mail facility to the defaulters after the cut-off date of the return to be filed by licensee.

B) **User/Stakeholders Interface:** It enables stakeholders to submit all type of monthly / quarterly / annual returns from time to time.

Brief Introduction to MIS Modules:

1) Revenue Report: It shows the revenue collected category wise for all type of application submitted from the online portal.

2) Application Status Report: It shows the status of all type of application at any stage and as per the category of each license.

3) Application Pending Report: It helps to view the applications pending at officer’s end.

4) Clarification Rejection Report: Applications which were sent to applicants for clarification and not reverted within stipulated time. Those application are liable for rejection from the system automatically.

5) Duplicate License: It allows TBI user to view the revenue collected from issuance of duplicate licenses.

6) To provide report on “Defaulters” considering of the license validity.

7) The comprehensive MIS and real-time dashboard shall also provide insight regarding applications received, funds disbursed and fund position at any time for monitoring scheme implementation. Predictive analysis and forecasting and facilitating data-driven decision making is required to be implemented.

Tea Board India requires various reports related to its day-to-day activities.

Production returns – Tea Production data from the manufacturers is captured through Form-E apart from various indicators related to supply chain under TMCO. The following is a list of reports prepared based on the data collected through Form-E –

- Producer wise production data
- Revenue District wise production data
- Plantation district wise production data
- Grower wise production data
- Factory wise production data
- Dust tea produced manufacturer wise
- Tea waste generated by the manufacturer
- Average price paid to the STG/SHG/FPO
- Private Sale data of the manufacturers
- Other reports, as per requirement.

Export returns – Tea Exports data from the registered exporters is captured online under Tea (D&E) Control Order. The reports prepared from the Export returns are as follows:

- Exporter wise quantity and value
- Type wise exports quantity and value
- Variety wise exports quantity and value
- Country wise exports quantity and value
- Port wise exports quantity and value
- Other reports, as per the requirements.

Import returns – Tea Import data from the registered distributors is captured online under Tea (D&E) Control Order. The reports prepared from the Import returns are as follows:

- Importer wise quantity and value
- Country wise Import quantity and value
- Port wise Import quantity and value
- Import under classification i.e. for domestic or for the purpose of re-export.
- Other reports, as per the requirement.

Buyer returns – Buyers have to submit the Buyer returns on a quarterly basis under Form F under TMCO. The reports prepared from Buyers returns are as follows:

- Buyer wise purchase under private sale of both quantity and value
- Disposal of the purchases during the quarter under review.
- Other reports, as per the requirements.

Warehouse returns – Each warehouse approved by the Tea Board is to file a return under the Tea Waste Control Order. The reports prepared from the warehouse returns are as follows:

- Warehouse wise stock in trade and its movement.
- Other reports, as per the requirement.

Instant Tea Returns – Instant Tea Production data from the manufacturers is captured through Instant Tea Returns as part of Form-E apart from various indicators related to supply chain under TMCO. The requirement of reports in this regard is as follows:

- Instant Tea manufactured during the period
- Other reports, as per the requirement.

Reports duration –

- The reports should be flexible for any given period of time in the year under review.
- Besides, the master database of the stakeholders registered by the Licensing Branch should also be accessible to Statistics Branch for attending to various queries, to make the Tea Factories ACTIVE/INACTIVE based on their functioning and as per the feedback from the regional offices.
- The database is also required for attending to RCMC as to whether the stakeholders have submitted their returns on time or not.
- Monitoring of the return submission by the stakeholders for a given period of time in MATRIX format.

Module 6: Issuance of Certificate of Origin for Darjeeling Tea.

Module 7: eTrading of Tea Waste:

Tea Board India has implemented the e-trading of Tea Waste through an online platform. Only those users who are registered under the Tea Waste (Control) Order would be able to participate in the Electronic Auction of Tea Waste. This portal will provide a common platform, from which Buyers and Sellers would be able to login to Buy and Offer Tea Waste, respectively by availing the benefits of the electronic platform like Remote Bidding, Divisibility of Lots, Specific e-trading timings, Secure and Transparent system, online Tracking of Tea Waste generated, sold and denatured etc.

Module 8: Certificate of Origin for Darjeeling Tea.

Module 9: Design and Development of Official Website of Tea Board India with built-in Enterprise grade DMS/KMS: The selected Agency shall provide comprehensive consultancy and technical services for managing, enhancing, and securing the TBI's official website and all associated microsites and portals for delivery of services online in a comprehensive manner. The Agency shall be responsible for end-to-end online portal and mobile application operations, including design, development, deployment, quality assurance, cybersecurity, hosting support, documentation, reporting, and compliance with applicable Government of India guidelines (GIGW). The agency shall carry out Technology Transfer process w.r.t. this project of Tea Board India on completion of this period.

Broad scope of work under this Module:

1. Design, Development and Live Hosting of Official Website of Tea Board India. The website shall be built based on the inputs of Tea Board India and ensure stable, uninterrupted functioning.

2. Day-to-day uploading and publishing of contents of all existing and new pages as per the requirement of the Tea Board India in multi-lingual version (including English and Hindi) simultaneously in conformity with GIGW guidelines.

3. Uploading of all kinds of Notifications (e.g., Office Orders, Circulars, Memorandum, Tenders, Images, Vacancy etc.) and all types of work as instructed by the Tea Board India from time to time from a back-end CMS UI.

4. Add/Remove/Modify features in the Content Management System (CMS) of the website (as and when required).

5. Publishing of Banners, Links etc. on the website as per instruction of Tea Board India.

6. Making Changes in the source-code of the website (as and when required).

7. Periodical checking and removal of dead and/or broken links from the website.

8. Archival of information (as per GIGW guidelines).

9. Regular updating of data elements on existing pages.

10. Creation and Designing and/or updating and publishing of new or revised pages as per requirement of Tea Board India.

11. Development and Integration of Payment Gateway Interface for online payment transactions (as and when required).

12. Selected bidder has to carry out the audit processes of GUIDELINES for INDIAN GOVERNMENT WEBSITES (GIGW) and Web Application Security Audit (WASA) on periodical basis (subject to the validity-period of the audit clearance as determined by the certifying agency) and as-and-when-required basis by a CERT-IN empaneled agency and submit all the audit and other compliance reports, certificates etc. to Tea Board India. All expenses for these audit processes are to be borne by the selected bidder during the entire O&M period.

13. Selected bidder has to take necessary action in carrying out the Vulnerability Assessment (VA) and Penetration Testing (PT) in periodical manner and take necessary corrective action including deployment of security patches in the designated Web and Database Servers hosted in government Cloud.

14. Various types of content should be delivered through the Website. The Indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/ Video files etc. (In-built players to enable previewing before download).

15. Coordination with the any MeitY empaneled Cloud Service Provider for resolving the server related problems/issues, as and when required. Updating the web/application/database servers including installation and configuration of patches and removing security

vulnerabilities.

16. Any other work related to the official website, if required. During the AMC period, if scope of work is diversified requiring a different skilled man power other than the one deployed, then the selected bidder shall have to improvise to deliver the requisite resource person to Tea Board at no additional cost.

17. Escalation Matrix is to be provided by the bidder with at least 3rd Level escalation provision.

18. The selected bidder shall coordinate with different Department/Directorates of Tea Board India for the periodic and regular update, modifications and/or up gradation of the official website of Tea Board.

19. In case of migration of hosting platform, the selected Service Provide has to provide all necessary assistance in migrating the application from one cloud platform to another in terms of Technology and/or category of infrastructures including cutting-edge technologies viz., AI, IoT etc.

20. The selected service provider shall ensure deployment of skilled manpower for all kinds of emerging technologies in case Tea Board India decides to switch to another technology platform from the existing platform.

21. The entire website shall be made responsive and adaptive to all kinds of hand-held mobile devices e.g, Laptop, Tablet, Mobile Phones etc. in terms of accurate and appropriate display, calibration and rendition of all web pages.

22. Selected bidder shall take necessary action for periodical deployment/renewal of wildcard SSL Certificate for the website.

23. Selected bidder shall ensure monitoring of the website on continuous basis and service to be made available on 12-Hour window from 8 A.M. to 8 PM for Six-days a week and as as-and-when required in case of exigency.
24. Selected bidder shall submit Search Engine Optimization (SEO) Report, Website Performance Report, Activity Report and Hit-Count Report on every month.

25. Search Engine & Performance Optimization:

a. Implement holistic SEO strategies (technical, structural, on-page) for improved ranking on search engines.
b. Provide editable and auto-correctable metadata structures; improve misspelled-term handling.
c. Ensure core template page load times < 3000 ms (faster than the previous limit and aligned with GIGW 3.0 best practices).
d. Conduct monthly audits and achieve TBI-approved benchmarks for performance, accessibility, best-practices, and SEO.
e. Share monthly performance reports with recommended improvements.

