



**Indo-German Science & Technology Centre**

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Tel: +91-011-26543506, Homepage: [www.igstc.org](http://www.igstc.org)

**REQUEST FOR PROPOSAL (RFP)**

Comprehensive Annual Maintenance Contract (AMC)  
For IGSTC's Project Management Software on Salesforce Platform

## Section-I: Introduction and General Tender Information

Indo-German Science and Technology Centre (IGSTC) has been registered as Society under Society Registration Act, 1860 to promote research partnerships of industrial relevance on a PPP mode, connecting academia and industry from both countries for socio-economic benefits/development of people of both India and Germany. IGSTC mandate is towards facilitating and promoting Indo-German bilateral collaborations in basic and applied science, research & technology, nurturing contacts between young and mid-career scientists and technologists to develop a sense of mutual trust, partnership/leadership and entrepreneurship. For more details of IGSTC and its activities, please refer [www.igstc.org](http://www.igstc.org).

## Section-II: Background

IGSTC has customized and developed Project Management Software (PMS) on Salesforce platform as per the Programmatic activities. The IGSTC's Project Management Portal is a **Salesforce** based application facilitating end-to-end lifecycle management having the following broad modules

- (i) Application portal: This portal allows applicants to apply for the IGSTC programmes.
- (ii) Reviewer portal: Under this, reviewer has access to data of applicants for review and give their remarks.
- (iii) Grants (Administrative) portal: End-to-end processing for application to release of Grants followed by closure of project.

A brief indication of multiple bilateral research and innovation funding programs of IGSTC are as under, including:

- 2+2 Programme
- Workshop
- Industrial Fellowships
- PECFAR
- WISER
- SING
- IGSTC-Connect Plus
- Special Thematic Calls

The overview of the PMS functionalities are given hereunder:

- Registration and user role management
- Online proposal submissions
- Expert evaluations and reviewer workflows
- Project selection and approvals
- Project monitoring and reporting
- Grants Management workflows
- Notifications, dashboards, analytics

**Section Terms of Reference (TOR):** IGSTC proposes to identify a service provider for providing the comprehensive annual maintenance contract for Project Management Software for above referred portal.

Tender Document No.	IGSTC/Admin/PMS/2025-26
Name of the Work	Comprehensive Annual Maintenance Contract
Client/Owner	Indo-German Science & Technology (IGSTC)
Contract Period	One year from the date of allotment of work
<b>Last date &amp; time of submission of Tender</b>	21 July 2025
<b>Opening of the bids</b>	22 July 2025
Mode of communication (only by e-mails)	admin.igstc@igstc.org
Estimated cost of work	Rs. 15,00,000/- (including taxes)
Minimum man-days to be provisioned*	90 Man-days (Eight hours per day)

Note \*: ***The additional man-days will be paid on the pro-rata basis.***

The selected bidder will be responsible for ensuring the smooth operation, maintenance, upgradation, and support of the portal for a period of one year, extendable annually based on performance.

**Section-III: Eligibility criteria and guidelines for submission of bid:**

1. The bidder must be a legal entity registered eligible to carry out business in India.
2. The bidder should have been in operation for at least five years and complied with Indian Statutory Laws.

