NATIONAL INFORMATICS CENTRE SERVICES INCORPORATED **NICSI**

नेशनल इंफोर्मेटिक्स सेंटर सर्विसिज़ इंक.

National Informatics Centre Services Inc.

(रा॰ सू॰ वि॰ के॰ के अन्तर्गत भारत सरकार का एक उद्यम)

(A Government of India Enterprise under NIC)

इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी मंत्रालय

Ministry of Electronics and Information Technology

No. 10(10)/2019-NICSI   Date: 17/08/2020

Subject:- Empanelment of selected Agency consequent upon finalization of Tender No. NICSI/TECHNICAL & CORE COMPETENCY SUPPORT SERVICES (PROJECTS AND NATIONAL DATA CENTER & CLOUD)/2019/07 for Hiring of Agencies to provide Technical & Core Competency Support Services for Projects and National Data Center & Cloud (Development and Operations)

(Category-1: Technical & Core Competency Support Services)

Dear Sir,

I am directed to refer to your financial bid in response to our tender no. NICSI/TECHNICAL & CORE COMPETENCY SUPPORT SERVICES (PROJECTS AND NATIONAL DATA CENTER & CLOUD)/2019/07 for Hiring of Agencies to provide Technical & Core Competency Support Services for Projects and National Data Center & Cloud (Development and Operations) and to inform that the competent authority of NICSI has decided to empanel your firm on the following rates and terms & conditions mentioned in this empanelment letter.

This empanelment will be initially for a period of Three (3) years from the date of contract awarded and additional 2 years annual extension.

Part-I
Approved Rates

Category-1: Technical & Core Competency Support Services

S. No	Resource Category (A)	Relevent Experience (B)	Minimum Monthly Remuneration (in Rs.) (C)	Agency Margin @7.90% (in Rs.) (D=C*7.90%)	Total Amount (in Rs.) (E=C+D)
A.	**Development & Operations**				
	• Developers • Mobile Application Developer • UI/UX Designer	0 to less than 2 years relevant experience	33, 400	2, 638.60	36, 038.60

हाल सं. 2 व 3 छठी मंजिल, एन.बी.सी.सी. टावर, 15, भीकाजी कामा प्लेस, नई दिल्ली–110066, दूरभाष : 26105258, 26105054, 26169437, 26169415, फैक्स : 26105212

Hall No. 2 & 3, 6th Floor, NBCC Tower, 15, Bhikaji Cama Place, New Delhi-110066, Ph. : 26105258, 26105054, 26169437, 26169415, 26105193, Fax : 26105212

Website : www.nicsi.com, Corporate Identity Number : U74899DL1995NPL072045

• Quality Assurance/Test Engineer • Technical Document/Content Writer • System and Database Operations Engineer • Networking Operations Engineer	2 to less than 4 years relevant experience	36, 100	2, 851.90	38, 951.90
• Training and Change Management Engineer • Information Security Engineer • Data Science/Analytics Engineer • Security Auditor • Artificial Intelligence/Machine Learning Engineer	4 to less than 6 years relevant experience	39, 000	3, 081.00	42, 081.00
• Image Processing Engineer • Any similar nature of works comparable to the above.	6 years & Above relevant experience	42, 100	3, 325.90	45, 425.90

B.	Core Competency in Development & Operations				

• Senior Developer • Senior Mobile Application Developer • Senior UI/UX Designer • Senior Quality Assurance/Test Engineer • Senior Technical Document/Content Writer • System and Database Architect • Senior Network Administrator • Senior Training and Change Management Engineer • Senior Information Security Engineer • Senior Data Science/Analytics Engineer • Senior Security Auditor • Senior Artificial Intelligence/Machine Learning Engineer • Senior Image Processing Engineer • Any similar nature of works comparable to the above.	3 to less than 5 years relevant experience with Certification* Or 5 to less than 7 years relevant experience without Certification	49, 100.00	3, 878.90	52, 978.90

		5 to less than 7 years relevant experience with Certification* or 7 to less than 9 years relevant experience without Certification	53,000.00	4,187.00	57,187.00
		7 to less than 9 years relevant experience with Certification* or 9 to less than 11 years relevant experience without Certification	57,200.00	4,518.80	61,718.80
		9 to less than 11 years relevant experience With Certification* or 11 to less than 13 years relevant experience without Certification	61,800.00	4,882.20	66,682.20
		11 years & above relevant experience with Certification* or 13 years & above relevant experience without Certification	66,700.00	5,269.30	71,969.30

Taxes (GST) are extra as applicable.

*Recognized certification in relevant domain/area from reputed institutions like IITs, IIMs, etc. or from reputed established organizations/certifying agencies.

<u>Note:-</u>

i. Salary indicated above should be the minimum a resource should be paid (Gross) by the Agency inclusive of annual bonus, gratuity/retirement benefits if any, as may be payable in terms of Indian Labour Law and Medical insurance and accidental insurance, as cost to company.

ii. Medical insurance for an amount of Rs.3 lakh per annum up to a maximum of 4 members of family shall be provided by the agency as an alternate component to ESI within the wage fixed for the resource.

iii. Further an accident insurance coverage of Rs.5 lakh for employee shall also be provided by the Agency within the wage fixed for the resource.

Part-II

EMPANELMENT TERMS

1. The Scope of tender/ empanelment containing Educational Qualification & Scope of work of manpower services is provided in Annexure-1 of this empanelment.

2. This empanelment is for NICSI/NIC internal requirement/Projects and hence the selected vendor shall discharge all its obligations under the tender to NIC/user departments as the case may be under orders from NICSI. Any default or breach in discharging obligations under the tender by the selected vendor while rendering services to NIC/NICSI Projects, shall invite all or any actions/sanctions, as the case may be, including forfeiture of security deposit.

3. This empanelment is not assignable by the selected agency. The selected agency shall not assign its contractual authority to any other third party. The vendor should not assign or sublet the empanelment or any part of it to any other agency in any other form than defined in the tender. If found doing so, shall result in termination of Empanelment and forfeiture of the Security Deposit.

4. In case the empaneled vendor is found in breach of any condition(s) of tender, the legal action as per rules/laws, shall be initiated against the vendor and EMD/Security Deposits shall be forfeited, besides being liable to be debarred and blacklisted for at least three years, for further dealings with NICSI.

5. Security Deposit & Performacne Bank Guarantee

a) Security Deposit:

i. The same amount of EMD shall be submitted in the form of Bank Guarantee for the period of empanelment plus 3 months by all selected Agencies including Start-up/MSE within 2 weeks of being offered Empanelment failing which the offer of empanelment shall stand withdrawn.

ii. Alternatively BG submitted as EMD can be continued as Security Deposit by submission of validity extension letter along with incorporation of Empanelment letter number/date etc. from the Issuing Bank Branch.

iii. In the case of Demand Draft submitted as EMD, the bidder can opt for converting the same as Security Deposit for the period empanelment plus three months.

iv. EMD of the successful bidder shall be returned without any interest, on receipt of **Security Deposit** separately and valid for the period of empanelment/extended period of empanelment plus 3 months.

b) Performance Bank Gaurantee:

Agency shall furnish additional Performance guarantee for every purchase/work order which are for a period of more than 3 months prospectively from the date of issue of work order, for a amount equivalent to 10% of the purchase/work order value in the form of Bank Guarantee of any Nationalized/Commercial bank drawn in favour of procuring organization for the period specified in the purchase/work order within 30 calendar days of acceptance of purchase/work order. The payment for the first month of the work order shall be released by NICSI only after receipt of PBG as herein above alongwith other required documents for payment.

c) **Forfeiture of Earnest Money Deposit/Security Deposit:** - In case of the successful Agency fails to sign the contract within the stipulated time.