Module 10: Mobile Application for Green Leaf Procurement System and Registration of Small Tea Growers of India

Tea Board has carried out the enumeration of small tea growers (STG) and digitized the data and issued smart cards to approximately 2.5 lakh Small Tea Growers having unique ID. Following this as a technological advancement, smart cards were replaced with QR Code based ID cards. The data maintenance and the issuance of cards are to be done through the online portal. The QR Code contains all the relevant information of the small growers. The mobile app will cater to 3.5 lakh Stakeholders from the Tea Industry. The online portal and the mobile application will create a database of Small Tea Growers, for fulfilling the basic objective of bringing transparency and traceability coupled with better one to one relationship between the small growers and the manufacturers and enable putting in place overall quality control measures, providing timely advisory services to small growers and for two-way communication between growers and Boards Officers. The mobile application will help in traceability of leaf collected from small tea grower. Each stakeholder has designated role in the app to streamline the process of green leaf collection and its processing. The factory has multiple options to receive green leaf, viz. through Individual STG, through SHG/FPO/FPC, through Leaf agent. All the green leaf collection will come to one central place in factory; therefore, factory will input the final quantity of green leaf collected, Rate of Green Leaf and its quality. The integrated Web and Mobile App is envisioned as a Self-Sustaining digital platform designed to deliver tea-related services through a unified, user-friendly interface for both web and mobile users. Initiated by the Tea Board, the app aims to cater to the diverse needs of the tea industry, including tea producers, exporters, buyers, and other stakeholders. This includes but is not limited to:

(i) Transparency in the entire green tea leaf procurement system [supply chain]
(ii) Traceability of the green tea leaf
(iii) Dissemination of weather data
(iv) Advisory services to the small growers
(v) Guidelines on PPC Compliance
(vi) Dissemination of Good agricultural practices
(vii) Price discovery
(viii) Enumeration of small tea growers and issuance of QR code-based identity cards that can be scanned and utilized through the app for transactions of green leaf in terms of quantity, quality as well as price
(ix) Block chain technology - an integrated solution to the tea industry in terms of traceability

Broad scope of work under this Module:

- The selected vendor will be responsible for designing, developing, and deploying a user-friendly mobile application (Integrated Web and Mobile)- unified, user-friendly interface for both web and mobile users that facilitates various utilities.
- This project will cover all phases, from designing the user interface to developing the back-end infrastructure
- Post-launch maintenance and support
- Create a technology-driven platform that enhances efficiency, transparency, and service delivery within the tea industry
- Provide training and ongoing hand-holding support to Tea Board officials and other stakeholders, ensuring the smooth operation of the platform post-launch. Training to all stakeholders including Tea Board officials on platform administration, operation, and maintenance is mandatory. Trainee details i.e., Number of Trainee, Type of Trainee, Locations of Trainee etc. will be shared with selected bidder only. Selected bidder has to send trainers to at-least three (03) different training locations across India including Kolkata, Guwahati and Coonoor.
- The application must have a visually appealing and intuitive UI/UX design that is easy to use and navigate, enabling the users to easily locate the information they need.
- The application must be built in a hybrid manner with cross-platform compatibility so that it can work on both Android and iOS mobile platform devices.
- The main goal of the application is to serve as a single point for accessing various services
- The vendor must ensure that the application is scalable and can accommodate additional functionalities and services in future.

Module 11: Design, Development and Implementation of Web-based end-to-end workflow-based Inventory Management System (IMS) for all offices of Tea Board India

8.16 Data and Content migration:

Complete data and content migration will be in the scope of the successful bidder and the detailed requirement may be assessed by the selected bidder during requirement gathering phase. Successful bidder will have to port and deploy data from the existing database schema to the newly developed system without truncating or losing the existing schema design or the entity-relations. All the existing websites and applications presently run by Tea Board are listed in Annexure-VII.

CHAPTER-4

SPECIFICATIONS AND ALLIED TECHNICAL DETAILS

9.1 Cloud Infrastructure for this project*:
Category: Compute
Service Delivery Model: PaaS
Type: Private

Sl. No.	Parameters	Application Server	Database Server
1.	Server Processor	16vCPU	16vCPU
2.	Operating System	Windows	Windows
3.	HDD Size	50 TB SSD	50 TB SSD
4.	Memory Capacity - RAM	256 GB	256 GB
5.	Backup	Yes (Backup: 1 TB)	Yes (Backup: 1 TB)
6.	Backup Retention Period	Ten (10) Years	Ten (10) Years
7.	Bandwidth	100 MBPS	100 MBPS
8.	No of Interfaces/IP	2	2
9.	Firewall Configuration	Yes (NGFW)	Yes (NGFW)
10.	UP Time SLA	99.5%	99.5%
11.	Public IP	YES	NO
12.	OS Disk	Block Storage 200 GB (150 IOPS per 100GB)	Block Storage 200 GB (150 IOPS per 100GB)
13.	Data Disk	Block Storage - 1000 GB (200 IOPS per 100GB)	Block Storage - 1000 GB (200 IOPS per 100GB)
14.	Vulnerability Assessment	YES	YES
15.	Antivirus (AV)	YES	YES
16.	VPN	YES	YES
17.	ALB+WAF	YES	YES
18.	SSL	YES	YES
19.	Disaster Recovery as a Service	YES	YES
20.	Backup as a Service	YES	YES
21.	Managed Services (YES/NO)	YES	YES

***In case of any change of Cloud infrastructure i.e., scaling, additional storage requirements and increased transaction volumes etc. during O&M, selected bidder will have to be address this upgradation of infra-deployment and costs related to this process are to be borne by the selected bidder during O & M phase.**

A dedicated Disaster Recovery (DR) environment is mandatory from Day-1. DR infrastructure cost is to be included in the commercial proposal.

9.2 Estimated User Base to be handled in this project:

Tea Board Internal: 300 to 400.

External: 20,000 to 30,000.

Concurrent User Load: 500 to 1000.

CHAPTER-5

PRICE SCHEDULE

Sl. No	Particulars	A. Basic price (INR)	B. GST (INR)	Total(A+B) (INR)
1.	**Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India**			
Total Cost (In Figure):		**Rs.**		
Total Cost (In Words):		**Rupees**		

CHAPTER-6
CONTRACT FORM

Service Level Agreement
Between
Tea Board India
and

____
[Name of the agency]

Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India.

[Ref. Bid No.__________________________________; Dt. DD/MM/YYYY]

Tea Board India

Dept. of Commerce
Ministry of Commerce & Industry
Govt. of India

14, B. T. M. Sarani (Brabourne Road), Kolkata – 700 001
Website: https://teaboard.gov.in

Service Level Agreement (SLA) for Maintenance and up- gradation of Official website of Tea Board India with Multilingual support (including Hindi & English)
between
Tea Board India
and
____
[Name of the agency]

This Service Level Agreement (SLA) is signed between the <Name of the agency> (hereinafter referred to as 'Service Provider') having its Office at <office address>and the Service User Tea Board India (hereinafter referred to as 'Tea Board') having it's Head office at 14, B.T.M. Sarani (Brabourne Road), Kolkata-700 001. The Service Provider agreed to enter into a Service Level Agreement (SLA) with reference to Work Order No. <TBI W.O. no.> for a contract period of Five (05) years from DD/MM/YYYY to DD/MM/YYYY (both days inclusive) at a consolidated cost of ` <in figure/-> (Rupees in words) only, including GST @ 18%. This contract shall come into force from DD/MM/YYYY.

1. Definitions. As used herein:

(a) The term, "Tea Board" shall include the officers, employees, agents, consultants, contractors and representatives of Tea Board India.

(b) The term, "Service Provider" shall include the directors, officers, employees, agents, consultants, contractors and representatives of the Bidder selected through open the tender process through GeM by following due procedure including its applicable affiliates and subsidiary companies.

2. Scope of the Contract:
Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) namely Chai Sahayak Portal and mobile application for all the stakeholders of Tea Board India.

3. Terms &Conditions of this contract:
The Service Provider shall prepare detailed documentation in relation to the following and hand it over to Tea Board officials within Three (03) months from the date of starting of this contract:

Complete Technical and Functional Documentation including Database Schema along with the re-usable code bases with detailed description/comments.
Developmental Framework of the portal
Database and Web Server Configuration (including IIS configuration) details.
Manual and automation (if there is any) Testing Parameter details.
Complete Technical specifications of Web Server and Database Server (e.g. Software & Hardware specifications).

Penalty Clauses

3.2.1 Penalty for Downtime: If the service provider fails to deliver the required services due to reasons attributable to the service provider like non-functional /inaccessible/unavailable/non-responsive of the portal etc. the cumulative penalty, as applicable, would be imposed as mentioned below while processing the payment for respective milestone.

Table: Penalty for Downtime for TBI-USDP

Sr. No	Measurement Parameter	Downtime in a Quarter	Penalty (Monitoring will be done through help desk ticketing software)
1	Number of hours the TBI-USDP (both application or the Web Portal) is/are being non-functional /inaccessible/unavailable/non-responsive without approval of Tea Board India	0-2 Hours	No Penalty
2		2-4 Hours	1 % of applicable quarterly payment
3		4-8 Hours	2 % of applicable quarterly payment
4		8-12 Hours	3 % of applicable quarterly payment
5		12-24 Hours	4 % of applicable quarterly payment
6		24-48 Hours	5 % of applicable quarterly payment
7		>48 Hours	Penalty of 10 % of applicable quarterly payment
The penalty shall be calculated above the permissible schedule maintenance hours			

3.2.2 Penalty for Failing Service Delivery Timeline: In case of delay in delivery or completion of delegated work/change request(s) beyond the deadline as stipulated by Tea Board, a sum proportionate to such delay shall be deducted from the quarterly payment as per the following manner:

Sl. No.	**Number of days delayed since delegation of work**	**Amount to be deducted**
1.	Delay up to 10 Days	10% of the quarterly payable amount
2.	Delay up to 11-20 Days	20% of the quarterly payable amount
3.	Delay up to 21-30 Days	50 % of the quarterly payable amount
4.	Delay up to 31-60 Days	70 % of the quarterly payable amount
5.	Delay up to 61-90 Days	90 % of the quarterly payable amount
6.	Delay more than 100 Days	Termination of Contract

3.2.3 Delay in excess of 180 days will be sufficient to cause for termination of the contract. In that case the Performance Security Deposit of the Service Provider will be forfeited.

In addition to the above conditions, the performance security shall be forfeited on the following events without any notice:

If any of the terms and conditions of contract is breached

If the Service provider fails to submit any response/report to any query/clarification raised by Tea Board India within time frame specified by Tea Board

or

If the contract is being terminated due to non-performance

If the selected Service Provider fails to render any or all the services, for any period during the currency of the contract, Tea Board India shall be at liberty to get the work done from other agencies and deduct charges incurred on this account from the amount payable to the Service Provider.

In case of delay in restoration or completion of delegated work beyond specified time as deemed fit by Board's Competent Authority, a sum proportionate to such delay shall be deducted from the monthly payment as per the following manner:

Delay in excess of 100 days will be sufficient to cause for termination of the contract. In that case the Performance Security Deposit of the Service Provider will be forfeited.

In addition to the above conditions, the performance security shall be forfeited on the following events without any notice:

If the terms and conditions of contract is breached
If the Service provider fails to submit any report as asked for within the time frame
or
If the contract is being terminated due to non-performance

If the selected Service Provider fails to render any or all the services, for any period during the currency of the contract, Tea Board shall be at liberty to get the work done from other agencies and deduct charges incurred on this account from the amount payable to the Contractor.

