

Request for Empanelment
for
Empanelment of Partner Agencies for Deployment of
AI/ML Resources
and
Discovery of Rates for AI Specific Manpower under
Digital India
November 2025

Issued by:
National e-Governance Division (NeGD)
Ministry of Electronics & Information Technology (MeitY)
Government of India

Preface

The National e-Governance Division (NeGD), under the Ministry of Electronics and Information Technology (MeitY), Government of India, is driving the implementation of mission-mode projects and digital transformation initiatives across ministries, departments, and states under the *Digital India* programme.

As India advances toward an AI-enabled governance ecosystem, NeGD is spearheading initiatives that focus on the adoption of Artificial Intelligence (AI) and Machine Learning (ML) technologies for improving service delivery, decision-making, and citizen engagement.

This Request for Empanelment (RFE) aims to establish a structured mechanism for engaging partner agencies capable of providing high-quality AI/ML manpower to NeGD and other government entities. The empanelment will also serve as a basis for discovering standardized rates for AI/ML manpower across various roles and levels.

NeGD invites eligible agencies to submit their proposals in accordance with the terms and conditions laid out in this document.

Disclaimer

This RFE document is not an agreement and is neither an offer nor an invitation to any entity. Its purpose is to provide interested parties with information to assist in the preparation of their proposal.

While the information contained in this RFE is believed to be accurate and reliable, NeGD 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 this RFE.

NeGD reserves the right to change, modify, add, or remove any part of this RFE, including its structure, scope, or requirements, without prior notice or assigning any reason.

Abbreviations and Acronyms

S.No.	Abbreviation	Definition
1	NeGD	National e-Governance Division
2	MeitY	Ministry of Electronics & Information Technology
3	DIC	Digital India Corporation
4	AI/ML	Artificial Intelligence / Machine Learning
5	EMD	Earnest Money Deposit
6	PBG	Performance Bank Guarantee
7	LLD	Low- Level Design
8	HLD	High-Level Design
9	RFE	Request for Proposal
10	LLM	Large Language Model
11	SLM	Small Language Model
12	API	Application Programming Interface
13	SDK	Software Development Kit
14	OCR	Optical Character Recognition
15	IDP	Intelligent Document Processing
16	KPI	Key Performance Indicator
17	ASR	Automatic Speech Recognition
18	JSON	JavaScript Object Notation
19	GPU	Graphics Processing Unit
20	CPU	Central Processing Unit
21	FAISS	Facebook AI Similarity Search
22	SLA	Service Level Agreement
23	UAT	User Acceptance Testing
24	NLP	Natural Language Processing
25	BLEU	Bilingual Evaluation Understudy (score)
26	LLaMA	Large Language Model Meta AI
27	GPT	Generative Pre-trained Transformer
28	PTU	Prompt Token Unit (context from document)
29	DB	Database
30	CI/CD	Continuous Integration / Continuous Delivery
31	MLOps	Machine Learning Operations
32	NIC	National Informatics Centre
33	NDA	Non-Disclosure Agreement
34	ABC/NAD	Academic Bank of Credits / National Academic Depository
35	NSP	National Scholarship Portal
36	PSU	Public Sector Undertaking
37	MSME	Micro, Small and Medium Enterprises
38	CPPP	Central Public Procurement Portal
39	LoE	Letter of Empanelment

40	L1	Lowest Evaluated Cost / Rate
41	CoE	Centre of Excellence
42	RDR	Resource Deployment Request
43	PMU	Project Management Unit
44	UMANG	Unified Mobile Application for New-age Governance
45	KYC	Know Your Customer
46	TDS	Tax Deducted at Source
47	TCS	Tax Collected at Source
48	GST	Goods and Services Tax
49	PAN	Permanent Account Number
50	DPIIT	Department for Promotion of Industry and Internal Trade
51	NSIC	National Small Industries Corporation
52	JD	Job Description
53	RAG	Retrieval-Augmented Generation
54	BERT	Bidirectional Encoder Representations from Transformers
55	LLaMA	Large Language Model Meta AI
56	NLP	Natural Language Processing
57	CV	Computer Vision
59	ROUGE	Recall-Oriented Understudy for Gisting Evaluation
60	ROUGE-1	ROUGE using unigram (single word) overlap
61	ROUGE-L	ROUGE using longest common subsequence
62	BERTScore	Evaluation metric using contextual embeddings from BERT to compare similarity between candidate and reference text
63	F1	Harmonic mean of precision and recall (a performance measure)
64	BLEU	Bilingual Evaluation Understudy (a metric for evaluating text generation or translation)
65	WER	Word Error Rate (used in speech recognition accuracy)
66	CER	Character Error Rate
67	Slot F1	F1 score for slot-filling tasks (in conversational AI)
68	CRR	Character Recognition Rate (used in OCR accuracy)
69	WRR	Word Recognition Rate
70	Field F1	F1 score for structured data field extraction accuracy
71	FAR	False Acceptance Rate
72	ERR	Error Recovery Rate
73	OCR	Optical Character Recognition
74	Latency	Time delay (in milliseconds or seconds) between input and system response
75	ms	Milliseconds
76	sec	Seconds
77	SLO	Service Level Objective

