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# REQUEST FOR PROPOSAL (RFP)

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**for**

**Design, Development, Implementation, Integration, and Maintenance of a Unified Scheme & Ecosystem Management Platform for MeitY Startup Hub (MSH)**

**MeitY Startup Hub  
Under Ministry of Electronics & Information  
Technology (MeitY) 6, CGO Complex, Lodhi Road,  
New Delhi- 110003**

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## 1. DISCLAIMER

This Request for Proposal (RFP) is issued solely for the purpose of inviting proposals from eligible organizations for the development and implementation of a unified digital Platform/System for MeitY Startup Hub (MSH). This RFP does not constitute an offer, agreement, or commitment of any kind on the part of MSH. MSH reserves the right to accept or reject any or all proposals, modify the RFP, or cancel the process at any stage without assigning any reason.

## 2. INTRODUCTION

MeitY Startup Hub (MSH), an initiative under the Ministry of Electronics and Information Technology (MeitY), Government of India, acts as the national coordination, facilitation, and execution body for MeitY's startup, innovation, and entrepreneurship initiatives.

To support its expanding portfolio of schemes, challenges, partner institutions, incubators, accelerators, Centres of Excellence (CoEs), mentors, evaluators, and startups, MSH intends to onboard a comprehensive, secure, and scalable Scheme & Ecosystem Management Platform.

## 3. BACKGROUND & OBJECTIVE

MSH currently administers multiple national-level programs such as SAMRIDH, TIDE, CHUNAUTI, SCALE, Women-in-Tech initiatives, innovation challenges, and partner-led cohorts. The objective of this RFP is to select a technology partner capable of delivering an **end-to-end digital platform** that enables:

- Centralized application and evaluation management
- Cohort, milestone, and funding tracking
- Partner, incubator, and mentor management
- Advanced dashboards, analytics, and reporting
- Government-grade security, compliance, and scalability

## 4. FACTSHEET

S. No.	Key Information	Details
1.	Assignment Title	Unified Start Up Management Platform for MSH
2.	Purchaser	Meity Start Up Hub - Digital India Corporation (DIC)
3.	Location	New Delhi
4.	Term	The Term of the Empanelment is for (One) 1 year, extendable by 2 years at the discretion of the purchaser.
5.	Date of Publish	12 <sup>th</sup> May 2026
6.	Last Date of Submission of Pre-bid Queries	19 <sup>th</sup> May 2026 by 5:00 PM
7.	Pre- Bid Queries	Please submit by email to <a href="mailto:events-msh@govcontractor.nic.in">events-msh@govcontractor.nic.in</a>
7.	Final submission	26 <sup>th</sup> May 2026
8.	Technical Presentation	To be informed later
9.	Opening of Financial Bids	To be informed later
10.	Address for Communication	Meity Startup Hub Electronics Niketan, CGO Complex, Lodhi Road, New Delhi 110003 e-mail : <a href="mailto:events-msh@govcontractor.nic.in">events-msh@govcontractor.nic.in</a> -

## 5. SCOPE OF WORK

The selected bidder shall design, configure, customize, integrate, deploy, and support a **Unified Platform/System** aligned completely with the scope defined below.

The objective of this engagement is to establish a robust, scalable, secure, and user-centric digital platform that enables MSH to effectively manage and monitor its startup ecosystem initiatives, stakeholder interactions, program lifecycles, and data-driven decision-making processes through a single integrated interface.

### Centralized Application Management

- Development of a unified application management system to handle all program, grant, funding, and event-related applications through a single centralized platform.
- Single sign-on (SSO)-enabled applicant access to submit and track applications across multiple programs using one unified profile.
- Creation of a centralized applicant database capturing startup, founder, and organizational details with reuse across multiple applications.
- Common application dashboard for applicants to view all submitted, draft, and historical applications across different schemes/programs.
- Standardized application framework with reusable templates, ensuring consistency across programs while allowing program-specific customization.
- Intelligent data pre-fill functionality to auto-populate fields from previously submitted applications, reducing duplication of effort.
- Central repository for all uploaded documents with tagging, version control, and reuse across applications.
- Unified workflow engine to manage application lifecycle stages (submission, review, evaluation, approval) across all programs.
- Cross-program tracking and analytics for administrators to monitor total applications, approval rates, and program-wise performance.
- Advanced search, filtering, and tagging capabilities for efficient application management by internal teams.
- Bulk processing capabilities including bulk screening, tagging, status updates, and communication.
- De-duplication and validation mechanisms to prevent multiple or fraudulent applications from the same entity.
- Integration with evaluation, funding, and reporting modules for seamless data flow and decision-making.
- Configurable access controls to ensure data segregation between programs while maintaining centralized visibility for authorized users.
- Real-time notifications and alerts for applicants and administrators regarding application status and required actions.
- Comprehensive audit logs capturing all user actions and system changes for transparency and accountability.
- Data export and reporting capabilities for centralized insights and policy-level analysis.



## **Multi-Stage Evaluation and Selection**

- Configuration of multi-stage evaluation workflows tailored to different programs (e.g., screening, detailed evaluation, pitch/demo, final selection).
- Ability to define customizable evaluation stages with distinct criteria, weightages, and scoring methodologies for each stage.
- Creation of structured evaluation templates including quantitative scores, qualitative inputs, remarks, and recommendations.
- Automated or manual assignment of evaluators/reviewers based on expertise, availability, or predefined rules.
- Support for multiple evaluator types including internal committees, external experts, jury members, and domain specialists.
- Provision for blind or anonymized evaluation to ensure unbiased assessment (optional configuration).
- Conflict-of-interest declaration mechanism for evaluators prior to assignment or review.
  
- Real-time tracking of evaluation progress across stages, including pending, completed, and overdue evaluations.
- Aggregation and normalization of scores from multiple evaluators to generate final rankings.
- Configurable shortlisting logic based on score thresholds, ranking, or rule-based filters.
- Support for collaborative evaluation, including panel reviews, discussion notes, and consensus scoring.
- Integration of presentation/pitch evaluation stage with scoring inputs for demo days or jury rounds.
- Auto-generation of merit lists, shortlisted candidates, waitlists, and final selection lists.
- Provision for approval workflows post-evaluation, including validation by competent authorities.
- Comprehensive audit trail capturing evaluator actions, scoring changes, and decision history.
- Role-based dashboards for evaluators, program managers, and administrators.
- Automated notifications and reminders to evaluators for pending reviews and deadlines.
- Secure access controls to ensure confidentiality of applications and evaluation data.
- Integration with application management, funding, and reporting modules for seamless flow of data.
- Export of evaluation reports, scorecards, and selection summaries in standard formats (Excel/PDF).

## **Cohort and Pipeline Management**

- Creation and management of startup cohorts across different programs, batches, and timelines with configurable cohort structures.
- Mapping of selected startups into specific cohorts based on program, stage, sector, or evaluation outcomes.
- End-to-end pipeline tracking from application stage to onboarding, incubation/acceleration, graduation, and alumni status.
- Visual pipeline dashboards to track movement of startups across stages (e.g., Applied → Screened → Evaluated → Selected → Active → Graduated).
- Configurable pipeline stages with the ability to define stage-specific actions, milestones, and requirements.
- Automated transition of startups between stages based on predefined rules, approvals, or milestone completion.
- Cohort-wise dashboards displaying key metrics such as number of startups, stage distribution, progress status, and performance indicators.
- Tracking of cohort timelines including start/end dates, milestones, deliverables, and key activities.
- Assignment and management of cohort-specific resources such as mentors, program managers, and evaluators.

