



Software Technology Park of India

Expression of Interest

Ref. No. STPI/TECH/NSIG/MISC/24-25/2/II

Invitation of Bids for Empanelment of Software Development Agencies (SDAs)

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1. BACKGROUND

Software Technology Parks of India (STPI), an autonomous society under the Ministry of Electronics and Information Technology (MeitY), Government of India, is a premier S&T organisation driving the growth of the IT/ITeS industry, strengthening software exports, and fostering technology-led innovation and entrepreneurship. With 73 centres across the country, including 65 in Tier-II and Tier-III cities, STPI supports the IT ecosystem through the implementation of the STP/EHTP schemes, single-window statutory services, High-Speed Data Communication (HSDC), and over 18 lakh sq. ft. of incubation space, enabling ease of doing business for IT/ITeS companies, startups, and MSMEs.

STPI drives innovation through 26 Centres of Entrepreneurship (CoEs) focused on emerging technologies, the Next Generation Incubation Scheme (NGIS), and the SAYUJ platform, strengthening India's startup ecosystem. Additionally, STPI operates six data centres, provides Ananta Cloud services, cybersecurity solutions such as Vulnerability Assessment and Penetration Testing (VAPT), security audits, and Managed Security Operations Centre (SOC) services, and offers project management and consultancy services to government, industry, and academia, thereby contributing to India's digital transformation and innovation ecosystem.

To execute its operations efficiently, STPI requires new, modern software systems for its internal use as well as for MeitY and many of STPI's PMC clients. Multiple different software systems are already being used by STPI for various purposes. These systems require regular maintenance, upgrades, security compliance, etc. A few examples of these software systems are: STPI's official website, intranet portal, Start-up Networking & Discovery portal, Workspace portal, EMC & CRO portals etc. While some of these portals are developed in-house (completely or partially), others are developed by external agencies (completely or partially).

It is evident from above that STPI undertakes software development projects of varying types, sizes, and complexities for its internal operations and external clients. These software systems may be of different types (web, mobile, standalone etc.), sizes & scale (1 month to 5 years) and based on different technologies (e.g. PHP, MERN, Python/AI/ML, SAP/ODOO/OApps/ERP etc.). Further, the requirements of such software systems are very dynamic & perennial in nature. While many software systems are required to be developed from scratch, the existing systems require regular upgrades & maintenance.

Through this EOI, STPI intends to empanel software development agencies to develop, maintain, and upgrade software systems of different types, sizes & scale and based on different technologies as per requirement of STPI for internal usage of STPI or MeitY as well as for PMC clients of STPI.

2. INVITATION FOR BIDS

STPI invites qualified and proficient Agencies to submit their bids for getting empanelled with STPI for development of software systems of different sizes & scale and based on different technologies. An indicative list of different types, sizes & scale and technologies/tech-stacks of software systems is placed at Annexure-1.

As part of their technical bids, the Agencies shall provide information, as per Annexures 2 to Annexure 4, demonstrating their strengths, qualifications and experience to perform the desired services. STPI shall evaluate the bids, empanel agencies and award work as per the details mentioned in Section 6. Empanelment does not guarantee award of work.

Bidders who are already empanelled through the EoI for Empanelment of Software Development Agencies (SDAs) (Tender ID: 2024_DIT_823945_1 dated September 02, 2024) are not required to apply under this empanelment process.

This EoI document is being published on web Portal <http://eprocure.gov.in> and <http://www.stpi.in> and bids must be submitted online. For detailed information about online bid submission, refer Annexure-3.

3. SCHEDULE OF EVENTS

The proposed schedule of events is as follows:

S. No.	Activity	Date / Time [dd/mm/yyyy]
1	Bid submission start-date	05/08/2026
2	Last date for submission of queries related to the EoI document	10/08/2026, 17:00hrs
3	Pre-Bid Meeting	11/08/2026, 11:00hrs
4	Bid submission end-date	26/08/2026, 17:00hrs
5	Opening of bids	27/08/2026, 17:00hrs

4. PRE-BID CLARIFICATIONS

- The Bidders will have to ensure that their queries (if any) are submitted prior to the pre-bid meeting.
- It may kindly be noted that no bid query will be entertained through phone Calls/Fax. All queries must be submitted in writing through e-mail only at the specified e-mail ID.
- All the queries should necessarily be submitted in the following format in Excel:

S. No.	EoI Document Reference(s)			Query by bidder
	Page No.	Section No.	Section Name	
1				
2				
3				
4				

- Any requests for clarifications post the indicated date/time may not be entertained.
- Designated e-mail ID for submission of queries: email: **stpiindia@stpi.in**
- Clarifications and/or corrigenda, if any, shall be published on the GeM/CPP Portal and STPI websites as per the prescribed timeline. STPI does not guarantee that all bidder queries will be responded to.
- STPI may, at any time before the bid submission deadline, issue a corrigendum to the EoI, either suo motu or in response to bidder queries. If required, STPI may extend the bid submission deadline to enable bidders to incorporate the changes while preparing their proposals.