3. The bidder must have an average minimum turnover of at least Rs. 3 crores from the similar or the comparable service. A certificate for practicing Chartered Accountant as per Annexure-IV should be attached.
4. The bidder should be a partner or authorized vendor/dealer of Salesforce. The bidder should be authorized for sales and development on/of the Salesforce products.
5. Incomplete bids; bids not in format and conditional bids shall be rejected outrightly. Alterations, amendments or modifications are not allowed after submission of proposal.
6. IGSTC may at any time during the Tendering process but before opening the technical bid request the Bidders to submit revised Technical /Commercial Bids and/or Supplementary Commercial Bids, in case of change in Scope of Work, without thereby incurring any liability to the affected Bidder or Bidders.
7. More than one bid is not permissible from one bidder company.
8. This RFP would not have any binding on IGSTC and does not provide guarantee of allotment of work to the shortlisted company. Further, IGSTC reserves the right to update or amend any information pertaining to RFP or cancel it.
9. It is expected that bidders have carried out their own surveys, investigations and all other related examinations pertaining to the project before submission of bid documents.
10. Conditional bids will not be entertained.
11. The bidder should not be backlisted by any institutions in India.
12. No consortium and sub-contracting or subletting are permissible for execution of scope of work under this RFP.
13. The interest bidder should submit their proposal on or before the last date with requisite documentation as per RFP. The Bids received via email at [admin.igstc@igstc.org](mailto:admin.igstc@igstc.org) will only be considered.
14. The selected bidder may enter into a Non-disclosure agreement with IGSTC related to data security, privacy and other AMC clauses.
15. Any bid received after the deadline will be rejected outright.
16. If any statement or any form submitted by bidder turns out to be false/incorrect/manipulated/etc. at any time during the on or before AMC period, the contract shall be terminated immediately and IGSTC reserves the right to take appropriate action deemed necessary.

#### **Section-IV: Scope of Work and mode of application:**

**The following indicates a brief description of the items of work:**

##### **1. Corrective Maintenance**

- Bug fixes and resolution of system issues
- Troubleshooting user-reported and backend errors

## **2. Adaptive Maintenance**

- Modifications to accommodate changes in IGSTC program structures, e.g., paired mode in WISER
- Adjustments in workflows, forms, or reports as required by policy updates

## **3. Preventive Maintenance**

- Regular performance tuning and security checks
- Timely updates and patches for software, frameworks, libraries, etc.

## **4. Enhancements & Customization**

- Minor feature additions and user interface improvements
- Development of small utilities or workflows required by new calls

## **5. User Support & Training**

- Helpdesk (email & phone) during business hours
- Monthly review meetings with IGSTC team
- Orientation/training for new admin users if required

## **6. Backup & Disaster Recovery**

- Daily backup of portal data
- Quick restoration and recovery in case of downtime or data loss

## **7. Documentation**

- Maintenance logs, monthly activity reports, issue/resolution documentation
- Updated technical/user documentation for major changes

## **8. Technical Environment**

The portal is hosted on a secure cloud environment. The tech stack includes:

- Frontend - Salesforce Plus Angular
- Backend - Salesforce
- Database - Salesforce Cloud Database
- Hosting - Salesforce Cloud and Share Point

*Note: Exact technical details will be shared with the selected agency after NDA signing.*

Detailed scope of work is attached at Annexure-I forming part of this RFP.

### **Section-V Submission and opening of bids**

*The bids (Technical and Financial in separate files) are to be submitted in the password protected PDF via email at [admin.igstc@igstc.org](mailto:admin.igstc@igstc.org) . The password for the opening of the Bids shall only be shared during the bid opening meeting. The technically successful bids will be opened on 22 July 2025 at IGSTC New Delhi. The link for virtual participation will be shared only with the technically eligible bidders. Bids of the technically unqualified bidders will not be opened*

### **Section-V: Prebid Meeting.**

The online pre-bid meeting will be held on 15-07-2025 at 12.00 PM IST to address the queries, if any, of the intended bidder about the scope of work etc. The following is the link for pre-bid meeting:

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_ZDE4YzIzYWMTYWQ0My00NzZhLWEzNDgtNTlhYjZlNjlxZmY3%40thread.v2/0?context=%7b%22Tid%22%3a%22e8dcee0c-7ddd-4973-be4c-528f49d51211%22%2c%22Oid%22%3a%227d35cb82-6537-43a5-9288-1c65d053a574%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZDE4YzIzYWMTYWQ0My00NzZhLWEzNDgtNTlhYjZlNjlxZmY3%40thread.v2/0?context=%7b%22Tid%22%3a%22e8dcee0c-7ddd-4973-be4c-528f49d51211%22%2c%22Oid%22%3a%227d35cb82-6537-43a5-9288-1c65d053a574%22%7d)