- Monitoring of startup progress within cohorts through milestone tracking, periodic updates, and performance reviews.
- Integration with funding and grant modules to track financial support linked to specific cohorts or pipeline stages.
- Communication tools for cohort-level announcements, updates, and engagement activities.
- Document repository for cohort-related materials including guidelines, reports, and submissions.
- Ability to segment and filter startups by cohort, stage, sector, geography, or performance metrics.
- Alumni management capabilities to track graduated startups and their post-program progress.
- Alerts and notifications for stage transitions, pending actions, and milestone deadlines.
- Reporting and analytics for pipeline efficiency, conversion rates (application to selection), and cohort performance.
- Exportable reports for cohort summaries, pipeline status, and program insights.
- Role-based access control to ensure appropriate visibility for administrators, program managers, and stakeholders.
- Comprehensive audit trail for all cohort and pipeline-related actions and changes.

### **Parent–Child Data Architecture**

- Design and implementation of a hierarchical data architecture to establish relationships between primary (parent) entities and dependent (child) entities across the platform.
- Definition of core parent entities such as Startup, Organization, Program, Scheme, and User Profile, with corresponding child entities such as Applications, Documents, Evaluations, Funding Records, Events, and Interactions.
- Ability to link multiple child records to a single parent entity (e.g., multiple applications, funding records, and evaluations linked to one startup profile).
- Support for one-to-many and many-to-one relationships with referential integrity maintained across all modules.
- Centralized master data management to ensure that parent entity data is created once and reused across all associated child records.
- Auto-population of child records using parent data to minimize duplication and ensure consistency across applications and modules.
- Version control and history tracking for both parent and child entities, including changes over time.
- Configurable data inheritance rules, allowing child entities to inherit attributes or metadata from parent entities where applicable.
- Capability to maintain linkage across modules such as application management, evaluation, funding, cohort tracking, and reporting.
- Data validation mechanisms to ensure consistency, completeness, and accuracy across parent–child relationships.
- Support for cascading updates and controlled deletion rules to prevent data inconsistencies or orphan records.
- Advanced querying and filtering capabilities based on parent–child relationships (e.g., retrieving all applications, funding records, and evaluations linked to a specific startup).
- Visualization of hierarchical relationships through dashboards or data views for better traceability and decision-making.
- Role-based access control ensuring appropriate visibility at parent and child levels depending on user roles.
- Integration readiness to map parent–child relationships with external systems and APIs.
- Comprehensive audit trail capturing creation, modification, and deletion of both parent and child records.
- Secure storage and handling of linked data with encryption and compliance with applicable data protection regulations.
- Data export capabilities preserving relational integrity across parent–child datasets.

## Events, Mentorship and Engagement Management

- End-to-end management of events, mentorship programs, and stakeholder engagement activities through a unified platform.
- Creation and configuration of various event types such as workshops, webinars, demo days, bootcamps, mentoring sessions, and networking events.
- Event lifecycle management including planning, scheduling, publishing, registration, execution, and post-event analysis.
- Customizable event registration forms with participant categorization (startups, mentors, investors, partners, etc.) Integration with calendar systems (Google/Outlook) and automated scheduling features.
- QR code-based check-in/check-out system for attendance tracking and verification.
- Real-time tracking of registrations, attendance, participation levels, and event outcomes.
- Automated communication for event invitations, confirmations, reminders, and post-event feedback collection.
- Feedback and rating system for events to capture participant insights and improve future programs.
- Creation and management of a centralized mentor database including profiles, expertise areas, availability, and engagement history.
- Mentor onboarding workflows with profile verification and approval mechanisms.
- Intelligent matchmaking between startups and mentors based on sector, stage, requirements, and expertise.
- Scheduling and management of one-on-one or group mentorship sessions with calendar integration.
- Tracking of mentorship interactions, session notes, feedback, and outcomes.
- Performance tracking of mentors based on engagement levels, feedback scores, and contribution.
- Stakeholder engagement management including investors, incubators, accelerators, corporates, and ecosystem partners.
- Maintenance of stakeholder profiles and interaction history within the platform.
- Facilitation of startup–investor connects, pitch sessions, and deal flow tracking.
- Communication tools for targeted engagement campaigns and updates to specific stakeholder groups.
- CRM-like functionality to track meetings, follow-ups, and engagement status with stakeholders.
- Cohort-level engagement features including announcements, shared resources, discussion forums, and collaboration tools.
- Integration with communication modules for seamless dissemination of information across events and mentorship activities.
- Role-based dashboards for administrators, program managers, mentors, and participants to track engagement activities.
- Advanced analytics and reporting for events, mentorship programs, and stakeholder engagement, including participation trends and impact assessment.
- Alerts and notifications for upcoming sessions, pending actions, and engagement milestones.
- Secure document sharing and repository for event materials, mentorship resources, and engagement reports.
- Comprehensive audit logs capturing all engagement activities and interactions for transparency and monitoring.

## Funding, Grant & Investment Management

- Configuration and management of multiple funding schemes, grant programs, and investment initiatives with customizable parameters such as eligibility criteria, funding limits, sectors, startup stages, and application timelines.

- End-to-end digital management of funding applications, including submission of financial details, business plans, pitch decks, and supporting documents with validation and completeness checks.
- Configurable multi-level workflow for application processing, including screening, evaluation, due diligence, approval, and sanction stages with role-based access.
- Integration with evaluation module for scoring, ranking, and decision-making for funding approvals.
- Due diligence management, including tracking of financial, legal, and technical assessments, along with upload and verification of supporting reports.
- Generation and management of sanction letters, grant agreements, and funding documentation, with provision for digital signatures/e-sign integration.
- Configuration of multiple disbursement models such as one-time grants, milestone-based tranches, reimbursement-based funding, and performance-linked releases.
- Fund disbursement tracking, including approval workflows, release status, transaction records, and audit-ready logs.
- Integration capability with PFMS (Public Financial Management System), banking systems, or payment gateways for streamlined and transparent fund disbursement.
- Definition and tracking of milestones linked to fund release, including submission of utilization certificates (UCs), progress reports, and supporting documents by startups.
- Monitoring and validation of fund utilization, with alerts for delays, deviations, or non-compliance with funding conditions.
- Real-time tracking of scheme-wise fund allocation, sanctioned amounts, disbursed funds, and remaining balances.
- Automated alerts and notifications for approvals, disbursements, compliance deadlines, and pending actions.
- Investment facilitation features including onboarding and management of investor profiles, startup–investor matchmaking, and tracking of funding rounds, commitments, and closures.
- Maintenance of investment pipeline data, including deal flow tracking, investor interest, and engagement status.
- Comprehensive dashboards and reports covering fund utilization, approval status, disbursement trends, investment activity, and program impact metrics.
- Secure document repository for all financial, legal, and compliance-related documents with version control and access restrictions.
- Role-based access control to ensure restricted visibility of sensitive financial and investment data.
- Complete audit trail capturing all financial transactions, approvals, document submissions, and system actions for audit and compliance purposes.
- Compliance with applicable regulations including DPDP Act 2023, IT Act 2000, and financial audit requirements.
- Data export capabilities in standard formats (Excel/PDF) for reporting, audit, and policy analysis.

