



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/4798216  
Dated/दिनांक : 19-03-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	09-04-2024 12:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	09-04-2024 12:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Labour And Employment
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Employees Provident Fund Organisation (epfo)
Office Name/कार्यालय का नाम	New Delhi
Total Quantity/कुल मात्रा	1
Item Category/मद केटेगरी	EOI for Hiring of Consulting Agency for Next Gen Security Operations Centre Project (Q3)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	2000 Lakh (s)
OEM Average Turnover (Last 3 Years)/मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)	2000 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	1 Year (s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Annual Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Past Performance/विगत प्रदर्शन	80 %
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No

**Bid Details/बिड विवरण**

<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	5 Days
<b>Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)</b>	No
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation

**EMD Detail/ईएमडी विवरण**

Required/आवश्यकता	No
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**ePBG Detail/ईपीबीजी विवरण**

Required/आवश्यकता	No
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**Splitting/विभाजन**

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

**MII Purchase Preference/एमआईआई खरीद वरीयता**

MII Purchase Preference/एमआईआई खरीद वरीयता	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
3. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product

during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Preference to Make In India products (For bids < 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023.

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25%(selected by Buyer) percentage of total QUANTITY. The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

6. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

## **EOI For Hiring Of Consulting Agency For Next Gen Security Operations Centre Project ( 1 set )**

**(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)**

### **Technical Specifications/तकनीकी विशिष्टियाँ**

Buyer Specification Document/क्रेता विशिष्टि दस्तावेज़	<a href="#">Download</a>
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**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Rahul Tanwar	110075,National Data Centre EPFO Complex Plot 23, Sector 23 Dwarka	1	15

#### Buyer added Bid Specific Additional Scope of Work

S.No.क्र.सं.	Document Title	Description	Applicable/रिक्स प्रभार के अनुसार जीएसटी i.r.o. Items
1	Expression of Interest Document <a href="#">View</a>	Expression of Interest Document	EOI For Hiring Of Consulting Agency For Next Gen Security Operations Centre Project(1)

The uploaded document only contains Buyer specific Additional Scope of Work and / or Drawings for the bid items added with due approval of Buyer's competent authority. Buyer has certified that these additional scope and drawings are generalized and would not lead to any restrictive bidding.

#### Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

##### 1. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Disclaimer: This EOI is not an offer by EPFO or a tender document but it is an invitation to receive responses from eligible interested parties.

The purpose of this EOI document is to provide such necessary information to interested service providers that may be useful to them in formulating their proposals in response to this EOI.

##### 2. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

#### Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.

4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

[This Bid is also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है](#)

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

**---Thank You/धन्यवाद---**



**Basic Details**

<b>Organisation Chain</b>	Employees Provident Fund Organisation  Head Quarters, New Delhi  Information Services Division (ISD) HQ,New Delhi		
<b>Tender Reference Number</b>	593982/2277		
<b>Tender ID</b>	2024_EPFO_750765_1		
<b>Tender Type</b>	EOI	<b>Form of contract</b>	EOI
<b>Tender Category</b>	Services	<b>No. of Covers</b>	1
<b>Payment Mode</b>	Not Applicable	<b>Is Multi Currency Allowed For BOQ</b>	No
<b>Is Multi Currency Allowed For Fee</b>	No		

**Cover Details, No. Of Covers - 1**

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical/Finance	.pdf	EOI Document

**Tender Fee Details, [Total Fee in ₹ \* - 0.00]**

<b>Tender Fee in ₹</b>	0.00		
<b>Fee Payable To</b>	NA	<b>Fee Payable At</b>	NA
<b>Tender Fee Exemption Allowed</b>	NA		

**EMD Fee Details**

<b>EMD Amount in ₹</b>	0.00	<b>EMD Exemption Allowed</b>	NA
<b>EMD Fee Type</b>	NA	<b>EMD Percentage</b>	NA
<b>EMD Payable To</b>	NA	<b>EMD Payable At</b>	NA