6. Award of Contract (Empanelment)

a) The selected Agency will submit the security deposit of equal amount of EMD in the form of Bank Guarantee from a scheduled commercial bank for the duration of the empanelment plus 3 months or extended period if any (with 3 months add on period), in favour of NICSI, New Delhi.

b) The incidental expenses for execution of agreement/contract shall be borne by the successful Agency.

c) The conditions stipulated in the contract shall be strictly adhered to and violation of any of these conditions by the selected Agency will entail termination of the contract without prejudice to the rights of the NICSI. In addition, NICSI shall be free to forfeit the EMD/Security deposit and getting the assigned work done from alternate sources at the risk and cost of the defaulting Agency.

d) During empanelment period if the Agency's name got changed due to acquisition, amalgamation etc., the Agency must inform NICSI with all required documents within one month of its name change failing which the empanelment will be cancelled and EMD/BG forfeited.

7. Payment Terms and Schedule

a) The payment to the agency will be made on monthly basis depending upon the actual duration of the support services rendered at NICSI/User Office after availing service.

b) The agency will submit Pre-receipted bills in triplicate (having details of concerned work-order number, Date and Project-Number of NICSI) on monthly basis in the name of NICSI-New Delhi by the 5th day of the succeeding month along with the individual's Monthly Satisfactory Performance Report(s) duly signed by NICSI/NIC/User Project coordinator. Payment will be made within 30 days of submission of the Bill along with all the completed documents and after deducting the applicable penalty if any.

c) Payments shall be made subject to deductions of any amount for which the agency is liable under the empanelment or tender conditions. Further all payments to agency will be made subject to deduction of TDS (Tax deduction at Source) applicable to deployment of professionals as per the Income Tax Act, 1961, and also applicable penalty & other taxes, if any, as per Government of India rules.

d) TA/DA shall be payable directly by the client on production of travel documents in original and prior approval of competent authority for undertaking such tour in project interest. TA/DA component reimbursement shall be limited to entitlement of Govt. of India Group-B Officers. However, No TA/DA is admissible for the deployment of agency resources on projects anywhere in India.

e) GST would be paid extra as may be applicable from time to time.

f) It is the bounden duty of the empanelled agency to regularly pay/account for the deployed manpower their entitlements like monthly salaries/wages/annual increment/EPF/ESI and other statutory requirements as may be applicable and Medical Insurance/Accidental Insurance etc. and submit the proof there of to NICSI along with Vendor Invoices for the processing of the bills.

g) In case the submission of monthly bills to NICSI is delayed by the agency beyond 15 days from the last day of the month in which the services has been provided, the entire liability towards payment of interest/penalty to the tax authorities would be borne by the respective agency; so that NICSI is not burdened unnecessarily with this amount/penalty etc. The entire amount will be deducted from the payment due to respective agency.

8. Delivery of Services

a) The empaneled agency will undertake all the indicative activities defined in the detailed Scope and any other associated activities. Adequate resources will be deployed by the empaneled agency so that no activities are lost sight of and all of them are handled with reasonable efficiency.

b) To discharge its responsibility, the agency will deploy experienced resources with proven competence and rich working experience. They will have to replace any resource with un-satisfactory performance within 5 working days of intimation from NICSI, failing which Penalty shall be applicable as in per the tender clause. Further, no payament shall be payable for days of absent till replacement is effected.

9. Penalty for Non-Performance

a) Whether the agency get their personnel trained after receipt of the work order from NICSI or in advance, the support service in response to a work order (viz the deployment of all the manpower resources mentioned in the work-order as per the date-of-joining mentioned against each in the work-order) should start as under:-

   i) **Within 10 days** of the "Date-of-Joining mentioned in the work-order against each support service/positions" in **all the Locations.**

   ii) Any unjustified and unacceptable delay in extending the support service as mentioned above will render the agency liable to pay Penalty Charges @1% per day of the total value (excluding GST etc.) of that resource mentioned in the work-order for next 15 days, beyond which NICSI will be free to cancel the work order and get the work done through alternate sources at the cost and risk of the defaulting agency. The work order will be cancelled and work order cancellation charges @10% of the work order value will be applicable, which will be realized from pending payments of the agency or from the security deposit or by raising claims.

   iii) Further, in case the date-of-joining of any resource as mentioned in the work-order differs as per the actual-date-of-deployment but falls well within the permissible time line (viz. **Date-of-joining** plus **10** plus **15 days penalty period**) then also there is no requirement of any amendment in the work-order and the FROM and END date of that particular resource of the work-order will be automatically treated as amended based on the actual date-of-deployment & period of deployment.

b) The agency staff would strive to render the support services to the satisfaction of NICSI within the time line agreed in consultation with NICSI. For three defaults on the time-frame, NICSI will have the option to cancel the contract/agreement/work-order and forfeit the EMD/Security Deposit and get the work done through alternate sources at the cost and risk of the agency. The work order will be cancelled and work order cancellation charges @10% of the work order value will be applicable, which will be realized from pending payments of the agency or from the security deposit or by raising claims.

c) For this empanelment/tender, there is a provision of leave for the deployed personnel rendering the support services as per **Para 13(t)**. In case a deployed person leaves the job in between (because of unsatisfactory performance or any other reason) or is absent for more than one week without any information to the concerned officer/NICSI, then an alternate equivalent resource is to be deployed by the agency with immediate effect. NICSI will not make any payment for the duration when the required services are not rendered by the appointed agency and in case no substitute has been deployed; the Penalty equivalent to 2 times of *"per day cost"* of the hired services (subject to maximum of monthly wage of the resource) shall be deducted from the respective monthly bill of the agency if the replacement has not been made within 10 working days.

d) However, in case of maternity leave granted as applicable under the Maternity Benefit (Amendment) Act, 2017, replacement shall be provided on demand from the competent

authority for which separate payment will be payable, in addition to leave salary paid tthe resource on maternity leave during the period of work order.

e) **It is the bounden duty of the agency empanelled to regularly pay (before 7th of every month) the deployed manpower their entitlements like monthly salaries/wages.** NICSI does not expect any employee related complaints to escalate to NICSI. **A penalty of 1% of the agency's billed value shall be applicable for the month in which such instance is brought to the notice of NICSI.**

f) For three instances of either cancellation of the work order or not accepting the work order, the empanelment will be cancelled and Security Deposit will be forfeited. Besides, the agency will be debarred from quoting for NICSI tenders for the next three years.

g) The penalty will also be applicable in case of misuse/damage of NICSI equipment. The decision of NICSI on the quantum of penalty will be final and binding in such cases.

Further, the penalty will be applicable for established negligence of a resource and not for the delay/damage otherwise.

10. Indemnity

a) NICSI/NIC/User Department stand indemnified of all legal obligations, past/present/future, of the empaneled agency with its professionals/resources deployed in NICSI/NIC/User Department.

b) NICSI/NIC/User Department stand absolved of any liability on account of death or injury sustained by the staff deployed by the empaneled agency during the performance of the empanelment and also for any damages or compensation due to any dispute between the empaneled agency and its staff so deployed.

c) The empaneled Agency will indemnify NICSI of any infringement of third party rights under the Patents Act or the IPR.