### **Partner, Incubation & Centre of Excellence (CoE) Management**

- Creation and management of a centralized database of ecosystem partners including incubators, accelerators, Centres of Excellence (CoEs), academic institutions, corporates, and other stakeholders.
- Partner onboarding workflows with application submission, verification, evaluation, and approval mechanisms.
- Maintenance of detailed partner profiles capturing organization details, sector focus, infrastructure capabilities, geographic presence, program offerings, and past performance.
- Classification and tagging of partners based on type (Incubator, CoE, Accelerator, Corporate Partner, Academic Partner, etc.), sector, and specialization.
- Mapping of partners to specific programs, schemes, cohorts, and startup engagements.
- Management of incubation programs including onboarding of startups into partner incubators/CoEs and tracking their incubation lifecycle.

- Allocation and tracking of resources provided by partners such as mentorship, infrastructure, labs, funding support, and technical assistance.
- Monitoring and evaluation of partner performance based on predefined KPIs such as number of startups supported, success rate, funding facilitated, and engagement levels.
- Integration with cohort and pipeline management to track startup progress within incubators/CoEs.
- Tracking of MoUs, agreements, and partnership documentation with version control and renewal alerts.
- Workflow for partner engagement activities including collaboration requests, approvals, and communication.
- Facilitation of collaboration between startups and partners, including access to labs, pilot opportunities, and co-development initiatives.
- Management of Centre of Excellence (CoE) operations including program offerings, infrastructure utilization, and research/innovation activities.
- Tracking of CoE-specific outputs such as prototypes, patents, pilots, and commercialization outcomes.
- Financial tracking related to partner programs, including grants, reimbursements, or operational funding provided to incubators/CoEs (if applicable).
- Communication tools for targeted engagement with partners, including announcements, updates, and program coordination.
- Dashboards and analytics for partner ecosystem performance, including partner contribution, regional distribution, and sectoral impact.
- Role-based access control for partners to manage their profiles, update data, and interact within the platform.
- Audit trail capturing all partner onboarding, engagement, and performance-related activities.
- Integration with funding, evaluation, and reporting modules for seamless data exchange and monitoring.

## **Startup Registry & National Innovation Database**

- Development of a centralized, unified registry of startups onboarded across all MSH programs, schemes, and partner ecosystems.
- Creation of comprehensive startup profiles capturing key details such as founder information, sector, technology domain, stage (idea, prototype, growth), funding status, geography, and contact information.
- Provision for startups to self-register and maintain/update their profiles, subject to verification and approval workflows.
- Integration with external databases (e.g., DPIIT Startup India, MCA, or other government registries) for validation and enrichment of startup data, where applicable.
- Maintenance of a standardized taxonomy for sectors, technologies, and innovation domains to ensure consistency and comparability across the ecosystem.
- Tagging and categorization of startups based on multiple attributes such as sector, stage, program participation, funding received, incubation support, and performance indicators.
- Creation of a National Innovation Database aggregating data on startups, innovations, use cases, technologies, patents, and solutions across programs and partners.
- Mapping of startups to programs, cohorts, incubators, CoEs, mentors, investors, and funding received to create a 360-degree view of each entity.
- Integration with application, evaluation, funding, and engagement modules to ensure automatic data flow and avoid duplication.
- Advanced search and discovery features enabling stakeholders to filter startups based on sector, geography, technology, funding stage, and other criteria.
- Public-facing directory (with controlled data visibility) to showcase startups, innovations, and success stories.

- Internal dashboards for policymakers and administrators to analyze ecosystem trends, sector growth, regional distribution, and program outcomes.
- Tracking of startup lifecycle from application to incubation, funding, scaling, and alumni status.
- Capture and tracking of innovation outputs such as products, prototypes, patents, pilots, and commercialization outcomes.
- Data analytics and reporting capabilities for generating insights on startup performance, funding trends, and ecosystem impact.
- De-duplication mechanisms to prevent multiple registrations of the same startup across programs.
- Secure document repository for startup-related documents such as incorporation certificates, pitch decks, patents, and agreements.
- Role-based access control to ensure appropriate visibility for public users, startups, partners, and administrators.
- Compliance with data protection regulations (DPDP Act 2023, IT Act 2000) and secure handling of sensitive data.
- Comprehensive audit trail capturing all updates, modifications, and access to startup data.
- Data export and API support to enable sharing of aggregated, anonymized data with other government platforms and stakeholders.

## **Dashboards, Analytics & Reporting**

- Development of a comprehensive, role-based dashboard system providing real-time visibility into platform activities, program performance, and ecosystem metrics.
- Creation of customized dashboards for different user roles including administrators, program managers, policymakers, evaluators, and partners.
- Executive dashboards for senior leadership with key performance indicators (KPIs) such as number of startups onboarded, applications processed, funds disbursed, program outcomes, and ecosystem growth trends.
- Program-level dashboards displaying application volumes, evaluation status, selection rates, cohort performance, and pipeline conversion metrics.
- Provision for automated tracking, monitoring, and reporting of incubator performance metrics.
- Funding and grant dashboards tracking scheme-wise allocation, sanctions, disbursements, utilization, and pending approvals.
- Startup ecosystem analytics including sector-wise distribution, geographic spread, stage-wise classification, and growth trends.
- Cohort and pipeline analytics including funnel analysis (applications → shortlisted → selected → graduated), drop-off rates, and program efficiency metrics.
- Partner and CoE performance dashboards capturing engagement levels, startup support metrics, and outcome indicators.
- Event and mentorship analytics including participation rates, engagement levels, feedback scores, and impact assessment.
- Interactive data visualization tools such as charts, graphs, heat maps, and trend lines for intuitive data interpretation.
- Drill-down capabilities enabling users to navigate from summary-level insights to detailed, record-level data.
- Configurable report builder allowing users to create custom reports based on selected parameters, filters, and time periods.
- Scheduled and automated report generation with options for periodic delivery (daily/weekly/monthly) via email or system notifications.
- Export functionality for reports and dashboards in standard formats such as Excel, CSV, and PDF.
- Integration with external Business Intelligence (BI) tools (if required) for advanced analytics and visualization.

- Real-time and near real-time data processing to ensure dashboards reflect up-to-date information across modules.
- Data aggregation from multiple modules (applications, evaluation, funding, engagement, etc.) to provide a unified analytical view.
- Role-based access control to restrict visibility of sensitive data and ensure data privacy.
- Historical data analysis and trend tracking to support policy planning and decision-making.
- Alerts and insights generation for anomalies, delays, underperformance, or threshold breaches.
- Maintenance of audit logs for report generation, data access, and dashboard usage.
- Compliance with data protection and security standards (DPDP Act 2023, IT Act 2000).