**Work /Item(s)**

<b>Title</b>	EOI for Hiring of Consulting Agency for Next Gen Security Operations Centre Project				
<b>Work Description</b>	EOI for Hiring of Consulting Agency for Next Gen Security Operations Centre Project				
<b>Pre Qualification Details</b>	Please refer Tender documents.				
<b>Tender Value in ₹</b>		<b>Product Category</b>	Consultancy	<b>Sub category</b>	NA
<b>Contract Type</b>	Empanelment	<b>Bid Validity(Days)</b>	180	<b>Period Of Work(Days)</b>	Nil
<b>Location</b>	NDC	<b>Pincode</b>	110077	<b>Pre Bid Meeting Place</b>	NA
<b>Pre Bid Meeting Address</b>	NA	<b>Pre Bid Meeting Date</b>	NA	<b>Bid Opening Place</b>	New Delhi

**Critical Dates**

<b>Publish Date</b>	18-Mar-2024 06:00 PM	<b>Bid Opening Date</b>	09-Apr-2024 09:00 AM
<b>Document Download / Sale Start Date</b>	18-Mar-2024 06:00 PM	<b>Document Download / Sale End Date</b>	08-Apr-2024 05:45 PM
<b>Clarification Start Date</b>	NA	<b>Clarification End Date</b>	NA
<b>Bid Submission Start Date</b>	18-Mar-2024 06:00 PM	<b>Bid Submission End Date</b>	08-Apr-2024 05:45 PM

**Tender Documents**

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	EOI Document	635.95

  

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Additional Documents	EOI.pdf	EOI Document	635.95

**Tender Inviting Authority**

<b>Name</b>	RPFC NDC
<b>Address</b>	New Delhi

**Tender Creator Details**

<b>Created By</b>	Rahul Tanwar
<b>Designation</b>	Deputy Director
<b>Created Date</b>	18-Mar-2024 03:58 PM

**EPFO**  
**Expression of Interest (EOI)**  
**Hiring of Consulting Agency for Next Gen Security Operations Centre**  
**(SOC) Project**

**EOI No.:593982/2277**

**Dated: 18.03.2024**

**National Data Centre,  
EPFO,  
First Floor,  
Sector 23, Dwarka,  
New Delhi -110077  
INDIA**



**Notice inviting Expression of Interest for Hiring Consulting Agency for EPFO  
Next Gen SOC Project**

- 1.1** The EPFO invites sealed Expression of Interest (EOI) from Firms of repute having expertise in consultancy for planning, implementing, commissioning and managing the Next Generation Security Operation Centre (SOC) for EPFO as managed Services.
- 1.2** Entities which satisfy the eligibility and pre-qualification criteria are required to communicate their interest in writing to the EPFO at the following address.

The Regional Provident Fund Commissioner  
National Data Center, EPFO Complex, Sector 23, Dwarka  
New Delhi – 110077

- 1.3** The EPFO reserves the right to reject any or all EOIs or cancel/withdraw the request inviting proposal without assigning any reason whatsoever and in such case no intending bidder shall have any claim arising out of such action.
- 1.4** This document does not constitute nor should it be interpreted as an offer or invitation for the selection of consulting agency who could assist EPFO in preparation of RFP, Bid Process Management and on-boarding of Master System Integrator for implementing & managing the operations of next generation SOC as a managed service.
- 1.5** This document does not purport to be all inclusive or contain all the information or be the basis of any contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein.
- 1.6** For further clarification, please contact:

Chief Information Security Officer IT Security Vertical,  
IS Division, EPFO (Email id: [ciso.epfo@epfindia.gov.in](mailto:ciso.epfo@epfindia.gov.in) and  
[infosecurity@epfindia.gov.in](mailto:infosecurity@epfindia.gov.in) with CC to: [rc.ndc@epfindia.gov.in](mailto:rc.ndc@epfindia.gov.in))  
National Data Center, EPFO Complex, Sector 23,  
Dwarka New Delhi-110076

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## 1. EOI Schedule and Address