5. PRE-QUALIFICATION

- The Agency must be a registered legal entity in India as a private limited company, limited liability partnerships, not-for-profit organization, registered society or association. Any other suitable structure which is legally valid shall also be acceptable.
- The Agency must have been in existence for at least 2 years.
- The Agency must have a minimum average annual turnover of INR 10 Crore during the last 2 financial years.
- The Agency must not be blacklisted by any Central/State Governments or allied organizations including Autonomous Bodies, PSUs etc.
- The Agency must have rendered software development services of different types, sizes & scale and based on different technologies.
- The Agency must itself be the bidder / Subject Matter Expert (i.e. "Joint-bidding" or "Outsourcing of work" is NOT permitted)

Kindly refer to Annexure 2(a) for more details. Kindly note that the bid should be submitted in a format prescribed in Annexure-2(b).

6. TECHNICAL EVALUATION, EMPANELMENT AND AWARD OF WORK

6.1 TECHNICAL EVALUATION

Agencies fulfilling the pre-qualification criteria mentioned above shall be awarded scores as per following table:

S. No.	Criteria	Max Marks	Remarks						
1	Total number of software development projects executed from 1 st April 2023 till last date of bid submission, each of value >=INR 1 Cr <table><tr><td>More than 10</td><td>10 Marks</td></tr><tr><td>5 to 10</td><td>5 Marks</td></tr><tr><td>Less than 5</td><td>2 Marks</td></tr></table>	More than 10	10 Marks	5 to 10	5 Marks	Less than 5	2 Marks	10	- Indicate the total number of software development projects executed. - Credential should be adequately supported with documentary evidence and showcased during presentation.
More than 10	10 Marks								
5 to 10	5 Marks								
Less than 5	2 Marks								
2	Number of technologies / tech stacks (refer annexure) in which expert level proficiency is available internally <table><tr><td>More than 5</td><td>10 Marks</td></tr><tr><td>3 to 5</td><td>5 Marks</td></tr><tr><td>Less than 3</td><td>2 Marks</td></tr></table>	More than 5	10 Marks	3 to 5	5 Marks	Less than 3	2 Marks	10	- Indicate the number of technologies/tech stacks in which the Agency has high expertise level. - Credential should be adequately supported with documentary evidence and showcased during presentation.
More than 5	10 Marks								
3 to 5	5 Marks								
Less than 3	2 Marks								
3	Number of expert professionals on different technologies / tech stacks (refer annexure) in available internally <table><tr><td>More than 50</td><td>10 Marks</td></tr><tr><td>20 to 50</td><td>5 Marks</td></tr><tr><td>Less than 20</td><td>2 Marks</td></tr></table>	More than 50	10 Marks	20 to 50	5 Marks	Less than 20	2 Marks	10	- Indicate the number of expert professionals in different technologies/tech stacks available in house. - Credential should be adequately supported with documentary evidence and showcased during presentation.
More than 50	10 Marks								
20 to 50	5 Marks								
Less than 20	2 Marks								
3	No. of cities in India with physical office space <table><tr><td>More than 5</td><td>5 Marks</td></tr><tr><td>3 to 5</td><td>3 Marks</td></tr><tr><td>Less than 3</td><td>1 Mark</td></tr></table>	More than 5	5 Marks	3 to 5	3 Marks	Less than 3	1 Mark	5	Credential should be adequately supported with relevant documentary evidence & showcased during presentation.
More than 5	5 Marks								
3 to 5	3 Marks								
Less than 3	1 Mark								
4	ISO Certification: <table><tr><td>Both ISO 9001:2015 & ISO/IEC 27001:2022</td><td>5 Marks</td></tr><tr><td>ISO/IEC 27001:2022</td><td>3 Marks</td></tr><tr><td>Only ISO 9001:2015</td><td>2 Mark</td></tr></table>	Both ISO 9001:2015 & ISO/IEC 27001:2022	5 Marks	ISO/IEC 27001:2022	3 Marks	Only ISO 9001:2015	2 Mark	5	Relevant certificate(s)
Both ISO 9001:2015 & ISO/IEC 27001:2022	5 Marks								
ISO/IEC 27001:2022	3 Marks								
Only ISO 9001:2015	2 Mark								
5	CMMI Certification: <table><tr><td>CMMI Level 5</td><td>5 Marks</td></tr><tr><td>CMMI Level 4</td><td>3 Marks</td></tr><tr><td>CMMI Level 3</td><td>2 Mark</td></tr></table>	CMMI Level 5	5 Marks	CMMI Level 4	3 Marks	CMMI Level 3	2 Mark	5	Relevant certificate
CMMI Level 5	5 Marks								
CMMI Level 4	3 Marks								
CMMI Level 3	2 Mark								
6	Technical Presentation	30	- The bidder shall make a technical presentation covering the organization's profile, relevant experience, domain expertise, technical capabilities, proposed approach, key personnel, infrastructure, and any other information relevant to the scope of empanelment. - The presentation will be evaluated by the Expert Evaluation Committee based on the bidder's overall competence, relevant experience, technical capabilities, quality of presentation, and understanding of the empanelment requirements. - A maximum of 60 minutes shall be allotted for the presentation, including interaction with the Expert Evaluation Committee. The presentation should be clear, concise, and focused on demonstrating the bidder's capability and suitability for empanelment.						
TOTAL		75 marks							

Technical bids must be submitted as per Annexure-2(a) & 2(b).

