



National Productivity Council

(Under Ministry of Commerce and Industry, Govt. of India)

Utpadakta Bhavan 5, 6, Lodhi Rd, Institutional Area, New Delhi, Delhi 110003

Tender No. NPC/HO/EADA/11008/1

E-TENDER DOCUMENT

For

**Engagement of IT Service Provider (SP) Agency for the
Design, Development, Implementation, Operation, and
Maintenance of Integrated Digital Platform for Environment
Audit Designated Agency (EADA)**

Important timelines

S. No.	Activity	Timeline Reference
1	Time Schedule for Tender Process: Date & Time of Publication of Tender notification on official website / CPP Portal	T (26 th May 2026 at 1700 HRS) Date of Publication
2	Last date of receiving pre bid queries on RFP	T + 3 Days (at 3 PM)
3	Pre-bid meeting	T + 5 Days (at 3 PM) (1 June 2026)
4	Pre bid clarification	T+7 Days
5	Proposal submission end date	T + 21 Days(16 th June 2026 at 3 PM)
6	Opening of proposal & Selection of eligible bidders	T + 23 Days (at 3 PM)
7	Declaration of eligible bidders	T + 24 Days (Tentative) Eligible bidders will be informed about the presentation date separately.
8	Physical Presentation by eligible bidders	T + 26 Days (Tentative)
9	Declaration of Technically qualified bidders	T + 27 Days (Tentative) Technically Qualified bidders will be informed about the date separately for financial bid opening.
10	Opening of Financial Proposal	T + 28 Days (Tentative) The financial bid will be opened at NPC Office, New Delhi in the presence of bidders who may like/choose to be present.
11	Declaration of the successful bidder	T + 31 Days (Tentative)

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SECTION I - NOTICE INVITING TENDER

1.1 Invitation of Bid

National Productivity Council (NPC), an autonomous organisation under DPIIT, Ministry of Commerce & Industry, Govt. of India invites bids from reputed and eligible bidders for the design, development, implementation, operation and maintenance of an integrated EADA digital platform for Environmental Auditor certification and audit lifecycle management, as described in this RFP.

1.2 Disclaimer

- i. The information contained in this Request for Proposals document ("RFP") or subsequently provided to Applicants, whether verbally, in documentary form, or by any other means, by or on behalf of the NPC or any of its employees or advisers, is provided to Applicants subject to the terms and conditions outlined in this RFP as well as any other applicable terms and conditions under which such information is provided.
- ii. This RFP is neither an agreement nor an offer by the NPC to the prospective Applicants or any other person. Its purpose is to provide interested parties with information that may be helpful in preparing their Proposals in response to this RFP. The RFP includes statements reflecting various assumptions and assessments made by the NPC regarding the Assignment. These assumptions, assessments, and statements do not purport to include all the information each Applicant might need. The assumptions, assessments, statements, and information within this RFP may not be complete, accurate, sufficient, or correct. Therefore, each Applicant should conduct its own enquiries and analysis, verify the accuracy, sufficiency, correctness, reliability, and completeness of the assumptions, assessments, statements, or information contained herein, and seek independent advice from appropriate sources.
- iii. The information provided in this RFP to the Applicants covers a wide range of matters, some of which depend on the interpretation of the law. The information given is not a comprehensive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The NPC accepts no responsibility for the accuracy or otherwise of any interpretation or opinion on the law expressed herein.
- iv. Applicants are advised that selection will be based on their compliance with the various criteria specified in the different clauses of the RFP. Applicants shall be deemed to have understood and accepted that the NPC is not obliged to provide any explanation or justification regarding any aspect of the selection process or decision.
- v. The NPC may, at its sole discretion and without any obligation, update, amend or supplement the information, statements, assessments or assumptions contained in this RFP.
- vi. Any information contained in the Proposal shall not be considered legally binding on the NPC, its agents, successors, or assigns in any way. However, it shall be binding on the Applicant if the Assignment is subsequently awarded to it.
- vii. The NPC reserves the right to modify, amend, or cancel any or all provisions of this RFP, including the scope, eligibility criteria, or evaluation process, at its sole discretion. Any such revisions or amendments to the RFP shall be published on the official website of the NPC.

- viii. This RFP is issued for the purpose of inviting bid proposals from interested bidders. NPC reserves the right to amend, modify or cancel the RFP process, at any time, without assigning any reason, and without incurring any liability to any bidder

1.3 About EADA portal

NPC as EADA, has to develop an online portal which shall be comprehensive integrated digital transformation initiative to streamline and modernize the management of environmental auditors, certifications, registrations, audits, and compliance monitoring in line with the Environment Audit Rules, 2025

The integrated EADA Digital Platform shall have the following outcomes (but not limited to):

- A comprehensive digital platform including a multi stakeholder web portal and role-based authenticated interfaces for regulatory authorities, CEAs, REAs, trainers, examiners, industry stakeholders, administrators etc.
- Seamless integration with national platforms including PARIVESH portals, Unified Consent and Authorization Management System (UCAMS), other government portals and payment gateways.
- Automated candidate management system for application receipt, assessment, verification, , certification, registration and renewal of environmental auditors.
- AI/ML-based audit allocation algorithms considering expertise, sector, region, and conflict-of-interests .
- End-to-end audit lifecycle management from initiation to final approval with real-time tracking.
- Integrated Learning Management System for training modules, webinars, and refresher courses.
- Comprehensive financial gateway for candidate fees, industry payments, and automated disbursement to auditors.
- Real-time MIS dashboards and analytics for ministry oversight, compliance trends, and auditor performance monitoring.
- AI-powered Conversational Assistant on the EADA portal to provide instant, 24x7 assistance to visitors and candidates for frequently asked questions and general guidance.
- AI-powered Automated Document Verification and Validation System
- The proposed platform needs to follow cyber security, data encryption and data confidentiality, Government guidelines and compliances for such digital systems

The selected Service provider (SP) will be responsible for designing, developing, deploying, integrating, and maintaining the complete technology ecosystem, including the defined operations and maintenance period.

The implementation will commence with the following:

- Detailed requirement analysis and system design documentation.
- Development of the EADA Web Portal with role-based access control.
- Implementation of Candidate Management System (CMS) with NSDL-based KYC/DigiLocker
- Development of Audit Management System (AMS) with automated allocation.
- Integration with PARIVESH, UCAMS and other government platforms
- Deployment of Learning Management System.
- Financial Gateway implementation and testing.

- Training of stakeholders and pan India rollout.

1.4 Objective of the RFP

- To create a unified digital platform for end-to-end management of environmental auditors, including registration, certification, renewal, and performance tracking.
- To automate the audit allocation process using AI-driven algorithms that consider auditor expertise, sector specialization, geographical proximity, and conflict-of-interest rules.
- To enable real-time tracking of audit lifecycle from initiation through site visits, draft submissions, reviews, and final approvals.
- To establish a comprehensive Learning Management System for continuous professional development of auditors through training modules, webinars, and refresher courses.
- To validate candidate's registration and certification workflows using AI-powered tools
- To seamlessly integrate with existing web platforms such as MoEFCC's PARIVESH/CPCB's UCAMS / Department of Environment of various states etc.
- NSDL based Authentication Framework, and government payment gateways.
- To provide secure payment gateways for fee collection and fee disbursement management,.
- Develop Real-time dashboards, KPIs, and automated workflows that enhance monitoring, reporting, and compliance enforcement.
- To ensure accessibility and inclusivity through WCAG 2.1 compliance, multilingual support, and adherence to Government of India digital standards.

The detailed scope of work, functional requirements and integration requirements are provided in SECTION III of this RFP.

SECTION II- INSTRUCTIONS TO BIDDERS

2.1 General Instructions

- Bidders shall carefully study the RFP, including all addendum/corrigendum (if any), before submitting the proposal.
- Proposals shall remain valid for a minimum period of 180 days from the last date of submission, unless specified otherwise by NPC.
- Proposals must be submitted in two separate parts: (a) Pre-Qualification & Technical Qualification and Technical Proposal, and (b) Financial Proposal, in the format prescribed in this RFP.
- NPC may seek clarifications during evaluation; however, no changes in the substance of the proposal will be permitted after submission.
- All communications related to this RFP shall be in English.

2.2 Important Instructions

- Any proposal found to be incomplete, conditional, or not in conformity with the requirements of this RFP may be rejected.
- Bidders should ensure that documentary evidence is provided for each eligibility and scoring criterion claimed.
- NPC reserves the right to verify information provided by the bidder and to disqualify bidders for misrepresentation.
- **Sub-contracting, if any, shall be permitted only with prior written approval of NPC and shall not relieve the SP of its obligations.**

2.3 Submission of Proposal

Bid submission shall be made as per the schedule notified in this RFP by NPC. The bidder shall submit: (i) signed proposal cover letter, (ii) PQ and TQ compliance documents, (iii) Technical proposal including approach/methodology, project plan as required, and (iv) Financial proposal in the prescribed format. Proposals shall be submitted with proper sealing, labelling and authorization as per instructions issued by NPC.

The Hard Copy of original documents duly checked, verified, signed & stamped, and the required payment of Demand draft towards tender fee and Earnest Money Deposit must be dropped into Tender box at reception of National Productivity Council's office, at Lodi Road, New Delhi . The bids should be addressed to:

Director, ECA Group,
National Productivity Council,
Utpadakta Bhawan, 5-6 Institutional Area,
Lodhi Road, New Delhi-110003

The Bids must be submitted by the closing date of the tender i.e. 16th June, 2026 at 1500 Hrs. Tenders submitted after the closing date shall not be accepted, under any circumstances.

Even though bidders may satisfy the qualifying criteria, they are liable for disqualification if they have any previous record of poor performance and should not be blacklisted as on the date of publication of the RFP. Even if the bidders wrongly comprehend the scope of work, terms and conditions, etc. they may

be disqualified. The prospective bidders may seek clarification, if not mentioned herein this document, regarding the requirements for prequalification in writing on the provided e-mail ID (eadanpc@npcindia.gov.in) within a reasonable time, as stipulated under pre-bid queries date and time.

2.4 Tender fee, EMD& Performance Bank Guarantee

The tender document can be viewed at NPC website www.npcindia.gov.in and Central Public Procurement Portal (ePublishing), i.e. on <https://eprocure.gov.in/epublish/app>. The Bid/Tender Document Fees of INR 5,000 (Rupees Five Thousand only) in the form of Demand draft and EMD of INR 30,00,000.00 (Rupees Thirty Lakhs only), in the form of a demand draft/BG drawn in favour of “National Productivity Council, New Delhi” with a validity of 90 days, extendable upto 180 days shall be submitted along with the tenders. There is no exemption for tender fees and EMD. Tenders without Tender fee and EMD shall be rejected. EMD will need to be submitted in a separate envelope apart from Technical or Financial Bid envelope.

The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract and submission of the performance security deposit. The EMD stands forfeited in case the bidder withdraws or amends its bid after submission of tender document.

The successful bidder shall be required to submit performance security in the form of bank guarantee, equal to 5% of contract value, valid till the contract duration, within 15 days from the date of the Letter of Award (LoA) issuance.

2.5 Evaluation of Bids (QCBS)

NPC will select the successful bidder through the Quality and Cost Based Selection (QCBS) methodology. As per the QCBS approach provided in this RFP, the weightage shall be 80% for Technical Evaluation and 20% for Financial Evaluation.