11. Confidentiality

The empanelled Agency and their deployed personnel will not, either during the term or after expiration of this contract, use, sell, disclose any proprietary or confidential information relating to the software, services, contract or business or operations of NICSI/NIC or its clients without the prior written consent of NICSI.

The empanelled agencies have to sign the Non-Disclosure Agreement with NICSI.

12. Security

a) The Agency will ensure that no information about the software, hardware, database and the policies of the client organization is taken out in any form including electronic form or otherwise, by the manpower posted by them.

b) The Agency or its deployed personnel, by virtue of working on NICSI/NIC/Client's projects, can't claim any rights on the work performed by them. NICSI/NIC/Client will have absolute rights on the work assigned and performed by them. Neither any claims of the Agency or its deployed professionals will be entertained on the deliverables.

13. General Terms & Conditions

a) Consortiums are not allowed for the scope of this empanelment/ tender.

b) All the deployed requisite manpower by the empanelled agency against various work orders as per the terms and conditions of the Tender must be an employee of the empanelled agency and no subcontracting is allowed.

c) The agency must have proven IT enablement through which NICSI should be provided access to view individual work order details, payment of salaries/wages for the deployed manpower. NICSI may ask the Agencies to demonstrate their capability as per this clause at point in time during the empanelment.

d) In the event of the bidding company's or the concerned division of the company being taken over/bought over by another company, it shall be ensured in the negotiation for their transfer that all the obligations under the agreement with NICSI, are passed on for compliance by the new company/new division.

e) All panel agencies automatically agree with NICSI for honouring all aspects of fair trade practices in executing the work orders placed by NICSI.

f) The selected Agency will be responsible for any damage to equipment, property and third party liabilities caused by acts on the part of its deployed manpower. All equipment will be used only for the purpose of carrying out legitimate business and will not be put into any other use.

g) NICSI will be free to allocate the work to any of the empanelled agencies.

h) The agency should furnish copies of all appointment documents of the deployed manpower to NICSI for its records from time to time.

i) The empanelled agencies will be required to undertake the work in any part of India.

j) Work order will be placed on the empanelled Agency(s) in hardcopy format or in softcopy mode either through e-mail containing the scanned copy of the Work Order or an alert through e-mail for downloading the Work Order from the official Web Site of NICSI.

k) Objection, if any, to the Work Order must be reported to NICSI by the selected Agency within **five (5) working days** counted from the Date of Issue of Work Order for modifications, otherwise it is assumed that the selected Agency has accepted the Work Order in totality. This is applicable in case of electronic publishing/delivery of Work Order also.

l) The Agency will get the police verification done of the deployed manpower.

m) Retaining a candidate deployed by the agency shall be the prerogative of NICSI and no resource change shall be made without written consent of the concerned Project Coordinator/NICSI.

n) For the manpower deployed, the Agency will keep with them, their Aadhaar Number, Permanent Account Number (PAN), present and permanent address, educational and technical qualification details, character verification certificates, specimen signature and two passport size photographs and furnish these details/information to NICSI at the time of deployment or soon thereafter as the case may be.

o) The Agency shall be solely responsible for discharge of all the legal obligations/statutory requirements under various labour legislations as may be in force from time to time in so far as the workmen engaged by him for this work are concerned. Such deployed manpower or the Agency will have no right or claim of any kind from NICSI.

p) Staff of the agency must carry Identity card issued by the agency while on duty at NICSI/NIC/User Departement. Be it private or public areas, the employees are to be frisked/checked by the security personnel, both while entering and leaving the premises.

q) NICSI will not reimburse any amount, other than the value/amount approved in the Tender finalized, towards any statutory contributions which Government may make it mandatory or introduce in future. These issues must be settled between the empanelled agencies and the manpower supplied by them from time to time as per the government rules and regulations.

r) The responsibility of fulfilling the requirements of EPF, ESIC and other allowances of the deployed manpower shall be of the empanelled agency. NICSI shall remain indemnified of any conflict of such nature arising between the agency and its employees. However, NICSI

may ask the empanelled agency to submit documentary proofs of such nature along with the monthly bills raised by the Agency.

s) The selected Agency will provide escalation matrix for problem resolution.

t) **The deployed supporting staff are entitled to a maximum of 12 days leave in a calender year i.e. one day per completed month (maximum 5 leaves allowed at a time). No carry forward of unavailed leave is available at the end of calendar year.**

u) Compensatory off is also available in case of work during holidays.

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14. Termination of Contract

i. Termination of Contract:

i.i. Termination by NICSI

NICSI reserves the right to suspend any of the services and/or terminate this agreement in one or more of the following circumstances by giving 30 days' notice in writing:

- In case NICSI/NIC/User Department finds the illegal use of connections, hardware and software tools that are dedicated to NICSI or its clients only.

- In case the empaneled agency is not paying salary continuously for 2 months or three defaults in payment of salary in a year to the manpower against the work order as per the terms and condition of the tender. NICSI may ask the empaneled agency to provide proof of salary transaction to the manpower deployed by them.

- In case the empaneled agency is not meeting the Qualification, experience of the manpower as per the terms and conditions of the tender.

- In case the empaneled agency is not providing benefits of PF/EPF, ESIC or Medical Insurance etc or other facilities as per tender document to the eligible manpower.

- In case the empaneled agency is not depositing TDS deducted from salary of the manpower to Income Tax Department.

NICSI reserves the right to suspend any of the services and/or terminate this agreement in the following circumstances by giving 90 days' notice in writing:
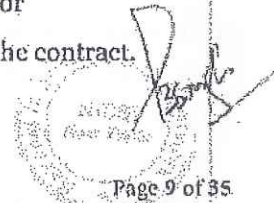
i.ii. Termination for Insolvency, Dissolution etc.

NICSI may at any time terminate the contract by giving written notice to the qualified Agency without compensation to the qualified Agency, if the qualified Agency becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or affect any right of action or remedy which has accrued thereafter to NICSI.

i.iii. Termination for Default:

NICSI may without prejudice to any other remedy for breach of contract, (including forfeiture of security deposit) by written notice of default issued to the empaneled agency, terminate the contract in whole or in part after sending a notice to the empaneled agency in this regard.

a) If the empaneled agency fails to deliver any or all of the services within the time period(s) specified in the contract, or any extension thereof granted by NICSI, or

b) If the empaneled agency fails to perform any other obligation under the contract.

i.iv. Termination for Convenience:

NICSI may by written notice, sent to the selected Agency, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination will specify that termination is for NICSI's convenience, the extent to which performance of work under the work-order and/or the contract is terminated and the date upon which such termination becomes effective. NICSI reserves the right to cancel the remaining part and pay to the selected Agency an agreed amount for partially completed Services.

i.v. Conditions for Termination

1) Upon occurrence of an event of default as set out in above clauses, NICSI will deliver a default notice in writing to the Agency which shall specify the event of default, and give the Agency an opportunity to correct the default.
2) At the expiry of notice period, unless the party receiving the default notice remedied the default, the NICSI may terminate the agreement.

i.vi. No Claim Certificate

The qualified Agency shall not be entitled to make any claim, whatsoever, against NICSI /NIC or its clients under or by virtue of or arising out of this contract nor shall NICSI/NIC or its clients entertain or consider any such claim after Agency shall have signed a "no claim" certificate in favour of NICSI/NIC or its client in such forms as shall be required by NICSI after the works are finally accepted.

i.vii. Suspension

NICSI may by a written notice of suspension, suspend all payments to the qualified Agency under the contract, if the qualified Agency failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that the such notice of suspension:

- Shall specify the nature of the failure and
- Shall request the qualified Agency to remedy such failure within a specified period from the date of issue of such notice of suspension.