6.2 EMPANELMENT

- 6.2.1 Bidders fulfilling the eligibility criteria and securing a minimum qualifying score of **60 out of 75 marks** in the Technical Evaluation shall be eligible for empanelment as Software Development Agencies ("SDAs") with STPI.
- 6.2.2 STPI reserves the right, at its sole discretion, to empanel such number of eligible bidders as SDAs as it may deem appropriate, based on its organizational requirements.
- 6.2.3 The SDAs empanelled under Phase-II shall be added to the existing pool of empanelled SDAs. Their empanelment shall be valid for an initial period of **three (3)** years from the date of issuance of the empanelment letter by STPI and may, at STPI's sole discretion, be extended by up to **two (2)** years on the same terms and conditions. The validity period of the current empanelment shall be independent of the validity period applicable to any other empanelment phase.

6.3 AWARD OF WORK

- 6.3.1 For each software development project, bids shall be invited from all SDAs.
- 6.3.2 The bids invited may be purely financial OR techno-financial as follows:
 - 6.3.2.1 For software development projects which may involve only one or few technologies/tech stacks and/or may be of relatively small scale/size and/or may have minimal subjectivity involved, STPI may circulate a brief requirement document and invite financial bids only within stipulated time. Work shall be awarded to the L1 bidder.
 - 6.3.2.2 For software development projects which may involve multiple technologies/tech stacks and/or may be of relatively bigger scale/size and/or may have significant subjectivity involved, STPI may circulate a detailed requirement document to all SDAs. It shall contain all the information about the scope of work, timelines, invitation & evaluation of bids etc. STPI may call all SDAs to make detailed presentation on their proposed solution. Each SDA may be assigned a technical score based on the presentation made. There may or may not be a minimum score for technical qualification. This may be followed by invitation of financial bids. Each SDA may be awarded a financial score based on the financial bid submitted. Exact details shall be defined in the detailed requirement document provided by STPI. Work shall be awarded to the bidder with the highest score.
- 6.3.3 Based on user experience and feedback received, STPI shall reserve the right to award work to any of the empaneled bidders at its own discretion.
- 6.3.4 The SDA shall not, under any circumstances, sublet, subcontract, or transfer the assigned work or any part thereof to any third party.

7. IMPORTANT TERMS & CONDITIONS

- a) Bidders who are already empanelled through the EoI for Empanelment of Software Development Agencies (SDAs) (Tender ID: 2024_DIT_823945_1 dated September 02, 2024) are not required to apply under this empanelment process.
- b) The empanelment shall be initially for duration of three years which shall be extendable up-to another two years on same terms & conditions.
- c) Any benefit/relaxation as per the Government of India's Public Procurement Policy for MSMEs/Startups subject to submission of valid documentary evidence will be considered.
- d) Agencies are required to submit EMD to submit their bids for empanelment. EMDs of unsuccessful Agencies shall be returned at the end of empanelment process.
- e) Any specific conditions applicable for specific software development projects shall be mentioned in the requirement document for that specific project. Such conditions may include but not be limited to signing of agreements, submission of BG etc.
- f) For certain projects and/or duration, STPI may require the manpower to work from its own office. The Agencies must deploy manpower as per STPI's requirement. During such instances, access to required infrastructure shall be provided by STPI viz. workspace, conference/meeting rooms with telecommunication infrastructure.
- g) In case of any unsatisfactory performance by any Agency, its pending payments shall be withheld, and its empanelment may be cancelled. STPI's decision shall be final & binding.
- h) The Agency shall not sublet, subcontract, assign, or transfer the assigned work or any part thereof to any third party. However, in exceptional circumstances, the SDA may seek prior written consent of STPI for such subletting, subcontracting, assignment, or transfer, and the same shall be undertaken only upon approval by STPI.
- i) STPI reserves the right, at its sole discretion, to broaden the pool of empanelled agencies or to cancel the empanelment process at any time, without assigning any reason whatsoever.

Annexure-1

The software systems envisaged by STPI may comprise one or a combination of the technologies/tech stacks, system types, and scales listed in the table below. The list is indicative and not exhaustive and is intended to provide an overview of the nature of software systems that may be undertaken under this empanelment.

Technologies/Tech stacks:

No.	Technology Category	Technology / Tech Stack
1	Programming languages, frameworks, libraries	• Python / R / Java or J2EE/ MERN / C / C++ / PHP • Tensorflow, NumPy, scikit, matplotlib • Spring or Struts; Hibernate;
2	Databases	• RDBMS such as MySQL or PostgreSQL; • NoSQL database such as HBase or Cassandra; • Graph db
3	Middleware & Portal	• Application Server such as Apache Tomcat or Jetty or Nginx; • Message queues such as Apache Kafka or RabbitMQ; • ESB such as Mule or Apache Camel; • Portals such as Joomla or Drupal or Java/ PHP; • In-memory platforms such as Apache Ignite or Redis;
4	Data Integration, BI, Analytics	• Apache Kudu or Druid or HBase; • Apache Flink or Spark; • Data ingestion or query technologies such as Apache • Pig or Hive or Impala or Presto;
5	Mobile Apps	• Android or iOS or KaiOS; • jQuery Mobile • Angular UI or React Native;
6	Workflow	• Airflow • Actviti • Luigi • Oozie
7	Emerging Tech & other	• Blockchain, AI, IoT, AR/VR etc. • Open source

Type:

- Design & development of new website/portal
- Customization/upgradation of existing website/portal
- Design & Development of mobile application
- Customization/upgradation of existing mobile application
- Design & development of standalone application
- Customization/upgradation of existing standalone application
- Design & development of Web and Non-Web Based software application
- Any other Software Development related activities.