2.5.1 Pre-Qualification Minimum eligibility Criteria (PQ)

Only proposals of bidders meeting minimum eligibility criteria requirements will be considered for Technical Evaluation. The minimum eligibility criteria and required supporting documents are as follows:

Sl. No.	Pre Qualification Criteria (PQ)	Supporting Documents
1	<ul style="list-style-type: none"> The bidder shall be an entity registered/incorporated in India under the Companies Act, 1956/2013 and subsequent amendments thereto., or registered as a Partnership Firm under the Indian Partnership Act, 1932, or as a Limited Liability Partnership (LLP) under the Limited Liability Partnership Act, 2008. Valid Registration with GST and PAN The bidder should have completed at least 10 years of Operations in India as of the bid submission date. <p>Note: Proposals from consortiums or Joint ventures would not be entertained for this RFP.</p>	<p>Certificate of Incorporation/ Registration, PAN card and GST certificate</p> <p>Proof of work orders / completion certificates of bidder substantiating continuous operations for atleast 10 years</p>

2	The bidder should have an average annual turnover of at least Rs 200 crores in the last 3 financial years (2022-23, 2023-24, 2024-25) from IT and IT related services like software development, cloud hosting services, IT operations and management, IT infrastructure maintenance etc. This must be the bidding company entity's turnover and not that of any group of companies.	CA certificate mentioning Annual turnover for these 3 Financial Years.
3	The bidder shall have a positive net worth as of 31st March 2025.	Balance sheet for FY 2024-25 along with CA certificate for net worth as of 31st March 2025
4	The bidder should not have been blacklisted or debarred by any Central Government / State Government Department /Public Sector Undertaking(PSU)as on the date of publication of this RFP.	Self-declaration to this effect on the company's letterhead should be submitted. (Annexure-1)
5	The bidder should have at least 200 technical resources on its payroll in India, engaged in the implementation, management, maintenance, support, and operation of IT projects handled by the bidder.	Self-declaration on the company's letterhead signed by the authorized signatory.
6	The bidder shall submit a copy of the Letter of Authorization and Power of Attorney (wherever applicable), authorizing the signatory to sign and submit the bid in response to this RFP.	A Letter of Authorization and Power of Attorney (if applicable) should be submitted the name of the authorized signatory.
7	The bidder should have experience in Learning Management System (LMS)-enabled learning initiatives, , delivering virtual training sessions, e-learning programs, and/or e-learning programs in India within the last five (5) years from the Bid Published Date, for organizations belonging to any of the following categories: PSUs, BFSIs, Government Organizations/Departments.	Supporting Work Order / Contract / Customer letter/ Customer official Email/ Sign off / weblinks of LMS / Screenshot of learning platforms
8	The bidder should have developed, implemented and maintained/ is maintaining atleast one digital platform ,in the domain of Sustainability / ESG, in India within the last five (5) years from the Bid Published Date, for an organization belonging to any of the following categories: PSUs, BFSIs, Government Organizations/Departments.	Supporting Work Order / Contract / Customer letter/ Customer official Email/ Sign off
9	Preference shall be accorded to bidders having majority shareholding with Indian citizens as to be decided by the Evaluation Committee.	Latest shareholding pattern / equity structure of the bidder certified by Authorized signatory

2.5.2 Technical Evaluation (TQ)

Technical proposals of PQ-qualified bidders will be evaluated and scored out of 100 marks, based on the Technical Qualification (TQ) criteria. The minimum qualifying Technical Score is 70 marks out of 100.

Sl. No.	Criteria	Supporting documents	Maximum marks
1	<p>The Bidder should have average annual turnover of at least Rs 200 crores in the last 3 financial years (2022-23, 2023-24, 2024-25) from IT and IT related services like software development, cloud hosting services, IT operations and management, IT infrastructure maintenance etc.</p> <p>a) For 200 -300 crores of turnover:5 marks b) For 300 – 400 : 7 Marks c) >400 crore : 10 marks</p>	CA certificate mentioning Annual turnover “Profit & Loss Statements” for these 3 Financial Years.	10
2	<p>The bidder must have experience in provisioning/development/migration and support services for open-source technology solutions for Public Sector Undertakings (PSUs), Banking, Financial Services and Insurance (BFSI) institutions, or Government organizations/departments in India:</p> <p>a) Between 1 year and 3 years of project execution experience: 2 marks b) More than 3 years of project execution experience: 5 marks</p>	Supporting Work Order / Contract / Customer letter/ Customer official Email / Sign off or	5
3	<p>The bidder should have experience in implementation and/or management of cloud infrastructure, cloud-managed services, or cloud hosting services for one or more Public Sector Undertakings (PSUs), Banking, Financial Services and Insurance (BFSI) institutions, or Government organizations/departments in India during the last five (5) years from the Bid Published Date.</p>	Supporting Work Order / Contract / Customer letter/ Customer official Email/ Sign off	5
4	<p>The bidder should have a minimum of 200 technical resources, on their payroll.</p> <p>a) 200 to 300: 5 Marks b) 301to 400: 7 Marks c) more than 400: 10 Marks</p>	Self-declaration on the Organization's letterhead signed by the authorized signatory/ Form 24Q (TDS Return on Salary)	10

5	<p>The bidder should have developed, implemented and maintained/ is maintaining a digital platform in the domain of Sustainability / ESG, which should include IT Sustainability metrics in India within the last five (5) years from the Bid Published Date, for an organization belonging to any of the following categories: PSUs, BFSIs, Government Organizations/Departments.</p> <p>a) 1 project: 5 Marks. b) 2 similar projects: 10 Marks.</p>	Supporting Work Order / Contract / Customer letter/ Customer official Email / Sign off	5
6	<p>The bidder must have prior experience in deploying a portal capable of Candidate/Student Management and Examination Management/ Online assessment for an organization belonging to any of these: PSUs, Banking, Financial Services and Insurance (BFSI) institutions, Government organizations/departments, educational institutions in India:</p> <p>a) 2 projects: 5 Marks. b) More than 2 similar projects: 10 Marks.</p>	Supporting Work Order / Contract / Customer letter/ official Email / Sign off or	10
7	<p>The bidder should have successfully developed, implemented, and maintained/is currently maintaining at least one multi-stakeholder, dynamic digital platform in India within the last five (5) years from the bid published date, with a minimum user base of 10,000 users, for an organization belonging to any of the following categories: Public Sector Undertakings (PSUs), Banking, Financial Services and Insurance (BFSI) organizations, or Government Organizations/Departments.</p>	Supporting Work Order / Contract / Customer letter/ official Email / Sign off	5
8	<p>Presentation to be made by the bidder on its understanding of EADA requirements, proposed methodology, and phasing for implementation including but not limited to the following:</p> <ul style="list-style-type: none"> • Understanding of project objectives and alignment with Scope of Work–3 Marks • Proposed methodology, implementation approach, and ease of rollout- 3Marks • AI strategy and approach in line with RFP requirements- 3Marks • Experience and expertise in implementation of similar projects- 3 Marks • Timeline and execution plan/phasing- 2 Marks • Team size and competency of resources proposed for deployment- 2Marks 	Presentation in front of the committee*	20

	<ul style="list-style-type: none"> • Cyber security measures, Architecture Flowchart and data protection framework- 2 Marks • IT sustainability and long-term maintainability measures- 1Marks • Identification of anticipated challenges and mitigation strategy- 1Marks 		
9	<p>The bidder shall demonstrate its proposed approach for the software tool/portal using existing solution capabilities, configurable platform screens, functional prototypes, mock-ups, sample environments, or reference implementations, in line with the Scope of Work, to establish its understanding of the proposed modules, workflows, and system architecture.</p> <p>The demonstration shall enable EADA to evaluate the bidder's understanding of the project objectives, functional requirements, and preparedness to undertake detailed solution design and development:</p> <ul style="list-style-type: none"> • Understanding of project objectives, functional requirements, and alignment of the proposed solution with the Scope of Work- 8 Marks • Demonstration of Existing Solution Capabilities, Proposed Modules, Workflows, Configurable Platform Features, User Interface & User Experience Design, and Overall Functionality– 8 Marks • Demonstration through functional prototypes, mock-ups, sample environments, or reference implementations showcasing usability and implementation readiness – 7 Marks • Proposed technical architecture, system integration approach, scalability, deployment readiness, and implementation methodology- 7 Marks 	Software demo during presentation*	30
	Total Marks		100

*Presentation date shall be communicated to the prequalified bidders separately.

EADA shall have the right to verify any credential, reference, or supporting document submitted by the bidder directly with the concerned customer/client, as and when required. Kindly fill the details in Annexure-1.

2.5.3 Evaluation of Proposals

The selection of tender will be based on Quality Cum Cost Based Selection (QCBS) method with 80% weightage on Technical Score (TS) and 20% weightage on Financial score(FS).

Evaluation of Technical Proposal

- i. The bidder must achieve at least 70% marks to pass the technical evaluation.
- ii. The Technical Score (TS) of each bidder will be compared to the highest scoring bidder.
- iii. A percentile technical score will be calculated for each bidder, where the highest-scoring bidder will be assigned a percentile of 100%, and the scores of other bidders will be proportionally adjusted against the highest score.

Below is an illustration of the scoring of Technical Scores among Bidder XX, YY, and ZZ with an 80% weightage out of 100 marks.

Technical Score Percentile Calculation			
Bidder	Technical score out of 100 marks	Percentage score assigned	Final Score (TS) (80% percent weightage)
XX	80	Bidder's score/Highest technical score x 100, i.e., (80/90)x100= 88.89%	88.89% x 80= 71.11
YY	90	Bidder's score/Highest technical score x 100, i.e., (90/90) x100= 100.00%	100.00%x80 = 80
ZZ	70	Bidder's score/Highest technical score x 100, i.e., (70/90) x100= 77.78%	77.78%x80= 62.22

Financial Evaluation

Financial Proposals of technically qualified bidders (Technical Score ≥ 70) will be opened and evaluated. The Financial Score (FS) will be computed on a relative basis, wherein the lowest evaluated financial quote (L1) receiving the maximum score of 100, and all the other bidders receiving scores proportional to their quoted price, as per the following formula:

$$FS = 100 \times (L1 / Li)$$

where Li is the financial quote of the bidder under evaluation

Step -2: Financial Score Percentile Calculation			
Bidder	Price in INR	Percentage score assigned	Final Score (FS) (20% percent weightage)
XX	800	Lowest Price / Bidder's Price, 800/800 = 100%	100% x20=20
YY	900	Lowest Price / Bidder's Price, 800/900 = 88.89%	88.89% x20=17.78
ZZ	1200	Lowest Price / Bidder's Price, 800/1200 = 66.67%	66.67%x 20= 13.33

Combined Score and Selection

Finally, 80% of Technical Score percentile would be added to 20% the Financial Score percentile to arrive at the **Combined Score** of each bidder. Final award will be made to the bidder who gets the highest **Combined Score**.

The Combined Score (CS) for each bidder will be computed as:

$$CS = (0.80 \times TS) + (0.20 \times FS)$$

where TS is the Technical Score (out of 100) and FS is the Financial Score (out of 100). The bidder with the highest Combined Score will be recommended for award, subject to satisfactory document verification and completion of contract formalities.

Bidder	Technical Score (out of 80 marks)	Financial Score (out of 20 marks)	Combined Score (out of 100 marks)
XX	71.11	20	91.11
YY	80	17.78	97.78 (winning bidder)
ZZ	62.22	13.33	75.55

Note:

- Values are adjusted up to two decimal places.
- In case of identical scores, the bidder with the highest technical score shall be considered as the successful bidder.

SECTION III - SCOPE OF WORK (DETAILED)

The selected Service provider (SP) will be responsible for designing, developing, deploying, integrating, operating and maintaining the complete ecosystem, including the defined operations and maintenance period.