## Security, Compliance & Infrastructure

- Design, deployment, and maintenance of a secure, scalable, and high-availability infrastructure for hosting the platform on MeitY-approved cloud (MeghRaj/NIC Cloud) or any Government-compliant cloud environment.
- Implementation of a cloud-native, scalable architecture capable of handling high volumes of users, transactions, and data with provisions for auto-scaling and load balancing.
- Ensuring high availability with redundancy mechanisms, failover systems, and disaster recovery (DR) setup with defined RPO (Recovery Point Objective) and RTO (Recovery Time Objective).
- Deployment of separate environments for development, testing, staging, and production with controlled access.
- Implementation of robust data backup mechanisms, including automated daily backups, periodic full backups, and secure storage with defined retention policies.
- Compliance with applicable laws and standards including Digital Personal Data Protection (DPDP) Act 2023, IT Act 2000, CERT-In guidelines, and Government of India cybersecurity policies.
- Adoption of secure coding practices aligned with OWASP Top 10 and industry best practices to prevent vulnerabilities such as SQL injection, XSS, CSRF, etc.
- Implementation of strong authentication and authorization mechanisms including role-based access control (RBAC), multi-factor authentication (MFA), and secure session management.
- Data encryption mechanisms including encryption of data at rest and in transit using industry-standard protocols.
- Implementation of API security measures including authentication tokens, rate limiting, and secure access controls.
- Continuous monitoring of system performance, security events, and unauthorized access attempts through logging and monitoring tools.
- Maintenance of detailed audit logs capturing user activities, system changes, access logs, and administrative actions.
- Periodic Vulnerability Assessment and Penetration Testing (VAPT) by CERT-In empanelled agencies, with remediation of identified vulnerabilities.
- Implementation of Security Incident and Event Management (SIEM) tools for proactive threat detection and response.
- Incident response and management framework including identification, reporting, mitigation, and recovery from security incidents.
- Compliance with data localization requirements ensuring that all sensitive and personal data is stored within India.
- Secure integration with external systems through APIs while maintaining data confidentiality and integrity.
- Access control policies ensuring least-privilege access and segregation of duties across users and administrators.
- Provision for regular security patching, updates, and system hardening to protect against emerging threats.
- Infrastructure monitoring including uptime tracking, performance monitoring, and capacity planning.
- Documentation of security architecture, policies, procedures, and compliance reports for audit and regulatory purposes.

- Business continuity planning (BCP) to ensure uninterrupted service in case of system failures or disasters.
- Secure decommissioning and data sanitization processes at the end of the contract period or upon system upgrades.

## Architecture & Integration

- Design and implementation of a scalable, modular, and cloud-native system architecture to support the end-to-end functionality of the platform.
- Adoption of a microservices-based or modular architecture to ensure flexibility, independent scalability of components, and ease of maintenance.
- Implementation of an API-first design approach, enabling seamless integration between internal modules and external systems.
- Deployment on MeitY-approved cloud infrastructure (MeghRaj/NIC Cloud) or any Government-compliant cloud environment, ensuring high availability and reliability.
- Development of a well-defined layered architecture including presentation layer (UI/UX), application layer (business logic), data layer (database), and integration layer (APIs/services).
- Creation of detailed system architecture diagrams, data flow diagrams, and technical documentation as part of deliverables.
- Use of open standards and non-proprietary technologies to avoid vendor lock-in and ensure long-term sustainability.
- Implementation of containerization and orchestration (e.g., Docker/Kubernetes or equivalent) for efficient deployment, scaling, and management.
- Integration framework to support connectivity with multiple internal modules such as application management, evaluation, funding, cohort management, and reporting.
- Development of secure, well-documented APIs (REST/GraphQL or equivalent) with versioning and access controls.
- Integration with external government and third-party systems, including but not limited to:
  - DigiLocker (for document verification)
  - Aadhaar-based eKYC (subject to regulatory approvals)
  - PFMS (for fund disbursement tracking)
  - Email/SMS gateways
  - Payment gateways (if required)
- Support for event-driven architecture (where required) to enable real-time updates and asynchronous processing across modules
- Implementation of middleware or API gateway for managing API traffic, authentication, throttling, and logging.
- Data exchange mechanisms using secure protocols (HTTPS, SSL/TLS) ensuring confidentiality and integrity.
- Provision for interoperability with other government platforms and future systems through standardized APIs.
- Implementation of data synchronization mechanisms to ensure consistency across integrated systems.
- Logging and monitoring of all integration points for performance tracking and error handling.
- Support for third-party plugin integrations and extensibility for future enhancements.
- Backward compatibility and version control of APIs to ensure continuity during upgrades.
- Testing of all integrations including functional, performance, and security validation before deployment.
- Documentation of all APIs, endpoints, data schemas, and integration workflows for MSH reference.
- Role-based access control and authentication mechanisms for all integrations to ensure secure data exchange.

## Data Migration

- Assessment and analysis of existing data sources, legacy systems, databases, and file repositories to identify data types, formats, volumes, and dependencies.
- Preparation of a comprehensive Data Migration Strategy and Plan, including data mapping, migration approach, timelines, risk mitigation, and rollback procedures.
- Identification and classification of data to be migrated, including structured data (databases), semi-structured data, and unstructured data (documents, media files).
- Data mapping between legacy systems and the new platform, ensuring proper alignment of fields, formats, and parent-child relationships.
- Data cleansing and preprocessing activities, including removal of duplicates, correction of inconsistencies, standardization of formats, and validation of data quality.
- Implementation of data transformation rules to ensure compatibility with the new system architecture and schema.
- Migration of historical and active data including:
  - Startup profiles
  - Applications and program data
  - Evaluation records
  - Funding and grant data
  - Documents and attachments
  - User accounts and roles
- Ensuring preservation of data integrity, relationships, and audit trails during the migration process.
- Execution of migration in phases (pilot migration, trial runs, and final migration) to minimize risk and downtime.
- Validation and reconciliation of migrated data through sampling, automated checks, and user verification to ensure accuracy and completeness.
- Provision for parallel run (if required) to validate system performance and data consistency before full cutover.
- Development of backup and rollback mechanisms to restore data in case of migration failure or inconsistencies.
- Ensuring minimal disruption to ongoing operations during migration, with clearly defined downtime windows (if any).
- Migration of documents and files to a secure document management system with proper tagging and indexing.
- Handling of sensitive and personal data in compliance with DPDP Act 2023 and applicable data protection norms.
- Secure data transfer mechanisms with encryption during migration (data in transit).
- Documentation of migration processes, data mapping sheets, transformation rules, and validation reports.
- Handover of migration reports including success metrics, error logs, and reconciliation summaries.
- Post-migration support for issue resolution, data correction, and user validation.
- Coordination with MSH and any third-party system owners for data extraction and validation activities.

## Training & Support

- Development and delivery of a comprehensive training program for all stakeholder groups including administrators, program managers, evaluators, partners, and startups.
- Preparation of detailed training materials including user manuals, administrator guides, quick reference guides, FAQs, and standard operating procedures (SOPs).