Size/Scale

- Execution timeline: few months to few years
- Manpower: 2 to 50

Bidders are encouraged to demonstrate their comprehensive domain competence by furnishing details of prior projects leveraging *India Stack or Digital Public Infrastructure (DPI)* components, as specified in **Annexure-1(a)**, along with any other relevant experience in designing, developing, integrating, and maintaining large-scale digital platforms. Additionally, due preference will be given to proposed solutions that demonstrate strong alignment with the *software development approach, security-by-design standards, and design principles* specified in **Annexure-1(b)**.

Annexure-1(a)**Details of Experience in India Stack/Digital Public Infrastructure (DPI) Based Solutions**

Bidders having experience in the design, development, implementation, integration, customization, maintenance, or support of solutions leveraging **India Stack and/or Digital Public Infrastructure (DPI)** components are requested to highlight the details of such projects in the format prescribed in Annexure 4(b)(ii). Relevant experience in developing interoperable, secure, and scalable digital platforms will be considered favourably.

The experience may include, but is not limited to, the integration and utilisation of DPI components for authentication, digital identity, electronic documentation, digital signatures, consent-based information exchange, payment systems, notification services, cloud infrastructure, and secure digital communications. Solutions built using open APIs, microservices-based architecture, cloud-native technologies, and interoperability standards may also be highlighted. The indicative list of Digital Public Infrastructure (DPI) and India Stack components is provided below:

Category	DPI / India Stack Component	Typical Usage
Digital Identity	Aadhaar Authentication	Identity verification
Digital Identity	Aadhaar e-KYC	Customer/User onboarding
Authentication	OTP Authentication	Secure login and verification
Authentication	Face Authentication	Contactless identity verification
Authentication	Virtual ID (VID)	Privacy-preserving authentication
Digital Signatures	eSign	Digital signing of documents
Digital Signatures	Digital Signature Certificates (DSC)	Legally valid electronic signatures
Digital Documents	DigiLocker	Secure document storage and retrieval
Document Exchange	Entity Locker	Secure storage of organisational documents
Consent Layer	Account Aggregator (AA)	Consent-based data sharing
Payments	Unified Payments Interface (UPI)	Digital payments
Payments	Bharat Bill Payment System (BBPS)	Utility and service payments
Payments	Aadhaar Enabled Payment System (AePS)	Aadhaar-based financial transactions
Payments	Bharat QR	QR-based digital payments
Payments	NETC FASTag	Toll and mobility payments
Financial Infrastructure	Public Tech Platform for Frictionless Credit	Digital lending ecosystem
Commerce	Open Network for Digital Commerce (ONDC)	Open digital commerce
Healthcare	Ayushman Bharat Digital Mission (ABDM)	Health ID and health record integration
Healthcare	Ayushman Bharat Health Account (ABHA)	Digital health identity
Education	Academic Bank of Credits (ABC)	Academic credential management
Education	APAAR ID	Student digital identity
Education	National Academic Depository (NAD)	Academic certificate repository
Agriculture	AgriStack	Farmer-centric digital services
Agriculture	Digital Crop Survey	Agriculture data ecosystem
Logistics	Unified Logistics Interface Platform (ULIP)	Logistics data exchange
GIS	PM Gati Shakti National Master Plan	Infrastructure planning and GIS integration
Justice	e-Courts	Judicial service integration
Procurement	Government e-Marketplace (GeM)	Public procurement

Category	DPI / India Stack Component	Typical Usage
Government Services	UMANG	Unified citizen services
Government Services	Open Government Data (OGD) Platform	Public datasets and APIs
Messaging	SMS Gateway	Citizen notifications
Messaging	Email Gateway	Official communication
Messaging	WhatsApp Business API	Citizen engagement
Cloud	GI Cloud (MeghRaj)	Government cloud hosting
Cloud	Government Community Cloud (GCC)	Secure cloud infrastructure
Cyber Security	CERT-In Security Guidelines	Security compliance
Cyber Security	STQC Certification	Quality assurance and security validation
Interoperability	Open APIs	Secure system integration
Interoperability	API Setu	Government API exchange
Interoperability	Open API Specifications	Standardised service integration
Data Exchange	National Single Sign-On (SSO)	Unified authentication
Data Governance	Data Empowerment & Protection Architecture (DEPA)	Consent-based data exchange

In addition to leveraging national digital public goods, the organisation has expertise in designing interoperable enterprise platforms aligned with Government Enterprise Architecture (IndEA), cloud-first principles, API-first development, open standards, accessibility guidelines (GIGW), cybersecurity best practices, and privacy-by-design principles. The solutions developed are scalable, modular, reusable, and capable of integrating with existing and emerging DPI components to support digital transformation initiatives of Government and public sector organisations.