The implementation will commence with the following

Design & Development

- Detailed requirement analysis and system design documentation.
- Development of the EADA Web Portal with role-based access control
- Implementation of Candidate Management System (CMS) with /NSDL-based KYC
- Development of Audit Management System (AMS) with automated AI/ML based allocation engine
- Deployment of Learning Management System
- AI-powered Conversational Assistant on the EADA portal to provide instant, 24x7 assistance to visitors and candidates for frequently asked questions and general guidance
- Financial Gateway implementation and testing

Integration into other portals

Integration with PARIVESH/UCAMS and other required government platforms

Security Compliance

Ensuring adherence to all applicable cybersecurity standards, data protection regulations, and implementation of robust security protocols

Hosting

Deployment of the EADA platform on secure, scalable, and reliable hosting infrastructure with high availability and uptime.

Operation & Maintenance

Ongoing system monitoring, technical support, periodic updates, and performance optimization to ensure smooth and uninterrupted functioning

Training

Training of stakeholders and pan India rollout

3.1 Requirement of Study

The SP shall undertake a detailed assessment of the solution requirements, including the preparation and finalization of the Business Requirements Document (BRD) in close consultation with NPC.

While doing so, SP is expected to do atleast of following:

- Study in detail the workflow of environmental audit processes, certification procedures, existing portals, and integration requirements with PARIVESH systems, UCAMS, CPCB/SPCBs systems.
- Assessment of expected userbase

- Translate all the requirements mentioned in the document into system requirements.
- Follow standardized template for requirements capturing.

3.2 Design & Development

The SP shall design the solution architecture and specifications for meeting the requirements mentioned as part of this document.

- In order to achieve a high level of stability and robustness of the application, the system development life cycle shall be carried out using the best industry practices and adopting the security constraints for access and control rights.
- The system shall have a module exclusively to record the activities/create the log of activities happening within the system/application to track any kind of irregularities within the system by any User/Application.
- The solution shall be based on open-source technologies and source code ownership shall vest with NPC.

3.3 Project Coverage

The system will connect all layers of the environmental audit ecosystem from candidates and auditors to industry stakeholders, administrators, and policymakers through a unified digital platform. It will enable real-time data exchange, service delivery, and decision support across multiple institutions and departments.

3.4 User Categories

The platform will serve the following user categories:

- Certified Environmental Auditors (CEAs) - For registration, certification, renewal, and audit management.
- Registered Environmental Auditors (REAs) - For audit assignments, report submissions, and performance tracking.
- Trainers and Examiners - For conducting training programs and examinations.
- Industry Stakeholders - For requesting / accepting audits, making payments, and accessing audit reports.
- NPC Administrators - For system administration, oversight, and compliance monitoring.
- Ministry Officials - For policy monitoring, analytics, and governance.
- Any other as per projects requirement

3.5 Functional Coverage

- Candidate registration and NSDL-based KYC verification.
- Unique ID generation with QR-coded digital certificates.
- Examination scheduling, conduct and result management.
- Certification issuance and renewal management.
- AI-powered Automated audit allocation based on expertise, sector, and region.
- End-to-end audit lifecycle tracking and management.
- Learning management with training modules and refresher courses.
- Integration with payment gateways
- Real-time dashboards and analytics for oversight.
- Integration with PARIVESH and other required government platforms (like CPCB/SPCBs)

3.6 Scalability

The architecture will allow easy expansion to include additional modules and 5 in future phases.

3.7 Stakeholders and their roles

Stakeholder	Role / Responsibility	Expected Benefits
NPC / EADA Administrators	Manage platform operations, oversee certification, registration and audit processes, handle grievances, and ensure compliance-related payment management.	Centralized management dashboard, automated workflows, real-time monitoring.
Certified Environmental Auditors (CEAs)	Primary users for certification. Register, apply for certification, track application status, access training modules, and maintain credentials.	Streamlined certification process, digital certificates, automated renewal reminders, access to LMS.
Registered Environmental Auditors (REAs)	Conduct audits, submit reports, receive assignments, track payments, and maintain compliance records. Audits to cover clearance, authorization, license, or permission granted under the Environment (Protection) Act, 1986, the Air (Prevention and Control of Pollution) Act, 1981, the Water (Prevention and Control of Pollution) Act, 1974, the Van (Sanrakshan Evam Samvardhan) Adhinyam, 1980, the Wild Life (Protection) Act, 1972 or under any other applicable rules, regulations, notifications, or orders issued by the Central Government or any State Government from time to time.	Automated assignment allocation, transparent payment tracking, performance dashboards.
Auditee stakeholders , like industries and entities operating in environmentally sensitive areas such as forest zones, wildlife habitats, coastal regulation zones, and other regulated sectors subject to environmental audit and compliance requirements	Accept audits, make payments, access audit reports, and track compliance status.	Single window for audit acceptance, transparent fee structure, digital access to reports.
Regulatory bodies like MoEFCC/ CPCB/SPCBs	Policy oversight, strategic monitoring, review compliance trends, initiating/triggering audits and approve major decisions.	Real-time visibility, comprehensive analytics. Automated data exchange, Reduced manual coordination.

3.8 Functional Requirements

The functional requirements are categorized into core operational modules, analytical features, integration components, and supporting tools for all users.

3.8.1 EADA Web Portal

It's a central public and authenticated interface serving as the primary gateway for all stakeholders:

- The platform shall include a public-facing website providing information about EADA, the Environment Audit Rules 2025, and the applicable registration procedures.
- The system shall provide role-based authenticated access for CEAs, REAs, trainers, examiners, industry stakeholders, and administrators.
- The platform shall support content management for rules, guidelines, notifications, circulars, and frequently asked questions (FAQs).
- The solution shall be accessible through standard web browsers and support a fully responsive mobile web interface and the user interface shall be responsive and support seamless access across desktop, tablet, and mobile devices.
- Mobile application for android and iOS devices is also required.
- The platform shall support multilingual functionality in accordance with applicable government requirements.
- The system shall comply with WCAG 2.1 Level AA accessibility standards to ensure inclusive access.
- The platform shall align with the Digital Brand Identity Manual (DBIM) of the Government of India.
- The system shall include search functionality for rules, notifications, and registered auditors.
- The platform shall feature a dedicated section for news and announcements.
- The system shall include a grievance redressal portal with end-to-end ticket tracking functionality.

3.8.2 Candidate Management System (CMS): Comprehensive system for managing the complete lifecycle of environmental auditor candidates

Registration and KYC

- Online registration with document upload for CEAs, REAs, trainers, and examiners.
- Aadhaar-based/NSDL-based KYC verification.
- Capture of demographic and professional details: name, address, qualifications, experience, specializations.
- Document verification workflow with maker-checker controls.
- Unique ID generation for all registered candidates.
- The solution shall include a Document Management Service to provide a secure, centralized, and organized repository for all documents generated or submitted as part of the platform's operations. This service will be used to handle documents such as application forms, supporting certificates, reports, scheme guidelines, and correspondences.

Certification Management

- QR-coded digital certificates for CEAs/REAs.

- Certificate validity tracking and automated renewal workflows.
- Certificate verification portal for public access.

Profile Dashboard

The system shall support:

- Application status tracking with real-time updates.
- Issuing examination tickets and automated allocation of examination centers to candidates.
- Examination results and score cards.
- Certification history and renewal status.
- Training completion records and certificates.
- Performance metrics and audit history (for REAs).

Notifications

- Auto-notifications via email/SMS for examination schedules.
- Result announcements and certificate availability.
- Renewal deadline reminders (30 days, 15 days, 7 days before expiry).
- Training enrolment confirmations and course updates.

Automated Document Verification & Validation System

AI-assisted document processing for candidate registration and certification workflows:

Document Classification & Identification

- Automatic document type detection from uploaded files: Educational Certificates, Experience Letters, Professional Licenses
- Multi-page document handling with page-level classification for combined PDF uploads.
- This should supported formats like PDF, JPG, JPEG, PNG with automatic format validation.

AI Powered Optical Character Recognition (OCR) & Data Extraction

- OCR engine for printed and digital text extraction from identity documents.
- Template-based extraction for structured documents with field mapping.
- Key field extraction based on document type.
- Cross-field validation: Name consistency across documents, DOB matching,
- Date validation: Logical checks for issue dates, expiry dates

Verification Workflow Integration

- Auto-approval pathway for documents passing all validation checks
- Manual review queue for documents with review flags with extracted data pre-populated.
- Rejection pathway for documents failing critical checks with specific rejection reasons.
- Re-upload workflow with clear instructions on rejection reasons and document requirements.

Verification Dashboard & Analytics

- Document processing statistics: Submitted, Auto-approved, Manual review, Rejected.

- Average processing time by document type
- Common rejection reasons analysis for process improvement.
- Verification officer workload distribution and productivity metrics.

Compliance & Audit Trail

- Complete audit trail for each document: Upload time stamp, verification steps, outcome, reviewer ID.
- Document retention period of three years.
- Audit reports for compliance review and third-party audits.

3.8.3 Audit Management System (AMS): End-to-end system for managing environmental audits

AI-powered Intelligent Auditor Allocation Engine

AI-driven allocation system for optimal assignment of environmental audits to registered auditors:

Multi-Factor Matching Algorithm

- Weighted scoring model considering multiple allocation parameters with configurable weightages.
- Auditor expertise matching based on sector specialization tags (manufacturing, mining, chemical, pharmaceutical, power, construction, etc.).
- Geographic proximity scoring based on auditor registered address and audit site location (district/state level).
- Historical performance score incorporating past audit quality ratings, timeliness, and compliance feedback.

Workload Balancing & Capacity Management

- Real-time workload tracking: Active assignments, pending reports, upcoming deadlines per auditor.
- Configurable capacity limits: Maximum concurrent audits, monthly audit cap, sector-wise limits.
- Equitable distribution algorithm to ensure fair allocation across eligible auditor pool.
- Availability calendar integration for auditor leave, blackout periods, and preferences.

Conflict of Interest (COI) Detection

- Rule-based COI engine with configurable business rules:
- COI flag generation with severity classification: Hard block (auto-reject) vs. Soft flag (admin review).
- Exemption workflow for admin override with mandatory justification capture.

Allocation Workflow

- Real-time allocation mode for audit requests with instant auditor recommendation.
- Top-N auditor recommendations with match score breakdown for admin review.

- Auto-assignment option for standard audits and manual selection for complex/sensitive audits.
- Assignment notification to auditor with accept/decline workflow.

Audit cost estimate calculator

- For enabling auditors to estimate the approximate audit cost prior to undertaking audits, based on parameters such as type/category of audit, scope of audit, prescribed man-days, number of auditors, travel distance, mode of travel, boarding/lodging, DA, laboratory analysis requirements, and other applicable cost components.

Algorithm Transparency & Audit Trail

- Complete audit trail of allocation decisions.
- Override logging with admin ID, timestamp, original recommendation, and override justification.
- Monthly allocation analytics: Distribution by sector, region, auditor utilization, COI triggers.

Continuous Optimization

- Feedback loop from audit outcomes (quality scores, delays, disputes) to adjust auditor performance scores.
- Periodic review of weightage configuration based on allocation effectiveness metrics.
- Exception reporting for anomalies: Concentration with few auditors, regional imbalances, sector gaps.

AI assisted Audit report

- AI-assisted review of audit reports to identify gaps and inconsistencies
- Validation of auditor reports against predefined checklists and standardized templates

Audit Lifecycle Tracking

- Audit initiation with industry request capture.
- Assignment notification and acceptance workflow.
- Draft report submission with document attachments.
- Review workflow with comments and revision tracking.
- Final approval and report publication.
- Timeline tracking with SLA alerts.

Audit Dashboard

- Real-time monitoring of all ongoing audits.
- Status filters by stage, sector, region, and auditor.
- Overdue audit alerts and escalation mechanisms.
- Audit performance metrics and trends.

PARIVESH Integration

- Bi-directional data exchange for compliance tracking.

3.8.4 Learning Management System

Content Management

- Hosting of training modules with video, document, and interactive content.
- Webinar scheduling and live session management.
- Refresher course library with version control.
- Content categorization by topic, level, and certification type.
- Self assessment tool

Learning Tracking

- Progress tracking with completion percentages.
- Automatic grading and result generation.
- Certificate issuance upon course completion.