The service provider must have a development center in Kolkata and availability of skilled persons to visit Tea Board, as-and-when-required is mandatory. The developers should also be available on Mobile/ WhatsApp/eMail etc.

Payment Terms and Schedule
The payment of quarterly contract value shall be released after delivery of satisfactory performance by the SP for the quarter for which service has been rendered. Payments will be released on quarterly basis after delivery of service for that quarter and satisfactory performance by the Service Provider for that quarter of which service was rendered and submission of following supporting documents mandatorily along with other necessary documents as deemed fit by Tea Board India for releasing the payment duly signed by the authorized signatory of the Service Provider with official seal:

i. Service Level Agreement executed between Tea Board India and M/s Logicsoft International Private Limited.
ii. Performance Security Deposit submitted by the Service Provider w.r.t. this O&M contract.
iii. Non-Disclosure Agreement executed between Tea Board India and M/s Logicsoft International Private Limited.
iv. Copy of Appointment Letters issued by the Service Provider to all the Four (04) members of the resource team deployed in Tea Board India.
v. Copy of Company Photo ID of all the Four (04) members of the resource team deployed in Tea Board India.
vi. Copy of Proof of Identity (PoI) and Proof of Address (PoA) documents (i.e., AADHAAR/EPIC/PAN/PASSPORT etc.) of all the members of the resource team deployed on-site in Tea Board India office Head Office.
vii. Copy of Daily Attendance of the resource team with IN/OUT time-stamp w.r.t. quarterly billing period.
viii. Activity Report Sheet and Site Performance Report and Minutes of Quarterly Review Meeting along with Action Taken Reports against each action items w.r.t. quarterly billing period.
ix. Copy of salary pay-slips of the all the members of resource team deployed on-site in Tea Board India office Head Office w.r.t. quarterly billing period.

x. Undertaking to Tea Board India in w.r.t. compliance with all the Statutory Liabilities under the Minimum Wages Act, 1948 of Govt. of India.
xi. Any Other Document(s) as deemed fit by Tea Board India.

c) No advance payment will be made under any circumstances.

Tea Board will release the payment, subject to verification of the reports submitted by the Service provider and subsequent approval of Board's Competent Authority, on submission of invoice and all other supporting documents being in order.

No advance payment will be made under any circumstances. Tea Board will release the payment within the timeline as prescribed in the GeM guideline. However, no interest for delayed payment will be given by Tea Board.

The service provider shall upload the quarterly bill of the O&M amount through GeM portal only for claiming payment. All the soft copies of the supporting documents for claiming the payment i.e. quarterly reports etc., as mentioned above, may be submitted to Tea Board through the following email IDs: secretary.tbi-wb@gov.in and banerjees.tbi@nic.in.

4. Scope and description of work:

Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) namely Chai Sahayak Portal for all the stakeholders of Tea Board India.

Day-to-day uploading and publishing of contents of all existing and new pages as per the requirement of the Tea Board India in multi-lingual version (including English and Hindi) simultaneously in conformity with GIGW guidelines.

Uploading of all kinds of Notifications (e.g., Office Orders, Circulars, Memorandum, Tenders, Images, Vacancy etc.) and all types of work as instructed by the Tea Board India from time to time.

Add/Remove/Modify features in the Content Management System (CMS) of the website (as and when required).

Publishing of Banners, Links etc. on the website as per instruction of Tea Board India.

Making Changes in the source code of the website (as and when required).

Periodical checking and removal of dead and/or broken links from the website.

Archival of information (as per GIGW guidelines).

Regular updating of data elements on existing pages.

Creation and Designing and/or updating and publishing of new or revised pages as per requirement of Tea Board India.

Development and Integration of Payment Gateway Interface for online payment transactions (as and when required).

Selected bidder has to carry out the audit processes of GUIDELINES for INDIAN GOVERNMENT WEBSITES (GIGW) and Web Application Security Audit (WASA) on periodical basis (subject to the validity-period of the audit clearance as determined by the certifying agency) and as-and-when-required basis by a CERT-IN empaneled agency and submit all the audit and other compliance reports, certificates etc. to Tea Board India. All expenses for these audit processes are to be borne by the selected bidder during the entire O&M period.

Selected bidder has to take necessary action in carrying out the Vulnerability Assessment (VA) and Penetration Testing (PT) in periodical manner and take necessary corrective action including deployment of security patches in the designated Web and Database Servers hosted in government Cloud.

4.13. Various types of content should be delivered through the Website. The Indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/ Video files etc. (In-built players to enable previewing before download).

4.14. Coordination with the NIC Cloud Support Team or any other hosting service provider for resolving the server related problems/issues, as and when required. Updating the web/application/database servers including installation and configuration of patches and removing security vulnerabilities.

4.15. Any other work related to the official website, if required. During the AMC period, if scope of work is diversified requiring a different skilled man power other than the one deployed, then the selected bidder shall have to improvise to deliver the requisite resource person to Tea Board at no additional cost.

4.16. Escalation Matrix is to be provided by the bidder with at least 3rd Level escalation provision.

4.17. The selected bidder shall coordinate with different Department/Directorates of Tea Board India for the periodic and regular update, modifications and/or up gradation of the official website of Tea Board.

4.18. In case of migration of hosting platform, the selected Service Provide has to provide all necessary assistance in migrating the application from one cloud platform to another in terms of Technology and/or category of infrastructures including cutting-edge technologies viz., AI, IoT etc.

4.19. The selected service provider shall ensure deployment of skilled manpower for all kinds of emerging technologies in case Tea Board India decides to switch to another technology platform from the existing platform.

4.20. The entire website shall be made responsive and adaptive to all kinds of hand-held mobile devices e.g, Laptop, Tablet, Mobile Phones etc. in terms of accurate and appropriate display, calibration and rendition of all web pages.

4.21. Selected bidder shall take necessary action for aiding Tea Board in periodical deployment/renewal/maintenance of wildcard SSL Certificate for the website.

4.22. Selected bidder shall ensure monitoring of the website on continuous basis and service to be made available on 12-Hour window from 8 A.M. to 8 PM for Six-days a week as as-and-when required in case of exigency.

4.23. Selected bidder shall submit Search Engine Optimization (SEO) Report, Website Performance Report, Activity Report and Hit-Count Report on every month.

5. Skills-sets of manpower required for this project:

5.1 Expert level hands-on working knowledge on latest versions of coding framework and database engines. Integration of Security Services both in Virtual and physical machines and management of Firewall.

Should have proficiency in working in Cloud Environment and should have expert knowledge about management of Remote

Virtual Machines on Cloud Environment.

Should have proficiency and experience in hosting the entire Web applications on Remote Virtual Machines on Cloud Environment.

Management and up-gradation of Security patches of the Servers regularly as-and-when required.

Implementation of Security guidelines related to the website as prescribed by NIC, CERT-IN and MeitY from time-to-time. The developer(s) shall interact with the NIC and CERT-IN empaneled agencies for resolving any Security issue in co-ordination with Tea Board India.

The developer(s) will require to interact with National Cloud Support Team of National Informatics Center (NIC) for resolving any Technical issues in co-ordination with Tea Board India.

Conditions of Extension or Termination of the Contract:
6.1 The contract shall continue for Two and half years unless it is curtailed or terminated by Tea Board owing to deficiency of services, sub-standard quality of work, breach of contract, reduction or cessation of the requirements, non-compliance of statutory requirements/obligations by the bidder or any such ground as may be deemed fit by Board's Competent Authority. The contract may be extended for a further period at the same Rate, Terms and Conditions after expiry of the main contract if deemed fit by Tea Board's Competent Authority for a specified period of time as may be decided by Tea Board.

6.2 Tea Board reserves the right to terminate the contract without assigning any specific reason. In case of such termination, Tea Board will give a notice period of 90 (Ninety) days to the Service Provider. Also, if the Service provider wishes to discontinue the contract for whatsoever reason, they shall inform Tea Board in writing at least 90 days prior to the stoppage of service.

6.3. In case of any loss, damage, lapse or any other dispute raised by the service provider during the service period, the Deputy Chairman, Tea Board, is the final authority in determining the value of the losses or the lapse.

The Service Provider shall, at his/her own expense, deposit the Performance Security Deposit (PSD) @ 10% of the contract value (excluding GST) within 14 (Fourteen) days from the issuance of Award of contract and before the signing of Level Agreement and the Non-Disclosure Agreement. An unconditional and irrevocable Performance Security Deposit from a scheduled bank acceptable to Tea Board, payable on demand, is required for the due performance and fulfilment of the contract by the service provider. All charges whatsoever such as premium, commission etc. with respect to the Performance Security Deposit shall be borne by the bidder. The PSD shall have a validity period covering the entire contract period plus additional Six (06) months from the date of expiry of the contract and shall be in the format prescribed by Tea Board.

6.5 Jurisdiction: Any dispute arising out of in connection with this bid document/Service Level Agreement shall be subject to the exclusive jurisdiction of the courts within the city limit of Kolkata.

Indemnity: The Service Provider shall indemnify and hold harmless the Tea Board from and against all claims, actions, proceedings, demands, liabilities, losses, damages, costs and expenses (including legal fees) arising out of or in connection with the present Service Level Agreement.

Force Majeure: Neither Tea Board nor the Service Provider shall be liable to the other for any time delay in or performance of their respective obligations under the agreement caused by occurrences beyond the control of either or both of the aforementioned parties including but not limited to fire (including failure or reductions), acts of the public enemy, wars, insurrections, riots, strikes, lock-out, sabotage, any law, status or ordinance, thereof or any other local authority or any compliance therewith or any other causes, contingencies of circumstances similar to the above. Either party shall promptly but not later than twenty days thereafter notify the other of the commencement and cessation of such contingency continues beyond three months, both parties agree upon the equitable solution for termination of this agreement.