Annexure-1(b)**Software Development Approach & Design Principles**

Prospective bidders are expected to have experience in designing, developing, deploying, and maintaining solutions aligned with modern enterprise-grade software engineering principles, applicable Government compliance frameworks, and industry best practices. The platforms developed should be scalable, modular, secure, interoperable, fault-tolerant, and capable of supporting future expansion within STPI's digital ecosystem. Bidders are requested to furnish details of such relevant projects in the format prescribed in Annexure 2(b). The overall software development approach and design principles shall broadly include, but not be limited to, the following:

(a) Microservices-Based Architecture

The bidder should have demonstrable experience in implementing a microservices-based architecture to ensure modularity, flexibility, scalability, and ease of maintenance. Under this approach:

1. Each service/module shall be independently deployable, scalable, and maintainable without impacting other services.
2. Services shall be loosely coupled and communicate through secure and well-defined APIs.
3. Each microservice shall cater to a distinct business functionality or domain.
4. API Gateway, service discovery mechanisms, and orchestration platforms such as Kubernetes or equivalent technologies shall be utilized for efficient service management.
5. The architecture shall support independent CI/CD pipelines for deployment and upgrades of individual services.

(b) Stateless Application Design

The bidder should have demonstrable experience in implementing stateless design principles to improve scalability and resiliency. In this regard:

1. Application servers shall not maintain session-specific information locally.
2. Each request shall carry sufficient information required for processing.
3. Persistent state information, wherever required, shall be maintained using centralized and secure storage mechanisms accessible across service instances.
4. The architecture shall support elastic horizontal scaling without session affinity dependency.

(c) Database Architecture and Data Management

The bidder should have demonstrable experience in implementing a robust, scalable, and distributed data architecture. The approach shall include:

1. Adoption of service-specific databases to ensure loose coupling between microservices.
2. Use of suitable relational and/or NoSQL databases depending upon workload characteristics and scalability requirements.
3. Independent database scalability and optimization for different services.
4. Clearly defined data ownership and governance mechanisms for each service.
5. Implementation of database replication, backup, and recovery mechanisms.
6. Consideration of database sharding and partitioning mechanisms for large-scale deployments.

(d) Caching, Queueing and Data Processing Mechanisms

The bidder should have demonstrable experience in implementing high-performance data access and asynchronous processing mechanisms. The design principles include:

1. Use of distributed caching solutions such as Redis, Memcached, or equivalent for frequently accessed data.
2. Implementation of cache hit/miss mechanisms to optimize response time and reduce database load.
3. Adoption of asynchronous messaging and queueing services such as Kafka, RabbitMQ, or equivalent technologies for handling write-intensive operations and inter-service communication.
4. Decoupling of frontend requests from backend processing through worker processes and background jobs.
5. Design of event-driven communication mechanisms for scalability and resilience.

(e) Security-by-Design Principles

The bidder should have demonstrable experience in implementing Security as a foundational design principle across the entire application ecosystem, as follows:

1. Adoption of Defence-in-Depth security architecture across application, network, infrastructure, and database layers.
2. Segregation of application components using Virtual Private Clouds (VPCs), network segmentation, and role-based access mechanisms.
3. End-to-end encryption of data both at rest and in transit using industry-standard protocols and algorithms.
4. Secure communication using HTTPS/TLS across all internal and external interfaces.
5. Deployment of Web Application Firewall (WAF) to protect against common web-based attacks.
6. Secure API management through API Gateway with authentication, authorization, throttling, and monitoring capabilities.
7. Implementation of Identity and Access Management (IAM) with granular permissions and separation of duties.
8. Adoption of secure coding practices including input validation, error handling, vulnerability prevention, and dependency management.
9. Periodic security testing, VAPT, code reviews, and compliance audits in accordance with Government guidelines.

(f) Scalability and Performance Engineering

The bidder should have demonstrable experience in designing high scalability, elasticity, and optimal performance, as follows:

1. Horizontal scalability of individual microservices based on workload requirements.
2. Implementation of cloud-native auto-scaling mechanisms based on predefined utilization metrics.
3. Use of CDN services for optimized delivery of static content.
4. Implementation of distributed caching strategies for faster data retrieval.
5. Optimization of database performance through indexing, replication, and query optimization techniques.
6. Adoption of event-driven architecture for asynchronous scalability.
7. Periodic load testing, stress testing, and performance benchmarking.

(g) High Availability and Fault Tolerance

The bidder should have demonstrable experience in implementing the solutions that ensures uninterrupted service availability and resilience against failures, as follows:

1. Deployment of redundant infrastructure components to eliminate single points of failure.
2. Load balancing across application instances and services.
3. Isolation of failures through microservices architecture.
4. Automatic failover and recovery mechanisms.
5. Multi-zone deployment architecture for business continuity.

(h) Monitoring, Logging and Observability

The bidder should have demonstrable experience in implementing platforms that have incorporated centralized monitoring and observability mechanisms, as follows:

1. Centralized logging infrastructure using ELK Stack or equivalent cloud-native solutions.
2. Structured logging standards across all services and components.
3. Definition of log levels for effective troubleshooting and diagnostics.
4. Monitoring dashboards for infrastructure, application performance, API usage, and service health.
5. Integration with cloud monitoring and alerting tools.
6. Log archival, retention, and rotation policies.
7. Real-time alerts and incident monitoring mechanisms.