CMS Integration

- Eligibility verification for certification requirements.
- Training completion status for renewal applications.

3.8.5 Financial Gateway and Disbursement Module

Payment Gateway

- Integration with government-approved payment gateways.
- Support for multiple payment modes: Net Banking, UPI, Credit/Debit Cards.
- Candidate fee collection (Candidate to EADA).
- Industry audit fee collection (Industry to EADA to Auditor).

Receipt and Accounting

- Automated e-receipt generation with unique transaction IDs.
- GST-compliant invoicing.
- Payment status tracking and history.

Disbursement Management

- Management of transfer of verified payments to REAs.
- Laboratory fee disbursement management.
- Payment approval workflow with audit trail.

Financial MIS

- Complete audit trails for all transactions.
- Revenue reports by category, period, and region.

- Outstanding payment tracking.
- Financial dashboards for management oversight.
- Real-time visibility of receipts, payments, ageing and GST exposure.

Following are further details of this module:

- ✓ **Digital Receipt of Payments (Industry → EADA)**
 - 100% online payment collection through integrated payment gateways.
 - System-generated invoice linked to Audit ID, Industry ID and GST.
 - Auto-generated receipt
 - No offline or manual receipts for routine transactions.
- ✓ **Auditor Billing & Reimbursement Module**
 - Structured digital claims only.
 - System-enforced ceilings and validations.
 - No free-format manual bills.
- ✓ **Rule-Based Payment Release (EADA → Auditor)**
 - Report of Payments with release status only after audit completion and validation.
 - Auto calculation of net payable and GST.
- ✓ **GST & Statutory Compliance Support**
 - Segregation of taxable/nontaxable components.
 - GST registers and liability reports.
 - Export to NPC accounting systems in pre-defined templates.
- ✓ **Audit Trail & Controls**
 - Time-stamped and user-tagged transactions.
 - Full audit logs for statutory and CAG audit.

3.8.6 MIS and Analytics Dashboards: Real-time dashboards for ministry and NPC oversight

- Executive dashboard with key performance indicators.
- Sector-wise compliance trend analysis.
- Auditor performance scorecards and rankings.
- Certification and renewal statistics.
- Geographic heat maps for audit distribution.
- Exportable reports in multiple formats (PDF, Excel, CSV).
- Drill-down capability from KPI cards to detailed data.
- Interactive filters for district, sector, category, and status.
- Trend analysis, correlation heatmaps, and anomaly detection.

3.8.7 Data Repository and Integration Layer: Centralized repository and integration infrastructure

Data Repository

- Centralized storage for audit findings and compliance scores.
- Certificate database with verification capability.
- Historical audit data.

Integration APIs:

- Secure REST APIs for PARIVESH and other integrations and functionalities
- API gateway with rate limiting and authentication.

3.8.8 User Administration Module

End-to-end system for managing user identities, roles, permissions, and access governance across the EADA platform:

User Onboarding & Registration

- Self-service registration for external users (candidates, auditors, trainers, industry) with email/mobile verification (OTP based Two factor authentication)
- Admin-initiated registration for internal users (NPC staff, ministry officials) with approval workflow.
- Bulk user creation via CSV/Excel upload for batch onboarding.

User Profile Management:

- Centralized user profile with personal details, contact information, role assignments, and access history.
- Self-service profile updates for non-critical fields; admin approval for critical changes (name, email, mobile).

Role & Permission Management

- Pre-defined roles: Super Admin, NPC Admin, Ministry Official, CEA, REA, Trainer, Examiner, Industry User, CPCB Official, Helpdesk Agent.
- Custom role creation with granular permission assignment.
- Hierarchical role structure with permission inheritance.

User Administration Dashboard

- Real-time user statistics: Active, Inactive, Pending, Locked accounts.
- User search with filters by role, status, registration date, last login.
- User activity logs with login history, actions performed, and IP tracking.
- Export user reports in Excel/PDF format.

Audit Trail & Compliance

- Audit log for all user administration actions.
- Audit log search and export for compliance reporting.
- Periodic access review reports for role certification.

3.8.9 Advisory and Communication Framework

- Multi-channel notification delivery: Email, SMS, Portal notifications.
- Template-based communication with personalization.
- Scheduled notifications for renewals, deadlines, and announcements.

- Notification preferences management for users.

3.8.10 EADA Portal AI Conversational Assistant with Governance, Guardrails & Compliance Controls

Intelligent conversational interface providing 24x7 automated assistance to portal visitors and registered users:

Natural Language Understanding (NLU) Engine

- Intent classification model trained on domain-specific corpus covering certification, examination, audit, training, and payment-related queries.
- Entity extraction for identifying key parameters: application number, certificate number, auditor ID, date ranges, document types.
- Support for Multilingual conversion with auto-detection

Knowledge Base & Response Generation

- Structured FAQ knowledge base with hierarchical categorization: Registration, Certification, Examination, Audit, Payments, Technical Support.
- Template-based response generation with dynamic variable substitution (username, application status, dates, links).
- Rich response support: Text, hyperlinks, quick-reply buttons, document downloads, embedded videos.
- Synonym handling and query normalization for improved matching accuracy.

Conversation Management

- Multi-turn conversation handling with context retention within session.
- Customised Conversation flow for creating guided journeys.

Learning & Improvement Pipeline

- Feedback capture (thumbs up/down) on each response for quality monitoring.
- Unanswered query logging for knowledge base gap identification.
- Weekly analytics report: Top queries, resolution rate, fallback rate, average conversation length.
- Periodic model retraining based on new FAQ entries and conversation logs (quarterly cycle).

Fallback & Escalation Handling

- Graceful fallback to keyword-based FAQ search when NLU confidence is below threshold.
- "Talk to Human" option with conversation context passed to helpdesk ticketing system.
- Display of helpdesk contact details (email, phone, working hours) as final fallback.
- Auto-ticket generation for unresolved queries with priority tagging.

3.9 Non-Functional Requirements

- Accessibility: Full compliance with WCAG 2.1 (Level AA) including screen-reader compatibility and keyboard navigation.
- Scalability: Architecture must support growth in data volume, user base, and transaction load.
- Security & Privacy: ISO 27001-compliant security architecture; role-based access control; encryption at rest and in transit; compliance with IT Act 2000 and DPDP Act 2023.
- Interoperability: Use open standards (REST/JSON), OAuth2/JWT for authentication and published API documentation as applicable.
- Backup & Recovery: Daily automated backups
- Audit Logging: Comprehensive audit trails for all user actions; log retention as per compliance requirements.
- Browser Compatibility: Support for latest versions of Chrome, Firefox, Safari, Edge and similar others.
- Multiple Language Support: The Portal shall ensure multiple language support across all modules, Seamless switching between languages, Dashboards, forms, and reports in multiple languages.
- 24x7 assistance to visitors and candidates for frequently asked questions and general guidance

3.10 Integration Requirements

The system should support both push and pull of data to and from systems proposed to be integrated. The solution should be designed for future integration without system changes. It should have provision for future integrations with additional systems and platforms, as may be required, to support evolving functional and regulatory needs.

The integration shall be made into two phases:

Phase	Category	Integration Modules
Phase 1	Major	1. Aadhaar Authentication/ NSDL-based Authentication Framework with e-KYC 2. Payment Gateway Integration 3. Email/SMS Gateway
Phase 2	Major	4. PARIVESH Portal 5. CPCB UCAMs

3.10.1 Aadhaar/NSDL Authentication Framework

- Real-time Aadhaar/NSDL-based e-KYC for candidate registration.
- Compliance with Govt of India norms for data usage and privacy.

3.10.2 PARIVESH Integration

- Automated sharing of audit outcomes with NPC.
- Bi-directional data exchange for compliance status.
- Standard schema compliance for data interchange.
- Integration with CPCB/SPCBs

3.10.3 Payment Gateway

- Integration with government-approved payment gateways.

- Support for NEFT/RTGS for disbursements.

3.10.4 Communication Channels

- Email Gateway: SMTP integration for transactional and bulk emails.
- SMS Gateway: Integration with government SMS gateway

3.11 Testing

The SP shall provide the testing strategy including Test Cases and Conduct Testing of various components of the software developed/customized (including Unit Tests, System Integration Tests, Security Testing, and User Acceptance Test). The SP shall ensure deployment of necessary resources, tools, staging servers and related logistics during the testing phases.

3.11.1 Core Application Modules: Functional Testing

- EADA Web Portal and Content Management.
- Candidate Management System (Registration, Certification, Renewal).
- Audit Management System (Allocation, Tracking, Reporting).
- Learning Management System (Courses, Assessments, Certificates).
- Financial Gateway (Payments, Disbursements, Reconciliation).
- MIS and Analytics Dashboards.
- AI-powered modules

3.11.2 Cross-Functional Testing

- Verification of role-based access controls and workflow approvals.
- Testing of multilingual user interface and accessibility compliance.
- Validation of notifications, alerts, and communication delivery.
- Assessment of response times, navigation flow, and error handling.
- Security testing including penetration testing and vulnerability assessment.

3.11.3 Integration Testing

- Validation of interoperability with Aadhaar/NSDL Authentication Framework.
- PARIVESH / UCAMS integration testing.
- Payment gateway integration testing.
- Communication gateway (SMS, Email) testing.
- Data exchange integrity and synchronization verification.

3.12 Third Party Audit

- The Service Provider (SP) shall conduct a security audit through a CERT-In / STQC empanelled agency prior to Go-Live and obtain the requisite Safe-to-Host certification.
- The SP shall comply with security audit observations and periodic (Annual) Cyber Security Audit requirements.

3.13 SSL Certification

- Secure connection between Client and Server through HTTPS protocol.
- Encryption of data during transmission.
- SSL Security in the application server.

3.14 Training

- The SP shall provide training to users identified by NPC on train-the-trainer model.
- Refresher training in virtual mode for various stakeholders.
- Training calendar and materials developed in consultation with NPC.
- Training on new services and enhancements during O&M period (if any).
- Training infrastructure (computers, projectors, connectivity) to be provided by NPC.

3.15 Online Help / Reference

- Training contents and user manuals in downloadable PDF format.
- Proper indexing and internal references mapped with keywords.
- FAQ section with searchable content.

3.16 UAT & Go-Live

After completion of development work, NPC will conduct technical reviews as UAT. The SP shall be responsible for:

- Preparation and submission of test strategy, test cases
- Demonstration of module-wise functionalities in staging environment.
- Support during user acceptance testing.
- Rectification of issues/bugs during UAT without additional cost.
- Documenting UAT results and ensuring sign-off.
- NPC shall declare 'Go-live' of the project.
- Application Support, Operation and Management will start from Go-live date.

3.17 Documentation

- Infrastructure solution design and architecture documents.
- Configuration files and technical documentation.
- User manuals and Standard Operating Procedures.
- Information Security Management procedures.
- Sign-off on all deliverables from NPC.

3.18 Infrastructure & Hosting Requirements

3.18.1 Scope of Infrastructure & Hosting

The selected Service provider shall be responsible for end-to-end provisioning, hosting, deployment, operation, and maintenance of the complete EADA Digital Platform, including all application, database, integration, and analytics components.

The scope shall include infrastructure design, cloud hosting, virtualization, security, backup, disaster recovery, and ongoing operations for the entire contract period.

3.18.2 Hosting Environment

- The solution shall be hosted on:
 - MeghRaj-compliant Government Cloud, or
 - MeitY empaneled cloud service providers

3.18.3 Virtualization and Compute Infrastructure

- The SP shall provision and manage **Virtual Machines (VMs)** for:
 - Application layer
 - Database layer
 - Integration/API layer
 - Reporting and analytics layer
- The infrastructure shall be scalable, allowing on-demand expansion based on transaction volume, users, and data growth.