Signatures of Authorized signatories for executing this contact between Tea Board and the Service Provide:

FOR AND ON BEHALF OF: Tea Board India Name of the authorized signatory: Dr. Amrita Chakraborty Designation: Secretary, Tea Board India Signature: ___________________________________	FOR AND ON BEHALF OF: M/s ______________________________________ Name of the authorized signatory: ____ Designation: ____ Signature: _________________________________

Signatures of witnesses:
(Name, Designation and Signature of officials of Tea Board India)

1.____

2.____

(Name, Designation and Signature of officials of Service Provider)

1.____

2.____

Non-Disclosure Agreement
Between
Tea Board India
and

____

[Name of the agency]

Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India.

[Ref. Bid No.__________________________________; Dt. DD/MM/YYYY]

THIS AGREEMENT is made on this the <<’Day’>> day of <<’Month’>> 20--- at West Bengal, India BETWEEN
-- having its office at ------------------------------
---------------------------------- India hereinafter referred to as Tea Board of India (TBI) or ‘-----------------’, which expression shall, unless the context otherwise requires, include its permitted successors and assigns);

AND

<<’Agency’s Full Name’>>, a Company incorporated under the Companies Act, 1956, having its registered office at <<’Implementing Agency Regd. Office’>> (hereinafter referred to as ‘the
<<‘Service Provider’ >>/SP’ which expression shall, unless the context otherwise requires, include its permitted successors and assigns).
Each of the parties mentioned above are collectively referred to as the ‘Parties’ and individually as a
‘Party’.

WHEREAS:
1. Tea Board of India (TBI) >> is desirous to implement the project of ------------------------.
2. The Tea Board of India (TBI) and <<‘Service Provider>> have entered into a Non-Disclosure
Agreement dated <<’Date’>> as well as a Service Level Agreement dated
<<’Date’>> (the “SLA”) in furtherance of the Project.

Whereas in pursuing the Project (the “Business Purpose”), a Party (“Disclosing Party) recognizes that they will disclose certain Confidential Information (as defined hereinafter) to the other Party (“Receiving Party”).

4. Whereas such Confidential Information (as defined hereinafter) belongs to Receiving Party as the case may be and is being transferred to the Disclosing Party to be used only for the Business Purpose and hence there is a need to protect such

information from unauthorized use and disclosure.

NOW THEREFORE, in consideration of the mutual covenants, promises, assurances, representations and provisions set forth herein, the Parties hereto agree as follows:
Definitions and Interpretation

2.1 Definitions

[Terms and expressions used in this Agreement (including the Introduction) shall have the same meanings set out in Schedule I of MSA.]

2.2 Interpretation

In this Agreement, unless otherwise specified:
(a) references to Clauses, Sub-Clauses, Paragraphs and Schedules are to clauses, sub- clauses, paragraphs of and schedules to this Agreement;
use of any gender includes the other genders;
references to a 'company' shall be construed so as to include any company, corporation or other body corporate, wherever and however incorporated or established; references to a 'person' shall be construed so as to include any individual, firm, company, government, state or agency of a state, local or municipal authority or government body or any joint venture, association or partnership (whether or not having separate legal personality);
a reference to any statute or statutory provision shall be construed as a reference to the same as it
may have been, or may from time to time be, amended, modified or re-enacted;
any reference to a 'day' (including within the phrase 'business day') shall mean a period of 24 hours running from midnight to midnight;
references to a 'business day' shall be construed as a reference to a day (other than a Sunday) on which Tea Board is generally open for business;
references to times are to Indian standard time;
a reference to any other document referred to in this Agreement is a reference to that other document as amended, varied, novated or supplemented at any time; and
all headings and titles are inserted for convenience only. They are to be ignored in the interpretation
of this Agreement.
2.3 Measurements and Arithmetic Conventions
[All measurements and calculations shall be in the metric system and calculations done to 2 (two) decimal places, with the third digit of 5 (five) or above being rounded up and below 5 (five) being rounded down except in money calculations where such amounts shall be rounded off to the nearest INR.]
2.4 Ambiguities within Agreement
In case of ambiguities or discrepancies within this Agreement, the following principles shall apply:
(a) as between two Clauses of this Agreement, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;
as between the provisions of this Agreement and the Schedules, the Agreement shall prevail, save and except as expressly provided otherwise in the Agreement or the Schedules; and
as between any value written in numerals and that in words, the value in words shall prevail.
2.5 Priority of agreements
The Parties hereby expressly agree that for the purpose of giving full and proper effect to this Agreement, the MSA and this Agreement shall be read together and construed harmoniously. In the event of any conflict between the MSA and this Agreement, the provisions contained in the MSA shall prevail over this Agreement.

2.6 Term

This Agreement will remain in effect for five years and six months from the date of the last disclosure of Confidential Information ("Term"), at which time it will terminate, unless extended by the disclosing party in writing.

2.7 Scope of the Agreement

(a) This Agreement shall apply to all confidential and proprietary information disclosed by Disclosing Party to the Receiving Party and other information which the disclosing party identifies in writing or otherwise as confidential before or within (30) thirty days after disclosure to the Receiving Party ("Confidential Information"). Such Confidential Information consists of certain specifications, documents, software, prototypes and/or technical information, and all copies and derivatives containing such Information that may be disclosed to the Disclosing Party for and during the Business Purpose, which a party considers proprietary or confidential.

(b) Such Confidential Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing, orally, or through visual observation or by any other means to the Receiving Party.

2.8 Obligations of the Receiving Party

The Receiving Party shall:

(a) use the Confidential Information only for the Business Purpose and shall hold the Confidential Information in confidence using the same degree of care as it normally exercises to protect its own proprietary information, taking into account the nature of the Confidential Information, and

grant access to Confidential Information only to its employees on a 'need to know basis' and restrict such access as and when not necessary to carry out the Business Purpose.

cause its employees to comply with the provisions of this Agreement;

reproduce Confidential Information only to the extent essential to fulfilling the Business Purpose, and

prevent disclosure of Confidential Information to third parties;

disclose the Confidential Information to its consultants/contractors on a need to know basis; provided that by doing so, the Receiving Party agrees to bind such consultants/ contractors to terms at least as restrictive as those stated herein. The Receiving Party upon making a disclosure under this Clause shall:

(i) advise the consultants/contractors of the confidentiality obligations imposed on them by this Clause.

(ii) upon the Disclosing Party's request, the Receiving Party shall either return to the disclosing party all Confidential Information or shall certify to the disclosing party that all media containing Confidential Information have been destroyed.

(iii) Provided, however, that an archival copy of the Confidential Information may be retained in the files of the Receiving Party's counsel, solely for the purpose of proving the contents of the Confidential Information.

(iv) not to remove any of the other Party’s Confidential Information from the premises of the Disclosing Party without prior written approval.
(v) exercise extreme care in protecting the confidentiality of any Confidential
Information which is removed, only with the Disclosing Party’s prior written approval, from the Disclosing Party’s premises. Each Party agrees to comply with any and all terms and conditions the disclosing party may impose upon any such approved removal, such as conditions that the removed Confidential Information and all copies must be returned by a certain date, and that no copies are to be made off of the premises.
(vi) Upon the Disclosing Party’s request, the Receiving Party shall promptly return to the Disclosing Party all tangible items containing or consisting of the disclosing party’s Confidential Information all copies thereof.

2.9 Exceptions to Confidential Information

The foregoing restrictions on each party's use or disclosure of Confidential Information shall not apply to the Confidential Information that the Receiving Party can demonstrate that such Confidential Information: was independently developed by or for the Receiving Party without reference to the Information, or was received without restrictions; or
has become generally available to the public without breach of confidentiality obligations of the Receiving Party; or
I. was in the Receiving Party's possession without restriction or was known by the Receiving Party without restriction at the time of disclosure; or
II. is the subject of a subpoena or other legal or administrative demand for disclosure; provided, however, that the Receiving Party has given the disclosing party prompt notice of such demand for disclosure and the Receiving Party reasonably cooperates with the disclosing party's efforts to secure an appropriate protective order; or
III. is disclosed with the prior consent of the disclosing party; or
IV. was in its possession or known to it by being in its use or being recorded in its files or computers or other recording media prior to receipt from the disclosing party and was not previously acquired by the Receiving Party from the disclosing party under an obligation of confidence; or
V. the Receiving Party obtains or has available from a source other than the disclosing party without breach by the Receiving Party or such source of any obligation of confidentiality or non-use towards the disclosing party.

2.10 Ownership of the Confidential Information

I. Each Party recognizes and agrees that all of the disclosing Party’s Confidential Information is owned solely by the Disclosing Party (or its licensors) and that the unauthorized disclosure or use of such Confidential Information would cause irreparable harm and significant injury, the degree of which may be difficult to ascertain.

II. By disclosing the Confidential Information or executing this Agreement, Disclosing Party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right. The Disclosing Party disclaims all warranties regarding the information, including all warranties with respect to infringement of intellectual property rights and all warranties as to the accuracy or utility of such information.

III. Access to Confidential Information hereunder shall not preclude an individual who has seen such Confidential Information for the purposes of this Agreement from working on future projects for the Disclosing Party which relate to similar subject matters, provided that such individual does not make reference to the Confidential Information and does not copy the substance of the Confidential Information during the Term. Furthermore, nothing contained herein shall be construed as imposing any restriction on the Receiving Party's disclosure or use of any general learning, skills or know-how developed by the Receiving Party's personnel under this Agreement.

IV. Execution of this Agreement and the disclosure of Confidential Information pursuant to this Agreement do not constitute or imply any commitment, promise, or inducement by either Party to make any purchase or sale, or to enter into any additional agreement of any kind.

2.11 Dispute Resolution

I. If a dispute arises in relation to the conduct of this Contract (Dispute), a party must comply with this clause 7 before starting arbitration or court proceedings (except proceedings for urgent interlocutory relief). After a party has sought or obtained any urgent interlocutory relief that party must follow this clause 7.

II. A party claiming a Dispute has arisen must give the other parties to the Dispute notice setting out details of the Dispute.