(i) Analytics, Reporting and Dashboard Framework

The bidder should have demonstrable experience in implementing a robust analytics and reporting architecture, as follows:

1. Continuous ingestion of operational and transactional data into a centralized analytics repository or data warehouse.
2. ETL/data pipeline mechanisms for transformation, cleansing, aggregation, and normalization of data.
3. Separation of analytical workloads from transactional systems.
4. Dashboard and reporting systems using standardized and API-driven JSON-based data exchange mechanisms.
5. Provision for business intelligence dashboards, KPI monitoring, and trend analysis.

(j) Business Continuity and Disaster Recovery

The bidder should have demonstrable experience in incorporating robust business continuity and disaster recovery mechanisms, as follows:

1. Deployment across multiple availability zones for resilience and redundancy.
2. Maintenance of backup environments and disaster recovery infrastructure in geographically separate regions.
3. Automated backup, restoration, and failover mechanisms.
4. Clearly defined Recovery Point Objective (RPO) and Recovery Time Objective (RTO).
5. Periodic disaster recovery drills and validation exercises.

(k) Software Development Lifecycle, DevOps and CI/CD

The bidder should have demonstrable experience in adopting modern DevOps and CI/CD practices throughout the project lifecycle, as follows:

1. Usage of Git-based version control systems for source code management.
2. Automated CI/CD pipelines using Jenkins or equivalent tools for build, testing, and deployment automation.
3. Maintenance of development, staging, UAT, and production environments.
4. Automated testing and quality assurance mechanisms integrated into the deployment pipeline.
5. Task tracking, issue management, bug reporting, and release management through centralized platforms.
6. Maintenance of proper documentation, audit trails, and release notes for all deployments and changes.

(l) Compliance and Regulatory Alignment

The overall solutions designed and implementation by the bidder should have complied with all applicable Government of India policies, standards, and regulatory requirements including, but not limited to:

1. GIGW (Guidelines for Indian Government Websites).
2. Digital Personal Data Protection Act and associated rules/guidelines.
3. CERT-In advisories and cybersecurity directions.
4. MeitY standards and cloud security guidelines.
5. OWASP security standards and best practices.
6. Periodic third-party security audits, load testing, and compliance assessments through CERT-In empanelled agencies.

Annexure-2(a)**Checklist for Pre-qualification Criteria**

Sl. No.	Criteria	Documentary Evidence / Remark
1	Registered legal entity in India	Certificate of Incorporation or Registration
2	Period of existence (at least 2 years).	Certificate of Incorporation or Registration
3	Minimum average annual turnover (INR 10 Crore during the last 2 years).	As per Annexure 4(a) - CA Certificated, Audited Balance Sheets
4	Declaration about “NOT BLACKLISTED”.	As per Annexure 4(e)
5	Declaration about “NO OUTSOURCING”	As per Annexure 4(f)
6	Software development projects executed during last 3 years	As per Annexure 4(a)
7	Technologies / tech stacks with expert level proficiency	As per Annexure 4(c)
8	Expert professionals on different technologies / tech stacks	As per Annexure 4(d)
9	Physical locations	Valid Address proofs/Sale Deed/ Rent Agreements/ Electricity Bill/ GST Cert. etc.
10	Technical Presentation	Technical Presentation

Annexure-2(b)**Format for bid submission***(On Company Letterhead with Company Seal and Authorised Signatory)*

S. No.	Item	Details / Supporting Documents	Page no. of Supporting Documents
1	Name of the bidder		
2	Mailing Address		
3	Contact numbers of the Single Point of Contact (SPoC)		
4	Contact email of the SPoC		
5	Earnest Money Deposit (EMD) details	UTR number & Txn Date: _____ [Receipt of online payment]	
6	PAN	PAN No. _____ [Scanned Copy of PAN card]	
7	GST Details	GST No. _____ [Scanned Copy of GST Certificate]	
8	Date of Incorporation & Registration No.	Date: <u>dd/mm/yyyy</u> Reg. No. _____ [Certificate of Registration or Incorporation of company/ self-declaration in case of proprietor/ partnership firm]	
9	Declaration about "NOT BLACKLISTED".	[As per Annexure 4(e)]	
10	Declaration about "NO OUTSOURCING"	[As per Annexure 4(f)]	
11	Average annual turnover (Last 3 F.Y. 2022-23 to 2025-26)	₹ _____/- [As per Annexure 4(a)]	
12	Total number of software development projects executed from April 2023 till last date of bid submission, each of value >=INR 1 Cr	Count: _____ [As per Annexure 4(b)(i) & 4(b)(ii)]	
13	Number of technologies/tech stacks in which expert level proficiency is available internally	List Tech Stack: _____ [As per Annexure 4(c)]	
14	Number of expert professionals on different technologies/tech stacks in available internally	Undertaking from Agency with supporting documents in support of No. of Permanent Employees [As per Annexure 4(d)]	
15	No. of cities in India with physical office space	Count: _____ Name of Cities: _____ [Valid Address proofs/Sale Deeds/Rent Agreements/ Electricity Bill/ GST Cert. etc.]	
16	ISO Certification (ISO 9001:2015, ISO/IEC 27001:2022)	Cert No: _____ Valid thru: _____ [Scanned copies of ISO certificate(s)]	
17	CMMI Certification	CMMI Level: _____ Cert No: _____ Valid thru: _____ [Scanned copy of CMMI certificate]	