3.18.4 Availability, Performance, and Reliability

- The system shall be designed for high availability with load balancing and redundancy.
- Continuous performance monitoring and alert mechanisms shall be implemented.

3.18.5 Backup and Data Recovery

- Automated daily backups of application data, databases, and configurations
- Defined data retention and archival policy

3.18.6 User base

The EADA portal is expected to have a total user base of approximately 50,000 users in first two years (user base may increase within five years). At peak usage, the system shall be designed to support approximately 4000-5000 concurrent users. The system architecture shall be scalable to handle these peak loads while maintaining acceptable response times under both normal and peak operating conditions.

3.18.7 Security Requirements

- Hosting infrastructure shall comply with:

- ISO 27001 Information Security Management System
- IT Act, 2000 and applicable Government cybersecurity guidelines
- Mandatory security controls shall include:
 - Role-based access control
 - Encryption of data at rest and in transit
 - Firewalls, IDS/IPS, and secure network segmentation

3.18.8 Sustainable Computing Requirements

The EADA Digital Platform shall be designed and operated in alignment with the Green Software Foundation principles to adopt sustainable computing practices:

- Optimised loading for images, documents, and non-critical UI components to reduce unnecessary data transfer.
- Optimize database queries to reduce execution time and resource utilization
- Implement data compression for API responses and static assets to reduce data transfer.
- Avoid unnecessary auto-refresh and polling and use event-driven updates where feasible.
- Include sustainability metrics in quarterly operational reports for continuous improvement tracking.

3.19 Operations & Maintenance

The Application Support, Operations & Maintenance services need to be provided by the SP with respect to Application Software & supporting IT Infrastructure Management. The SP must deploy a dedicated helpdesk with adequate manpower with expertise in database and application management for support.

- All development work will be in agile mode.
- O&M support shall commence upon successful Go-Live for any of the modules.
- The O&M engagement will cover the remaining duration of the defined contract period (5 years), with provisions for extension.
- Incident management and problem resolution.
- Change management and enhancement support.
- Available 12/5 to ensure minimal disruption to operations
- Provision of training materials and documentation.
- Patches to fix any bugs or vulnerabilities.
- Regular maintenance of databases to handle and query data effectively.
- The bidder shall include upto 2 (two) man-months of effort per year during the O&M phase for enhancements, configuration changes, and continuous improvements. Any effort beyond this allocation shall be undertaken based on the predefined man-month rate card agreed as part of the contract.

SECTION IV - GENERAL CONDITIONS OF CONTRACT (GCC)

4.1 Definitions

In this RFP and the resulting contract, unless the context otherwise requires, terms such as ‘EADA’, ‘Bidder’, ‘Successful Bidder’, ‘SP’, ‘Services’, ‘Deliverables’, ‘Contract’, ‘LoA’, and ‘Confidential Information’ shall have the meanings assigned in the contract documents.

4.2 Clarification of Bids

NPC may request the bidder to clarify any aspect of the proposal. Clarifications shall not include any change in price or substance of the proposal.

4.3 Rights of NPC

NPC reserves the right to accept or reject any or all proposals, cancel the bidding process, or modify the RFP or bidding process, change the terms and conditions of RFP, change the selection process of IA, evaluation criteria without incurring any liability to any vendor and without assigning any reason for such changes or amendments thereof.

4.4 Language and Validity

All submissions, correspondence and deliverables shall be in English. Proposals shall remain valid for the period specified in this RFP.

4.5 SLA Agreement

The successful bidder shall be required to enter into a Service Level Agreement (SLA) with the NPC within 30 days from the date of issue of the Letter of Award/Acceptance. The SLA will clearly define the scope of services, performance standards, deliverables, timelines, and penalty clauses for non-compliance. Failure to sign the agreement within the stipulated time may result in cancellation of the award and forfeiture of the bid security, as applicable. The bidder shall ensure strict adherence to all terms and conditions specified in the SLA throughout the contract period.

4.6 Confidentiality

The bidder and its personnel shall maintain confidentiality of all information received during the course of the engagement.

4.7 Change Orders

Any change in scope, deliverables or timelines shall be undertaken only through a written change order signed by authorized representatives of NPC and the Successful Bidder/Service provider.

4.8 Limitation of Liability

Except in case of gross negligence or willful misconduct on the part of the Service provider (SP) or on the part of any person or company acting on behalf of the SP in executing the work or in carrying out the services, the SP, with respect to damage caused by the Service provider to property and/or assets of the NPC, shall not be liable to NPC:

- a) For any special, incidental, indirect, exemplary, punitive or consequential loss or damage, loss of revenue, profit, goodwill, downtime costs, business interruption, diminished business value, loss or damage to data, anticipated savings; and

- b) For any direct loss or damage that exceeds the Contract Value

For avoidance of doubt Service provider's aggregate and cumulative liability to the NPC under this contract is limited to the amount payable by NPC to Service provider for the applicable Order.

4.9 Period of Contract

The contract period shall be for five (5) years. The contract may be extended beyond its initial term upon mutual agreement of both parties.

4.10 Sub-contracting

Sub-contracting, if any, shall require prior written approval from NPC and shall not reduce the SP's responsibility for performance.

4.10 Dispute Resolution and Arbitration

Disputes shall be resolved amicably through mutual consultation. If unresolved, disputes may be referred to arbitration as per applicable laws and the contract terms.

4.11 Jurisdiction of Court

The contract shall be deemed to have been entered into at New Delhi, and all causes of action in relation to the contract will thus be deemed to have arisen only within the jurisdiction of the New Delhi Courts.

4.12 Force Majeure

Neither party shall be liable for failure to perform due to events beyond reasonable control (force majeure), subject to timely notice and mitigation.

4.13 Indemnity

Subject to the limitations set forth in Section 4.08, the Service Provider (the "Indemnifying Party") shall, at its own cost and expense, defend, indemnify, and hold harmless EADA (the "Indemnified Party") from and against any third-party claims, demands, actions, or proceedings ("Claims") arising out of or relating to:

- (i) any infringement or alleged infringement of third-party intellectual property rights;

- (ii) any tangible property damage, bodily injury, or death; or

- (iii) any loss, breach, unauthorized access to, or leakage of data under this Agreement,

in each case to the extent resulting from the Indemnifying Party's breach of this Agreement, negligence, or willful misconduct (collectively, "Indemnified Claims").

The obligations of the Indemnifying Party under this Section shall be subject to the following conditions:

- (a) the Indemnified Party shall provide prompt written notice of any Indemnified Claim upon becoming aware of the same;

- (b) the Indemnified Party shall provide reasonable cooperation, at the Indemnifying Party's expense, in the defense of such Indemnified Claim; and

- (c) the Indemnifying Party shall have sole control over the defense and settlement of such Indemnified Claim, provided that it shall not settle any Claim in a manner that:

- (i) imposes any liability or obligation on the Indemnified Party; or

- (ii) requires any admission of fault by the Indemnified Party,

without the Indemnified Party's prior written consent, such consent not to be unreasonably withheld, conditioned, or delayed.

For the avoidance of doubt, nothing in this Section shall require the Indemnified Party to assume responsibility or liability for matters except to the extent finally determined by a competent authority to have resulted from the Indemnified Party’s own breach, negligence, or willful misconduct.

The provisions of this Section shall survive the termination or expiration of the Agreement and shall continue until all Indemnified Claims have been finally resolved.

4.14 Cancellation of SLA

Either party may terminate the agreement with 30 days prior written notice if the other fails to meet any material obligation and fails to remedy the breach within 30 days after being notified in writing of the details. If either party becomes insolvent, unable to pay debts when due, files for or is subject to bankruptcy or receivership or asset assignment, the other party may terminate the agreement extend beyond termination or expiration of the agreement will remain in effect until fulfilled and will apply to both parties respective successors and permitted assigns. Notwithstanding anything to the contrary herein, the EADA shall make payment to the Service provider for all Services rendered up to and including the termination effective date.

4.15 Liquidated damages

In the event of delay (attributable to the SP) beyond the stipulated project execution timeline, Liquidated Damages (LD) at the rate of 1% of the first-year contract value per week shall be applicable on the undelivered portion of the work, subject to a maximum cap of 5% of the first-year contract value.

4.16 SLA Penalty

During the operations phase, the EADA portal shall maintain a minimum uptime of 99.5% on a monthly basis, excluding pre-approved scheduled maintenance. In the event of downtime attributable to the SP beyond the permissible limits, a penalty at the rate of 1% of the applicable half yearly value per week of default or part thereof shall be imposed, subject to a maximum cap of 5% of the half yearly value.

4.17 Payment Milestone

An amount equal to 3% of the total value quoted in Format-B (Financial Proposal) shall be released upon sign-off of the Business Requirement Document (BRD). The remaining amount quoted in Format-B (Financial Proposal) shall be paid in equal half-yearly installments in arrears over the duration of the contract. Invoices shall be raised against official signoff from NPC as per agreed milestones/deliverables.

This is subject to any deduction that may be made in accordance with the terms and conditions of this contract. All invoices submitted shall be paid within 30 days.

The indicative milestones/ deliverables associated with each payment milestone are as follows:			
Payment milestones	Timeline (Cumulative)starts from the date of contract signing	Indicative Milestones / Deliverables	Payment percentage of the total project value quoted in Format-B (Financial Proposal)
1	Within 2 months	Business Requirement Document (BRD) sign off	3%

2	End of 6 Months	Development of core modules (Candidate Management, Auditor Registration, Audit allocation engine – Phase 1); setup of development and testing environment, Completion of UAT of core modules; Go-live of EADA Portal	9.70%
3	End of 12 Months	Operation and Maintenance (O&M) services for phase 1 modules. Completion of full platform development (remaining modules including LMS, Audit Management, Finance & MIS etc); integrations and internal testing; (Phase 2)	9.70%
4	End of 18 Months	O&M services with SLA adherence: stabilization support and bug fixing; onboarding of users; performance optimization and security validation	9.70%
5	End of 24 Months	Continued O&M with SLA adherence	9.70%
6	End of 30 Months	Continued O&M with SLA adherence	9.70%
7	End of 36 Months	Continued O&M with SLA adherence	9.70%
8	End of 42 Months	Continued O&M with SLA adherence	9.70%
9	End of 48 Months	Continued O&M with SLA adherence	9.70%
10	End of 54 Months	Continued O&M with SLA adherence	9.70%
11	End of 60 Months	Final O&M compliance; complete handover of source code, data, and documentation; knowledge transfer; exit management; final system audit and closure report	9.70%

4.18 Abnormally Low Bids (ALB)

An Abnormally Low Bid (ALB) shall mean a bid in which the quoted price, in combination with other elements of the bid, appears so low that it raises material concerns regarding the bidder's capability to perform the contract in accordance with the requirements, scope, schedule, risk allocation, and obligations specified in the bidding document.

In such cases, NPC reserves the right to seek written clarifications from the bidder. Such clarifications may include, but shall not be limited to:

- Detailed price breakdown and cost analysis
- Methodology of execution
- Assumptions and resource deployment plan
- Allocation of risks and responsibilities
- Compliance with technical specifications and contractual obligations

The bidder shall provide satisfactory justification within the stipulated time period, failing which the bid may be liable for rejection.

Upon evaluation of the clarifications and supporting documents, if NPC determines that the bidder has failed to adequately demonstrate its capability to perform the contract at the quoted price, NPC reserves the right to reject such bid.

Such rejection shall be duly recorded with reasons in writing. The decision of NPC in this regard shall be final and binding.

Following such rejection, NPC may proceed with evaluation of the remaining responsive bids in accordance with the provisions of the bidding document.

No claim, compensation, or representation shall be entertained from the bidder whose bid has been rejected on account of being abnormally low and unsupported by adequate justification.