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15. Annexure XV – Undertaking on Compliance with Rule 144(xi) of GFR 2017
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Executive Summary

Artificial Intelligence (AI) and Machine Learning (ML) are transforming governance through automation, data analytics, and predictive modelling. Recognizing their potential, the National e-Governance Division (NeGD), under Digital India, is creating a team dedicated to addressing AI-specific problem statements from ministries, departments.

To operationalize this, NeGD intends to empanel partner agencies that can provide qualified AI/ML manpower and enable the discovery of transparent, standardized rates for such manpower across government entities.

This RFE outlines the scope, eligibility, evaluation methodology, and procedural requirements for the empanelment process. Empanelled agencies will support NeGD and other ministries/departments in implementing AI/ML solutions in domains such as natural language processing, computer vision, predictive analytics, and generative AI.

The empanelment will serve as a national resource framework to facilitate rapid AI manpower mobilization across projects under the Digital India programme.

Key Highlights

Aspect	Description
Issuing Authority	National e-Governance Division (NeGD), MeitY
RFE Reference	NeGD-DI-AI-RFE-2025/01
Title	Empanelment of Partner Agencies for AI/ML Manpower under Digital India
Objective	Rate discovery and deployment of qualified AI/ML professionals
Target Beneficiaries	NeGD, Central Ministries, State Governments, PSUs
Empanelment Period	2 years, extendable
Submission Mode	Online through CPP Portal

Section 1 - Introduction

1.1 Background

Artificial Intelligence (AI) and Machine Learning (ML) have become transformative forces in modern governance, enabling automation, data-driven decision-making, and predictive policy interventions.

The National e-Governance Division (NeGD), an autonomous business division of Digital India Corporation (DIC) under the Ministry of Electronics and Information Technology (MeitY), leads the design and implementation of mission-mode digital projects across ministries, departments, and state governments.

To accelerate AI adoption across government, NeGD is establishing a dedicated Unified AI Team that will work on AI-specific problem statements emerging from within NeGD, ministries and various government departments.

This team will design, develop, deploy, and monitor AI-driven solutions aligned with the Digital India vision and serve as a central technical resource hub for government AI initiatives.

This RFE supports that goal by establishing a structured mechanism to empanel qualified partner agencies capable of providing AI/ML manpower to NeGD and other government organizations efficiently and transparently.

1.2 Purpose of the RFE

The objective of this Request for Empanelment (RFE) is to:

1. Identify, evaluate, and empanel credible partner agencies capable of supplying qualified AI/ML manpower across defined roles.
2. Discover and benchmark standardized rates for AI/ML professionals through a rate discovery process.
3. Enable flexible deployment of resources to NeGD and other ministries/departments, either directly or through NeGD facilitation.
4. Institutionalize quality AI manpower engagement across government projects.

The empanelment will serve as a reusable procurement mechanism for ministries seeking specialized AI talent without repetitive tendering cycles.

1.3 Intended Beneficiaries

The RFE is designed to benefit:

- National e-Governance Division (NeGD) – for establishing and operating the AI Team.
- Central Ministries and Departments – to obtain AI/ML professionals for various projects.

- State Governments - to obtain AI/ML professionals for various projects.

1.4 Approach and Expected Outcomes

The empanelment shall result in:

- Streamlined rate-discovery and contracting for AI/ML manpower across ministries.
- Enhanced capacity-building and standardized skill frameworks for AI talent in the public sector.
- Agile and transparent engagement models enabling ministries to access skilled manpower through NeGD facilitation or direct deployment.

1.5 Document Structure

This RFE consists of eight sections and fourteen annexures, providing comprehensive guidelines for participation.

Each section outlines specific information required for bid preparation, submission, evaluation, and empanelment.

- **Section 1:** Introduction
- **Section 2:** Important Dates and Submission Details
- **Section 3:** Objective and Scope of Work
- **Section 4:** Human Resource Engagement Framework
- **Section 5:** Eligibility and Evaluation Criteria
- **Section 6:** Empanelment Process and Contractual Terms
- **Section 7:** Instructions to Bidders and Submission Format
- **Section 8:** Annexures