15. Force Majeure

a) Force majeure clause will mean and be limited to the following in the execution of the contract/work-orders placed by NICSI:-

- War/hostilities.
- Riot or Civil commotion.
- Earthquake, flood, tempest, lightning or other natural physical disaster.
- Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agencies, which prevent or delay the execution of the order by the agency.

b) The agency will advise NICSI in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, NICSI reserve the right to cancel the order without any obligation to compensate the agency.

16. Arbitration

NICSI and the agency will make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the agreement/work-order. If any dispute arises between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for the general or the special conditions, such dispute will be referred to two arbitrators, one to be appointed by each party and the third to be appointed by the Ministry of Electronics & Information Technology (MeitY) and the award of the arbitration, as the case may be, will be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the time frame for making and publishing the award. Such arbitration will be governed in all respects by the provision of the Indian Arbitration Act, 1996 or later and the rules thereunder and any statutory modification or re-enactment, thereof. The arbitration proceedings will be held in New Delhi, India.

17. Applicable Law

The Agreement/Contract/work-order will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

The Agency and their deployed personnel either during the contract of after its completion, shall not disclose any proprietary or confidential information relating to the services, contract or business or operations of NICSIwithout the prior written consent of NICSI.

18. Apart from the terms and conditions stipulated hereinabove, all the terms and conditions stipulated in the Tender Document No. NICSI/TECHNICAL & CORE COMPETENCY SUPPORT SERVICES (PROJECTS AND NATIONAL DATA CENTER & CLOUD)/2019/07 shall ipso facto be applicable to this empanelment letter.

You are requested to acknowledge receipt of this letter immediately and submit a signed copy of each and every paper of this letter alongwith Annexures within seven days (7 days) from the date of the issue this letter as your acceptance of this empanelment letter along with all the terms and conditions. You are also requested to submit the security deposit as per tender terms and condition within Two Weeks (14 days).

Yours faithfully,

(J. B. Singh)
Management Consultant (Tender)

Copy to: -

1. HOD, Tender Process Section, NIC, New Delhi
2. Project Coordinators, NICSI, New Delhi
3. Account Section, NICSI, New Delhi
4. Project Coordinators NIC/NICSI, New Delhi
5. Company Secretary, NICSI, New Delhi
6. Guard File

Scope of Tender/ Empanelment:

Below mentioned section indicates the scope of this empanelment/ tender and scope of work for vendor. Vendor is required to analyse and study this section carefully as it indicates important parameters of the tender vis-à-vis empanelment scope.

1. Empanelment Scope:

The tender is an attempt to select and empanel agencies of proven competence to handle the Technical Support & Core Competency Services for Projects and National Data Center & Cloud (Development and Operations) of NICSI/NIC. Primarily the services would range from technical support in carrying out Project Development (following SDLC activities) and regular operational activities on a day-to-day basis to highly skilled and Core Competency services in project development and operations.

1.1. The Empanelment is done under the category as shown below:

Sr. No.	Categories
Category -1	Technical & Core Competency Support Services

1.2. Candidates deployed shall be of high performing resources and in case of non-performing candidates, once reported by NICSI shall be replaced by the vendor within 3 working days.

1.3. Candiates deployed including those re-deployed shall remain employees of the Agency and those deployed/re-deployed in NIC/NICSI/User Department shall have no claim/right to continue in the office/project after completion of period of empanelment/work order.

1.4. **Associated Manpower:** The agency shall be empaneled to provide support services with different levels of experience of manpower deployed for rendering services against particular service type for each category Primarily the services would range from management support in carrying out regular operational activities on a day-to-day basis to technical support.

2. SCOPE OF WORK

Below are the list of indicative services that NICSI would like the empaneled agency to render:

2.1. TECHNICAL & CORE COMPETENCY SUPPORT SERVICES

A) DEVELOPMENT & OPERATIONS

S.No.	Resource Category	Educational Qualification	Scope of Work
	Technical Support & Core Competency Services – Development & Operation		
1	Developer / Mobile Application Developer	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc./ M.Phil/ Ph.D in Mathematics / Physics / Statistics / Operation	• Experience in software code development for web or mobile apps/Automated software deployment in cloud infrastructure for major projects and having exposure with version control systems like Git/SVN/CVS. • Proficient in deployment tools like Puppet, Ansible, etc. Log analysis tools like Grafna, Kibana, etc. Docker/Container based development platforms.

		Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent OR B.E / B.Tech /MCA with specialization in GIS /Geography/Geology & Remote Sensing or equivalent*(Applicable only in case of Developer-GIS)*	• Proficient in application stacks like LAMP, JBoss, .Net, MEAN, etc. Programming languages like Php, Java, .Net, Python, R, Shell Script, Ruby, etc. • Knowledge of native mobile application development would be necessary. • Idea of NoSQL solutions would be an added advantage. • Should be well informed of the latest technology development in hardware and software. • Experience in Application Development/data handling and processing on technology platforms like ESRI Arc GIS/ERDAS etc. Development environment Java/.Net *(This point is applicable only for Developer-GIS)*
2.	UI/UX Designer	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent OR B.Arch/B.Des/M.Des/BFA/MFA OR Science Graduate with Diploma in Graphics/Web Design with proficiency in user interface/experience in web product design.	• Experience in designing web sites/portals project. • Must possess detailed knowledge and experience of using Open Source Design tools and technologies like GIMP, InkSpace, MyPaint etc. Authority tools like NotePad++, Eclipse, SubLimeText, etc.
3.	Quality Assurance/Test Engineer	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics /	• Experience in Quality Assurance. • Experience in Test planning, Testing techniques (test design and test execution), Reporting defects and test results, Queering databases, Operating an test automation tool, Programming a test etc. • Proficient in Testing tools like JMeter, etc. and Bug tracking tools like Bugzilla, etc. • Proficient in finalization of the User Accpetance Process and

			Criteria.
		Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Ability to do performance and security testing for web and mobile applications. • Preferably should have worked on laying down guidelines for ISO certification, S/W development quality assurance framework, automated and manual testing methodologies.
4.	Technical Document/Content Writer	B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent OR MA (English) AND/OR Degree/Diploma in Mass Communications or equivalent with Science graduate having proficiency and experience in technical content writing.	• Experience in having the ability to create, assimilate, and convey technical material in a concise and effective manner. • Experience in content/technical writing/web product management. • Proficient in Open Source documentation and presentation tools.
5.	System Operations Engineer	B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Proficient in OS, Linux / Windows Administration • Good knowledge of IIS/Apache, etc. web server • Good Knowledge of PHP / SHELL scripting • Manage and monitor installed systems and infrastructure • Install, configure, test and maintain operating systems, application software and system management tools • Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes • Maintain security, backup, and redundancy strategies • Write and maintain custom scripts to increase system

			efficiency and lower the human intervention time on any tasks
			• Participate in the design of information and operational support systems
			• Liaise with vendors and other IT personnel for problem resolution
			• Strong analytical and numerical skills.
			• Call Management through Service Desk and vendor escalation.
			• Monitoring and Report generation through Monitoring Tools like Nagios, etc.
			• Coordinate with the rest of team to meet the team objectives
			• Perform other related duties as assigned.
6.	Database Operations Enginner	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Good Knowledge of SQL databases is needed. • Installation and configuration of SQL databases • Knowledge of writing SQL queries • Experience in carrying out performance, integrity and security of a database. • Writing database documentation, controlling access permissions and privileges • Developing, managing and testing back-up and recovery plans. • Ensuring that storage archiving, back-up and recovery procedures are functioning correctly
7.	Networking Operations Engineer	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Good Knowledge of IP Network Devices and components (Router and Switches),IP Routing Protocol (OSPF and BGP) , LAN Switching (STP, VTP) ,WAN (Modem, Leased Line, L2 Circuit, and Ethernet Circuits), Network Security, L2 & L3 VPN, MPLS , Wi Fi and RF devices and components • Good IP Network design skill set. • Knowledge of DDOS detection and mitigation solution. • Good communication and Interpersonal skills • Strong analytical and numerical skills. • Knowledge of OS (Windows and Linux).