4.19 Environment Audit Rules 2025

Bidder should have complete understanding of Environment Audit Rules, 2025 placed as Annexure 3 of RFP

4.20 Data Ownership

The NPC shall retain sole ownership of all data generated by or residing on the platform.

4.21 Exit Management

The SP shall ensure a seamless transition upon contract expiry or termination, including mandatory handover of all source code (except for system software), configurations, documentation, and data in standard, non-proprietary formats.

The SP shall provide necessary knowledge transfer and transition support to NPC to ensure continuity of services, without any dependency on proprietary restrictions.

4.22 Code of Integrity

The Code of Integrity constitutes a binding framework of principles and obligations designed to govern ethical conduct, transparency, and accountability in all procurement activities administered by or on behalf of the purchaser. This code applies to all officials, representatives, agents, or employees of the procuring entity, as well as bidders and affiliated entities engaged in procurement processes. Compliance with this Code is mandatory to uphold the principles of fairness, probity, and integrity in public procurement, which includes:

- The prospective bidder should avoid the following actions, whether directly or indirectly:
 - The offering, solicitation, acceptance, promise of bribes, kickbacks, gifts, favours, rewards, or benefits of any kind (monetary or non-monetary) intended to improperly influence procurement decisions, secure undue advantages, or compromise the impartiality of any party.
 - Any material omission, falsification, misstatement, or concealment of facts in bids, contracts, documentation, or communications with the Procuring Entity, including fraudulent claims, forged records, or deceptive practices to obtain financial gain or evade contractual obligations.
 - Collusion, bid-rigging, price-fixing, market allocation, or any coordinated conduct among Bidders to suppress competition, manipulate outcomes, or undermine the fairness of the procurement process.
 - Unauthorized disclosure, dissemination, or exploitation of confidential or proprietary information provided by the Procuring Entity for personal gain, competitive advantage, or purposes unrelated to the procurement.

- Any actual, potential, or perceived conflict of interest arising from financial, professional, or personal relationships between Participants and officials of the Procuring Entity that may impair objectivity or create bias in procurement decisions.
- Threats, harassment, blackmail, or coercive tactics employed to influence procurement outcomes, retaliate against whistleblowers, or deter Participants from exercising their rights or obligations under this Code.
- Deliberate interference with audits, investigations, or inquiries conducted by the Procuring Entity or authorized third parties, including destruction of evidence, non-cooperation, or provision of misleading testimony.
- Submission of fraudulent certifications, falsified credentials, or inaccurate declarations regarding eligibility, qualifications, past performance, or compliance with legal or regulatory requirements.
- Investigation and Enforcement:
 - The Purchaser reserves the right to investigate alleged breaches of this Code, including but not limited to requests for documentation, interviews, and third party audits. Participants shall cooperate fully with such investigations.
 - In the event of a reported violation, the affected Bidder shall be afforded a reasonable opportunity to respond to allegations in writing and/or through a hearing, as determined by the Procuring Entity.
 - If a violation is substantiated, the Procuring Entity may impose sanctions including, but not limited to:
 - Disqualification from the procurement process
 - Termination of existing contracts
 - Forfeiture of bid security or performance bonds
 - Referral to law enforcement or regulatory authorities
 - Debarment from future procurements for a specified period
 - General Provisions:
 - This Code shall be interpreted and enforced in accordance with the laws of State of Delhi, and disputes arising hereunder shall be subject to the exclusive jurisdiction of Delhi High Court.
 - The Procuring Entity reserves the right to amend, supplement, or revoke this Code at its sole discretion. Participants shall be bound by the most current version of the Code.
 - If any provision of this Code is deemed invalid or unenforceable, the remaining provisions shall remain in full force and effect.

4.23 Change Control board

Change Control Board (CCB) shall be the governing body that evaluates, approves, defers, or rejects proposed changes to the system, processes, or configuration after go-live. It shall include a cross-functional group of stakeholders who have the authority to make decisions about changes to the analytics platform.

- The main purpose of the board is to ensure that any change –
- Aligns with business objectives.
- Doesn't disrupt operations or compromises security.
- Is technically feasible and cost-effective.
- Is compliant with policies and regulations.

4.24 Make in India

The bidder shall indicate the percentage of local content in the services offered and submit a self-certification confirming compliance (as per Annexure -2) with the local content requirements for classification as a 'Class-I Local Supplier' or 'Class-II Local Supplier', in accordance with the Public Procurement (Preference to Make in India) Order, 2017 issued by the Department for Promotion of Industry and Internal Trade (DPIIT), Government of India, and its subsequent amendments issued from time to time.

4.25 Compliance with Environment Audit Rules, 2025

The Service Provider shall undertake and implement all such additional functionalities, modules, workflows, integrations, compliances, reporting requirements, or technical modifications as may be necessary for operationalization of any envisaged role, responsibility, function, or mandate of the Environment Audit Designated Agency (EADA) under the Environment Audit Rules, 2025 (Annexure 3), including those not explicitly specified in this RFP but required for effective implementation, regulatory compliance, or future operational requirements arising during the contract period, without compromising the overall objectives and functionality of the EADA Portal.

SECTION V - Bid Submission Formats

Format A: Proposal Cover Letter (On bidder's letterhead)

To,

Director, ECA Group,
National Productivity Council,
Utpadakta Bhawan,5-6 Institutional Area,
Lodhi Road,New Delhi
Subject: Submission of Proposal for Engagement of SP for EADA Digital Platform

Dear Sir/Madam,

We, the undersigned, submit our proposal in response to the above RFP. We confirm that we have examined and understood the RFP, including any addendum/corrigendum. We confirm that the information provided in our proposal is true and correct, and we understand that any misrepresentation may lead to disqualification.

Yours faithfully,

Authorized Signatory: _____

Name & Designation: _____

Organization Seal: _____

Date: _____

Format B: Format for Financial Proposal (on bidder's letterhead)

To,

Director, ECA Group,
National Productivity Council,
Utpadakta Bhawan, 5-6 Institutional Area,
Lodhi Road, New Delhi

Subject: Submission of financial proposal for Engagement of Service provider for EADA Digital Platform

Dear Sir/Madam,

We, the undersigned, submit our financial proposal in response to the above RFP.

Particulars (functionality)	Total project value in INR (exclusive of GST) for 5 years
Core EADA Portal	
Candidate Management module	
Financial Gateway and Disbursement module	
Auditor Registration enablement, Audit Management System (AMS) along with AI-powered Auditor Allocation Engine module	
Learning Management System module	
Reporting / MIS Dashboards, Data Analysis module	
User Administration module	
Data Repository and Integration layer module	
AI-powered conversational assistance/chatbot for automated user interaction	
AI-powered Automated Document Verification and Validation module	
System Notifications and alerts module	
SSL Certificate, Domain Registration, WCAG 2.1 (Level AA) accessibility standards, DBIM, Security & Compliance (VAPT, etc.)	
System Software subscription	
DC and DR cloud hosting charges	
Implementation and project management	
SMS gateway charges	
Operations and Maintenance charges	
Any other items / components if required for delivering a complete, compliant, and fully functional solution	

Total project value for the contract duration excluding GST in Indian Rupees in word
.....

Total project value for 5 years including GST (at 18% rate) in Indian Rupees in word
.....

Optional additional line items (These items will not be considered for the purpose of Financial Bid Evaluation):

a) Man-month rate (in INR, excluding GST) for a blended software development resource:

b) Man-month rate (in INR, excluding GST) for a blended software support resource:

Certification

I/We, the undersigned, hereby submit our Financial Proposal in accordance with the terms of the RFP. We confirm that the quoted price is firm, unconditional, and shall remain valid for the duration of the contract.

Yours faithfully,

Authorized Signatory: _____

Name & Designation: _____

Organization Seal: _____

Date: _____

Format C: BID SECURITY / EMD BG FORMAT

Whereas (hereinafter called “the Bidder”) has submitted its bid dated For RFP for **Engagement of Service Provider for Design, Development, Operation, and Maintenance of Sustainable Digital Platform for Environment Audit Designated Agency (EADA)** Vide Tender No. dated KNOW ALL MEN by these presents that WE Having our registered office at(hereinafter called “**theBank**”) are bound unto National Productivity Council, New Delhi (hereinafter called “the Purchaser”) in the sum of Rs.30,00000.00(Rupees Thirty Lakhs only)for which payment will and truly to be made of the said Purchaser, the Bank binds itself, its successors and assigns by these present.

THE CONDITIONS of the obligation are:

1. If the Bidder withdraws his bid during the period of bid validity specified by the Bidder on the Bidform or
2. if the successful Bidder fails to submit performance security (PBG) within the prescribed time.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the purchaser having to substantiate its demand, provided that in its demand, the purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including Thirty (30) days after the Period of EMD validity (180 days) and any demand in respect thereof should reach the Bank not later than the specified date/dates. This bank guarantee shall be valid up to _____.

Name & Signature of witness Signature of the Bank Authority

Address of witness Name

Signed in Capacity of

Full address of Branch

Tel No. of Branch

Format C:FORMAT FOR CONTRACT PERFORMANCE GUARANTEE

1. In consideration of National Productivity Council, having its Head Office at Utpadakta Bhavan 5-6, Lodhi Rd, Institutional Area, New Delhi, Delhi 110003 (hereinafter referred to as NPC which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to-----with its Registered / Head Office at -----(hereinafter referred to as the ‘Contractor’ which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a contract by issue of NPC’s Letter of Award No.-----dated-----and the same having been unequivocally accepted by the contractor resulting in a ‘Contract’ bearing No.-----dated-----valid at Rs.------(Rupees-----only) for -----and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to Rs.------(Rupees-----value of the contract to NPC, we -----having its Head Office at -----shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), do hereby guarantee and undertake to pay NPC, on demand any and all money payable by the Contractor to the extent of Rs.------(Rupees-----only) as aforesaid at any time upto without any demand reservation contest, recourse for protest Bank shall be conclusive and binding notwithstanding any difference between NPC and Contractor or any dispute pending before any Court, Tribunal or any other authority.
2. We, the -----Bank undertake not to revoke with guarantee during its currency without previous consent of NPC and further agree that the guarantee herein contained shall continue to be enforceable till NPC discharges this guarantee or -----which is earlier.
3. NPC shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance of the contract by the Contractor. NPC shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner and either to enforce or two forbear to enforce any covenants, contained or implied, in the Contract between NPC and the Contractor or any other course or remedy or security available to NPC. The Bank shall not be released of its obligations under this guarantee by any exercise by NPC of its liberty with reference to the matter aforesaid or any of them or by reason of any other acts of omission or commission on the part of NPC or any other indulgence shown by NPC or by any other matters or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.
4. The Bank also agrees that NPC and its option shall be entitled to enforce this guarantee against the Bank as a principal debtor, in the first instance without processing against the Contractor and notwithstanding any security or other guarantee that NPC may have in relation to the Contractor’s liabilities.
5. This guarantee shall not be affected by any changes in the constitution of Contractor, nor shall it be affected by any charges in the constitution of NPC or by any amalgamation or absorption thereof or therewith but will ensure for and be available to and enforceable by absorbing or amalgamated company or concern.
6. Notwithstanding anything contained hereinabove, our liability under this guarantee is restricted to Rs. --(Rupees-----only) subject to the clause as stated immediately hereafter. This guarantee shall remain in force till.

7. This guarantee shall continue and hold good until it is released by NPC on the application of the Contractor after expiry of the relative guarantee period of the said Contract and after the contractor has discharged all their obligations under the said Contract and produced a certificate from NPC's representative certifying the due completion of the work under the said contract and submitted 'No-demand Certificate' provided always that unless extended this guarantee shall remain in force till-----
----- should it be necessary to extend this guarantee beyond the said date on account of extension being granted by NPC to the Contractor in respect of completion of works under the said contract or otherwise, we undertake to extend forthwith the period of the guarantee on NPC's request till such time as may be required by NPC.
8. We-----Bank shall be discharge of our liability under the guarantee unless a claim is made by NPC within 3(three) months from the date of expiry of this Bank Guarantee.