III. During the 14 days after a notice is given under clause 7(b) (or longer period if the parties to the Dispute agree in writing), each party to the Dispute must use its reasonable efforts through a meeting of Senior Executive (or their nominees) to resolve the Dispute. If the parties cannot resolve the Dispute within that period then any such dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to a sole arbitrator to be appointed by Deputy Chairman, Tea Board. If the parties cannot agree on the appointment of the arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be appointed by the High Court of the jurisdiction specified in this agreement. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at the jurisdiction specified in Item 27. Any legal dispute will come under the sole jurisdiction specified in Item 27.

IV. The Receiving Party agrees that the Disclosing Party shall have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.

2.12 Variation

This Agreement may only be varied in writing and signed by both Parties.

2.13 Waiver

Waiver including partial or conditional waiver, by either Party of any default by the other Party in the observance and performance of any provision of or obligations under this Agreement:-

I. shall be in writing

II. shall not operate or be construed as a waiver of any other or subsequent default hereof or of other provisions of or obligations under this Agreement;

III. shall be executed by a duly authorized representative of the Party; and

IV. shall not affect the validity or enforceability of this Agreement in any manner.

2.14 Exclusion of Implied Warranties

[This Agreement expressly excludes any warranty, condition or other undertaking implied at law or by custom or otherwise arising out of any other agreement between the Parties or any representation by either Party not contained in a binding legal agreement executed by both Parties.]

2.15 Entire Agreement

[This Agreement and the Annexure together constitute a complete and exclusive statement of the terms of the agreement between the Parties on the subject hereof, and no amendment or modification hereto shall be valid and effective unless such modification or amendment is agreed to in writing by the Parties and duly executed by persons especially empowered in this behalf by the respective Parties. All prior written or oral understandings, offers or other communications of every kind pertaining to this Agreement are abrogated and withdrawn.]

2.16 Severability

[If for any reason whatever, any provision of this Agreement is or becomes invalid, illegal or unenforceable or is declared by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner, and the Parties shall negotiate in good faith with a view to agreeing to one or more provisions which may be substituted for such invalid, unenforceable or illegal provisions, as nearly as is practicable to such invalid, illegal or unenforceable provision. Failure to agree upon any such provisions shall not be subject to the dispute resolution procedure set forth under this Agreement or otherwise.]

2.17 No Partnership

[This Agreement shall not be interpreted or construed to create an association, joint venture or partnership between the Parties, or to impose any partnership obligation or liability upon either Party, and neither Party shall have any right, power or authority to enter into any agreement or undertaking for, or act on behalf of, or to act as or be an agent or representative of, or to otherwise bind, the other Party except as expressly provided under the terms of this Agreement.]

2.18 Third Parties

[This Agreement is intended solely for the benefit of the Parties and their respective successors and permitted assigns, and nothing in this Agreement shall be construed to create any duty to, standard of care with reference to, or any liability to, any person not a Party to this Agreement.]

2.19 Successors and Assigns

[The Agreement shall be binding on and shall inure to the benefit of the Parties and their respective successors and permitted assigns.]

2.20 Notices

[Any notice or other communication to be given by any Party to the other Party under or in connection with the matters contemplated by this Agreement shall be in writing and shall be given by hand delivery, recognized courier, registered post, email or facsimile transmission and delivered or transmitted to the Parties at their respective addresses set forth below:]

If to Tea Board of India (TBI):
Attn: Secretary, Tea Board of India

Tea Board of India, 14, B.T.M. Sarani, Kolkata 700 001
Tel: +91 33 22215718
Fax: +91 33 22215715
Email: ***************
Contact: Secretary, Tea Board of India

To the <<Service Provider>>: Attn. <***>
Phone: <<SP Telephone>>

2.21 Language

[All notices required to be given by one Party to the other Party and all other communications, documentation and proceedings which are in any way relevant to this Agreement shall be in writing and in the English language.]

2.22 Counterparts

[This Agreement may be executed in counterparts, each of which, when executed and delivered, shall constitute an original of this Agreement.]

2.23 Mitigation

[Without prejudice to any express provisions of this Agreement on any mitigation obligations of the Parties, each of the Tea Board of India (TBI) or its nominated agency and the <<‘Service Provider’>> shall at all times take all reasonable steps to minimize and mitigate any loss for which the relevant Party is entitled to bring a claim against the other Party pursuant to this Agreement.]

2.24 Removal of Difficulties

The Parties acknowledge that it is conceivable that the Parties may encounter difficulties or problems in the course of implementation of the Project and the transactions envisaged under this Agreement. The Parties agree and covenant that they shall mutually discuss such difficulties and problems in good faith and take all reasonable steps necessary for removal or resolution of such difficulties or problems. IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE
DATE FIRST ABOVE WRITTEN.

Signatures of Authorized signatories for executing this contact between Tea Board and the Service Provide:

FOR AND ON BEHALF OF: Tea Board India Name of the authorized signatory: Dr. Amrita Chakraborty Designation: Secretary, Tea Board India Signature: ___________________________________	FOR AND ON BEHALF OF: M/s ______________________________________ Name of the authorized signatory: ____ Designation: ____ Signature: _________________________________

Signatures of witnesses:
(Name, Designation and Signature of officials of Tea Board India)

1.____

2.____

(Name, Designation and Signature of officials of Service Provider)

1.____

2.____

CHAPTER-7
OTHER STANDARD FORMS
&
ANNEXURES

Annexure-I: Guidelines for submitting Technical Proposal

Technical Proposal should comprise of the following:

- A printed covering letter (refer Form-1), on the bidding organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal. Do not, otherwise, edit the content of the proposal cover letter.

- The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as supplemental to the required response.

- Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. Tea Board will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.

- The bidder is expected to provide deliverables for the proposed solution as part of technical proposal without price quote. The deliverables as given in the technical proposal should be in consonance with the financial proposal. Any deviations in the final deliverables between technical and financial proposals shall make the proposal as being unresponsive and may lead to disqualification and hence rejection of the proposal. Tea Board India reserves the right to take appropriate action in this regard.

- The technical proposal should address the following at the minimum:

    a) The proposal should have information specific to Tea Board India.
    b) Describe how your proposal of design, development, operation, maintenance and upgradation will address Tea Board’s requirement.
    c) A detailed proposal of handling break-down events in the context of Escalation Matrix should be submitted.
    d) Proposal should include:
        - Detailed Implementation Methodology of the Project.
        - Team composition and Tasks assigned to each member
        - Each and every form filled-in as per prescribed format.
        - Quality and Security Assurance Plan
        - Detailed Escalation Mechanism on the bidder’s side.

Annexure-I

Form 1 [Part-A]: Covering letter with the Proposal in response to RFP Notice

<To be submitted on the official Letterhead of the bidder>

To
The Secretary
Tea Board India
14, B. T. M. Sarani (Brabourne Road)
Kolkata – 700 001

Subject: Submission of proposal in response to the Request for Proposal (RFP) for selection of an agency for Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India.

[Ref. Bid No.__________________________________; dt. DD/MM/YYYY]

Dear Sir,

1. Having examined the RFP document, I/We, the undersigned, herewith submit our proposal in response to your RFP No. ___________________________; dt. _________________for Submission of proposal in response to the Request for Proposal (RFP) for Selection of Agency for Operation, Maintenance and up-gradation of Official website of Tea Board India with multi-lingual support (including English and Hindi) for a period of Five (05) years" in full conformity with the said RFP document.

2. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to. We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information.

3. We understand that we shall comply with scope of work and requirements as specified in tender terms and conditions completely and there are no deviations/recommendations of any manner and/or sort and/or kind in this regard from my/our side. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 (One Hundred Eighty) days from the date of opening of the bid.

4. We would like to declare that we are not involved in any major litigation that may have an impact affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

5. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.

6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

7. We understand that you are not bound to shortlist / accept any or all proposal you receive.

Annexure-I

Form 1 [Part-B]: Covering letter with the Proposal in response to RFP

<To be submitted on the official Letterhead of the bidder>

Our correspondence details with regards to this proposal are:

Sr. No	Information	Details
1.	Name of responding firm:	
2.	Address of responding firm:	
3.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
4.	Telephone no. of contact person:	
5.	Mobile no(s). of contact person:	
6.	Fax no. of contact person:	
7.	eMail ID(s) of contact person:	

Details of EMD deposited	Details of Tender Fees deposited
Name of the Bank: ________________________	Name of the Bank: ________________________
UTR No:	UTR No:
Date:	Date:

We are enclosing details of our company in the format as given in Form 2.

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[FIRM'S NAME]

Name of the Authorized Signatory:
Designation:
Signature:
Date:
Official Seal:

Annexure-I

Form 2: Details of responding Organization

<To be submitted on the official Letterhead of the bidder>

[Ref. Bid No.____________________________________; dt. DD/MM/YYYY]

<table>
<tr><td colspan="2">Information about Responding Firm</td></tr>
<tr><td colspan="2">Name of the Organization:</td></tr>
<tr><td colspan="2">Registered Office Address:</td></tr>
<tr><td>Office Telephone:</td><td>Email:</td></tr>
<tr><td colspan="2">Official Website:</td></tr>
<tr><td colspan="2">Status of Firm/Company (Public Ltd. /Pvt. Ltd./ Partnership etc.):</td></tr>
<tr><td rowspan="2">Details of Registration (Refer eg. ROC Ref#)</td><td>Date:</td></tr>
<tr><td>Ref No.</td></tr>
<tr><td colspan="2">Details of GST Registration Certificate:</td></tr>
<tr><td colspan="2">Number of professionals (on Bidder’s direct pay-roll) with required skill-sets (excluding contractual staffs). Attach resumes of the professionals with this form.</td></tr>
<tr><td colspan="2">Locations and addresses of offices (in India and overseas) [Attach extra sheets if required]</td></tr>
<tr><td colspan="2">Certificates (Please attach copies) as required in the Prequalification and Technical Evaluation Criteria:</td></tr>
</table>

Sincerely,

Name of the Authorized Signatory:
Designation:
Signature:
Date:
Official Seal:

Annexure-I

Form 3: Details of Development Office(s) of the Organization

<To be submitted on the official Letterhead of the bidder>

[Ref. Bid No.___________________________________; Dt. DD/MM/YYYY]

Information about Development Office(s) of the Responding Organization	
Name of the Organization:	
Registered Office Address:	
Office Telephone:	Email:
Official Website:	
Status of Firm/Company (Public Ltd. / Pvt. Ltd. etc.)	
Details of Registration (Ref eg. ROC Ref#)	Date
	Ref#
Details of GST Registration Certificate:	
Number of professionals (on Bidder's pay-roll) with required skill-set mentioned at Section No. 5.2 (excluding temporary staff) posted in **Development Office**. Attach resumes of the professionals with this form.	
Registered Office Address:	

Sincerely,

Name of the Authorized Signatory:
Designation:
Signature:
Date:
Official Seal:

Annexure-I

Form 4: Summary of Annual Turnover of the responding organization for the last three (03) consecutive Financial Years

<To be submitted on the official Letterhead of the bidder>

To
The Secretary,
Tea Board India
14, B. T. M. Sarani (Brabourne Road)
Kolkata – 700 001

Sub: Summary of Annual Turnover for the last three (03) consecutive Financial Years.