- Conduct of structured training sessions in multiple formats such as in-person workshops, virtual sessions, and recorded video tutorials for future reference.
- Role-based training tailored to specific functionalities and responsibilities of different user categories.
- Hands-on training sessions using live or sandbox environments to enable practical understanding of system workflows.
- Provision of training schedules, training plans, and attendance tracking for all sessions conducted.
- Conduct of refresher training sessions and onboarding training for new users during the contract period.
- Development of a knowledge repository/learning management section within the platform for easy access to training materials.
- Post-training assessment and feedback collection to evaluate effectiveness and identify gaps.
- Deployment of a dedicated helpdesk support system for issue resolution, queries, and user assistance.
- Multi-channel support mechanism including email, phone, and ticketing system with defined response and resolution timelines.
- Categorization of issues based on severity levels (critical, high, medium, low) aligned with SLA commitments.
- Provision of Level 1 (basic support), Level 2 (functional/technical support), and Level 3 (advanced/engineering support) services.
- Real-time tracking of support tickets with status updates, escalation mechanisms, and closure reports.
- Defined escalation matrix for unresolved or critical issues.
- Proactive monitoring and maintenance of the platform to identify and resolve issues before they impact users.
- Regular system updates, bug fixes, performance optimization, and security patching during the support period.
- Periodic health checks and performance reviews of the system with reporting to MSH.
- Onsite/remote support availability (as per requirement) during critical phases such as go-live, major events, or program launches.
- Maintenance of support logs, issue history, and resolution documentation for audit and continuous improvement.
- Knowledge transfer to MSH technical team (if applicable) for long-term sustainability and system understanding.
- Defined support coverage (business hours/24x7 for critical systems) as per SLA.

## 6. DELIVERABLES AND IMPLEMENTATION TIMELINE

The selected bidder shall provide the following deliverables as part of the engagement:

### A. Platform Setup & Core Deployment

- Deployment of a cloud-hosted Unified Scheme & Ecosystem Management Platform
- Configuration of core modules as per approved scope
- Migration of existing data into the platform
- Role-based user access and permissions setup
- Branding and white-labeling aligned with MSH guidelines

## **B. Functional Modules**

The platform shall include implementation and configuration of the following modules:

- Centralized Application Management
- Multi-Stage Evaluation & Jury Management
- Cohort & Pipeline Management
- Startup Registry & Innovation Database
- Hackathon Management
- Funding / Grant / Investment Management
- Events, Mentorship & Stakeholder Engagement
- Partner / Incubator / CoE Management
- Dashboards, Analytics & Reporting
- Communication & Notification Engine

## **C. Integrations**

- Email Gateway Integration
- SMS Gateway Integration
- WhatsApp Integration
- Calendar Integration
- API Framework for future integrations
- Payment Gateway / DigiLocker / PFMS integration support readiness  
*(Actual third-party integrations may be taken up in phased manner based on approvals and dependencies.)*

## **D. Security & Compliance Deliverables**

- SSL & security configuration
- Role-based access control
- Audit logs and monitoring
- Backup and disaster recovery configuration
- VAPT compliance support
- Technical architecture documentation

## **E. Documentation & Knowledge Transfer**

- User manuals and SOPs
- API documentation
- Admin training sessions
- Recorded training sessions

## **F. Support & Maintenance**

- Hypercare support post go-live
- Ongoing technical support during contract period
- Bug fixes, security patches, and minor enhancements
- SLA-based issue resolution

## **IMPLEMENTATION TIMELINES**

<b>Activity</b>	<b>Description</b>	<b>Timeline</b>
1	Platform Setup & Environment Provisioning	1 Week
2	Role-based Training	1 Week
3	Testing & Security Validation	2 Weeks
4	Module Configuration & Workflow Setup	2 Weeks
5	Program Onboarding & Data Migration	4 Weeks
6	Customizations & Integrations	4 Weeks
7	Hypercare Support Post Go-Live	4 Weeks

## 7. TRAINING & SUPPORT

- Role-based training for MSH, partners, and stakeholders
- Online and on-site training (as required)
- Dedicated support channels (email, phone, ticketing) Defined SLA for issue resolution.

## 8. ELIGIBILITY CRITERIA

Only those Applicants who are registered and listed on the **MeitY Startup Hub (MSH) portal** and are capable of designing, configuring, implementing, integrating, and supporting a **Unified Scheme & Ecosystem Management Platform** for MSH within the stipulated timelines shall be eligible to submit their Application under this RFP.

**Note:** This shall be in addition to any other document/information which MSH deems fit to be sought at any stage of the evaluation or engagement.

S.No.	Criteria	Description/Supporting Documents
i.	Legal Entity	<p>a. Applicant must be registered with DPIIT</p> <p>b. Applicant must be MSME registered</p> <p>c. Applicant must be a company registered in India under the Companies Act, 1956 or Companies Act, 2013 / Partnership Act, 1932 / LLP Act.</p> <p>d. PAN, GST, Certificate of Incorporation</p>
ii.	<b>Average Turnover / Capital Raised</b> (Till Application submission date)	<p>a. Audited Balance Sheet</p> <p>b. CA Certificate</p>
iii.	Experience	<p>The Applicant must have completed <b>at least two (2) similar large-scale platforms</b> involving application management, evaluation workflows, dashboards, or program management systems for government/enterprise clients.</p> <p>a. Copy of Work Order / Invoices</p> <p>b. Completion Certificate</p>

iv.	Eligibility Restriction	<ul style="list-style-type: none"> <li>a. Applicant must not be blacklisted by any Government / PSU organization.</li> <li>b. Applicant must not have provided similar platform services to MSH in the last two years.</li> <li>c. Applicant must not have been subject to administrative sanction in the last 5 years.</li> <li>d. Applicant must not have any conflict of interest</li> </ul>
v.	Operational Office	<p>Applicant must have an operational office and representative in India.</p> <ul style="list-style-type: none"> <li>a. Declaration signed by authorized signatory.</li> </ul>

## 9. EVALUATION (TECHNICAL)

The Applications will be evaluated on **technical and financial parameters** to assess the Applicant's competence and capability to undertake the Scope of Work.

Technical evaluation shall be conducted on **QCBS (Quality and Cost Based Selection)** basis.

**Note:** MSH may seek any document/information deemed necessary to assess fulfillment of evaluation parameters.

S.No.	Description	Scoring Criteria	Max Score
1.	Years of Business Operations	<ul style="list-style-type: none"> <li>a. 1 year (3)</li> <li>b. 1.1-2.5 years (4)</li> <li>c. 2.5 years or more (5)</li> </ul>	10
2.	Number of Similar Integration Developed/Deployed	<ul style="list-style-type: none"> <li>a. 2 projects (3)</li> <li>b. 3-4 projects (4)</li> <li>c. 5 or more (5)</li> </ul>	5
3.	No. Of languages supported	<ul style="list-style-type: none"> <li>a. 5-9 (3)</li> <li>b. 10-14 (4)</li> <li>c. 15 and above (5)</li> </ul>	5