Section 2 - Important Dates and Submission Details

Activity	Date / Deadline	Remarks
Release of RFE	18 November 2025	Published on NeGD and CPP portals
Last date for submission of queries	24 November 2025	Email: director.pm@digitalindia.gov.in
Pre-bid meeting (virtual)	28 November 2025	Meeting link to be shared on NeGD website
Issue of clarifications / corrigendum	3 December 2025	Posted on NeGD Website and CPP portals
Proposal submission deadline	15 December 2025 (15:00 IST)	Online submission via CPP
Opening of Pre-Qualification Bids	17 December 2025 (16:00 IST)	Conducted online via CPP and VC link
Technical presentations	22 – 23 December 2025	NeGD HQ, New Delhi
Financial opening	26 December 2025	VC
Announcement of Empanelled Agencies	9 January 2026	Published on NeGD website and email notification

2.1 Mode of Submission

- Bidders must submit proposals online only through the Central Public Procurement Portal (CPPP) at <https://eprocure.gov.in>.
- Each bidder shall upload a complete proposal in PDF format with all supporting documents and annexures as per this RFE.
- Physical copies will not be accepted unless specifically requested by NeGD.
- Queries and clarifications must be emailed to director.pm@digitalindia.gov.in using the format prescribed in Annexure VIII.
- Any corrigenda or amendments will be published only on the CPPP and NeGD websites.

2.2 Pre-Bid Meeting and Clarifications

- The pre-bid meeting will be held virtually on 25 November 2025, open to all interested bidders.
- Bidders should email their queries by 21 November 2025 (17:00 IST) in the specified format.
- Consolidated responses to queries will be issued by NeGD on 1st December 2025 as an official corrigendum.
- No individual clarifications will be issued beyond this date.

2.3 Proposal Submission Format

Each proposal must include the following sections in the order listed below:

1. Cover Letter and Bid Submission Form (Annexure I)
2. Compliance sheet for Pre-qualification and technical qualification proposals (Annexure II Form A and B)
3. Agency Profile and Legal Documents (Annexure III)
4. Technical Experience and Case Studies (Annexure V)
5. Financial Details and Audited Statements (Annexure VI)
6. Manpower Rate Card (Annexure V)
7. Declarations and Certificates (Annexures X – XV)

The proposal shall be digitally signed by the authorised signatory and submitted before the deadline on the CPP portal.

2.4 Contact for Communication

Nodal Officer:

Director (Program management)

National e-Governance Division (NeGD)

Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi – 110003

director.pm@digitalindia.gov.in

www.negd.gov.in

2.5 RFE Validity and Amendments

- This RFE is valid until the completion of the empanelment process or until withdrawn by NeGD.
- NeGD reserves the right to amend, extend, or cancel this RFE without assigning any reason.
- Any changes will be communicated via the official portals.

2.6 Empanelment Tenure

Empanelment under this RFE shall be valid for **two (2) years** from the date of notification of empanelled agencies.

NeGD may extend the period for up to one additional year based on performance, requirement, and mutual consent.

Section 3 – Objective and Scope of Work

3.1 Objective

The objective of this Request for Empanelment (RFE) is to empanel partner agencies capable of providing qualified AI/ML manpower and to discover standardized, transparent rates for such manpower.

The empanelment will enable:

- Efficient access to skilled AI/ML professionals across ministries, departments, and government organisations.
- Rapid deployment of AI projects specific manpower for national and state-level projects.
- Allowing other ministries, departments, and government entities to draw manpower resources at the same discovered rates, with or without NeGD's facilitation.

This initiative is part of NeGD's broader effort to create sustainable institutional capacity for AI within government by creating a dedicated team which will address AI-specific problem statements across domains such as citizen services, analytics, process optimization, and automation.

3.2 Purpose of Engagement

The empanelled agencies will provide specialized AI/ML professionals to:

1. Support government projects that require technical expertise in AI, data science, and related technologies.
2. Assist NeGD in problem identification, solution prototyping, model development, and deployment by deploying the required manpower.
3. Enable rate standardization to facilitate transparent procurement and efficient budgeting for AI manpower engagements.
4. Provide on-demand staffing support to ministries and departments, either directly or through NeGD coordination.

3.3 Engagement Model

1. Empanelled agencies will be requested to send CVs of AI/ML domain related professionals, whose roles and skill levels will be evaluated and approved as per the requirements.
2. These resources may be deployed on a contractual basis, either on-site or remotely, as per project requirements.
3. Ministries and departments may raise requisitions for AI manpower directly with empanelled agencies, referencing the rate cards finalized under this RFE.
4. All deployed personnel shall work under the supervision of project-specific leads designated by NeGD or the respective ministry.

3.4 Overall Scope

The empanelled agencies shall provide manpower for end-to-end AI/ML application support, including but not limited to:

- End-to-end AI project execution, from problem definition to deployment;
- Building reusable AI components and APIs;
- The implementation of NeGD's AI Services and LLM infrastructure;
- Participating in running pilot programmes and POCs;
- Conducting Responsible AI compliance testing and data governance activities.