[Ref. Bid No.___________________________________; Dt. DD/MM/YYYY]

Sl. No.	Financial Year	Annual Turnover (All in INR)
1.	FY 2022-23	
2.	FY 2023-24	
3.	FY 2024-25	
Average Annual Turnover in last Three (03) F/Y:		

Please enclose:

1. Certified and Audited copy of Balance Sheet and P&L Statements for last three years (i.e. 2022-23, 2023-24 and 2024-25) should be submitted in support of the profitability.

2. Certified statement from the current Statutory Auditors of the bidder for these years.

Sincerely,

Name of the Authorized Signatory:
Designation:
Signature:
Date:
Official Seal:

Annexure-I

Form 5: Format of Self-Undertaking that the bidder has not been debarred/blacklisted by any Govt./Semi- Govt. organization for quality of services/product and there are no legal issues/order prohibiting/restraining the bidder to participate in the bid process

<To be submitted on the official Letterhead of the bidder>

To
The Secretary,
Tea Board India
14, B. T. M. Sarani (Brabourne Road)
Kolkata – 700 001

Subject: Submission of Self-Undertaking that the bidder has not been debarred/blacklisted by any Govt./Semi- Govt. organization for quality of services/product and there are no legal issues/order prohibiting/restraining the bidder to participate in the bid process in response to the Request for Proposal (RFP) for selection of an agency for Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India.

[Ref. Bid No.__________________________________; dt. DD/MM/YYYY]

Dear Sir,

We confirm that our company is not blacklisted in any manner whatsoever by any central Government departments, autonomous organizations, Public Sector Undertakings (PSUs) or any other Government organizations in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Tea Board India shall have the right to take appropriate action against us, in case any of the above information is found to be false or incorrect.

Sincerely,

Name of the Authorized Signatory:
Designation:
Signature:
Date:
Official Seal:

Annexure-I

Form 6: Submission of Clarification of Queries

<To be submitted on the official Letterhead of the bidder>

To
The Secretary,
Tea Board India
14, B. T. M. Sarani (Brabourne Road)
Kolkata – 700 001

Subject: Submission of Clarification of Queries in response to the Request for Proposal (RFP) for selection of an agency for Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) and mobile application for all the stakeholders of Tea Board India.

[Ref. Bid No.___________________________________; dt. DD/MM/YYYY]

Name of the Bidder:
Contact Details:
eMail ID: Mobile No:

Sl. No.	RFP Section No.	RFP Page No.	Bidder's Query
1.			
2.			
3.			
4.			

Sincerely,

Name of the Authorized Signatory:
Designation:
Signature:
Date:
Official Seal:

Annexure-I

Form 7: Format for Letter authorizing representing executive(s)*

<To be submitted on the official Letterhead of the bidder>

To
The Secretary,
Tea Board India
14, B. T. M. Sarani (Brabourne Road)
Kolkata – 700 001

Affix passport size photo here

Subject: Submission of Letter authorizing representing executive(s) in response to the Request for Proposal (RFP) for selection of an agency for Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India.

[Ref. Bid No.__________________________________; dt. DD/MM/YYYY]

Dear Sir/ Madam,

We hereby authorize Shri/Smt. ………………………………………………………………, Designation: ………………………………………… to, submit technical & commercial proposal and to attend meetings as may be required by you in the course of processing the above said Bid on behalf of our organization.

For the purpose of validation, his/ her verified signatures are as under and on our behalf. We undertake to abide by any acceptance given by him under his signature.

(Specimen Signatures of Authorized Representative)

________________	__________________	_________________
Specimen Signature 1	Specimen Signature 2	Specimen Signature 3

____
(Signature Attested by Authorized Signatory)

Sincerely,

Name of the Authorized Signatory:
Designation:
Signature:
Date:
Official Seal:
(submit multiple copies in case of more than one representative)

Annexure-I

Form 8: Format of providing Similar Project Experience

<To be submitted on the official Letterhead of the bidder>

To
The Secretary,
Tea Board India
14, B. T. M. Sarani (Brabourne Road)
Kolkata – 700 001

Sub: Details of SIMILAR PROJECTS undertaken (Central or State Govt. Organizations/PSU/ Financial Institutions/any other for Indian Clients/Organizations)

[Ref. Bid No.___________________________________; dt. DD/MM/YYYY]

General Information	
Name of the Client:	
Contact details of the Client:	
Name of the Project:	
Is it hosted on Cloud Platform?	**YES / NO**
If Yes, please attached the Cloud Environment details as per the prescribed format mentioned in Annexure-I Form 6.	
Project Details	
Name & Description of the project:	
Detailed Scope of Work in the project:	
Technology Stack:	
Outcomes of the project (in progress /Completed/ in O&M phase):	
Other Details	
Total cost of the project (excluding Tax):	**(In INR)**
Duration of the project	**No. of Months taken from receipt of Work Order to Go-Live:**
	Start Date:
	Completion Date:
	Current Status:
Other Relevant Information (if any):	

Name of the Authorized Signatory:
Designation:
Signature:
Date:
Official Seal:

(Add extra sheets for more than one similar project)

Annexure-I

Form 9: Format of providing Cloud Project Experience

<To be submitted on the official Letterhead of the bidder>

To
The Secretary,
Tea Board India
14, B. T. M. Sarani (Brabourne Road)
Kolkata – 700 001

Sub: Details of Cloud Projects undertaken (Central or State Govt. Organizations/PSU/ Financial Institutions/any other for Indian Clients/Organizations)

[Ref. Bid No.___________________________________; dt. DD/MM/YYYY]

General Information	
Name of the Client:	
Contact details of the Client:	
Name of Project:	
Cloud Platform Details	
Details of Cloud Service Provider (CSP):	
Name of the CSP:	
Description of the service availed:	
MeitY empaneled:	**Yes/No**
Annual Cost of CSP:	
Any Other Relevant Information:	

VM Infrastructure Handled:

SL. NO.	PRIMARY STORAGE	SAN STORAGE	TOTAL STORAGE	VCPU	MEMORY GB)	OPERATING SYSTEM/ Database	ENVIRONMENT (PRODUCTION/STAGING)

Name of the Authorized Signatory:
Designation:
Signature:
Date:
Official Seal:

[Add extra sheets for more than one Cloud Project]

Annexure – II [Part-A]: Cover-Letter for Pre-Qualification Evaluation Checklist.

To
The Secretary,
Tea Board India
14, B. T. M. Sarani (Brabourne Road)
<u>Kolkata – 700 001</u>

Subject: Submission of Pre-Qualification Evaluation Checklist to the Request for Proposal (RFP) for selection of an agency for Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India

[Ref. Bid No.__________________________________; dt. DD/MM/YYYY]

Dear Sir/ Madam,

In response to the [Ref. Bid No.__________________________________; dt. DD/MM/YYYY, as the Authorized Signatory of ____ (name of the responding organization), I/we hereby declare that enclosed pre-qualification evaluation checklist, at the time of bid submission date, is true and complete to the best of my/our knowledge. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our bid to the extent accepted, may be cancelled.

Sincerely,

Name of the Authorized Signatory:
Designation:
Signature:
Date:
Official Seal:

Annexure – II [Part-B]: Pre-Qualification Evaluation Checklist.

Submission of Pre-Qualification Evaluation Checklist to the Request for Proposal (RFP) for selection of an agency for Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India

[Ref. Bid No.___________________________________; dt. DD/MM/YYYY]

Sl. No.	Documents to be submitted for Pre-qualification evaluation	Prescribed Formats in RFP		Proof at Bid Document Page No. (from-to)
		Annexure No.	Form No.	
A.	**General Documents:**			
1.	Scanned Copy of whole bid document with all of its annexures/corrigendum/documents etc. with **authorized signature and official seal** on each and every page of the bid document by the authorized representative bidder	N/A	N/A	
2.	Bidder registered in India under Companies Act 1956/2013 or LLP Act 2008, with registered office for last 5 years (as on 31st March 2026).	N/A	N/A	
3.	Self-Attested copy of GST Certificate	N/A	N/A	
4.	Self-Attested copy of Company PAN Card	N/A	N/A	
5.	Self-Attested copy of valid ISO/CMMI Certificate	N/A	N/A	
6.	Covering letter with the Proposal in response to RFP as per prescribed format	Annexure-I	Form 1 [A+B]	
7.	Self-Attested Details of responding Organization as per prescribed format		Form 2	
8.	Self-Attested Details of Development Office(s) of the organization as per prescribed format		Form 3	
B.	**Financial Documents:**			
10.	Minimum Annual Turnover of 10 Cr. in **each** of the last three (03) consecutive Financial Years certified by a CA Firm as per prescribed format (2022-23, 2023-24 and 2024-25).	Annexure-I	Form 4	
11.	Balance Sheets of last three (03) consecutive Financial Years certified by a CA Firm (2022-23, 2023-24 and 2024-25).	N/A	N/A	
12.	Self-attested copies of ITR of last consecutive three (03) Financial Years (2022-23, 2023-24 and 2024-25)	N/A	N/A	
13.	Self-Attested Evidence of Submission of Bid Security (if applicable)	N/A	N/A	
C.	**Miscellaneous Documents:**			
14.	Self-Undertaking that the bidder has not been debarred/blacklisted by any Govt./Semi- Govt. organization for quality of services/product and there are no legal issues/order prohibiting/restraining the bidder to participate in the bid process	Annexure-I	Form 5	
15.	Submission of Clarification of Queries (if any)	Annexure-I	Form 6	
16.	Format for Letter authorizing representing executive(s) of Company	Annexure-I	Form 7	

Annexure – III [Part-A]: Cover-Letter for Technical Evaluation Checklist.