Authorised Signatory: _____

Name: _____

Designation: _____

Company Name & Seal: _____

Date: _____

Annexure-3**Online Bid Submission**

- 1) EoI documents may be downloaded from web site www.stpi.in or <https://eprocure.gov.in>. Bidder has to pay Earnest Money Deposit (EMD)/Bid Security of Rs.50,000/- through NEFT as per following details.
 - Account No. : 1098101101244
 - IFS Code : CNRB0001098
 - Bank Name : Canara Bank
 - Bank Address : Parliament Street Branch, Delhi
- 2) The EMD of unsuccessful bidders shall be returned within 30 days from the date of empanelment, without any interest thereon. The EMD of the empanelled bidders shall be converted into Performance Security, which shall be refunded upon expiry of the empanelment period. However, the Performance Security may be forfeited by STPI, in whole or in part, in the event of non-performance, as decided by STPI.
- 3) The bid has to be submitted online on URL <https://eprocure.gov.in> along with the standard formats prescribed in the Tender documents displayed on said URL.
- 4) The bidders are required to submit soft copies of their bids electronically using valid Digital Signature Certificates.
- 5) The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.
- 6) More information useful for submitting online bids on the Central Public Procurement (CPP) Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders shall register on the CPP Portal through the link "**Online Bidder Enrolment**".
- 2) During registration, bidders shall create a unique user ID, register a valid e-mail address and mobile number, and map a valid Digital Signature Certificate (DSC) issued by a Certifying Authority recognized by the Controller of Certifying Authorities (CCA), India.
- 3) Only one valid DSC shall be registered for each bidder. The bidder shall be solely responsible for the safe custody and use of the DSC and shall not share or lend it to any other person.
- 4) After successful registration, bidders may log in to the CPP Portal using their registered credentials and DSC to participate in the e-procurement process.

PREPARATION OF BIDS

- 1) The bidder shall consider all corrigenda, if any, issued in respect of this EoI prior to submitting its bid.
- 2) The bidder shall carefully read the EoI document and ensure that the bid is submitted with all required documents in the prescribed format, manner, and number of covers. Non-compliance may result in rejection of the bid.
- 3) The bidder shall keep all required bid documents ready in the prescribed file formats (pdf/xls/rar/dwf/jpg, etc.) before commencing the bid submission process.
- 4) Bidders may upload standard documents (e.g., PAN, Annual Reports, Auditor's Certificates, etc.) in the "My Space" or "Other Important Documents" section of the CPP Portal for reuse during bid submission, wherever applicable.

SEARCHING FOR TENDER DOCUMENTS

- 1) Bidders may search for the EoI on the CPP Portal using various search parameters such as Tender ID, Organization Name, Location, Date, or keywords.
- 2) After selecting the relevant EoI, bidders shall download the EoI documents and add the tender to the "My Tenders" folder to receive notifications of any corrigenda or updates through the CPP Portal.
- 3) Bidders are advised to note the unique Tender ID for future reference and for seeking any clarification or technical assistance from the CPP Portal Helpdesk.

SUBMISSION OF BIDS

- 1) The bidder shall log in to the CPP Portal well in advance and submit the bid online on or before the prescribed date and time. Late submissions shall not be accepted.
- 2) The bidder shall digitally sign and upload all required bid documents in the prescribed format. Wherever applicable, the Bid Security Deposit (BSD)/Tender Fee shall be submitted in the manner specified in the EoI document, and the details furnished online shall match the supporting documents submitted.
- 3) Where a Financial Bid/BoQ format is provided, the bidder shall submit the financial bid only in the prescribed format without modifying its structure or filename. Any deviation may result in rejection of the bid.
- 4) The bidder shall follow the server time displayed on the CPP Portal for all bid submission activities. The confidentiality of the bids submitted through the CPP Portal shall be maintained through the security mechanisms of the portal, and the submitted bid documents shall be accessible only to the authorized bid openers after the scheduled bid opening.
- 5) Upon successful submission of the bid, the bidder shall ensure that the bid submission acknowledgement/bid summary generated by the CPP Portal is saved or printed for future reference.

ASSISTANCE TO BIDDERS

Any queries relating to the EoI document, terms and conditions, or other technical requirements shall be addressed to the Tender Inviting Authority or the designated contact person specified in the EoI.

For queries related to the online bid submission process or the CPP Portal, bidders may contact the 24x7 CPP Portal Helpdesk at support-eproc@nic.in or the toll-free helpline number 1800 3070 2232. Bidders may also seek assistance through the CPP Portal mobile helpline numbers (+91-7878007972 / +91-7878007973) or landline helpline numbers (+91-120-4001002 / +91-120-4001005 / +91-120-4493395).