**Meeting ID: 418 068 580 983 3**

**Passcode: jy2JK6La**

### **Section-VI: Technical Bid**

- (i) The bidder may provide requirements under technical bid in this RFP as attached at Annexure-II forming part of this RFP.
- (ii) Documentation to be submitted with technical bid:
  - a. A covering letter in bidder's letterhead for submission of RFP and showing willingness to provide services to IGSTC as per scope of work as defined in this RFP. The format is attached to Annexure-V in this RFP.
  - b. The signed copy of the RFP document as a token of acceptance of RFP terms.
  - c. Incorporation certificate of the bidder.
  - d. Documentary proof for carrying out three similar works in the organizations of repute.
  - e. Copy of PAN and GST certificate of the bidder firm.

- f. Audited Turnover certificate from the Copies of Balance sheet and Profit & Loss Account for last three years as per Annexure-IV
- g. Brief profile of the bidder including its client(s) to demonstrate the range of client(s).

### **Section-VII: Financial Bid**

The financial bid is attached at Annexure-III and fill the same for quoting price.

- a. All the prices mentioned are in accordance with the terms specified in the RFP documents. The prices should be INR only.
- b. All the prices and other terms and conditions of this Bid are valid for the scope of work.
- c. All prices should be exclusive of taxes. Taxes should be separately mentioned. Any change in rate of taxes during the intervening period to be claimed by the bidder at the time of final settlement. The amount claimed as a result of change in rate of taxes, if any, has to be supported by Govt. Notification in this regard. IGSTC shall be authorised to deduct any tax as applicable from the bidder. Deduction of all statutory and necessary Tax from each bill will be made as per Government orders prevailing at the time of payment.
- d. Prices quoted by the Bidder shall remain the same and fixed and shall be valid until the AMC period.

### **Section-IX: Opening of the bids and Award of contract and completion of work:**

The bids will be opened on 22<sup>nd</sup> July 2025. The venue of the bid opening will IGSTC office at New Delhi. The financial bids of only Technically qualified bidders will be considered for opening of financial bids. IGSTC shall award the contract to Lowest Technically qualified Bidder based on cost per man hour basis {i.e. (Amount quoted)/ (No. of days committed \*8)} by issuance of a purchase order with terms & conditions. The selected bidder must furnish the acceptance of purchase order with three days of its issuance. The contract would be valid until the completion of the contract. The bidder is expected to deliver services as per IGSTC's requirements and satisfaction.

Further, the following deliverables are to be ensured:

- Minimum 99% uptime (excluding scheduled maintenance)

- Timely issue resolution per SLA entered between IGSTC and the successful bidder
- Monthly reports of maintenance activities
- Updated system documentation

### **Section-X: Payment Terms:**

The following are the payment terms:

- (i) Payment will be made on a quarterly basis of the total value. The first payment shall be paid on acceptance of the work order entrustment to successful bidder on issuance of tax invoice.
- (ii) The subsequently payment shall be made in advance on quarterly basis on submission of tax invoices along with log/timesheets duly approved/endorsed by designated official of IGSTC.

*Note: Intending bidders may note that time is the essence of this work and any bidder failing to fulfill their obligations in respect of any of the item of scope of work, IGSTC reserves the right to take action deemed appropriate. The timely response and resolution is at most priority of IGSTC in the RFP.*

### **Section-XI: Evaluation of technical proposals:**

The Evaluation Committee shall evaluate the Technical Proposals only for those bidders who satisfy the pre-qualification/eligibility criteria. The Technical proposals which are unsigned and incomplete shall not be evaluated. The technical proposals will be evaluated on the basis of their responses.

During the process of evaluation of the technical proposal, the bidder might be required to make presentation on its Proposal covering Experience/Technical Proposal including Understanding about the project, Implementation Methodology, Team Composition, Work Schedule, PERT and Activity Schedule, arrange client interactions / visits. In case presentation is required, the date and time of the presentation / interactions will be intimated individually.