S No	Event	Date & Time
a.	Issuance of Expression of Interest (EOI) Document	18.03.2024
b.	Last Date and Time for completed EOI document submission	08.04.2024
c.	Opening of EOI	09.04.2024
d.	Address for EOI submission and all communication on the subject (Bank Address)	National Data Centre, EPFO, First Floor, Sector 23, Dwarka, New Delhi -110077

## 2. Introduction

- a. EPFO is one of the world's largest Social Security Organizations in terms of clientele and the volume of financial transactions undertaken. At present, it maintains 24.77 crore accounts (Annual Report 2019-20) pertaining to its members. The Employees' Provident Fund came into existence with the promulgation of the Employees' Provident Funds Ordinance on the 15th November, 1951. It was replaced by the Employees' Provident Funds Act, 1952. The Employees' Provident Funds Bill was introduced in the Parliament as Bill Number 15 of the year 1952 as a Bill to provide for the institution of provident funds for employees in factories and other establishments. The Act is now referred as the Employees' Provident Funds & Miscellaneous Provisions Act, 1952 which extends to the whole of India. The Act and Schemes framed there under are administered by a tri-partite Board known as the Central Board of Trustees, Employees' Provident Fund, consisting of representatives of Government (Both Central and State), Employers, and Employees.
- b. The Central Board of Trustees administers a contributory provident fund, pension scheme and an insurance scheme for the workforce engaged in the organized sector in India. The Board is assisted by the Employees' PF Organization (EPFO), consisting of offices at 138 locations across the country.. The EPFO is under the administrative control of Ministry of Labour and Employment, Government of India (Annual Report 2019-20). The Board operates three schemes - EPF Scheme 1952, Pension Scheme 1995 (EPS) and Insurance Scheme 1976 (EDLI).
- c. Considering the ever-growing cyber threats and regulatory mandates (like of Cert-IN, MeitY), EPFO has decided to go for an in-house Next Generation Security Operations Centre (SOC), which would be a command centre facility at NDC Dwarka premise operated by enthusiastic team of security professionals. This team would be responsible for monitoring, analyzing, responding and protecting the organization IT assets and services like Servers, Network Traffic (WAN, LAN, Local, Internet), Endpoints, Databases, Web Apps, User Identities etc. for the signs of potential security incident.

### 3. **Broad Objective.**

EPFO has established its co-located data center with RailTel (DC, Gurugram and DR, Secunderabad). The National Data Center (Near DR) at Dwarka, New Delhi, has been setup along with NOC operation facility to manage the DC and DR using internal and outsourced technical manpower. EPFO wishes to leverage latest technology/tools for adopting a proactive and constant monitoring approach to identify any vulnerabilities/threats/risks/issues in its IT network for taking prompt action to counter any threats/vulnerabilities/risks. To achieve this, EPFO wishes to establish next generation Security Operation Center (SOC) as a managed service for implementing preventive, detective and corrective controls to secure against advanced and emerging cyber threats.

The purpose of this EOI is to identify prospective bidders/ consulting agencies that would assist EPFO in drafting of RFP, bid management, onboarding of Master System Integrator (MSI), FAT & Sign Off for setting up, operationalize, manage & maintain Next Generation Security Operation Center (SOC) for EPFO as a managed service. The consultant agency will provide support during the project implementation and rollout phase. They will do Monitoring & Evaluation of project progress.

### 4. **Invitation**

Expression of Interest (EOI) is invited in a sealed envelope superscripted with "Expression of Interest (EOI) for Hiring Consultant Agency for Next Gen SOC"

- a. From the applicants / bidders who meet the eligibility criteria as set out in Annexure –A
- b. Who have solution strictly in line with the Broad Scope of Work as set out in this EOI
- c. Agree to abide by the terms and conditions contained in this document.

Please note that the EOI is not a qualification criterion. EPFO will float an Open/Closed RFP at its own discretion. By participating in this EOI process, applicant / bidder confirms that they are in complete agreement with EPFO as per all the Terms and Conditions of this EOI. A Sealed envelope containing complete set of signed hard copy of EOI document should be submitted by post or be delivered in person at the undernoted office (on any working day) on or before the date and time mentioned in "EOI Schedule and Address" section of this document.