			• Call Management through Service Desk and vendor escalation. • Monitoring and Report generation through Network Management System and other Monitoring Tools. • Lead and Coordinate with the rest of team to meet the team objectives
8.	Training and Change Management Engineer	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Experience in training/change management, delivery of User Training Programs through Training & Change Management. • Good at Communication, Clarity of Speech. • Sound technical knowledge of the domain in which training is to be imparted. • Ability to make presentations/charts/graph. • Conduct class room sessions. • Compile information on the courses, take feedback and compile.
9.	Information Security Engineer	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Monitor computer networks for security issues. • Investigate security breaches and other cyber security incidents. • Install security measures and operate software to protect systems and information infrastructure, including firewalls and data encryption programs. • Document security breaches and assess the damage they cause. • Work with security team to perform tests and uncover network vulnerabilities. • Fix detected vulnerabilities to maintain a high-security standard. • Stay current on IT security trends and news. • Develop company-wide best practices for IT security. • Help colleagues install security software and understand information security management. • Research security enhancements and make recommendations to management. • Stay up-to-date on information technology trends and security standards

10.	Data Science /Analytics Engineer	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Understanding of business requirement, interpreting data, analyzing results using statistical techniques and building the analytical solution • Identify, analyze, and interpret trends or patterns in complex data sets • Develop programs to integrate and load data from user departments into the analytics platform • Programming proficiency, preferably with Python, R, SQL, Java, NOSQL, JSON etc. • Experience of working with relational and non-relational databases. • Exposure to technologies like Elasticsearch, Hadoop etc • Familiarity with Data Visualization Tools like D3, chart.js etc • Experience in integrating the visualization tool with modeling results for Dashboard • Testing and deploying analytic solution into production
11.	Security Auditor	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Identify the application level vulnerabilities on applications hosted at test site / production site based on the latest top 10 OWASP vulnerabilities • Daily or on demand application scans • An audit of the environment along with the application to ascertain any vulnerabilities in the environment where the application is hosted • The activity should additionally include but not limited to the following which are vulnerable to the web applications:Password strength on authentication pages, Scan Java Script for security vulnerabilities, File inclusion attacks, Web server information security, Malicious File Uploads • Provide recommendations for remediation of identified vulnerabilities • Submit detailed reports for each iteration of audit and a final report showing all vulnerabilities as closed. The report should contain found vulnerabilities, vulnerability description and

			solution. It need to be ensured that audit of each allocated assignment is completed. • The Certification for each applications / websites/mobile apps/web service tested may be provided as "Safe for Hosting" • Accept responsibility for declaring the websites / URLs / mobile applications free from known vulnerabilities • Key Areas Web Application Security Audit and Compliance would cover:Access to sensitive data, Administrative Access, Authentication, Backdoors, Cookie poisoning, Forceful browsing, Hidden field manipulation, Informational • Recommended frequency of Web Application Security Audit and Compliance • Key Areas of mobile application testing should cover:insecure Data Storage, Privacy concerns, Insufficient Transport Layer Protection, Client Side Injection, Poor Authorization and Authentication, Cookie poisoning, Improper Session Handling, Weak Server Side Controls, Insecure Data Storage • Recommended frequency of Mobile Application Security • Application Penetration testing
12.	Artificial Intelligence / Machine Learning Engineer	• B.Tech in Computer Science (CS) or MCA and has done additional courses in Statistics, Mathematics/ Applied Mathematics **OR** B.Tech in Computer Science (CS) with a Masters in Data Science With at least 3+ years of relevant experience as a strong contributor on a data science team	• Has strong hands on experience working specifically in Python, in building web applications, search platforms, API integration etc. • Development and maintenance of strategic tools used for Modeling in Python. • Development and maintenance of scripts, tools for end to end funds modeling process work flow. • Provide ongoing development/ maintenance of existing application functionality. • Helps the team with Data Visualization tools, always open to some data exploration • Has Experience and helps the team in building machine learning / Deep Learning pipeline, testing & deployment. • Has expertise in at least one analytics function: attribution, response modeling, propensity

			recommender systems, causal inference, NLP • Is proficient in Python, particularly prototyping text analytical models • Is familiar working with data visualization tools • Has strong hands on experience in Deep learning frameworks like Tensor Flow & keras, scikit-learn & pandas, Open CV library, & NLTK, DASK etc..and also in web frameworks like Django. • Has a strong hands-on experience in Unix (ksh, bash, shell script) and SQL. • Is proficient with machine learning algorithms implementation • Has strong inclination towards learning and implementing emerging technologies.
13.	Image Processing Engineer	• M.Tech/B.E/B.Tech OR M.Sc. with specialization in GIS /Geography/Geology & Remote Sensing or equivalent	• Experience in peforming Image processing operations using ERDAS/ENVI/PCI Geomatica or any other COTS Image processing software.

B) CORE COMPETENCY IN DEVELOPMENT & OPERATIONS

Under this category, the candidate must have:

• Minimum three years of experience along with recognized certification in relevant domain/area from reputed institutions like IITs, IIMs, etc. or from reputed established organizations / certifying agencies.

OR

• Minimum five years experience in relevant domain/area

Technical & Core Competency Support Services – Core Competency in Development & Operations		
S.No. **Resource Category**	**Educational Qualification**	**Scope of Work**
1. Senior Developer / Senior Mobile Application Developer	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent OR B.E / B.Tech /MCA/M.Tech with specialization in GIS /Geography/Geology & Remote Sensing or equivalent *(Applicable only in case of Senior Developer - GIS)*	• Experience in software code development for web or mobile apps/Automated software deployment in cloud infrastructure for major projects and having proficiency in version control systems like Git/SVN/CVS. • Proficient in deployment tools like Puppet, Ansible, etc. Log analysis tools like Grafna, Kibana, etc. Docker/Container based development platforms. • Proficient in application stacks like LAMP, JBoss, .Net, MEAN, etc. Programming languages like Php, Java, .Net, Python, R, Shell Script, Ruby, etc. • Knowledge of native mobile application development would be necessary. • Idea of NoSQL solutions would be an added advantage. • Should be well informed of the latest technology development in hardware and software. • Determine and identify high-level functional and technical requirements on the basis of interactions with the user community and knowledge of enterprise architecture. • Design architectures, including the software, hardware and communications, to support the total requirements, as well as to provide for present and future cross-functional requirements and interfaces. • Develop high-level system design diagrams for program design, coding, testing, debugging and documentation. • Develop and implement moderate to complex web applications on one or more platforms. • Must have good understanding of Web Services protocols such as REST, SOAP and API design for extensibility and portability • Solid understanding of the Software as a Service (SaaS) model in the online environment