To
The Secretary,
Tea Board India
14, B. T. M. Sarani (Brabourne Road)
Kolkata – 700 001

Subject: Submission of Technical Qualification Evaluation Checklist to the Request for Proposal (RFP) for selection of an agency for Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India.

[Ref. Bid No.__________________________________; dt. DD/MM/YYYY]

Dear Sir/ Madam,

In response to the [Ref. Bid No.__________________________________; dt. DD/MM/YYYY, as the Authorized Signatory of ____ (name of the responding organization), I/we hereby declare that enclosed Technical Evaluation Checklist, at the time of bid submission date, is true and complete to the best of my/our knowledge. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our bid to the extent accepted, may be cancelled.

Sincerely,

Name of the Authorized Signatory:
Designation:
Signature:
Date:
Official Seal:

Annexure – III [Part-B]: Technical Evaluation Checklist.

Sl. No.	Documents to be submitted for Technical evaluation	Information to be submitted		Proof at Bid Document Page No.
		Annexure No.	Form No.	
Technical Qualification Evaluation Checklist				
1.	Citation of Participation in Similar Projects undertaken.	N/A	N/A	
2.	Write-up on works executed w.r.t. all Operation & Maintenance projects of websites having similar nature and SoW, undertaken by the agency	N/A	N/A	
3.	**Experience in similar nature of Project:** Copies of Work Orders of projects having similar scope of work. Project Experience and/or Successful Project Completion Certificates issued by clients against each project not earlier/older than last Five (05) years and no later than the date of publication of this bid. Detailed information to be provided as per the prescribed format mentioned at **Annexure-I/Form 8**.	Annexure-I	Form 8	
4.	**Experience in working with Govt./Pvt. Cloud Infrastructure:** Detailed information to be provided as per the prescribed format mentioned at **Annexure-I/Form 9.**	Annexure-I	Form 9	

Annexure – III [Part-C]: Technical Scoring Criteria.

Evaluation Head	Parameters	Marks
Similar Experience	Project Value >= 5Cr 5+ projects: 15 marks; 3-4 Projects: 10 marks; 1-2 Projects: 5 marks	15 Marks
Proposed solution	Proposed detailed solution submitted by the bidder in response to the scope of work of this RFP	20 Marks
Human Resources	Project Manager, Lead Dev, UI/UX, Sys Admin, Cyber Security Specialist (1 mark each for essential qualification)	05 Marks
Presentation	Understanding Scope (15 Marks), Demonstration of 5 past Govt. projects (20 Marks), POC of Proposed Solution (25 Marks)	60 Marks
Total		100 Marks

Minimum Marks for Technical Qualification: 70 out of 100. Any bidder who scores less than 70 shall not be considered for financial evaluation.

Instructions:

a. Bidders must present before the Tender Evaluation Committee (TEC) on all criteria.
b. Live Creative Assignments and Creative Portfolio must be part of the technical presentation. Bidders who can show Proof of Concept (POC) demonstration during the technical evaluation stage will get preference over others.
c. The evaluation marks awarded by the Technical Evaluation Committee (TEC) are final. Bidders may request factual clarification on scoring within 3 business days of result publication; such clarifications will be provided in writing without altering scores. The TEC may request additional material or clarifications during the presentation.
d. Mode, date, and time of presentation will be notified by the authority. Bidders should regularly check the GeM and TBI website for updates.
e. The presentation shall be for 30 minutes, followed by a 10-minute Q&A session.
f. In the event of a tie in technical scores, bidder with the highest number of successfully completed Govt./PSU projects in last 5 years will be ranked higher.

Annexure-IV: Cover Letter for submission of Financial Proposal.
{To be submitted on the official Letterhead of the bidder}

To
The Secretary,
Tea Board India
14, B. T. M. Sarani (Brabourne Road)
Kolkata – 700 001

Subject: Submission of Financial Proposal Submission Cover Letter in response to the Request for Proposal (RFP) for selection of an agency for Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India.

[Ref. Bid No.__________________________________; dt. DD/MM/YYYY]

Dear Sir/Madam,

I/We, the undersigned, offer to provide the Implementation services for Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India. This amount is inclusive of the all applicable taxes, duties and levies. All the prices mentioned in our Tender are in accordance with the terms as specified in the bid document. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of submission. We hereby confirm that our prices include all applicable taxes. However, all the taxes are quoted separately under relevant sections. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction. We declare that our Bid Price is for the entire scope of the work as specified in this bid document and any subsequent corrigendum (if any). These prices are indicated in Commercial Bid attached with our Tender as part of the Tender. We hereby declare that in case the contract is awarded to us, we shall submit the Performance Security Deposit of requisite amount. Our Commercial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date]. We understand you are not bound to accept any Proposal you receive. We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief. We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

We remain,

Sincerely,

Name of the Authorized Signatory:
Designation:
Signature:
Date:
Official Seal

Annexure-IV [Part-B]: Financial Proposal Submission Form

{To be submitted on the official Letterhead of the bidder}

To
The Secretary,
Tea Board India
14, B. T. M. Sarani (Brabourne Road)
Kolkata – 700 001

Subject: Submission of Financial Proposal Submission Cover Letter in response to the Request for Proposal (RFP) for selection of an agency for Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India.

[Ref. Bid No.___________________________________; dt. DD/MM/YYYY]

Sl. No	Particulars	A. Basic price (INR)	B. GST (INR)	Total(A+B) (INR)
1.	**Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India**			
Total Cost (In Figure):		`		
Total Cost (In Words):		**Rupees**		

Annexure –V
Performance Security Deposit

This Deed of guarantee made this ……………..……… day of…………….. between the Tea Board India (A Body Corporate), having its Head Office at 14 B.T.M Sarani, Kolkata-700 001 (hereinafter referred to as "Tea Board") (which expression shall unless excluded by or repugnant to the context include its successors and assignees) of one part and ………………………………………………………………………………… (Bank Name) having Branch Office at ……………………………………………………………………………….............. (bank's branch address) and Head Office at ………. (bank's head office address) (hereinafter referred to as "Bank") (Which expression shall unless excluded by or repugnant to the context include its successors and assignees) of the other part.

WHEREAS THE BOARD accepted the tender of ………………………………………………………… (Company Name) having it's office at ……. (hereinafter called the Service Provider) to provide service for Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App) for all the stakeholders of Tea Board India as per Work Order No. ………………………………………………………………………dated DD/MM/YYYY (hereinafter referred to as "contract")

AND WHEREAS the said contract provides that Service Provider shall furnish Bank Guarantee to the extent of 10 (ten) percent of the value of the total contract amount as and by way of security for the due observance and performance of terms and conditions of the contract.

AND WHEREAS at the request of the Service Provider the Bank has agreed to execute these presents.

NOW THE DEED WITNESSED AND IT IS HEREBY AND DECLARED BY AND between the parties hereto as follows:

1. The bank hereby irrevocably and unconditionally guarantees to the Tea Board that the Service Provider shall render all necessary efficient services efficiently which may be required to be rendered by the Service Provider in connection with and/or for the performance of the said contract and further guarantees that the services which shall be provided by the service Provider under the said contract shall be actually performing the work required of it to the satisfaction of the Tea Board and performance, the Bank shall indemnify against any loss or damage that may be caused to or suffered by the Tea Board by reason of any breach by the Service Provider of any of the terms and conditions mentioned in the Bid Document and the Bank further undertake to pay the Tea Board, such sum not exceeding ` …….………………………/- (Rupees ……………………………………………………………………………….) only on demand and without DEMUR in the event of the Service Provider's failure to perform and discharge the aforesaid several duties and obligations on his part to be observed and performed under the said contract and/or deficiencies and defects on the satisfactory performance of the services.

2. The decision of the Tea Board as to whether the Service Provider failed or neglect to perform or discharge his duties and obligation as aforesaid and/or whether the services are free from deficiencies and defects are capable of performing the work required and as to the amount payable to the Tea Board by the Bank herein shall be final and binding on the bank.

3. The liability of the bank under this Guarantee shall be as of Principal Debtor.

4. The Guarantee herein contained shall remain in full force and effect during the period that would be taken for performance of the aforesaid terms of the said contract and it shall continue to be enforceable 06 months after the services have been taken over, all the dues of Tea Board under or by working of the said contract have been fully paid and it is certified by Tea Board that the terms and conditions mentioned in the

Bid Document of the said contract have been fully and properly carried out by the said Service Provider and a 'No Demand Certificate' submitted to this effect by the contractor.

5. The bank further agrees that the Guarantee herein contained shall remain in full force and effect up to DD.MM.YYYY from the date hereof and also that the extension of the Guarantee will be provided for by the Bank for such period beyond DD.MM.YYYY as the Tea Board may feel necessary in this behalf provided further that if any claim accrues against the bank before DD.MM.YYYY or an extension thereof the same shall be enforceable against the bank notwithstanding the fact the same is enforced after the said period of 36 (Thirty Six) months or any extension thereof.

6. The Guarantee herein contained shall not be affected by any change in the constitution of the Service Provider or the bank and shall be a continuing one.

7. The tea board has fullest liberty, without affecting the Guarantee to postpone for any time and from time to time, any of the powers exercisable by it against the Service Provider and either reinforce or forbear any of the terms & conditions of the said contract and Bank shall not be released from its liability under this Guarantee by any exercise by Tea Board of the liberty with reference to the matter referred aforesaid or by reasons of time being given to the contractor or any other forbearance, act or the omission on the part of Tea Board or any indulgence by Tea Board to the contractor or any other matter or thing whatsoever which under the law relating to sureties shall but for this provision have the effect of so releasing of from its such liability.