Annexure -1

Details regarding Verification of credentials submitted by Bidder

Sl. No.	Type of Document (Work Order / Contract / Customer letter/ Customer Work order Email/ Sign off or Self-certified declaration from Authorized Signatory)	Customer Details (with full postal address)	Contact Official Name, Designation & Email Address of customer	Mobile Number of Contact official
1				
2				
3				
4				
5				
6				
7				

Additional rows can be added if required.

I/We, the undersigned, hereby declare that the information provided herein is true and accurate.

Yours faithfully,

Authorized Signatory: _____

Name & Designation: _____

Organization Seal: _____

Date: _____

Annexure - 2

Declaration regarding make in India compliance

Date:

To,
Director, ECA Group,
National Productivity Council,
Utpadakta Bhawan, 5-6 Institutional Area,
Lodhi Road, New Delhi

Subject: Declaration regarding make in India compliance

Reference: RFP No. _____

Dear Sir/Madam,

We hereby certify that the services offered by [**Name of the Bidder**] against the above-mentioned tender contain a local content of _____ %.

Accordingly, we hereby declare that [**Name of the Bidder**] qualifies as a '**Class-I Local Supplier**' / '**Class-II Local Supplier**' in accordance with the provisions of the Public Procurement (Preference to Make in India) Order, 2017 issued by the Department for Promotion of Industry and Internal Trade (DPIIT), Government of India, and subsequent amendments thereto.

The details of the location(s) where local value addition is carried out are as follows:

1. _____
2. _____
3. _____

We further certify that the above information is true and correct to the best of our knowledge and belief. In the event of any misrepresentation or false declaration, we understand that the purchaser reserves the right to take action as per applicable rules and tender conditions.

Yours faithfully,

For [**Name of the Organization/Bidder**]

Signature of Authorized Signatory)

Name: _____

Designation: _____

Date: _____

Company Seal: _____

Annexure –3

Environment Audit Rules 2025

MINISTRY OF ENVIRONMENT, FOREST AND CLIMATE CHANGE**NOTIFICATION**

New Delhi, the 29th August, 2025

S.O. 3973(E).—Whereas, a draft notification under sub-section (1), and clause (v) of sub-section (2) of section 3 of the Environment (Protection) Act, 1986 (29 of 1986) read with sub-rule (3) of rule 5 of the Environment (Protection) Rules, 1986, was published by the Government of India in the Ministry of Environment, Forest and Climate Change *vide* S.O. 414(E), dated 29th January, 2024 in the Gazette of India, Extraordinary Part II, Section 3, Sub-section (ii), inviting objections and suggestions from all persons likely to be affected thereby before the expiry of the period of sixty days from the date on which copies of the Gazette containing the said notification were made available in the public domain;

And whereas, the copies of the said Gazette notification were made available to the public on the 1st February, 2024;

And whereas, the objections and suggestions as received from the public within the said period have been duly considered by the Central Government;

And whereas, environment audit of the projects, activities or processes, approved under the Environment (Protection) Act, 1986, or Air (Prevention and Control of Pollution) Act, 1981, or Water (Prevention and Control of Pollution) Act 1974, or Van (Sanrakshan Evam Samvardhan) Adhiniyam, 1980, and Wild Life (Protection) Act, 1972 and rules or regulations framed thereunder are important to ensure compliance of the stipulated safeguards and to verify the compliance of the environmental obligations and norms of environmental standards prescribed by the regulatory authority and their effectiveness in order to prevent, control and abate environmental pollution;

And whereas, it is important to identify projects, activities or processes that are in violation of applicable environmental regulations or standards or are non-compliant with general or specific conditions mentioned in different green approvals; and to accordingly initiate remedial steps for prevention, control and abatement of environmental pollution;

And whereas, regular audit of such projects, activities or processes with respect to environmental safeguards incorporated in associated green approvals including environmental clearance, consent to operate, and authorisation shall prompt and encourage self-compliance by putting in place internal control mechanism by the project proponent undertaking such projects, activities or processes, for the purpose of prevention, control and abatement of environmental pollution, leading to increased overall environmental responsibility and resource productivity and efficiency of the entities;

And whereas, the outcome of environment audit shall also provide important inputs in undertaking appropriate and effective measures aimed at reinforcing our efforts towards conservation and rejuvenation of environment and fulfilling the obligations of Government of India's commitment on climate action including through adopting the principles of LiFE (Lifestyle for Environment) and shall also provide inputs for effective protection of our environment including identifying best practices in prevention, control and abatement of pollution leading to better performance on environmental indicators;

And whereas, an effective environment monitoring framework comprising environment auditing through registered environment auditors is also expected to create an enabling ecosystem for implementing Government's vision on Environment, Social and Governance (ESG) rating by Securities and Exchange Board of India as well as in respect of sovereign green bond, climate financing, green credit, accredited compensatory afforestation, and carbon trading;

And whereas, environmental compliance being an important indicator of positive environmental actions, the outcome of the integrated environment audit of the projects, activities or processes can provide useful inputs into the Green Credit Rules, 2023 wherein positive environmental actions can also be incentivised in due course through market-based mechanisms and can generate tradeable green credits;

And whereas, the registered environment auditor can also act as ‘designated agency’ under the Green Credit Rules, 2023 to carry out necessary verification, as may be required, for the designated activities under the said rules, if so authorised by the ‘Administrator’ following the procedure prescribed in the said rules;

And whereas, registered environment auditor can also be engaged as ‘Verifier’ or ‘Auditor’ under various subordinate legislations made under the Environment (Protection) Act, 1986 and other such legislations or under extant rules, regulations, notifications or directions of the Government, which mandate verification and auditing for the purposes of ascertaining compliance under various legislations or notifications or directions such as the Ecomark Rules, 2024, E-Waste (Management) Rules, 2022, Plastic Waste Management Rules, 2016 and Battery Waste Management Rules, 2022 and any other rules issued by the Ministry of Environment, Forest and Climate Change from time to time including under the Van (Sanrakshan Evam Samvardhan) Adhiniyam, 1980, Wild Life (Protection) Act, 1972 and rules or regulations framed thereunder;

And whereas, the proposed environment audit is not an alternate to the existing system of compliance and monitoring through government agencies but is only to supplement the current efforts of the government agencies, which will continue with their existing role of inspection and verification, as and when required;

And whereas, for the purpose of undertaking environment audit in a structured manner, it is necessary to notify the environmental audit rules that prescribes the necessary eligibility criteria and procedure for certification and registration of environment auditors, laying down their roles and responsibilities, obligation and liabilities, and the mechanism and framework, which need to be put in place before undertaking such audits; and

Now, therefore, in exercise of the powers conferred under sub-section (1) and clause (v) of sub-section (2) of section 3, section 6, section 20 and section 25 of the Environment (Protection) Act, 1986 (29 of 1986) read with clause (d) of sub-rule (3) of rule 5 of the Environment (Protection) Rules, 1986, the Central Government hereby makes the following rules for certification and registration of environmental auditor for ascertaining environmental compliance of the projects, activities or processes prescribed under various environmental regulations and rules or under any other Act or rules or regulations pertaining to Environment, Forest and Climate Change, namely: —

1. Short title and commencement.— (1) These rules may be called the **Environment Audit Rules, 2025**.

(2) They shall come into force with effect from the date of their publication in the Official Gazette.

2. Definitions. - (1) In these rules, unless the context otherwise requires, -

- a. “**Act**” means the Environment (Protection) Act, 1986 (29 of 1986);
- b. “**Administrator**” means the Administrator referred to in rule 7 of Green Credit Rules, 2023;
- c. “**Certified Environment Auditor**” means an individual certified by the Environment Audit Designated Agency as qualified to undertake environment audits and for performing such other functions;
- d. “**designated agency**” means an entity designated as such under rule 13 of the Green Credit Rules, 2023;
- e. “**environment audit**” means a systematic audit, verification, examination, inspection, or analysis of any project, activity or process having a bearing on the environment, and undertaken by the Registered Environment Auditor;
- f. “**Environment Audit Designated Agency**” means the agency or agencies, as notified by the Central Government from time to time, responsible for overall management of the Environment Audit including drawing up eligibility criteria, conducting examination for the certification, registration of Certified Environment Auditors, monitoring of their performance, trainings and capacity building;
- g. “**green approvals**” means any approval, clearance, authorisation, licence, or permission granted under the *Environment (Protection) Act, 1986*, the *Air (Prevention and Control of Pollution) Act, 1981*, the *Water (Prevention and Control of Pollution) Act, 1974*, the *Van (Sanrakshan Evam Samvardhan) Adhiniyam, 1980*, the *Wild Life (Protection) Act, 1972* or under any other applicable rules, regulations, notifications, or orders issued by the Central Government or any State Government from time to time;

- h. “**guidelines**” means the guidelines issued from time to time by the Central Government under these rules;
- i. “**National Certification Examination**” means the examination conducted by the Environment Audit Designated Agency or by any other agency engaged by Environment Audit Designated Agency after due approval of the Central Government for the purpose of certifying Environment Auditors;
- j. “**Registered Environment Auditor**” means a certified environment auditor or a firm or a body corporate comprising two or more certified environment auditors, who meet the criteria for registration as specified in the guidelines and are registered by Environment Audit Designated Agency for undertaking environment audits and for performing such other functions as may be prescribed by the Central Government from time to time.

(2) Words and expressions used in these rules and not defined herein, but defined in the respective Acts, shall have the meanings respectively assigned to them in the said Acts.

3. Roles and responsibilities of Registered Environment Auditors.— The roles and responsibilities of Registered Environment Auditors shall include, but not be limited to the following, namely:—

- i. undertaking environment audits of projects, activities, or processes governed by applicable environmental laws and regulations;
- ii. conducting sampling and analysis of emissions, effluents, wastes, and evaluating the effectiveness of pollution control and waste management systems installed;
- iii. reporting any violations or non-compliance of applicable environmental regulations related to the project, process, or activity, as the case may be;
- iv. computing environment compensation for non-compliance and violations, wherever required by the competent authority;
- v. preparing and submitting environment audit reports in accordance with extant regulations and guidelines;
- vi. carrying out verification activities related to the Green Credit Registry established under rule 10 of the Green Credit Rules, 2023 as a ‘designated agency,’ if authorised by the ‘Administrator’ under the said rules;
- vii. to undertake environment audit assigned by the Central Pollution Control Board, either directly or through a designated agency, or by the State Pollution Control Board or the Pollution Control Committee, including under the Extended Producer Responsibility framework as prescribed in the rules notified under the Environment (Protection) Act, 1986;
- viii. to undertake environment audit, as assigned by the competent authority, under the provisions of the Ecomark Rules, 2024;
- ix. to undertake environment audit as assigned by the Competent Authority under Environment Impact Assessment Notification, 2006, [S.O. 1533, dt 14th September, 2006], Coastal Regulation Zone (CRZ) Notification, 2011 [S.O.19 (E), dt 6th January, 2011], and Coastal Regulation Zone (CRZ) Notification, 2019 [G.S.R. 37(E), dt 18th January, 2019];
- x. to undertake, upon assignment by the project proponent, environment audits of projects, activities, or processes governed under extant environmental laws, rules, regulations, notifications and orders;
- xi. verifying self-compliance reports submitted by projects, activities, or processes to ensure adherence to prescribed environmental regulations, standards and conditions; and
- xii. performing any other functions as may be specified or directed by the Central Government from time to time.