### 5. **Applicant's / Bidder's Eligibility Criteria**

- a. This EOI is open to all applicants / bidders who fulfil the eligibility criteria as set out in **Annexure-'A'** of this document and is in agreement with EPFO terms and conditions of this EOI document. The applicant should furnish documentary evidence supporting the information provided by them as per the EOI process.

## 6. **Broad Scope of Work:**

The overall scope of work to be executed by the Consultant may be summarised under the following tasks:

- a. Bid Management of RFP process till conclusion of bid-process including signing of contract.
- b. Overseeing the SITC (Supply, Installation, Testing and Commissioning) phase till go-live of the Next Gen SOC.
- c. The acceptance of the work completeness in accordance with the requirements.
- d. Operationalisation and maintenance for period of 3years extendable by 2 years.

EPFO intends to hire the services of third-party consultants who can help and assist EPFO in preparation of RFP, bid process management, on-boarding of Master System Integrator (MSI) till operation and maintenance.

## 7. **Format and Signing of EOI**

- a. The applicant should prepare EOI strictly as desired in this Request for EOI Document.
- b. All pages of the EOI should be signed only by the authorized person(s) of the company/firm/bidder. Any interlineations, erases or overwriting shall be valid only if the person(s) signing the EOI authenticates them. The EOI should bear the rubber stamp of the applicant on each page except for the un-amendable printed literature.
- c. The applicants / bidder should demonstrate that they meet eligibility criteria given in Annexure – 'A' of this EOI.
- d. As a part of this EOI, the applicant has to submit detailed approach paper on how they propose setting up of PMC for Next Gen Security Operations Centre (SOC).
- e. Contact detail of the authorized signatory and an authorized contact person on behalf of the applicant is to be provided.

## 8. **Process after submission of EOI**

- a. All EOIs received by the designated date and time will be examined by the EPFO to determine if they meet criteria/terms and conditions mentioned in this document including its subsequent amendment(s), if any, and whether EOI is complete in all respects.
- b. On scrutiny, if the EOI is found NOT in desired format /illegible /incomplete /not containing clear information, in view of EPFO, to permit thorough analysis or failing to fulfil the relevant requirement will be rejected for further evaluation process.
- c. EPFO reserves the right, at any time, to waive any of the requirements of this Request for EOI document if it is deemed in the interest of EPFO.
- d. If deemed necessary, EPFO may seek clarifications on any aspect of EOI from the applicant. If a written response is requested, it must be provided within 5 working days. Beyond the response received, if any, will not be considered. However, that would not entitle the applicant to change or cause any change in the substances of their EOI document already submitted. EPFO may also make enquiries to establish the past performance of the applicants in respect of similar work. All information submitted in the application or obtained subsequently will be treated as confidential.

- e. After examining the EOI, some or all eligible applicants may be asked to make presentation of the solution and demonstrate proof of concept.
- f. EPFO may shortlist the applicants who fulfil the eligibility criteria, have solution as per the requirement of the EPFO and are agreeing to abide by the terms and conditions of the EPFO. EPFO's judgment in this regard will be final.
- g. EPFO may issue an Open/Closed Request for Proposal (RFP) to shortlisted applicants for inviting technical and indicative commercial bids for next process of procurement. However, please note that short listing of applicants should not be treated as a contract for the proposed work.
- h. Applicants will be advised about shortlisting of their EOIs or otherwise. However, applicants will not be provided with information about comparative position of their EOIs with that of others.
- i. Nothing contained in this EOI shall impair the EPFO's Right to issue 'Open Tender' on the proposed solution.