### **Section-XII: Disclaimer**

The information contained in this Request for Proposal (hereinafter referred to as "RFP") document is provided to the Bidder(s) by Indo-German science and Technology Centre (hereinafter referred to as "IGSTC"), on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.



The purpose of this RFP document is to provide the Bidder(s) with information to assist in the formulation of their Proposals/Quotations. This RFP document does not purport to contain all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for IGSTC to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document.

Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources. The RFP is not an agreement and is neither an offer nor invitation by IGSTC to prospective bidder(s). IGSTC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. IGSTC may, in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document without any further notice.

## Scope of Work

### Overview:

#### 1. Requirements Gathering and Analysis:

- Collaborate with stakeholders (including IGSTC, research institutions, and industry partners) to understand their needs and expectations.
- Identify key features required for the global login system, such as single sign-on (SSO), user roles, and security protocols.

#### 2. System Architecture Design:

- Define the architecture for the global login system.
- Consider scalability, security, and integration with existing systems.
- Choose appropriate technologies (e.g., OAuth, OpenID Connect) for authentication and authorization.

#### 3. User Registration and Authentication:

- Implement user registration functionality.
- Allow users to create accounts using their email addresses.
- Send verification emails for account activation.
- Enable password reset and recovery mechanisms.

#### 4. User Dashboard

- Implement an intuitive User interface to access the applications
- Create User profile with basic information for the user, that will be automatically mapped to the applications they fill.
- Allow users to access different applications
- Allow users to know the status of their applications.
- Archiving of old applications

#### 5. Single Sign-On (SSO):

- Integrate SSO to allow seamless access across different IGSTC platforms.
- Users should be able to log in once and access multiple services without re-entering credentials.

#### 6. User Roles and Permissions:

- Define user roles (e.g., researchers, administrators, reviewers).
- Assign appropriate permissions based on roles.
- Ensure granular access control for different parts of the grants management pipeline.

#### 7. Security Measures:

- Implement secure authentication protocols (e.g., OAuth 2.0, JWT).
- Protect against common vulnerabilities (e.g., cross-site scripting, SQL injection).
- Regularly audit and update security configurations.

#### 8. Integration with Grants Management Pipeline:

- Integrate the global login system with the entire grants management process.
- Workflows associated with different grant management processes should maintain its sanctity.
- In case, user has two different approved application for different programs of IGSTC, the grant management workflows should be driven accordingly.
- Users should be able to log in to submit grant proposals, review applications, and track progress.

#### **9. Testing and Quality Assurance:**

- Conduct thorough testing (unit tests, integration tests, security testing).
- Ensure compatibility with different browsers and devices.
- Address any issues or bugs identified during testing.

#### **10. Documentation and Training:**

- Create user manuals and technical documentation.
- Train administrators and support staff on managing user accounts and troubleshooting.

#### **11. Deployment and Maintenance:**

- Deploy the global login system to production servers.
- Monitor system performance and address any issues promptly.
- Plan for regular maintenance and updates.

#### **12. Program Modules**

##### **2+2 Projects**

- Application portal enhancements in terms of functionality, logical conditions, application PDF
- Reviewer portal enhancements considering the multi-stage nature of the call (assignment, report generation, reviewer engine)
- Grants management process flow – bug fixations, report generations (award letter, decision letter, notes), dashboards including custom reports

##### **Paired WISER**

- To modify the IGSTC online application portal for the WISER program to enable paired submissions, wherein a proposal is co-submitted by an Indian and a German woman researcher. The system should facilitate joint application creation, submission, review, and tracking.
- Frontend Modifications
- Backend and Database Changes
- Review Module Changes
- Dashboard and Admin Features
- Notifications and Workflow

Further the following table can be referred to for the detailed scope of work:

S. No.	Module	Requirement
1	Requirements Gathering and Analysis	<ul style="list-style-type: none"> <li>Collaborate with stakeholders (including IGSTC, research institutions, and industry partners) to understand their needs and expectations.</li> <li>Identify key features required for the global login system, such as single sign-on (SSO), user roles, and security protocols.</li> </ul>
2	System Architecture Design	<ul style="list-style-type: none"> <li>Define the architecture for the global login system.</li> <li>Consider scalability, security, and integration with existing systems.</li> <li>Choose technologies for authentication (e.g., OAuth, OpenID Connect) for authentication and authorization</li> </ul>
3	User Registration and Authentication	<ul style="list-style-type: none"> <li>Implement user registration functionality.</li> <li>Allow users to create accounts using their email address.</li> <li>Send verification emails for account activation</li> <li>Enable password reset and recovery mechanisms.</li> </ul>
4	User Dashboard	<ul style="list-style-type: none"> <li>Implement an intuitive User interface to access the applications</li> <li>Create User profile with basic information and CV details for the user, that will be automatically mapped to the applications they fill.</li> <li>User profile presents options to edit basic information, update CV, change email and change password. The details of open competitions will be available with the link to fill applications.</li> <li>The basic information in user profile will be editable in the profile and in the application being filled. Updates in the information will be mapped uniformly in the profile and future application, vice versa. Updates must not change the date in past submitted applications.</li> <li>For past users the basic information is present and for future new users the basic information to asked for during registration process.</li> <li>Allow users to access different applications.</li> <li>Allow users to know the status of their applications.</li> <li>Archiving of old applications and review documents, where further changes cannot be made after closure of call.</li> </ul>
5	Single Sign-On (SSO)	<ul style="list-style-type: none"> <li>Integrate SSO to allow seamless access across different IGSTC platforms.</li> <li>Users should be able to log in once and access multiple services without re-entering credentials.</li> </ul>

6	User Roles and Permissions	<ul style="list-style-type: none"> <li>• Define user roles (e.g., researchers, administrators, reviewers).</li> <li>• Assign appropriate permissions based on roles.</li> <li>• Ensure granular access control for different parts of the grants management pipeline.</li> </ul>
7	Security Measures	<ul style="list-style-type: none"> <li>• Implement secure authentication protocols (e.g., OAuth 2.0, JWT)</li> <li>• Protect against vulnerabilities (e.g., cross-site scripting, SQL injection).</li> <li>• Regularly audit and update security configurations.</li> </ul>
8	Integration with Grants Management Pipeline	<ul style="list-style-type: none"> <li>• Integrate the global login system with the entire grants management process.</li> <li>• Workflows associated with different grant management processes should maintain its sanctity.</li> <li>• In case, user has two different approved application for different programs of IGSTC, the grant management workflows should be driven accordingly.</li> <li>• Users should be able to log in to submit grant proposals, review applications, and track progress.</li> <li>• Applications are to be tagged as per Yearly competition calls. These tags help move applications across calls as per situations.</li> </ul>
9	Testing and Quality Assurance	<ul style="list-style-type: none"> <li>• Conduct thorough testing (unit tests, integration tests, security testing).</li> <li>• Ensure compatibility with different browsers and devices.</li> <li>• Address any issues or bugs identified during testing.</li> <li>• Account name and contact name to not be case sensitive and implement measures to avoid saving duplicates.</li> </ul>
10	Documentation and Training	<ul style="list-style-type: none"> <li>• Create user manuals and technical documentation.</li> <li>• Train administrators and support staff on managing user accounts and troubleshooting.</li> </ul>
11	Deployment and Maintenance	<ul style="list-style-type: none"> <li>• Deploy the global login system to production servers.</li> <li>• Monitor system performance and address any issues promptly.</li> <li>• Plan for regular maintenance and updates.</li> </ul>
12	2+2 projects	<p>Application portal</p> <ul style="list-style-type: none"> <li>• Fixation of bugs in the application portal.</li> <li>• Post registration email triggering</li> <li>• Logical functions and financial table</li> </ul> <p>Reviewer portal</p>