			• **Scope of Work applicable for Senior Developer-GIS:** • Experience in Application Development/data handling and processing on technology platforms like ESRI Arc GIS/ERDAS etc. Development environment Java/.Net. • Experience in Applications relating to 3D modelling / network analysis and routing • Web based GIS applications in Arc GIS or open source GIS environment
2.	Senior UI/UX Designer	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent OR B.Arch/B.Des/M.Des/BFA/MFA OR Science Graduate with Diploma in Graphics/Web Design with proficiency in user interface/experience in web product design.	• Experience in designing web sites/portals project. • Must possess detailed knowledge and experience of using Open Source Design tools and technologies like GIMP, InkSpace, MyPaintetc. Authority tools like NotePad++, Eclipse, SubLimeText, etc. • Partner with the creative team and developers to maintain a cohesive design and experience throughout our product, providing expertise and mentorship. • Expertise in performance, architecture, and object-oriented design to deliver compelling customer experiences. • In-depth knowledge of Photoshop, InDesign, XD, Illustrator, and Microsoft Office; Experience with Sketch and Zeplin are a plus. • Excellent communication skills, including the ability to present complex concepts clearly and persuasively across diverse audiences at various levels of organization. • Knowledgeable in creating wireframes, visual mockups graphics, user workflows, and low and high-fidelity prototypes.
3.	Senior Quality Assurance/Test Engineer	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or	• Experience in Quality Assurance. • Experience in Test planning, Testing techniques (test design and test execution), Reporting defects and test results, Queering databases, Operating test automation tool, Programming a test etc. • Proficient in Testing tools like JMeter, etc. and Bug tracking

		equivalent	tools like Bugzilla, etc.
		OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Proficient in finalization of the User Accpetance Process and Criteria. • Ability to do performance and security testing for web and mobile applications. • Preferably should have worked on laying down guidelines for ISO certification, S/W development quality assurance framework, automated and manual testing methodologies. • Review requirements, specifications and technical design documents to provide timely and meaningful feedback • Identify quality assurance process bottleneck and suggest actions for improvement • Develop standards and procedures to determine product quality and release readiness • Research new tools, technologies and testing processes • Review user interfaces for consistency and functionality.
4.	Senior Technical Document/Content Writer	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent **OR** MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent **OR** M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent **OR** MA(English) **AND/OR** Degree/ Diploma in Mass Communications or equivalent with Science graduate having proficiency and experience in technical content writing.	• In having the ability to create, assimilate, and convey technical material in a concise and effective manner. • Experience in content/technical writing/web product management. • Proficient in Open Source documentation and presentation tools. • Produce high-quality documentation that meets applicable standards and is appropriate for its intended audience • Write easy-to-understand user interface text, online help and developer guides • Maintain a comprehensive library of technical terminology and documentation • Analyze existing and potential content, focusing on reuse and single-sourcing opportunities • Work with clients to understand their project requirements, translate them to technical specifications, and define them for development and implementation teams.

5.	System Architect	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Proficient in OS, Linux/Windows Administration. • Advanced knowledge of IIS/Apache, etc. web server • Advanced knowledge of SHELL scripting. • Good Knowledge of Python/PHP/PEARL scripting • Knowledge of virtualization and cloud environment • Manage and monitor installed systems and infrastructure • Install, configure, test and maintain operating systems, application software and system management tools • Proactively ensure the highest levels of systems and infrastructure availability • Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes • Maintain backup, and redundancy strategies • OS hardening, vulnerability assessment & patching and security updates • Knowledge of DevOps • Write and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks • Participate in the design of information and operational support systems • Liaise with vendors and other IT personnel for problem resolution • Strong analytical and numerical skills. • Call Management through Service Desk and vendor escalation. • Configuraton, Monitoring and Report generation through Monitoring Tools like Nagios, etc • Lead and Coordinate with the rest of team to meet the team objectives

6.	Database Architect	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Proficient in SQL databases • Installation and configuration of SQL databases • SQL queries optimization • Good Knowledge of NoSQL databases is needed. • Experience in carrying out performance, integrity and security of a database. • Must be able to do planning, development, and troubleshooting, maintaining data standards, including adherence to the Data Protection Act. • Writing database documentation, controlling access permissions and privileges • Developing, managing and testing back-up and recovery plans. • Ensuring that storage archiving, back-up and recovery procedures are functioning correctly • Capacity planning etc. • Build database systems of high availability and quality depending on each end user's specialised role • Use high-speed transaction recovery techniques and backup data • Minimise database downtime and manage parameters to provide fast query responses • Determine, enforce and document database policies, procedures and standards • Perform tests and evaluations regularly to ensure data security, privacy and integrity • Monitor database performance, implement changes and apply new patches and versions when required
7.	Senior Network Administrator	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research /	• Advanced Knowledge of IP Network Devices and components (Router and Switches),IP Routing Protocol (OSPF and BGP) , LAN Switching (STP, VTP),WAN (Modem, Leased Line, L2 Circuit and Ethernet Circuits), Network Security, L2 & L3 VPN, MPLS Wi Fi and RF devices and components • Good IP Network design skill set.

	Computer Science / Information Technology / Electronics with specialization in computers or equivalent	- Knowledge of DDOS detection and mitigation solution. - Good communication and Interpersonal skills - Strong analytical and numerical skills. - Knowledge of OS (Windows and Linux). - Call Management through Service Desk and vendor escalation. - Monitoring and Report generation through Network Management System and other Monitoring Tools. - Lead and Coordinate with the rest of team to meet the team objectives - Deployment and management of network monitoring, analysis and reporting tools - To restore services under failure conditions to its normal operating conditions. Responding to faults reported via automatic alerting, fault reports or complaints so that services is restored within set limits. - To build and deliver new services, upgrades or renewals of existing services driven by internal needs. - Excellent understanding of the following technologies: Layer 2 Redundancy; Spanning-Tree,Trunk Groups, Link Aggregation. IP Fundamentals (CCNA Level); ARP, Routing, IP Protocols(ICMP, UDP, TCP); IP filtering and firewalling; NAT; Dynamic Routing Protocols (OSPF,BGP); Ethernet (.1q VLANs, STP, RSTP, VRRP/HSRP); Optical networking (Fibre, Fibreconnector and interface types); Common application protocols (HTTP, SMTP); - Security BestPractice (firewalls/port-security/802.1X/RADIUS/IDS) - Hardware/Software: Foundry switches, Juniper switches/routers/firewalls/VPN, Vyatta routers, etc. - Significant experience of monitoring platforms (Solarwinds Orion, Cacti, Zenoss, Nagios, etc.)