## 9. Terms & Conditions:

- a. Lodgment of an EOI is evidence of an applicant's consent to comply with the terms and condition of Request for EOI process and subsequent bidding process. If an applicant fails to comply with any of the terms, its EOI may be summarily rejected.
- b. Wilful misrepresentation of any fact in the EOI will lead to the disqualification of the applicant without prejudice to other actions that the EPFO may take.
- c. The EOI and the accompanying documents will become property of EPFO. The applicants shall be deemed to license, and grant all rights to EPFO, to reproduce the whole or any portion of their product/solution for the purpose of evaluation, to disclose the contents of submission to other applicants and to disclose and/ or use the contents of submission as the basis for EOI process.
- d. EPFO reserves the right to accept or reject any or all EOI s received without assigning any reason therefore whatsoever and the EPFO's decision in this regard will be final.
- e. No contractual obligation whatsoever shall arise from the EOI process.
- f. Any effort on the part of applicant to influence evaluation process may result in rejection of the EOI.
- g. EPFO is not responsible for non-receipt of EOIs within the specified date and time due to any reason including postal delays or holidays in between.
- h. EPFO reserves the right to verify the validity of information provided in the EOIs and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI or even after award of contract.
- i. Applicants shall be deemed to have:
  - i. examined the Request for EOI document and its subsequent changes, if any for the purpose of responding to it.
  - ii. examined all circumstances and contingencies, having an effect on their EOI application and which is obtainable by the making of reasonable enquiries.
  - iii. satisfied themselves as to the correctness and sufficiency of their EOI applications and if any discrepancy, error or omission is noticed in the EOI, the applicant shall notify the EPFO in writing on or before the end date/time.

- j. The applicant shall bear all costs associated with submission of EOI, presentation/POC desired by the EPFO. EPFO will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.
- k. Applicants must advise the EPFO immediately in writing of any material change to the information contained in the EOI application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their advices. For successful applicants, this requirement applies until a contract is awarded as a result of subsequent bidding process.
- l. Applicant shortlisted must not advertise or publish about the result of process / engagement with EPFO on the subject in any form without prior written permission from EPFO.
- m. The detail scope of work will be included in the Request for Proposal (RFP document).
- n. Subcontracting is not permitted.
- o. EPFO may review eligibility criteria, Terms & Conditions and other evaluation criteria as per requirements of EPFO at the time of publishing RFP for Hiring of Consulting Agency for Next Gen Security Operations Centre (SOC).
- p. EPFO shall have the right to cancel the EOI process itself at any time, without thereby incurring any liabilities to the affected Applicants. Reasons for cancellation, as determined by EPFO in its sole discretion include but are not limited to, the following:
  - i. Services contemplated are no longer required.
  - ii. Scope of work not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments.
  - iii. The project is not in the best interest of EPFO.
  - iv. Any other reason.

## 10. Disclaimer

EPFO is not committed either contractually or in any other way to the applicants whose applications are accepted. The issue of this Request for EOI does not commit or otherwise oblige EPFO to proceed with any part or steps of the process. Subject to any law to the contrary, and to the maximum extent permitted by law, EPFO and its directors/officers/employees/contractors/agents and advisors disclaim all liabilities (including liability by reason of negligence) from any loss or damage, cost or expense incurred or arising by reasons of any person using the information and whether caused by reasons of any error, omission or misrepresentation in the information contained in this document or suffered by any person acting or refraining from acting because of any information contained in this Request for EOI document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of EPFO or any of its officers, employees, contractors, agents or advisors.

**Annexure – “A”**

## Eligibility Criteria

Sr.	Pre-Qualification Criteria (PQ)	Document(s) to be submitted
1.	The bidder must be registered in India under the Companies Act 1956/2013/Partnership Act/LLP act 2008 for the last five years as of the date of publishing of the RFP.	Audited Balance Sheet of the last three financial years along with CA certificate with valid UDIN Number.
2.	The Bidder should have valid GST registration &, PAN Number as on date.	Copy of GSTN Registration certificate and Copy of PAN
3.	The Bidder should have a minimum average annual turnover of at least Rs. 20 Crores from provisioning of consulting services in the last three financial years (i.e.2019-20, 2020- 2021 & 2021-2022).	Audited Balance Sheet of the last three financial years along with CA certificate with valid UDIN Number.
4.	The Bidder should have a positive net worth for the last three years.	Audited Balance Sheet of the last three financial years along with CA certificate with valid UDIN Number.
5.	The bidder should not have been blacklisted by any Government body, PSU or PSB, during the last five years.	Self-declaration by the authorized signatory of the Bidder.
6.	The bidder should have been in the business of providing Consultancy Services in India for a period of more than 8 years as of the date of the RFP Published	Copy of Work Order / LOA / LOI / Client Certificate / Agreement / Completion Certificate