		<ul style="list-style-type: none"> <li>• Tagging of reviews: Clear demarcation on reviewer's dashboard on proposal stage &amp; in the proposal "Reviewers" section (either Stage 1 or Stage 2).</li> <li>• Fixation of issues in reviewer portal. Even if reviewer clicks on "Submit" button, the review remains pending. A text of confirmation of submission must appear on screen.</li> <li>• Demarcation of proper question template with the stages. Proper mapping of responses with question line items.</li> <li>• Development of efficient way for proposal allocation through reviewer engine.</li> <li>• Options to generate proposal stage wise review report.</li> <li>• Generation of Call wise combined review report through conga.</li> <li>1. to ensure that reviewer allocation doesn't disappear automatically. Functionality of view and download for allocated proposals should work properly.</li> </ul> <p>Project Management</p> <ul style="list-style-type: none"> <li>• Fixation of bugs in the process flow</li> <li>• Reporting and conga generated application pdf</li> <li>• Email automation</li> </ul>
	Paired WISER	<p><b>Frontend Modifications</b></p> <ul style="list-style-type: none"> <li>• Enable <b>paired user registration</b> and application initiation.</li> <li>• Design <b>application initiation process</b> where either the Indian or German applicant can initiate the application and invite the counterpart.</li> <li>• Provide <b>co-editing access</b> for both applicants with role-based input sections.</li> <li>• Update <b>application form structure</b> to reflect: <ul style="list-style-type: none"> <li>○ Details of both applicants (Indian and German) including passport number.</li> <li>○ Joint proposal sections</li> <li>○ Individual CVs and supporting documents</li> <li>○ Toggle buttons for contract confirmation and grants handled.</li> <li>○ Declaration and endorsement letters from both applicants</li> </ul> </li> </ul> <p><b>Backend and Database Changes</b></p> <ul style="list-style-type: none"> <li>• Create linkages between two user accounts under a single application ID.</li> <li>• Implement data structures to store dual applicant information.</li> </ul>

		<ul style="list-style-type: none"> <li>• Modify workflow to ensure proper handling of joint submissions during: <ul style="list-style-type: none"> <li>◦ Eligibility checks</li> <li>◦ Review process</li> <li>◦ Grant decision stages</li> <li>◦ Post award processes</li> </ul> </li> <li>• Ensure mapping of all information applicant on the backend from the application portal.</li> </ul> <p><b>Review Module Changes</b></p> <ul style="list-style-type: none"> <li>• Allow reviewer interface to access full paired application.</li> <li>• Indicate clearly the nationality, country and role of each applicant.</li> <li>• Update reviewer evaluation forms to consider collaborative merits.</li> <li>• Freeze the past submitted review reports after closure of call, so they are not changed due to future changes.</li> </ul> <p><b>Dashboard and Admin Features</b></p> <ul style="list-style-type: none"> <li>• Enable administrators to: <ul style="list-style-type: none"> <li>◦ View, track, and filter applications based on Indian or German applicant</li> <li>◦ Send communication to both applicants simultaneously</li> <li>◦ Generate reports based on paired data</li> <li>◦ Generate reports with collated reviewer scores.</li> <li>◦ Functionality to update information like finance tables, photos etc.</li> </ul> </li> </ul> <p><b>Notifications and Workflow</b></p> <ul style="list-style-type: none"> <li>• Update notification templates for paired communication (emails and in-portal messages).</li> <li>• Define workflow rules and triggers for joint submission acknowledgment, incomplete applications, or pending actions.</li> <li>• Functionality to set timelines for subsequent actions and steps in process.</li> </ul>
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## Response time

Issue Type	Response Time	Resolution Time
Critical (Portal Down)	Within 2 hours	Within 6 hours
Major (Module issues)	Within 4 hours	Within 12 hours
Minor (UI/UX/Field Errors)	Within 8 hours	Within 2-3 business days