8. The Bank undertake not be revoke this Guarantee during its currency except with the previous consent of Tea Board in writing.

9. NOTWITHSTANDING anything contained herein before:

i) Our liability under this guarantee is restricted to ` ……………………./- (Rupees ………………………………………………………………) only.
ii) Our guarantee shall remain in force till DD.MM.YYYY.
iii) Unless a demand in writing for a claim under this guarantee is lodged with us on or before DD.MM.YYYY all your rights under this guarantee shall be forfeited and shall be released and discharged from all liabilities there-under.

Signatures of Authorized signatories for executing this contact between Tea Board and the Service Provide:

FOR AND ON BEHALF OF:	FOR AND ON BEHALF OF:
Tea Board India Name of the authorized signatory: **Dr. Amrita Chakraborty** Designation: **Secretary, Tea Board India** Signature: ___________________________________	M/s ______________________________________ Name of the authorized signatory: ____ Designation: ____ Signature: _________________________________

Signatures of witnesses:
(Name, Designation and Signature of officials of Tea Board India)

1.____

2.____

(Name, Designation and Signature of officials of Service Provider)

1.____

2.____

Annexure-VI
INTEGRITY PACT

(To be executed on the plain paper and submitted along with Technical Bid. To be signed by the bidder and same signatory competent/authorized to sign the relevant contract on behalf of Tea Board India).

This integrity Pact is made at ....on this ……………… day of.........2026.
BETWEEN
Tea Board India a body corporate established under the Tea Act 1953 (Act No XXIX of 1953) having its Head office at 14, B.T.M. Sarani, Kolkata – 700 001 (hereinafter referred to as “Principal” which expression shall unless it be repugnant to the context or meaning thereof, be deemed to include its successors, legal representatives and permitted assigns.

AND

____, a company incorporated under the Companies Act, 2013, having corporate identification number ------ and having its registered office at ______________________________________, India, and permanent account number (hereinafter referred to as “Successful Bidder”, which expression shall, unless it is repugnant to the context or meaning thereof, be deemed to include its successors and permitted assigns) of the Second Part

Preamble:
Whereas, the Principal intends to Issue letter of award, under procedure now prevalent, for Design, Development, Operation & Maintenance and Handover of an online Integrated Service Delivery Platform (Web-Portal & Mobile App), its monitoring, operation, Maintenance, Generation of Periodic MIS including Statutory Compliances and hosting on ‘Build, Own & Transfer’ model, The Principal values full compliance with all relevant laws of the land, rules of land, regulations, economic use of resources and of fairness/ transparency in its relations with its Successful Bidder.

And whereas to meet the purpose aforesaid, both the parties have agreed to enter into this Integrity Pact (hereafter referred to as "Integrity Pact") the terms and conditions of which shall also be read as integral part and parcel of the Tender documents and contract between the parties.

Now, therefore, in consideration of mutual covenants stipulated in this pact, the parties hereby agree as follows and this pact witnesses as under:

Section 1 – Commitments of the Principal:

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

    a. No employee of the Principal, personally or through family members, shall in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

    b. The Principal shall treat all Bidder(s) with equity and reason during the tender process. The Principal shall, in particular, before and during the tender process, provide to all Bidder(s) the same information and shall not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in the tender process or the contract execution.

    c. The Principal shall exclude from the process all known persons having conflict of interest.

2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal shall inform the Chief Vigilance Officer and in addition shall initiate disciplinary proceedings.

Section 2 – Commitments of the Bidder(s):

1) The Bidder(s)/ Contractor(s) commits themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commits themselves to observe the following principles during participation in the tender process and the contract execution.

    a) The Bidder(s)/ Contractor(s) shall not, directly or through any other person or firm, offer, promise, or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which they are not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or the execution of the contract.

    b) The Bidder(s) shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal, in violation of the Competition Act, 2002 (as amended from time to time). This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the tender process.

    c) The Bidder(s) shall not commit any offence under the relevant IPC/PC Act; further, the Bidder(s)/ Contractor(s) shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.

    d) The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details, as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers," shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines, all the payments made to the Indian agent/representative must be in Indian Rupees only.

e) The Bidder(s)/ Contractor(s) shall, when presenting their bid, disclose any and all payments made, is committed to, or intends to make to agents, brokers, or any other intermediaries in connection with the award of the contract.

f) Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision.

2) The Bidder(s)/ Contractor(s) shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from the tender process and exclusion from future contracts:
If the Bidder(s), before award or during execution, has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s) from the tender process or take action as per laid down procedure to debar the Bidder(s) from participating in the future procurement processes of the Government of India.

Section 4 – Compensation for Damages:

1. If the Principal has disqualified the Bidder(s) from the tender process before the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression:

1. The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
2. If the Bidder makes an incorrect statement on this subject, the Principal shall act like para 2) of Section 4 above.

Section 6 – Equal treatment of all Bidders: In the case of Sub-contracting, the Principal Contractor shall take responsibility for adopting the Integrity Pact by the Sub-contractor.

a) The Principal shall enter into agreements with identical conditions as this one with all Bidders and Contractors.

b) The Principal shall disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) / Subcontractor(s):

If the Principal obtains knowledge of the conduct of a Bidder or Subcontractor, or of an employee or a representative or an allied firm of a Bidder or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal shall inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor

1. The Principal shall appoint competent and credible Independent External Monitor(s) for this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review,

independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

2. The Monitor is not subject to instructions by the parties' representatives and performs their functions neutrally and independently. The Monitor would have access to all Contract documents whenever required. It shall be obligatory for them to treat the information and documents of the Bidders as confidential. They report to the Management of the Principal.

3. The Bidder(s) accepts that the Monitor has the right to access without restriction, all Project documentation of the Principal, including that provided by the Contractor. Upon their request and demonstration of a valid interest, the Contractor shall also grant the Monitor unrestricted and unconditional access to their project documentation. The same applies to Subcontractors.

4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and 'Absence of Conflict of Interest.' In case of any conflict of interest arising later, the IEM shall inform the Management of the Principal and recuse themselves from that case.

5. The Principal shall provide the Monitor with sufficient information about all meetings among the parties related to the Project, provided such meetings could impact the contractual relations between the Principal and the Contractor. The parties offer the Monitor the option to participate in such meetings.

6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, they shall inform the Management of the Principal and request the Management to discontinue or take corrective action or other relevant action. The Monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.

7. The Monitor shall submit a written report to the Management of the Principal, within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

8. If the Monitor has reported to the Management of the Principal a substantiated suspicion of an offence under the relevant IPC/ PC Act, and the Management of the Principal has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

9. The word 'Monitor' would include both singular and plural.

Section 9 – Pact Duration:

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders, 6 months after the contract has been awarded. Any violation of the same would entail disqualifying the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged / determined by the Management of the Principal.

Section 10 – Other provisions:

1. This agreement is subject to Indian Law. The place of performance and jurisdiction is the place from where the Tender/ Contract is issued.

2. Changes, supplements, and termination notices must be submitted in writing. Side agreements have not been made.

3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement according to their original intentions.

5. Issues like Warranty / Guarantee, etc., shall be outside the purview of IEMs.

6. In the event of any contradiction between the Integrity Pact and its Annex, the Clause in the Integrity Pact shall prevail.

Signatures of Authorized signatories for executing this contact between Tea Board and the Service Provide:

FOR AND ON BEHALF OF: **Tea Board India** Name of the authorized signatory: **Dr. Amrita Chakraborty** Designation: **Secretary, Tea Board India** Signature: ____________________	FOR AND ON BEHALF OF: M/s ____________________ Name of the authorized signatory: ____________________ Designation: ____________________ Signature: ____________________

Signatures of witnesses:
(Name, Designation and Signature of officials of Tea Board India)

1.____________________

2.____________________

(Name, Designation and Signature of officials of Service Provider)

1.____________________

2.____________________

Annexure-VII: List of websites and Portals of Tea Board India which are to be integrated under this project

Sl. No.	Portals of Tea Board India	URL	Brief Description
1	Official website of Tea Board India	**https://www.tea-board.gov.in**	Tea Board is maintaining an official website for dissemination of information to the stakeholders of Tea Industry as a whole. The official website of Tea Board India is a GIGW compliant website and has been awarded the "Certified Quality Website (Level-1)" certificate by the MeitY, Govt. of India. The website is protected by a valid SSL certificate which is being renewed regularly. All the contents of the website are being regularly updated in bi-lingual (English & Hindi) version as per Ministry's directive.
2	Online Licensing and Registration Service Portal	**https://online-apps.tea-board.gov.in**	As a part of eGovernance initiatives, Tea Board has implemented an online portal consisting of Licensing Management Module and online Report Return Module. The content is updated on regular basis. Being a subdomain portal of Tea Board, this website is also protected by a valid SSL certificate which is being renewed regularly and the contents are being updated regularly.
3	Tea Waste Portal	**https://tea-waste.teaauction.gov.in**	Tea Board of India has initiated the Tea Waste Auctions through this online platform. Only those users who are registered under the Tea Waste (Control) Order would be able to participate in the Electronic Auction of Tea Waste. This website will provide a common platform, from which Buyers and Sellers across India would be able to login to Buy and Offer Tea Waste, respectively.
4	Issuance of Certificate of Origin for Darjeeling Tea Stakeholders	**https://darjeeling-tea.teaboard.gov.in**	Tea Board has developed a web-based system of Issuance of Certificate of Origin for Darjeeling Tea. Being a subdomain portal of Tea Board, this website is also protected by a valid SSL certificate which is being renewed regularly and the contents are being regularly updated.
5	ServicePlus	**https://serviceonline.gov.in/**	Tea Board has implemented a number of Services through the ServicePlus platform developed by NIC for extending financial assistance to the Small Tea Growers and wards of tea plantation workers under Tea Development and Promotion Scheme (15th Finance Commission 2021-2026). Tea Board is reporting LGD compliant District level monthly DBT data to DBT Bharat Portal through web service integration. The Board has on-boarded the 'Track Application Status' service on UMANG Platform (Android, Web, iOS).

END OF DOCUMENT