8.	Senior Training and Change Management Engineer	B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Experience in training/change management, delivery of User Training Programs through Training & Change Management. • Good at Communication, Clarity of Speech. • Sound technical knowledge of the domain in which training is to be imparted. • Ability to make presentations/charts/graph. • Conduct class room sessions. • Compile information on the courses, take feedback and compile. • Apply a change management process and tools to create a strategy to support adoption of changes required by a project. • Conduct impact analysis and assess change readiness. • Provide input, document requirements and support the design and delivery of training programs.
9.	Senior Information Security Engineer	B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Monitor computer networks for security issues. • Investigate security breaches and other cyber security incidents. • Install security measures and operate software to protect systems and information infrastructure • Document security breaches and assess the damage they cause. • Work with security team to perform tests and uncover network vulnerabilities. • Fix detected vulnerabilities to maintain a high-security standard. • Stay current on IT security trends and news. • Develop company-wide best practices for IT security. • Help colleagues install security software and understand information security management. • Research security enhancements and make recommendations to management. • Stay up-to-date on information technology trends and security standards. • Penetration testing of applications and infrastructure

			• Encrypt data transmissions and erect firewalls to conceal confidential • information as it is being transmitted and to keep out tainted digital transfers. • Review violations of computer security procedures and discuss procedures with violators to ensure violations are not repeated.
10.	Senior Data Science /Analytics Engineer	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	• Understanding of business requirement, interpreting data, analyzing results using statistical techniques and building the analytical solution • Identify, analyze, and interpret trends or patterns in complex data sets • Develop programs to integrate and load data from user departments into the analytics platform • Programming proficiency, preferably with Python, R, SQL, Java, NOSQL, JSON etc. • Experience of working with relational and non-relational databases. • Proficient in technologies like Elasticsearch, Hadoop etc. • Familiarity with Data Visualization Tools like D3, chart.js etc • Experience in integrating the visualization tool with modeling results for Dashboard • Testing and deploying analytic solution into production • Creating automated anomaly detection systems and constant tracking of its performance • Doing ad-hoc analysis and presenting results in a clear manner • Data mining using state-of-the-art methods
11.	Senior Security Auditor	• B.E / B.Tech / M.Tech in Computer Science (CS) / Information Technology (IT) / Electronics and Communication Engineering (ECE) or equivalent OR MCA / DOEACC ('B' or 'C' Level) with specialization in computers or equivalent	• Identify the application level vulnerabilities on applications hosted at test site / production site based on the latest top 10 OWASP vulnerabilities • Daily or on demand application scans • An audit of the environment along with the application to

		OR M.Sc. / M.Phil / Ph.D in Mathematics / Physics / Statistics / Operation Research / Computer Science / Information Technology / Electronics with specialization in computers or equivalent	ascertain any vulnerabilities in the environment where the application is hosted • The activity should additionally include but not limited to the following which are vulnerable to the web applications: Password strength on authentication pages, Scan Java Script for security vulnerabilities, File inclusion attacks, Web server information security, Malicious File Uploads • Provide recommendations for remediation of identified vulnerabilities • Submit detailed reports for each iteration of audit and a final report showing all vulnerabilities as closed. The report should contain found vulnerabilities, vulnerability description and solution. It need to be ensured that audit of each allocated assignment is completed. • The Certification for each applications / websites/mobile apps/web service tested may be provided as "Safe for Hosting" • Accept responsibility for declaring the websites / URLs / mobile applications free from known vulnerabilities • Key Areas Web Application Security Audit and Compliance would cover: Access to sensitive data, Administrative Access, Authentication, Backdoors, Cookie poisoning, Forceful browsing, Hidden field manipulation, Informational • Recommended frequency of Web Application Security Audit and Compliance • Key Areas of mobile application testing should cover: Insecure Data Storage, Privacy concerns, Insufficient Transport Layer Protection, Client Side Injection, Poor Authorization and Authentication, Cookie poisoning, Improper Session Handling, Weak Server Side Controls, Insecure Data Storage • Recommended frequency of Mobile Application Security • Application Penetration testing o Vulnerability assessment and pen-testing for deployed and running applications/ mobile apps. The activity

			must include both the manual and automated assessment. • Comprehensive Security Audit, which apart from audit of complete work flow of hosted applications, also includes compliance security testing of all in-line network devices, network security devices, operating systems, Web Servers, Hosting frameworks, Mobile Apps, API and databases related with the project.
12.	Senior Artificial Intelligence / Machine Learning Engineer	• B.Tech in Computer Science (CS) or MCA and has done additional courses in Statistics, Mathematics/ Applied Mathematics OR B.Tech in Computer Science (CS) with a Masters in Data Science • With at least 3+ years of relevant experience as a strong contributor on a data science team	• Has strong hands on experience working specifically in Python, in building web applications, search platforms, API integration etc • Development and maintenance of strategic tools used for Modeling in Python. • Development and maintenance of scripts, tools for end to end funds modeling process work flow. • Provide ongoing development/ maintenance of existing application functionality. • Helps the team with Data Visualization tools, always open to some data exploration • Has Experience and helps the team in building machine learning / Deep Learning pipeline, testing & deployment. • Has expertise in at least one analytics function: attribution, response modeling, propensity, recommender systems, causal inference, NLP • Is proficient in Python, particularly prototyping, text analytical models

			- Is familiar working with data visualization tools - Has strong hands on experience in Deep learning frameworks like TensorFlow&keras, scikit-learn & pandas, OpenCV library, & NLTK, DASK etc. and also in web frameworks like Django. - Has a strong hands-on experience in Unix (ksh, bash, shell script) and SQL. - Is proficient with machine learning algorithms implementation - Has strong inclination towards learning and implementing emerging technologies. - Understand the business problem, challenge of existing technologies and areas of application for AI technologies. - Identify and choose right AI or cognitive computing technologies for solving problems and formulate AI recipes for development. - Develop required machine learning models or prototype applications applying formulated AI recipes and verify the problem/solution fit. - Managing available resources such as hardware, data, and personnel so that deadlines are met - Analyzing the ML algorithms that could be used to solve a given problem and ranking them by their success probability - Exploring and visualizing data to

|			
			gain an understanding of it, then identifying differences in data distribution that could affect performance when deploying the model in the real world
13.	Senior Image Processing Engineer	• M.Tech/B.E/B.Tech **OR** • M.Sc with specialization in GIS /Geography/ Geology & Remote Sensing or equivalent	• Experience in peforming Image processing operations using ERDAS/ENVI/PCI Geomatica or any other COTS Image processing software • Knowledge of satellite data and image interpretation and analysis for sectoral specific applications • DRONE and LIDAR data handling

Note:

i. **Age:** The manpower deployed for the above said service categories shall at all times be within the age group of 18 years – 60 years.

ii. The above lists are non-exhaustive, and tasks of similar competency can be assigned to the selected Agency's list of services.

3. Resource Management

The resource management for different engagements lies within the scope of empanelled vendor.

3.1. The selected agency needs to have skilled manpower in sufficient numbers, capable of supporting the requirement in a manner desired by NICSI/NIC and adhere to the Scope of work.

3.2. Whatever be the assignment, the responsibility of effective and efficient delivery of service by the staff deployed shall rest with the empaneled agency. Agency must ensure to deploy appropriate experienced resources as desired from time to time. The initial quality assessment must be done at the vendor side before sponsoring a resource, followed by interviews conducted at the user site. The candidate of any resource will be accepted as per NICSI discretion. Further, NICSI shall have the right to seek replacement of deployed person in case of unsatisfactory performance.
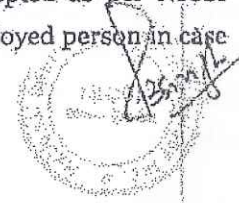
3.3. The agency should provide the documentary proof for the qualifications and experience for the manpower being provided by them. The agency should also certify that the bio-data, qualifications and experience of the manpower is as per the terms and conditions of the bid.