**TECHNICAL BID**

**FOR**

**Comprehensive Annual Maintenance Contract**

**For IGSTC's Project Management Software on Salesforce Platform**

1. Name of the entity:

2. Date of Establishment:

3. Office address details:

Country/State	Address	Manpower	Name of the Office Chief

4. Bidder's PAN:

5. Bidder's GST:

6. Bidder Email id:

7. Bidder Phone Number:

8. Turnover of the Bidder in last three years (audited figures):

<b>Particulars</b>	<b>Financial Year</b>		
	<b>2022-23</b>	<b>2023-24</b>	<b>2024-25</b>
Turnover from relevant service			

9. Bidder's legal status:



**10. Details of five major developments/customization /Annual Maintenance Contract of Salesforce or any other software platform rendered to any organizations**

S No	Name of client	Type of work developments/ customization /AMC	Financial year in which service is rendered	Contract value

**11. Personnel responsible to this tender**

S No	Name of Employee	Designation	Contact details

**12. Website link (if any):**

**-Declaration-**

I....., the undersigned and submitting herewith our bid as per RFP requirements for evaluation and consideration. I am the authorized representative of M/s..... do hereby declare and certify that;

- (i) The information made here is true to the best of my knowledge.
- (ii) Agrees to abide by all the terms and conditions laid down in the RFP Document.
- (iii) I confirm that authority submits the RFP documents and comply the provisions laid down in the RFP documents.
- (iv) I further declare that presently firm/company M/s..... is not **Blacklisted and or debarred** due to any reasons by any State / Central Government / PSU / Autonomous Body(s) / other organizations on the date of bid Submission and there has not been any work cancelled or reckoned in respect to the poor services/performance rendered by the company.

- (v) I am authorized to attend meetings and sign relevant documents on behalf of the company.

Name of authorized person:

Designation:

Signature:

Contact details:

Date & Place:

Company stamp:

Address of Company:

**FINANCIAL BID****for**

**Comprehensive Annual Maintenance Contract  
For IGSTC's Project Management Software on Salesforce Platform**

<b>S No.</b>	<b>Description</b>	<b>Amount (INR)</b>
1	Professional charges for Comprehensive Annual Maintenance Contract ( <b>Minimum 90 Man-days</b> -Eight hours per day)	
2	Add: Taxes	
	<b>Total Bid Amount in INR (Amount in words_____)</b>	

While providing the above financial bid, I/We hereby certified that;

1. Prices have been quoted in INR.
2. The above bid includes all statutory taxes/levies
3. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
4. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.

Date:

Name of authorized person:

Designation:

Signature:

Contact details:

Date & Place:

Company stamp:

Address of Company:

*(To be provided in Chartered Accountant's letterhead)*

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that M/s....., having registered office at ..... is registered under..... in the Year..... has not defaulted in the last three years and the following the turnover in the last three years.

<i>S No</i>	<i>Financial Year</i>	<i>Audited Turnover (amount in INR)</i>
1	2022-23	
2	2023-24	
3	2024-25	

We have checked and verified from books of accounts and certified that the above information is true and correct.

Person signature:

Person name:

Firm/company name:

Firm/company registration No:

Firm/company stamp/seal:

## **Annexure V**

*(To be provided in the bidder's letterhead)*

To,

Chief Administrator Officer  
Indo-German Science and Technology Centre (IGSTC)  
Ground Floor, Technology Bhavan  
New Mehrauli Road, New Delhi -110016

***Subject: Willingness toward acceptance of RFP terms and conditions and Scope of work for Comprehensive Annual Maintenance Contract for IGSTC's Project Management Software on Salesforce Platform***

Sir,

I/We have hereby provided our acceptance towards terms and conditions of RFP documents no. IGSTC/Admin/PMS/2025-26 for providing the Comprehensive Annual Maintenance Contract for IGSTC's Project Management Software on Salesforce Platform.

I/We have carefully understood the nature of work/services to be delivered and hence provide our willingness on scope of work stated in the RFP document. With due consideration of the quantum of work and time involvement in execution, the price bid is submitted against the RFP.

Yours faithfully,

Name of authorized person:

Designation:

Signature:

Contact details:

Date & Place:

Company stamp:

Address of Company