4.	Maximum value of the projects handled	<ul style="list-style-type: none"> <li>a. INR 15-19 LPA (3)</li> <li>b. INR 20-24 LPA (4)</li> <li>c.. INR 25 LPA &amp; above (5)</li> </ul>	10
5.	<p>Security Certifications &amp; Compliance like SOC2, GDPR.</p> <p>Vulnerability Assessment &amp; Penetration Testing (VAPT) and ISO 27001 certification are mandatory.</p>	<ul style="list-style-type: none"> <li>a. All of the above (10)</li> <li>b. VAPT and ISO 27001 + any one (7)</li> <li>c. VAPT and ISO 27001 only (5)</li> </ul>	10
6.	Annual Turnover in the last financial year	<ul style="list-style-type: none"> <li>a. More than 1 Cr (15)</li> <li>b. More than 70 lac and less than 1 Cr earned/raised (10)</li> <li>c. More than 50 lac and less than 70lac earned/raised (7)</li> <li>d. Less than 50 lacs earned/raised (5)</li> </ul>	10
7.	<p>Presentation on Strategy, Planning, and Technical Approach (Presentation on Understanding, Proposed Approach &amp; Methodology; operation plan with timelines; Risks and mitigation measure and Team Structure etc. Covering architecture, implementation, prior experience)</p>	<ul style="list-style-type: none"> <li>a. Understanding (10)</li> <li>b. Strategy &amp; Proposed Approach (10)</li> <li>c. Operation Plan with Timelines (10)</li> <li>d. Technological Integration (5)</li> <li>e. Develop a 12-month roadmap outlining the AI insights and updates that will be provided throughout the year.(15)</li> </ul>	50
	Total		100

*Note:*

1. The Bidders scoring a minimum of **75 marks** or above will be ranked based on their scores.
2. The selection process would be Quality and Cost based selection (QCBS).
3. Bidder shall have to qualify as per qualification criteria of RFP/RFQ document for the respective jobs/ scope of work. Bidder shall submit the required supporting documents relevant to qualification criteria for technical evaluation of the bid.
4. The selection process will be as under: Based upon qualification criteria & Technical evaluation
5. The selected agency shall be required to sign a Non-Disclosure Agreement cum Undertaking with DIC not to disclose any information related to Development/Audit/testing/Security breach with any third person. The confidentiality shall prevail even after the completion of the duration of empanelment.

## 10. FINANCIAL EVALUATION

The financial quote for professional fees shall be submitted by the Applicant strictly as per the format provided in **Annexure – D**.

It is clarified that:

- The quoted fee shall be **inclusive of all costs** towards design, configuration, customization, integration, deployment, support, hosting coordination, documentation, and training.
- No additional payments shall be made for third-party services unless explicitly approved in writing by MSH.
- Financial evaluation shall carry **25% weightage**, while technical evaluation shall carry **75% weightage** under QCBS.

The Applicant securing the **highest combined technical and financial score** shall be considered for award of work.

## Performance Security

The selected bidder shall furnish a Performance Bank Guarantee (PBG) in favour of MeitY Startup Hub (MSH)/Digital India Corporation (DIC) within a prescribed period from the date of issuance of the Letter of Intent/Work Order.

As per Rule 171 of the General Financial Rules (GFR), Performance Security is required to be obtained from the successful bidder to ensure due performance of the contract. The Performance Security shall be for an amount equivalent to five percent (5%) of the total contract value, as specified in the bid documents. It may be furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a commercial bank, Bank Guarantee from a commercial bank, or through online payment in an acceptable form that adequately safeguards the purchaser's interests. The Performance Security shall remain valid for a period of sixty (60) days beyond the completion of all contractual obligations of the supplier, including warranty obligations.

The Performance Security shall be liable for invocation/forfeiture in the event of:

- Non-performance or breach of contractual obligations

- Delay attributable to the bidder
- Termination due to default
- Submission of false or misleading information

## 11.EVALUATION AND AGREEMENT

Proposals will be evaluated using **Quality and Cost Based Selection (QCBS)**:

- Technical Evaluation – 75%
- Financial Evaluation – 25%

Detailed evaluation parameters will include understanding of scope, technical approach, prior experience, security compliance, scalability, and presentation.

The selected bidder shall be required to **enter into a detailed Agreement with MSH/DIC** prior to commencement of any work under this **RFP for a period of 1 (one) year** which could be extended based on performance.

The Agreement shall, inter alia, include detailed terms and conditions relating to scope of work, service levels, payment terms, performance obligations, confidentiality, data protection, indemnity, termination, and other standard contractual provisions.

No work shall be commenced by the bidder unless such Agreement has been duly executed between the parties.

## 12.COMMERCIALS & PAYMENT TERMS

The design & development need to be completed before 30 days from the issue of Work Order.

The engagement duration shall be total of 12 months or 1 year and to be extended for upto 2 years depending on performance. Payments shall be done based on milestone as explained in the table below:

Deliverable	Payment Structure	Payment %
Award of Work Order & Project Kick-off	1 <sup>st</sup> Payment	10%
Completion of Core Platform Configuration & Initial Deployment, Training – Complete Modules in 4 weeks	2 <sup>nd</sup> Payment	30%
Equated Quarterly Payment – 3 Quarters (20% each at end of subsequent quarters)	End of Q2, Q3, Q4	60%

All payments shall be strictly linked to:

- Achievement of defined deliverables.
- Acceptance of deliverables by MSH/DIC
- Compliance with SLA requirements

MSH/DIC reserves the right to withhold or defer payments in case of:

- Non-performance
- Delay
- Non-compliance with contractual obligations

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## 13. GENERAL TERMS & CONDITIONS

### 13.1 Data Ownership & Intellectual Property Rights

All data, records, reports, analytics, dashboards, configurations, workflows, and content generated, collected, processed, or stored on the Platform/System during the course of this engagement shall remain the **sole and exclusive property of MeitY Startup Hub (MSH)**.

1. MSH shall retain full ownership of all program data, startup data, partner data, financial data, evaluation data, and reports.
2. Any customization, configuration, workflow design, or platform-level enhancement developed specifically for MSH shall vest irrevocably with MSH.
3. The selected vendor shall not use, reuse, share, publish, monetize, or process MSH data for any purpose other than fulfillment of this engagement.

### 13.2 Service Level Agreement (SLA) & Uptime Commitments

The vendor shall adhere to the following minimum SLA standards:

- 13.2.1.1 **Platform Uptime:** Minimum 99.5% monthly uptime
- 13.2.1.2 **Critical Issue Resolution:** Within 4 hours
- 13.2.1.3 **High Severity Issues:** Within 8 hours
- 13.2.1.4 **Medium Severity Issues:** Within 24 hours
- 13.2.1.5 **Low Severity Issues:** Within 72 hours

Repeated SLA breaches may result in penalties, payment deductions, or termination as per MSH discretion. Failure to meet the defined Service Level Agreement (SLA) parameters shall attract penalties, deductions, or other corrective measures, as may be determined by MSH/DIC.

Repeated or material breaches of SLA commitments may result in:

- Imposition of penalties
- Withholding of payments
- Invocation of Performance Security
- Termination of contract

### 13.3 Confidentiality & Security Obligations

13.3.1.1 All information shared by MSH shall be treated as **Highly Confidential**.

13.3.1.2 Data shall be encrypted at rest and in transit.

13.3.1.3 Role-based access control and audit logs shall be mandatory.

13.3.1.4 Multi-factor authentication (MFA) shall be enabled for administrative access.

13.3.1.5 The selected bidder shall execute a Non-Disclosure Agreement (NDA) with MSH/DIC prior to commencement of work.

13.3.1.6 The bidder shall ensure that all its employees, agents, representatives, and subcontractors (if permitted) adhere to strict confidentiality obligations.