3.4. The empaneled agency shall ensure that all the Labor Law regulations of the Government are fully complied with, in matters of deployment of manpower to NICSI/NIC/User Department.

3.5. The empaneled agency shall pay at least the minimum salary as mentioned in the Table of Approved Rates in Part-I of this empanelment which is effective for the first year of Empanelment. On completion of one year empanelment, the wages for 2nd/ 3rd year of empanelment period shall be in accordances with Table under Annexure-II which shall be the minimum that is passed on immediately to all the resources deployed, apart from the annual increment payable to Resources in accordance with Clause No.3.7. The agency shall be required to furnish relevant supporting documents upon demand from NICSI as proof of actual salary being paid to each individual against this tender.

3.6. The minimum salary shown in the Tables of Approved Rates in Part-I of this empanelment is Cost to Company calculated monthly and includes the EPF (Employer and Employee Contribution), ESI, retirement benefit component, any other statutory paymentas may be applicable, Medical Insurance and accidental insurance etc. which should be paid/accounted for in full to the deployed resource.

3.7. Annual increment equivalent to 4% approximately and added to base wageas shown in Col.3, 5 & 6 of Annexure-II will be admissible as on 1stof April/ October every year to the resources deployed, on/ after completion of one year of services subject to the resource/ employee passing performance appraisal carried out by the Competent Authority of NICSI/ NIC/ User Department during the period of empanelment.

Annual Increment as specified above shall be on April 1 for those who have completed one year service during the period between November 1-April 30 (A resource joining on May 1 shall complete one year of service on April 30 of the following year).

Annual Increment as specified above shall be on October 1 for those who have completed one year service during the period between May 1-October 31 (A resource joining on November 1 shall complete one year of service on October 31 of the following year).

Provided that failure of a particular subject/resourcein performance appraisal for grant of annual increment for 2 consecutive years shall render the resource unfit for further deployment in NICSI/NIC/User Departmentand the Agency is bound to replace such resource forthwith.

3.8. The standard working hours for the manpower deployed shall be 8 ½ hours for offices following 5 day week and 7½ hours for offices following 6 day week, half an hour being lunch time break.

3.9. In case of support service to critical services, where support services are required round the clock, the service rendered on National/ Gazetted Holidays shall entitle compensatory off.

3.10. The empaneled Agency shall have to open its offices, within 2 months, after receiving the work order from NICSI for implementation in locations as per the defined zones, failing which NICSI reserves the right to cancel the empanelment and also forfeit the Security Deposit;

Zones	Office Location	Area Covered
Zone-1	Chennai	Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Telangana, Andaman and Nicobar Islands (Port Blair), Puducherry, Lakshadweep
Zone-2	Mumbai	Goa, Dadra and Nagar Haveli, Gujarat, Daman & Diu, Maharashtra, Madhya Pradesh, Chhattisgarh
Zone-3	Guwahati	Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura
Zone-4	Kolkata	Bihar, Jharkhand, West Bengal, Odisha
Zone-5	Delhi & Chandigarh	Delhi, Uttarakhand, Uttar Pradesh, Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab, Rajasthan, Chandigarh

Minimum Wages Payable as CTC calculated monthly basis

First Year Minimum wage (New Deployment)	2nd Year Minimum wage (New Deployment)	2nd Year Minimum wage with first annual increment	3rd Year Minimum wage (New deployment)	3rd Year Minimum wage with first annual increment	3rd Year Minimum wage with second annual increment
1	2	3	4	5	6
26,500	27,560	28,670	28,670	29,770	30,970
28,600	29,750	30,940	30,940	32,130	33,420
30,900	32,140	33,430	33,430	34,720	36,110
33,400	34,740	36,130	36,130	37,520	39,030
36,100	37,550	39,060	39,060	40,560	42,190
39,000	40,560	42,190	42,190	43,810	45,570
42,100	43,790	45,550	45,550	47,300	49,200
45,500	47,320	49,220	49,220	51,110	53,160
49,100	51,070	53,120	53,120	55,160	57,370
53,000	55,120	57,330	57,330	59,530	61,920
57,200	59,490	61,870	61,870	64,250	66,820
61,800	64,280	66,860	66,860	69,430	72,210
66,700	69,370	72,150	72,150	74,920	77,930
72,000	74,880	77,880	77,880	80,880	84,120
77,800	80,920	84,160	84,160	87,400	90,900
84,000	87,360	90,860	90,860	94,350	98,130
90,700	94,330	98,110	98,110	1,01,880	1,05,960
98,000	1,01,920	1,06,000	1,06,000	1,10,080	1,14,480
1,05,800	1,10,040	1,14,450	1,14,450	1,18,850	1,23,610
1,14,300	1,18,880	1,23,640	1,23,640	1,28,400	1,33,540
1,23,400	1,28,340	1,33,480	1,33,480	1,38,610	1,44,160
1,33,300	1,38,640	1,44,190	1,44,190	1,49,740	1,55,730
1,44,000	1,49,760	1,55,760	1,55,760	1,61,750	1,68,230
1,55,500	1,61,720	1,68,190	1,68,190	1,74,660	1,81,650
1,67,900	1,74,620	1,81,610	1,81,610	1,88,590	1,96,140
1,81,300	1,88,560	1,96,110	1,96,110	2,03,650	2,11,800
1,95,800	2,03,640	2,11,790	2,11,790	2,19,940	2,28,740
2,11,500	2,19,960	2,28,760	2,28,760	2,37,560	2,47,070
2,28,400	2,37,540	2,47,050	2,47,050	2,56,550	2,66,820
2,46,700	2,56,570	2,66,840	2,66,840	2,77,100	2,88,190
2,66,400	2,77,060	2,88,150	2,88,150	2,99,230	3,11,210
2,87,700	2,99,210	3,11,180	3,11,180	3,23,150	3,36,080
3,10,700	3,23,130	3,36,060	3,36,060	3,48,990	3,62,950
3,35,600	3,49,030	3,63,000	3,63,000	3,76,960	3,92,040

Note: 1

Wage = B * (1 + N * 0.04) where

B = Base Rate applicable on the date on increment (as given in columns 1, 2 and 4)

N = Number of completed years in the same project/office on the date of increment (either on 1st April or 1st October), subject to grant of increment (Calculated values are rounded up to the next Rupees 10).

Note: 2

Column 1: Initial minimum wages to be payable to a resource as CTC calculated monthly in terms of Para 3.5

Column 2: Minimum wages replaced against various stages in Col.1 on completion of one year of empanelment ie. 2nd year of empanelment and payable to a resource as CTC calculated monthly (Applicable for fresh deployment)

Column 3: Minimum wages replaced against various stages in Col.1 on completion of one year of empanelment and with grant of annual increment to an employee in terms of Para 3.7

Column 4: Minimum wages replaced against various stages in Col.2 on completion of two year of empanelment ie. 3rd year of empanelment and payable to a resource as CTC calculated monthly (Applicable for fresh deployment)

Column 5: Minimum wages replaced against various stages in Col.2 on completion of two year of empanelment and with grant of first annual increment to an employee in terms of Para 3.7.

Column 6: Minimum wages replaced against various stages in Col.2 on completion of two year of empanelment (i.e. 3rd year of empanelment) and with grant of second annual increment to an employee (who was deployed from the first year of empanelment) in terms of Para 3.7.

END**********************************