3.5 Functional Domains of Engagement

The manpower deployed through this empanelment will contribute to activities across the following AI and Data domains:

S.no.	Domain	Indicative Responsibilities
1	Setting Up Inference Server	Setting an inference server for NeGD using open source LLMs on the infrastructure provided by NeGD,
2	Cognitive Analytics & Decision Intelligence	Model building for predictive analytics, optimisation, and governance dashboards.
3	Computer Vision & Document Intelligence	OCR, object detection, and automated form processing for administrative systems.
4	Conversational & Assistive AI	Development of multilingual chatbots and voice assistants for Government platforms.
5	Generative AI & LLM Engineering	Fine-tuning of Large Language Models, RAG pipeline design.
6	Data Engineering & MLOps	Data pipeline design, model deployment, and lifecycle management through CI/CD automation.
7	Responsible AI & Governance	AI policy compliance, explainability, and ethical risk mitigation.

3.6 Indicative AI Service to be built

Although this RFE focuses on manpower empanelment, deployed resources may contribute to the creation and maintenance of NeGD's AI services — modular, reusable architecture for AI Services across various Digital India products.

A. Inference Infrastructure setup & LLM/SLM enablement

NeGD will establish an in-house, multi-tenant inference server so AI services/solutions can run securely, reliably and cost-effectively on approved government cloud/infrastructure (e.g., NIC/MeghRaj or equivalent). The objective is to deploy and serve open-source models (Large language Models (LLMs), Small Language models (SLMs), etc.) behind stable APIs that any NeGD/DIC project can call.

The deployed manpower shall be responsible for carrying out the following activities for setting up the inference server:

1. Model & infra fitment: Assess shortlisted open-source base models against target use cases including but not limited to NLP, image, speech, matching etc. and document the runtime requirements (CPU/GPU profile, memory, storage, latency/throughput needs). The assessment shall be done based on use case specificity.
2. Technical specification: Produce a detailed documentation to setup the inference layer on approved government cloud/infrastructure (e.g., NIC/MeghRaj or equivalent), covering:
 - Compute
 - Storage
 - Networking
 - Security & compliance
 - Performance metrics
3. Recommend and configure the required orchestration, monitoring, and model-lifecycle/deployment tooling (build → promote → canary/rollback, versioning, drift monitoring), with a clear preference for open-source components. Proprietary tools may be proposed only with prior NeGD approval and written justification (functional gap, support/SLA etc.). For any paid tool, the team should include full license and support costs, deployment feasibility on approved government cloud/infrastructure, and a monthly tooling inventory in project reports.
4. Deployment & hardening: Setup the environment, deploy initial model services, conduct load/security tests, and tune for the agreed upon performance metrics. The team should also provide runbooks, model cards, API specs, and operational dashboards to monitor the performance.
5. Operating policies. Define and implement policies for multi-tenant use, model/version management, sandbox vs. production separation, and access approvals for new projects.

Adaptive inference layer for AI services

In addition to the AI Services outlined in Section B, bidders should note that potential applications developed under this initiative may require robust inference capabilities, with flexibility to integrate multiple AI models and execution pathways. The inference architecture should support seamless switching across:

1. Commercially Paid Models: Integration with enterprise-grade AI/ML services (e.g., OpenAI, Anthropic, Google, AWS, Azure).

2. Open-Source models: NeGD deployed open-source (e g, LLaMA, Mistral etc.) large language models to ensure security, compliance, and adherence to data localization norms.

Please note: The activities listed above are illustrative. The Deployed manpower shall undertake all additional tasks necessary to provision, secure, operate, and continuously improve the NeGD inference server, which includes but not limited to: environment hardening, backup/restore drills, disaster-recovery runbooks, cost/performance tuning, capacity planning, release management, vulnerability remediation, and compliance evidence generation.

B. Indicative AI Services

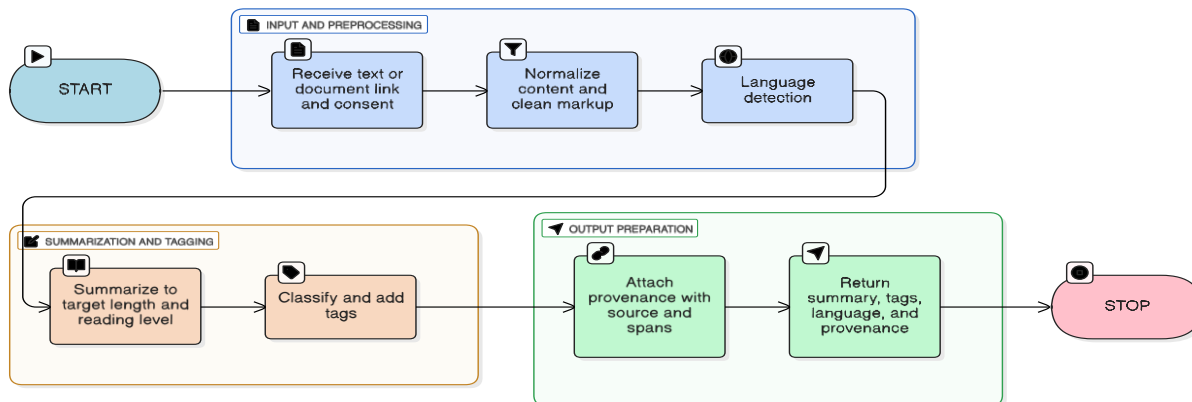
Empanelled manpower may be assigned to work on development and enhancement of the following reusable AI services under NeGD (this list is not exhaustive) :