13.3.1.7 The obligations under this clause shall survive termination or expiry of the contract.

### 13.4 Change Management and Penalty clauses

Any change in scope, deliverables, timelines, or technical requirements shall be governed through a formal Change Management mechanism.

All change requests shall:

- Be documented in writing
- Include impact analysis on cost, timelines, and deliverables
- Be subject to prior written approval of MSH/DIC

No change shall be implemented without formal approval.

13.4.1.1 The selected agency shall be charged @ 1% per week or part thereof for the first four weeks of delay and @ 2% per week (upto maximum of 10% of the total contract value) thereafter. Subsequently, DIC/MSH reserves the right to terminate the contract, make no future payments and forfeit the PBG without any notice. However, any change in

timeline approved by DIC/MSH in writing due to justified reasons shall not be considered as part of delay. Further, any delay directly attributable to DIC/MSH (e.g. delay in UAT certification) shall also not be considered as a delay for upto a period of one month beyond which it will be considered as delay unless and until explicitly agreed in writing by DIC/MSH. These time limits may, however, be relaxed in force majeure conditions.

## 13.5 Termination

- 13.5.1.1 DIC/MSH may at its sole discretion, by giving one month's written notice, terminate this agreement if there is a change of control of the bidder and such notice shall become effective at the end of the notice period. Alternatively, DIC/MSH may, as an alternative to termination, require a Performance Guarantee for the obligations of the bidder by a guarantor acceptable to DIC/MSH. If such a guarantee is not furnished within 30 days of demand, DIC/MSH may exercise its right to terminate this agreement.
- 13.5.1.2 DIC/MSH may terminate this agreement at any time upon 30 days prior written notice to the bidder. In the event of any such termination under this clause, MSH will only be liable to make any payments which are due herein under to bidder for work performed in accordance with terms and conditions herein upto the date of such termination.
- 13.5.1.3 If DIC/MSH terminates this agreement pursuant to failure on the part of the bidder to comply with the conditions as contained in this RFP and depending on the event of the default, PBG furnished by the bidder shall be forfeited.
- 13.5.1.4 Upon the termination of the agreement, the parties will comply with the exit clause of the RFP.
- 13.5.1.5 Upon termination of this agreement or the expiration of this agreement, Bidder will (i) deliver to DIC/MSH all deliverables or work product, including any in progress at the time of expiration or termination. (ii) work with DIC/MSH to ensure a smooth transition of the services.
- 13.5.1.6 **Termination by default:** DIC/MSH may without prejudice to any other remedy for the breach of contract, by written notice of default, sent to the bidder, terminate the contract in whole or part thereof with or without assigning any reason(s) thereof.
- 13.5.1.7 **Termination by material breach:** In the event a party materially breaches its obligations, the non-defaulting aggrieved party may terminate this agreement upon giving a one month's written notice for curing the material breach to the other party. In case the material breach continues after the notice period, the non-defaulting aggrieved party will have the option to terminate the Agreement. The Termination of this agreement will be without prejudice to any other rights and remedies that a non-defaulting person may have under this agreement or at law or in equity. Any notice served pursuant to this clause shall give reasonable details of the material breach.

## 13.6 Audit and Reports

MSH/DIC reserves the right to audit, inspect, and review the bidder's performance, systems, processes, records, and deliverables at any time during the contract period.

The bidder shall provide full access, cooperation, and necessary documentation for such audits.

This shall include technical audits, financial audits, security audits, and compliance reviews, as may be required.

The bidder shall establish a structured governance mechanism for effective project execution.

This shall include:

- Submission of periodic progress reports
- Participation in review and monitoring meetings
- Maintenance of project documentation and logs
- Designation of a dedicated Project Manager as Single Point of Contact (SPOC)

MSH/DIC shall have the right to review performance at defined intervals and issue necessary directions.

### 13.7 Exit Clause

- During the exit, all the software, technology, solutions developed along with source code, supporting documentation (requirements documents, design documents, user guide, support and maintenance guide etc), access rights to live servers, databases(with data) and applications deployed, perpetual rights for use including Patent/IPR/Copyrights as applicable as shall be provided/ transferred to DIC/MSH by the agency in complete.

In addition to the existing provisions, the bidder shall:

- Provide comprehensive transition support
- Ensure complete handover of:
  - Source code
  - Data and databases
  - Documentation
  - System architecture
  - Access credentials
- Ensure continuity of services without disruption during transition
- Provide with a **static/read-only** archival instance or equivalent preview environment of the platform containing all historical records, dashboards, reports, analytics, documents, and workflows for audit, policy, and reference purposes. Mere handover of raw data shall not suffice the requirement, as access to **dashboard-level informatics, analytics, and visual reporting layers shall also be required.**

No additional cost shall be payable for such transition support unless otherwise approved.

### 13.8 Arbitration Clause

In any dispute or difference or disagreement between the parties hereto arising out of, or relating to anything contained

under this contract including any dispute or difference arising out of termination or implementation of the obligations arising therefore, shall be referred to the arbitration of the Arbitral Tribunal consisting of Sole Arbitrator. The Sole Arbitrator would be appointed by DIC/MSH on request from either party. The award made by the Arbitrator shall be binding on the parties hereto. The Arbitration shall be governed by the Arbitration and Conciliation Act, 1996 (as amended from time to time). The seat of Arbitration will be at New Delhi.

## 13.9 Jurisdiction

- In case of any litigation arising between the parties, the courts at Delhi shall have the jurisdiction.

## 13.10 Indemnification and Limitation of Liability

- Bidder (“the indemnifying party”) at its expense and to the maximum extent permitted by law, undertakes to indemnify, defend and hold harmless MEITY (“the indemnified party”) from and against all losses, liabilities, costs, damages and expenses and will reimburse such fees and expenses as they are incurred, including in connection with any claim or action threatened or brought against the indemnified party, attributable to the indemnifying’s party or its representative’s negligence or willful default, including but not limited to, bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the indemnified party) in performance or non-performance under this agreement, provided, however that the indemnifying party shall not be obligated to defend, indemnify or hold the indemnified party from and against such liabilities, costs, losses and damages and expenses to the extent caused solely by any negligent act or omission or intentional wrongdoing of such indemnified party.
- The indemnifying party at its expense and to the maximum extent permitted by law, will indemnify defend and hold harmless the indemnified party from and against all claims, actions, suits, proceedings, judgements, demand losses, liabilities, costs, damages and expenses and will reimburse such fees and expenses as they are incurred, including in connection with any claim or action threatened or brought against the indemnified party, arising out of or relating to any claim that the provision or utilization of any services or any portion thereof constitutes an infringement, violation, trespass, contravention or breach of any intellectual property rights of any third party, or constitutes the unauthorised use of any trade secret of any third party.
- The liability of the bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this agreement, including the work, deliverables or services covered by this agreement shall be the payment of direct damages only.
- In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss, or expense (including but not limited to business interruption, lost business, lost profits or lost savings) nor for any third party claims (other than those set-forth in clause 1 above) even if it has been advised of their possible existence. It may be noted that for the purpose of this RFP, MSH and DIC shall be treated as one party.