Sr.	Pre-Qualification Criteria (PQ)	Document(s) to be submitted
7.	The Bidder should have experience of at least 1 Project of Security Operation Centre (SOC) consultancy of value more than 50 Lakh with Central/State Government /PSU/ Govt. Undertaking/ Banks	Copy of Work Order / LOA / LOI / Client Certificate / Agreement / Completion Certificate
8.	The bidder should possess experience in providing IT Consulting /Advisory/Audit/TPA services in any Central/State Government /PSU/ Govt. Undertaking/ Banks directly with a minimum order value of INR 5 crore	Copy of Work Order / LOA /LOI / Agreement along with Client Certificate / Completion Certificate/CA Certificate of Invoices Paid
9.	The Bidder should have 200+ employees on its payroll	Certificate from the HR Head on the number of full-time qualified personnel on its rolls in any of these areas.
10.	The bidder should have ISO 9001:2015 and ISO 27001:2013 certification valid as on bid submission date.	Copy of Certificate
11.	The company should be CMMi level 3 or above.	Copy of Certificate

**Note**

Bidder should submit detailed response along with documentary proof for all of the above eligibility criteria. The eligibility will be evaluated based on the bid and the supporting documents submitted. Bids not meeting the above eligibility criteria will be rejected.

Technical Evaluation will be done by EPFO's technical evaluation committee and the decision of the committee will be final.

Bidders to submit relevant documentary evidence for all parameters mentioned. Providing any wrong information by the bidder will result in disqualification of the bidder. EPFO may cross check above parameters by any means / during site visit.

**Please Note:**

**Since this is not a Request for Proposal (RFP), commercials are not required to be submitted at this stage.**

Copy of supporting documents or documentary proof for all the above criteria should be submitted to **Regional Provident Fund Commissioner, National Data Centre, EPFO, First Floor, Sector 23, Dwarka, New Delhi -110077, INDIA**

**Annexure – “B”**

**PROFILE OF THE BIDDER**

<b>S. No.</b>	<b>Particulars</b>	<b>Response</b>
1.	Name of the bidder	
2.	Country of HQ (if other than India) and Date of Incorporation	
3.	Head Quarters Address	
4.	Address in India & Date of Incorporation in India	
5.	Communication Details of Contact Official(s) – Name, Designation, Phone & Fax Number (with STD code), Mobile No. & E-mail Address.	
6.	Ownership structure (e.g. Company, Partnership)	
7.	Details of Partners / Directors	
8.	In case of limited companies, names of major shareholders with percentage holding.	
9.	Total number of offices worldwide and list thereof	
10.	Experience in consultancy services related to Security Operations Centre setup & management (No of years with details of significant work done including volumes, capacities etc.)	
11.	a. Total Number of Employees.	
	b. Total Number of Technical employees	
	c. Number of employees having Qualifications / Certifications (GSOC technologies proposed, CISSP, CEH, ISACA CRISC, CVA, CCNA, CCNE, CCSP, CCIE-Network, CCIE-Security etc.). (breakup of each to be given)	
12	a. Tangible Net Worth, Total turnover, Sales & Profit for the last 3 Financial Years	
13.	Name of Primary Bankers/Financers & their address	
14.	Furnish information relating to the Clients where consultancy related to security operations project have been undertaken.	
15.	Furnish details of pending/past litigations within the last 3 years, if any.	
16.	Brief Bio-data of the key personnel to be associated with the proposed project	

**Note – The bidder must attach appropriate document attested by their Authorized Signatory in support of their claim in compliance of the above particulars.**

---End---