S. No.	AI Service	Purpose / Function	Illustrative Use Cases
1	Document Summarization	Generate concise summaries and structured insights from large documents.	Cabinet notes, tender summaries, policy abstracts.
2	Conversational AI	Enable voice and text-based chatbots supporting Indian languages.	UMANG, DigiLocker, citizen query systems.
3	Voice-Based Form Filling and website navigation	Capture voice input and map it to structured data fields.	Voice-assisted eForms ,survey platforms and navigation across government website.
4	Document OCR & Form Processing	Extract and validate data from scanned forms and handwritten text.	ID processing, document verification.
5	Image Matching & Liveness Detection	Validate identity and detect spoofing for secure access.	Attendance, eKYC, digital onboarding.
6	AI Agents for Government Applications	Create intelligent agents to automate triage, tagging, and classification tasks.	Document routing, test case triage, process automation.

Each service shall be modular, API-based, and deployable across on-premise and cloud environments.

1. Document Summarization & Classification

The selected agency shall design and implement a summarization and classification AI service to handle circulars, scheme documents, notifications, and unstructured notices, making them more accessible and actionable for citizens and call-centre staff. The envisaged functional flow is as follows:

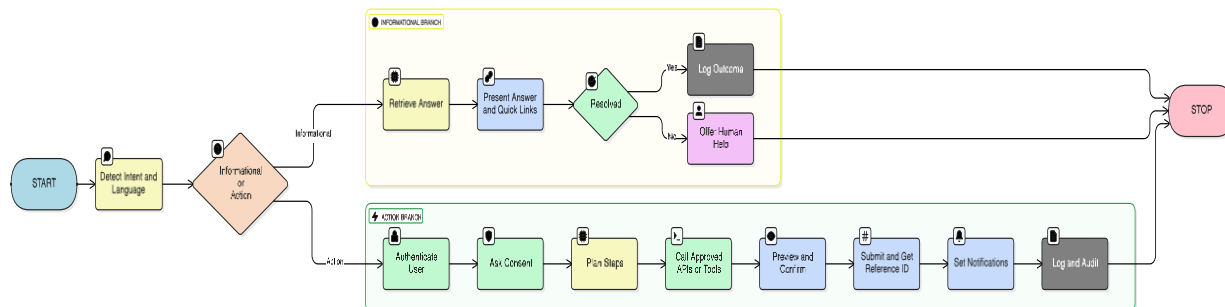


(Indicative Functional flow of Document Summarization & Classification)

2. Conversational bots

Develop chatbots that utilize government documents (such as annual reports, FAQs, and other PDFs) as the knowledge base for responding to user queries. The chatbots must process and retrieve information from these documents to provide accurate, context-aware responses.

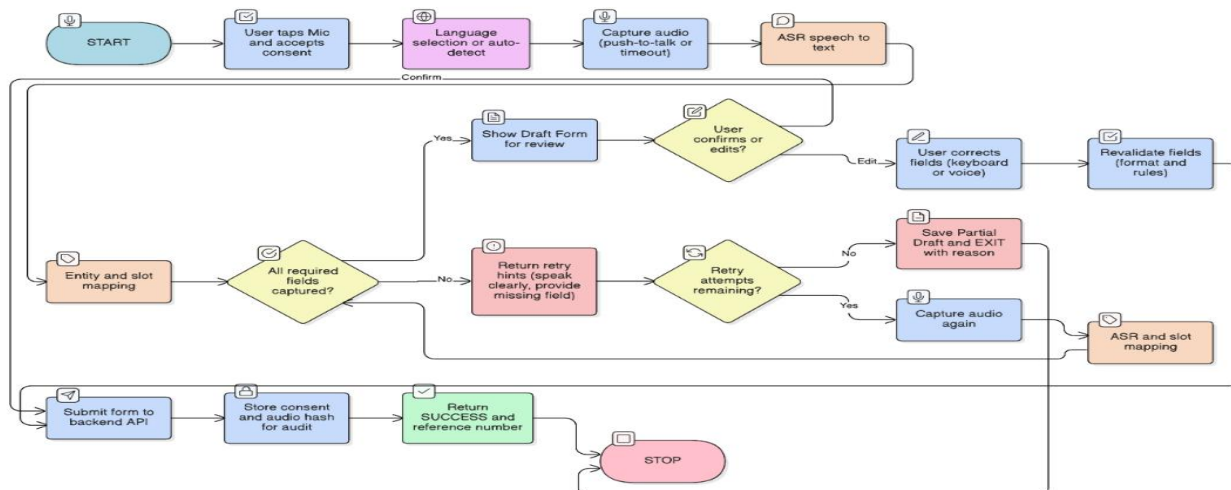
The chatbot will support multiple languages, ensuring seamless interaction for users in various regional languages alongside English. The multilingual capability must apply to input processing, response generation, and any integrated features from other requirements. The envisaged flow is as follows:



(Indicative Functional flow of Voice bots)

3. 3(a) Voice-based Form Filling for inclusive and accessible user input

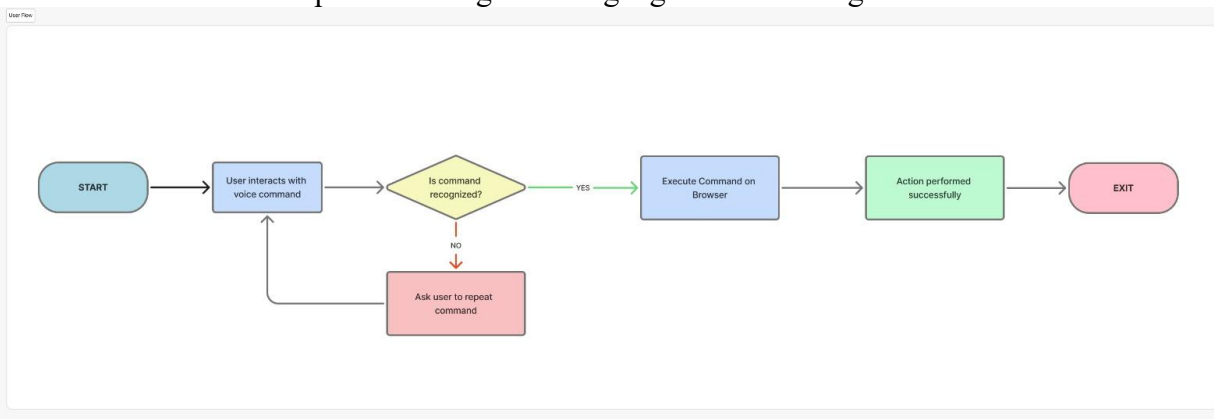
The selected agency shall design and implement multilingual voice-driven form-filling service to enable citizens and field workers to complete structured forms using speech. The envisaged flow is as follows



(Indicative Functional flow of Voice-to-Form (Multilingual) Data Entry)

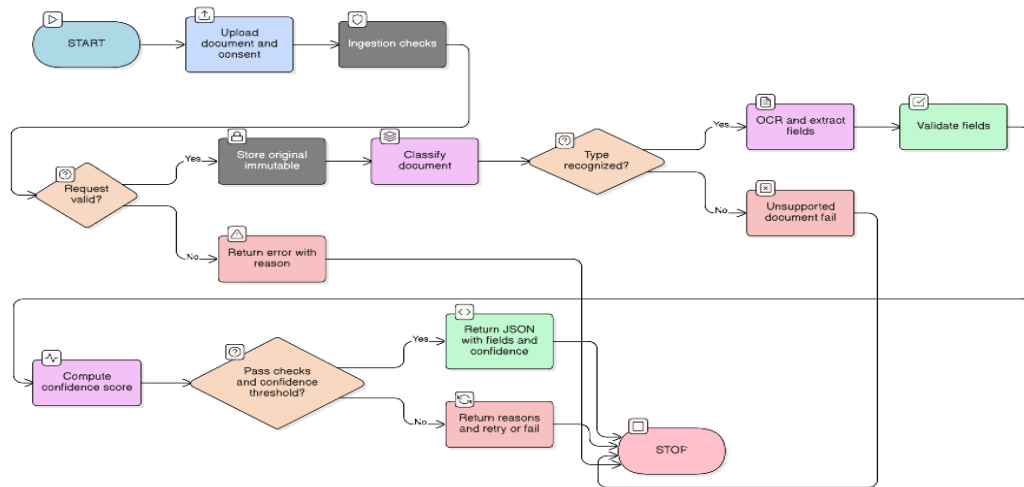
3(b) Voice Based Website navigation:

The selected agency shall design and implement Voice command Engine for Voice Navigation which interprets User Speech and execute the corresponding navigation action on the portal. This can be extended for multiple Indian regional languages. The envisaged flow is as follows:



4. Document OCR for form processing

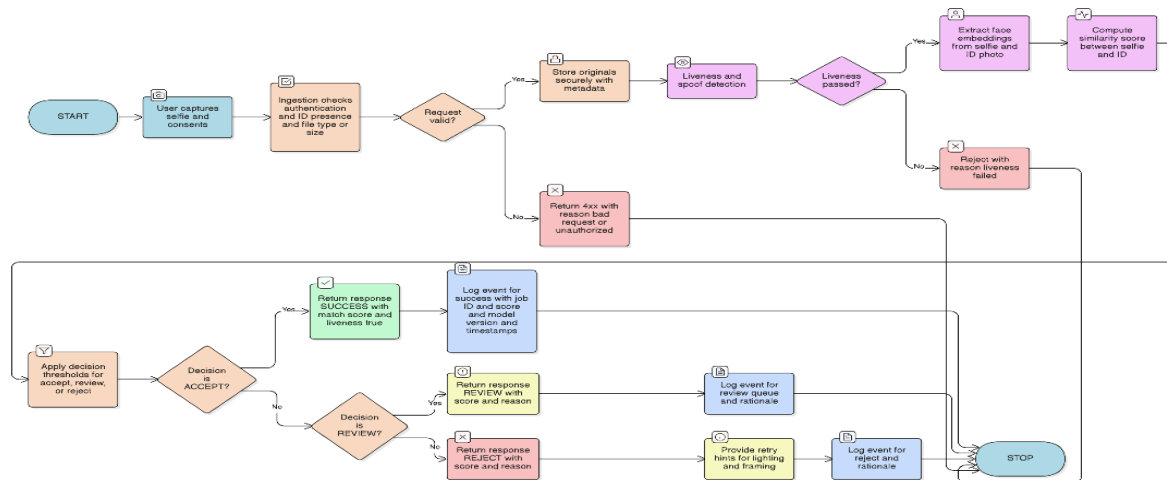
The selected agency shall design and implement a document ingestion and processing service that automates the extraction and validation of information from certificates, IDs, forms, and scanned PDFs. The envisaged functional flow is as follows:



(Indicative Functional flow of Intelligent Document Processing (IDP))

5. Image Matching with Liveness Detection to strengthen identity verification

The selected agency shall design and implement an image matching with liveness detection AI Service to strengthen identity verification processes, reduce fraud, and minimize reliance on manual KYC checks. The envisaged functional flow is as follows:

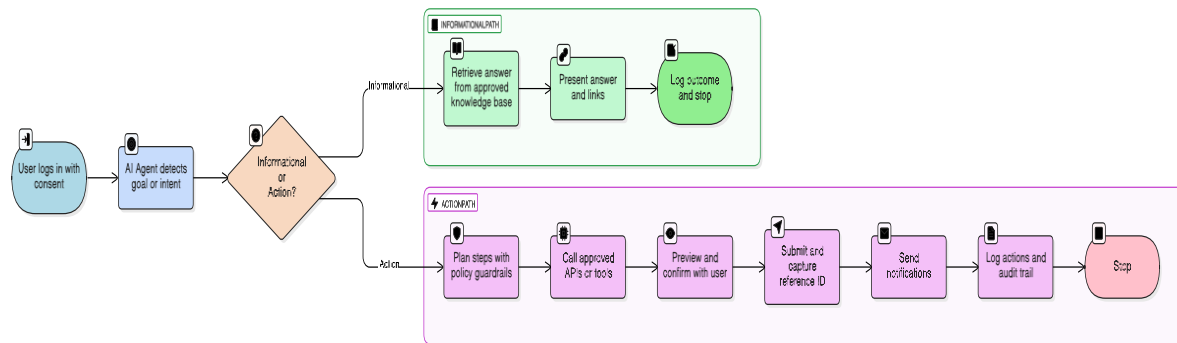


(Indicative Functional flow of Image / ID Matching with Liveness)

6. Development of AI agents for Government applications

The selected agency shall be working on creating AI agents for specific government applications, such as DigiLocker. These agents must be discoverable and integrable by external developers in the market, allowing them to embed the agents into their own applications for enhanced functionality (e.g., programmatic access to DigiLocker features). The team shall also work on

building Agentic AI Framework Development Using Specified Tools i.e Development of an agentic AI framework using tools like LangGraph or CrewAI. These agents should be capable enough to understand user goals, plan required steps, and securely invoke approved APIs/tools to complete transactions, while maintaining full audit trails and human checkpoints for irreversible actions. The following functional flow showcases the potential usecase of agentic AI in the context of Digilocker.