### 13.11 Force Majeure:

If any time during the continuance of the work contract, the performance in whole or in any part by either party of obligation under the work contract shall be prevented or delayed by reasons of any war, hostile acts of the enemy, civil commotion, subrogate, fire, floods, earthquakes, explosions, epidemics, strikes and quarantine restrictions by act of God (herein after referred to as eventualities) then provided notice of the happening of any such eventualities is given by either party to the other within two days from the date of occurrence thereon, neither party shall, by any reason of such eventualities be entitled to terminate this work contract nor shall either party have any claim of damages against the other in respect of such non-performance or delay in performance. Performance of the work contract shall, however, be resumed as soon as practicable after such eventuality has come to an end.

### 14. Other Terms and Conditions

- DIC/MSH shall own the copyright of the application which is deployed along with the source code.
- DIC/MSH may waive off the minor infirmity, which does not constitute a material deviation, The decision of the DIC/MSH in this regard shall be final.
- The successful bidder shall comply with all the Government regulations, enactments etc pertaining to workmen, labour and DIC/MSH shall be indemnified of any effects/impacts there from.
- The successful bidder shall be responsible to take all the precautions to ensure the safety of the public whether on public or client's property. The successful bidder shall comply with all kinds of safety measures regarding the men and material deployed for the project.
- No subletting/sub contracting of the work/assignment is permitted.
- The bidder(s) shall not disclose any confidential information to any other party and keep confidential the terms and conditions of the engagement and any amendment to it. The obligation of confidentiality under this section shall be continued for a period of 02 years after the completion/termination of the engagement.
- At all times during the performance of the services, the bidder shall abide by all the applicable MEITY's security rules, policies, standards, guidelines and procedures. The bidder should note that before any of its employees or assignees is given access to the confidential information, each such employee and assignees shall agree to be bound by the terms of this bid and such rules, policies, standards, guidelines and procedures.
- In the event of the bidder engaging in any corrupt or fraudulent practices during the bidding process, as per the judgment of the MEITY, the proposal of the bidder will be rejected. Any decision in this regard will be final and binding on the bidder. For the purpose, this clause : "Corrupt Practice" means the offering, giving, receiving and soliciting of anything of value to influence the action of MEITY officials in the selection process. It also includes bringing undue influence through any quarter or interfering directly or indirectly in the selection process to affect its outcome. The "Fraudulent Practice" shall also mean and include misinterpretation of the facts in order to influence the selection process.
- In case of the bidders(s) not complying with instructions or failings to provide required services to the satisfaction of DIC/MSH, PBG shall be forfeited.

## **15. ANNEXURES**

- 15.1 Annexure A: Acceptance of Terms & Conditions
- 15.2 Annexure B: Declaration (Non-Blacklisting & Confidentiality)
- 15.3 Annexure C: Organization & Technical Details
- 15.4 Annexure D: Financial Proposal Format

## A.ANNEXURES – A (ACCEPTANCE OF T & C)

### DECLARATION REGARDING ACCEPTANCE OF TERMS & CONDITIONS

To

The CEO  
Meity Startup Hub  
6 CGO Complex, Pragati Vihar,  
New Delhi- 110003

Sir,

I/we hereby declare that I/we have carefully read, examined, and fully understood the **Request for Proposal (RFP)** issued by MeitY Startup Hub (MSH) for the **Design, Development, Implementation, Integration, and Maintenance of a Unified Scheme & Ecosystem Management Platform**.

I/we confirm that all the **terms, conditions, scope of work, eligibility requirements, evaluation criteria, service level obligations, data ownership clauses, intellectual property provisions, exit & handover conditions, and confidentiality obligations** contained in the said RFP are acceptable to me/us without any reservation.

I/we further undertake that:

- I/we shall comply with all provisions of the RFP and any subsequent amendments issued by MSH.
- I/we shall adhere to all applicable laws, regulations, and Government guidelines during the execution of the assignment.
- I/we acknowledge that submission of the proposal implies unconditional acceptance of all terms of the RFP.

I/we further certify that the undersigned is an **authorized signatory** of the Applicant organization and is fully competent and authorized to make this declaration on behalf of the Applicant.

Yours truly,

Date:

Signature:

Place:

Name:

Designation:

Seal:

## B.ANNEXURES – B (DECLARATION)

### DECLARATION

We, the undersigned, hereby declare and confirm that:

#### 1. Non-Blacklisting & Contract History

We have **not been blacklisted, debarred, or deregistered** by any Central Government / State Government department, statutory authority, or Public Sector Undertaking (PSU).

- None of our projects or works have been **terminated by any client after award of contract** during the last three (3) years due to non-performance or breach of contractual obligations.

#### 2. No Agent / Middleman Engagement

- No agent, middleman, consultant, or intermediary has been engaged, nor shall be engaged, for the purpose of obtaining, influencing, or executing the work related to this **Request for Proposal (RFP) for Design, Development, Implementation, Integration, and Maintenance of a Unified Scheme & Ecosystem Management Platform for MeitY Startup Hub (MSH)**.

○

#### 3. Confidentiality Undertaking

- We undertake that all information, documents, data, and materials provided by MeitY Startup Hub (MSH) shall be treated as **strictly confidential**.
- Such information shall be used **solely for the purpose of this engagement** and shall not be disclosed, shared, or accessed by any third party, institution, firm, company, or individual without prior written consent of MSH.

#### 4. Right of MSH

- We acknowledge and accept the right of MSH to declare our Application as **non-responsive or non-compliant** at any stage of the evaluation.
- In case the work has already been awarded, MSH shall have the right to **cancel the award of work**, seek compensation, or take appropriate legal or administrative action, as deemed fit.
- The decision of MSH in this regard shall be **final and binding**

#### 5. Authorization

- It is hereby certified that the undersigned is the **authorized signatory** of the Applicant organization and is fully competent and authorized to submit this declaration on behalf of the Applicant.

Yours truly,

Date:

Signature:

Place:

Name:

Designation:

Seal

### C.ANNEXURES – C (STARTUP INFORMATION)

S. No.	Item	Details / Page No. of Application
1.	Name of the Organization	
2.	Official Mailing Address	
3.	Telephone and Fax numbers	
4.	Name of the CEO/MD/ Head of the institution	
5.	Email ID of the CEO	
6.	Brief Description of capabilities related to the Scope of Work along with company's profile	
7.	PAN	
8.	GSTN	
9.	Certificate of Registration or Incorporation	
10.	Experience	
11.	List of Clients	
12.	VAPT/SOC2/ISO 27001/ GDPR Certification (all certificates)	
13.	HR Declaration for technical & qualified manpower	
14.	Declaration by an authorized signatory as per Annexure-A	
15.	Declaration by an authorized signatory as per Annexure-B	
16.	Other documents (presentation etc)	

Yours truly,

Date: Signature:

Place:

Name:

Designation:

Seal:



D.ANNEXURES – D (FINANCIAL QUOTE)

**Proforma for  
Financial Quote  
Submission**  
(to be submitted  
on company's  
letter head)

Name of the Organisation:

Name of Contact Person:

Name :

Email:

Mobile Number :

Description	Price (in ₹)	Applicable Tax (%)	Total Cost(in ₹)
Unified Start Up Management Platform Infrastructure			
Annual Subscription with Dedicated Support			
<b>Grand Total (in ₹)</b>			

(Amount In Words)

Sign and Stamp  
Authorised Signatory