4. Site visit and sampling.— The Registered Environment Auditor, in respect of the projects, activities, or processes assigned to it by the Central Government, State Government, or any of their organisations, shall have the authority to enter the premises, collect samples, obtain audit evidence, and access such other information or documents as may be deemed relevant and necessary for the purpose of proper discharge of their assigned responsibilities, which shall be made available by the project proponent.

5. Roles and responsibilities of the Environment Audit Designated Agency (EADA).— The roles and responsibilities of the Environment Audit Designated Agency shall include, but not be limited to, the following, namely:—

- i. specifying minimum eligibility criteria for Certified Environment Auditors;
- ii. developing screening methodologies, which may include conducting examinations and/or other processes to identify qualified candidates for their certification as Certified Environment Auditor;
- iii. certifying environment auditors including renewal, suspension, withdrawal, or cancellation of such certifications;
- iv. specifying the criteria for registration of the Certified Environment Auditor;
- v. registration of the Certified Environment Auditor including renewal, suspension, withdrawal, or cancellation of such registrations;
- vi. monitoring the performance of Registered Environment Auditor and issuing directions as necessary;
- vii. facilitating capacity building through training programs, workshops, seminars, conferences, online courses, and other relevant initiatives for Certified Environment Auditor and Registered Environment Auditor;
- viii. taking disciplinary action against Certified Environment Auditor and Registered Environment Auditor, wherever required;
- ix. specifying guidelines, procedures, and standards governing the functioning of Certified Environment Auditor and Registered Environment Auditor;
- x. maintaining an online register of all Certified Environment Auditors and Registered Environment Auditors, which shall be publicly accessible;
- xi. publishing an annual report of its activities within six months from the end of each financial year, and submitting a copy of the report to the Central Government within thirty days of its publication.

6. Notification of Environment Audit Designated Agency.— The Environment Audit Designated Agency shall be notified by the Central Government on the basis of the eligibility criteria, the terms and conditions, and tenure in respect of Environment Audit Designated Agency as may be specified in the guidelines issued by the Central Government from time to time. The Central Government may, based on the performance of the respective agency, revoke such notification at any time before the expiry of its tenure. The tenure of Environment Audit Designated Agency may be renewed, subject to fulfilment of such criteria as may be specified in the guidelines issued by the Central Government.

7. Mechanism for Certification.— The certification of environment auditors shall be carried out by the Environment Audit Designated Agency through the following two modes:-

- i. **Recognition of Prior Learning (RPL):** A mode of certification based on prior experience and expertise, which shall remain in operation for a limited period as may be specified by the Central Government;

- ii. **National Certification Examination (NCE):** A structured examination process for assessing eligibility for certification.

Note.— The detailed procedure for certification of environment auditors including the minimum eligibility criteria for each mode of certification shall be such as may be provided in the guidelines issued by the Central Government.

8. Mechanism for registration of Certified Environment Auditors.— The detailed procedure for registration of Certified Environment Auditors including the eligibility criteria with respect to technical capacity, personnel qualifications, track record, and other relevant parameters, shall be as specified in the guidelines issued by the Central Government.

9. Period of validity of registration of Certified Environment Auditor.— The registration of Certified Environment Auditor shall be valid for a period of five years, unless revoked earlier in accordance with the provisions of rule 11 of this notification, and shall be renewable subject to the fulfilment of criteria as specified in the guidelines issued by the Central Government from time to time.

10. Operational Autonomy of Environment Audit Designated Agency and Registered Environment Auditor.—

(1) Subject to the provisions of these rules and any directions that may be issued by the Central Government from time to time, the Environment Audit Designated Agency shall exercise operational and functional autonomy in the discharge of its roles and responsibilities. It shall be responsible for performing the functions in a professional, impartial, and transparent manner, and shall exercise due diligence in all aspects of its functioning.

(2) The Registered Environment Auditor shall act in accordance with the applicable rules and regulations of the Central Government and the guidelines issued by it, time to time.

11. Code of Conduct.— (1) The Central Government shall issue guidelines on the code of conduct to be followed by the Registered Environment Auditor and Certified Environment Auditor, incorporating aspects of professional conduct including integrity, ethics, confidentiality, and conflict of interest;

(2) Misrepresentation, suppression, concealment, falsification, or any other form of distortion of facts or data during the discharge of responsibilities under this Rules shall be deemed as professional misconduct.

(3) Registered Environment Auditor shall maintain strict confidentiality concerning all information related to the project and the project proponent. Any unauthorised disclosure of such confidential information shall be treated as professional misconduct.

(4) Without prejudice to any other action that may be initiated under any law in force, one or more of the following actions may be taken in respect of any professional misconduct under these rules:-

- i. **Debarment:** The Central Government shall have the authority to debar any Certified Environment Auditor or Registered Environment Auditor, for a specified period or permanently.
- ii. **Suspension or Revocation of Registration or Certification:** The Central Government shall have the authority to suspend or revoke the certification of any Certified Environment Auditor and certification and/or registration of any Registered Environment Auditor.
- iii. **Action under applicable laws:** The Competent Authority may initiate proceedings against any Certified Environment Auditor and Registered Environment Auditor under the provisions of respective Acts and rules or regulations framed thereunder or under any other applicable law.

(5) No action shall be taken under this rule without affording an opportunity of being heard.

12. Conflict of Interest.— (1) To ensure independence and prevent any conflict of interest, Registered Environment Auditor undertaking audits shall not,—

- i. be related to any owner, operator, occupier, or project proponent of the relevant project, process, or activity. Such relationships include, but are not limited to, employer, business partner, employee, contractual associate outside the audit, spouse, partner, sibling, parent, or child;
- ii. have or have had any pecuniary interest in the relevant project, process, or activity of the auditee, or in its holding, subsidiary, or associated company. This includes any situation where there is a reasonable likelihood or expectation of financial gain for the auditor or any related person;
- iii. have provided services (other than independent reviews or auditing) to the project, process, or activity such that they would be auditing work performed by themselves or their firm;
- iv. accept any inducement, commission, gift, or other benefit from the auditee, their employees, or any interested party, nor knowingly permit colleagues to do so;
- v. jointly or severally undertake the environment audit of any auditee for whom the Registered Environment Auditor has prepared the Environmental Impact Assessment, Environmental Management Plan (EMP), or submitted any other report that forms part of the subject matter of the Environment Audit;

(2) The Registered Environment Auditor shall submit an undertaking in the format specified in this regard before taking up any task, which may be assigned, to it either by the Project Proponent or by the Central or State Government or its Agencies.

13. Assignment of Registered Environment Auditor to Projects for Environment Audit.— Subject to the provisions of rule 12, the assignment of Registered Environment Auditor to specific project entities shall be done by a random assignment method.

14. Fee.— The amount and procedure for payment of the certification, registration and audit fee shall be subject to any guidelines issued by the Central Government in this regard, and the same shall be binding on the Certified Environment Auditor and Registered Environment Auditor.

15. Steering Committee.— (1) There shall be a steering committee to oversee the implementation of the Environment Audit Scheme. The Committee shall comprise of the following members:—

- i. Additional Secretary, MoEFCC-Chairperson;
- ii. One representative of the Impact Assessment Division of the Ministry of Environment, Forest and Climate Change- Member;
- iii. One representative of the Forest and Wildlife Division of the Ministry of Environment, Forest and Climate Change – Member;
- iv. One or two representatives of the CPCB dealing with various waste management rules, Ecomark Rules or any other relevant rules or regulations – Member;
- v. One representative of the Regional Office or Sub-Office – Member.

(2) The Steering Committee may, with the prior approval of the Chairperson, invite or co-opt any other person to the meeting of the Steering Committee.

(3) The Steering Committee shall be responsible for the overall implementation, monitoring, and supervision of the rules.

(4) The Steering Committee shall review and recommend amendment, in the provisions of the Environment Audit Rules and any related guidelines.

(5) The Steering Committee shall take all such measures as it considers necessary for the effective implementation of these rules.

16. Power to give directions.— (1) For the effective implementation of these rules, the Central Government may issue directions to the Environment Audit Designated Agency, Registered Environment Auditor, or any other person or entity involved in the process and such persons or entities shall be bound to comply with the directions so issued.

(2) In the event of any conflict between the Environment Audit Report submitted by a Registered Environment Auditor and that submitted by an Officer or official of the Central or State Government, the latter shall be deemed to be final, as the case maybe, and shall prevail for reasons to be recorded in writing and after due approval of the Joint Secretary or equivalent level officer-in-charge of the affairs of Environment Auditors.

17. Power to remove difficulty.— If any question arises relating to the interpretation of these rules, the decision of the Central Government thereon shall be final.

18. Power to issue guidelines.— The Central Government may, for the purpose of effective implementation of these rules, issue guidelines from time to time, as deemed appropriate.

19. Savings.— (1) Nothing contained herein prevents mandating any other audit by the Central Government, as may be required from time to time by any other agency as deemed appropriate under the facts and circumstances of the case.

(2) Nothing contained herein prevents the Central Government from initiating any action, in case of any report of damage to environment, and which is brought to its knowledge through sources other than that through environment auditing under this Rules.

[F. No. IA-J-11014/3/2021-IA-I.Part 1]

AMANDEEP GARG, Addl. Secy.

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Glossary

AI/ML	Artificial Intelligence/ Machine Learning
AMS	Audit Management System
AMS	Audit Management System
BFSI	Banking, Financial Services and Insurance
BRD	Business Requirements Document
CA	Chartered Accountant
CCB	Change Control Board
CEA	Certified Environmental Auditor
CMS	Candidate Management System
COI	Conflict of Interest
CPCB	Central Pollution Control Board
CS	Combined Score
CSV	Comma-Separated Values
DBIM	Digital Brand Identity Manual
DBIM	Database Information Management
DC & DR	Data Center & Disaster Recovery
DOB	Date of Birth
DPDP	Digital Personal Data Protection Act
EADA	Environmental Audit Designated Agency
EMD	Earnest Money Deposit
ESG	Environment Social Governance
FAQ	Frequently Asked Questions
FS	Financial Score
GCC	General Conditions of Contract
GST	Goods and Service Tax
IDS	Intrusion Detection System
IPS	Intrusion Prevention System
IT	Information Technology
JPG/JPEG	Joint Photographic Experts Group
JSON	Java Script Object Notation
JWT	JSON Web Token
KPI	Key Performance Indicators
KYC	Know Your Customer
LD	Liquidated Damages
LMS	Learning Management System
LMS	Learning Management System
LoA	Letter of Award
MIS	Management Information System
MoEFCC	Ministry of Environment, Forest and Climate Change
NEFT	National Electronic Funds Transfer
NLU	Natural Language Understanding

NPC	National Productivity Council
NSDL	National Securities Depository Limited
O&M	Operations & Maintenance
OAuth 2	Open Authorization 2.0
OCR	Optical Character Recognition
PAN	Permanent Account Number
PARIVESH	Pro-Active and Responsive facilitation by Interactive, Virtuous and Environmental single-window Hub
PDF	Portable Document Format
PNG	Portable Network Graphics
PSU	Public Sector Undertaking
QCBS	Quality and Cost Based Selection
REA	Registered Environmental Auditor
REST API	Representational State Transfer Application Programming Interface
RFP	Request For Proposal
RTGS	Real-Time Gross Settlement
SLA	Service Level Agreement
SMTP	Simple Mail Transfer Protocol
SMS	Short Messaging Services
SP	Service Provider
SPCB	State Pollution Control Board
SSL	Secure Sockets Layer Certificate
STQC	Standardization Testing and Quality Certification
TS	Technical Score
UCAM	User Charges Assessment Module
UCAMS	Unified Consent and Authorization Management System
UPI	Unified Payments Interface
VAPT	Vulnerability Assessment and Penetration Testing
VM	Virtual Machines
WCAG	Web Content Accessibility Guidelines