Annexure-4(a)**Format for Annual Turnover**

(To be submitted on the letterhead of the certifying Chartered Accountant)

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s. _____ having its registered office at _____ and bearing PAN No. _____ and GSTIN No. _____ is engaged in event management, exhibitions and related services.

As per the audited financial statements and books of accounts, the details of the Annual Turnover of the bidder for the last three financial years are as follows:

S. No.	Financial Year (FY)	Turnover (₹ in Crores)	Remarks
1	2025-2026		
2	2024-2025		
3	2023-2024		

- The Average Annual Turnover of the bidder in last two financial years is ₹ _____ Crores, which is equal to or more than ₹10.00 Crores, as required under the tender conditions.

This certificate is issued based on the examination of the audited financial statements and other relevant records and documents produced before us.

Date: _____

Place: _____

For (Name of Chartered Accountant / Firm)

Signature & Seal
(Authorized Signatory)

Firm Registration No.: _____

Membership No.: _____

Annexure-4(b)(i)**List of Project Experience***(To be submitted on the letterhead of the bidder)*

S. No.	Project Name	Client Name	Work Order No.	Work Order Date	Project Value

P.S. Provide individual project details as per the Format for showcasing relevant project experience provided as Annexure 4(b)(ii).

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Seal/Stamp of bidder:

Place:

Date:

Annexure-4(b)(ii)**Format for showcasing relevant project experience***(Bidders may replicate this format to provide details for multiple projects as applicable.)***1. Work Order No. : _____**

1	Project Title:	
2	Name of client:	
3	Client Type (Government / Private):	
4	Address of client:	
5	Referrals (Client side): i. Name: ii. Designation: iii. Role in the project: iv. Contact number: v. Email Id:	
6	Project Cost: (in Rs.)	
7	Start Date (month / year): End Date (month / year):	
8	Status of the assignment (ongoing /completed):	
9	Description of project: (in not more than 200 words)	
10	Relevance of assignment to current project: (in not more than 200 words)	
11	List the Technologies / Tech stacks used in the project [as per Annexure 1] i. ii.	
12	List the India Stack/Digital Public Infrastructure (DPI) used in the project [as per Annexure 1(a)] i. ii.	
13	List of Software Development Approach(s) & Design Principle(s) used in this project [as per Annexure 1(b)] i. ii.	
14	Work Order No.:_____ WO Date: _____ Attach relevant work orders & completion certificates (for completed projects)	

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Seal/Stamp of bidder:

Place:

Date:

Annexure-4(c)**Format for showcasing tech stack details**

(To be submitted on the letterhead of the bidder)

S. No.	Technology Category	Technology / Tech Stack	Project Name/WO No.
1	As per Annexure-1	As per Annexure-1	

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Seal/Stamp of bidder:

Place:

Date:

Annexure-4(d)**Format for showcasing Technology wise Expert Professionals details***(To be submitted on the letterhead of the bidder)*

S. No.	Tech Stack/Technology	Total No. of expert professionals (on roll) in the tech stack/technology	Avg. Experience in years

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Seal/Stamp of bidder:

Place:

Date:

Annexure-4(e)**Non-Blacklisting Self-Declaration**

(On Company Letterhead with Company Seal and Authorised Signatory)

I, _____, s/o _____, Authorised Representative of M/s _____, registered office at _____, do hereby solemnly affirm:

1. M/s _____ has NOT been blacklisted, debarred, suspended, or disqualified by any Central/State Government, Ministry, Department, PSU, or Autonomous Body as on the date of bid submission.
2. No criminal case or FIR is pending against the Company or its Directors in connection with Government procurement.
3. The Company has not been convicted of fraud, corruption, or money laundering by any court of competent jurisdiction.
4. This declaration is true to the best of my knowledge, and any false declaration shall result in immediate disqualification and penal action.

Deponent Signature: _____

Designation: _____

Company Name & Seal: _____

Date & Place: _____

Annexure-4(f)**Non-Outsourcing Self-Declaration**

We, M/s. _____, hereby declare and undertake that, if empanelled by **Software Technology Parks of India (STPI)** and entrusted with any work under this Empanelment, we shall execute the assigned work through our own organisation and shall not sublet, subcontract, assign, transfer, or otherwise outsource the whole or any part of the work to any third party.

We further undertake that we possess and shall continue to maintain throughout the tenure of the empanelment and execution of the assignment, the necessary technical expertise, skilled manpower, infrastructure, resources, and organizational capability required for carrying out the assigned work.

We acknowledge and agree that any violation of this undertaking or any unauthorized subletting, subcontracting, assignment, transfer, or outsourcing of the work shall constitute a material breach of the terms and conditions of the Empanelment/Work Order and may result in appropriate action by STPI, including cancellation of the empanelment, termination of the work order/contract, forfeiture of applicable securities, blacklisting/debarment in accordance with the applicable rules, and any other action deemed appropriate by STPI.

We further certify that the above declaration is true and correct to the best of our knowledge and belief, and we understand that any false declaration or suppression of material facts may render our bid liable for rejection or our empanelment liable for cancellation.

Deponent Signature: _____

Designation: _____

Company Name & Company Seal: _____

Date & Place: _____

*** End of Document***