(Indicative Functional flow of Agentic AI in Digilocker specific use case)

The developed AI agents will act as secure, policy-aligned digital assistants that can understand user intent, orchestrate tasks, and invoke approved systems or APIs responsibly. The Deployed team shall undertake the following set of activities:

1. Build **agent-based AI capabilities** to automate and assist government workflows, starting with use-cases such as DigiLocker.
2. Develop **modular, reusable agentic frameworks** (e.g., LangGraph, CrewAI or equivalent) that can be adopted across ministries and platforms.
3. Enable **secure tool-calling and API invocation**, allowing agents to fetch documents, validate information, and complete authorized transactions.
4. Ensure agents can **understand user intent, plan task sequences, and execute multi-step workflows** aligned with government service rules.
5. Design agents to be **discoverable and integrable by third-party developers**, enabling broader ecosystem adoption and interoperability.
6. Incorporate **human-in-loop validation for sensitive/irreversible actions**, ensuring accountability and governance.
7. Maintain **comprehensive audit trails**, access logs, and traceability for all agent decisions and API calls.
8. Ensure agents adhere to **policy, privacy, and security standards**, including role-based access controls and audit compliance.

9. Prioritize **public-sector safeguards**—including error-handling, clear explainability, fallback mechanisms, and escalation to human operators.
10. Demonstrate an **end-to-end reference implementation**, such as agent-driven document retrieval and verification through DigiLocker APIs.
11. Develop specialized agentic AI capabilities for querying large databases or structured data tables — enabling natural language query processing and analytical insights for government applications.

Section 4 – Human Resource Engagement Framework

This section defines the framework for engagement of agencies to provide AI/ML manpower and to facilitate discovery of standardised rates for deployment of such manpower across projects under *Digital India*.

The empanelled agencies shall supply qualified AI/ML professionals to NeGD and other Government entities, ensuring uniformity in cost and quality through a transparent rate discovery process.

4.1 Empanelment and Rate Discovery Model

1. Empanelment Structure

- Multiple technically qualified agencies will be empanelled based on defined technical and financial criteria.
- The empanelment period shall ordinarily be two years, extendable based on performance and requirement for another year.

2. Rate Discovery Process

- Bidders shall quote **monthly rates** (in INR) for each manpower role and experience.
- Quoted rates shall be inclusive of all statutory obligations and overheads, exclusive of applicable taxes.
- Discovered **L1 rates** will serve as reference benchmarks for subsequent deployments.

3. Standard Rate Card Consolidation

- NeGD shall finalise and publish the **Standard AI/ML Manpower Rate Card**, valid across participating ministries and departments.

4. Utilisation by Government Entities

- Ministries, Departments, and PSUs may draw manpower directly from empanelled agencies:
 - (a) through NeGD facilitation; or
 - (b) independently at the same discovered rates, without reporting to NeGD.

5. Resource Pool Maintenance

- Agencies must maintain an adequate bench of qualified professionals corresponding to the roles listed in this RFE.
- Replacement of resources shall be ensured within the agreed SLA.

4.2 Deployment and Management

- **Onsite or Remote Engagement:** Resources may work onsite or remotely as per project needs.
- **Requisition Process:** Requests for manpower shall be sent by NeGD or the concerned ministry to empanelled agencies, who must respond within 15–20 working days.
- **Evaluation & Selection:** Candidate profiles shall undergo technical screening prior to placement.
- **Performance Oversight:** Monthly reports shall capture performance, attendance, and deliverables.
- **Compliance:** All statutory and confidentiality obligations shall rest with the empanelled agency.

4.3 AI/ML Manpower Roles, Responsibilities and Experience

The following roles form the baseline for rate discovery and technical evaluation. Bidders shall quote monthly rates for each role as per *Annexure II – Rate Card Form*.

S.No.	Role	Minimum Work Experience	Key Responsibilities (Indicative)
1	AI / Solution Architect	10 + years (including 5 years in AI/ML system design)	Design end-to-end AI architectures; integrate with enterprise platforms; define APIs and standards; ensure scalability and security; mentor teams.
2	Program Manager	10 + years (including 3 years in AI programme delivery)	Govern AI projects and timelines; manage risks; coordinate across stakeholders; report KPIs to leadership.
3	Business Analyst	5–8 years	Gather and document requirements; map use cases to technical solutions; validate outputs against business needs; support user acceptance.
4	Data Science Lead	8–10 years	Perform EDA and feature engineering; evaluate datasets; guide model selection, validation and evaluation.
5	Data Engineering Lead	8–10 years	Architect data pipelines and storage; define governance and lineage; mentor Data Engineers on ETL and real-time data flows.
6	AI / ML Lead	7–9 years	Lead model design and prototype development; define fine-tuning approaches; evaluate model suitability.
7	MLOps Lead	7–9 years	Design deployment and monitoring pipelines; define infrastructure requirements for inference and automation.

8	AI / ML Engineer	3–6 years	Develop, train and validate models for NLP, CV and automation; integrate into production APIs.
9	Data Scientist	3–6 years	Prepare datasets; train and test models; collaborate with ML Engineers for deployment and optimisation.
10	Data Engineer	3–6 years	Build ETL pipelines; manage structured/unstructured data; ensure quality and interoperability.
11	MLOps Engineer	3–6 years	Implement CI/CD for AI workflows; automate deployment and model monitoring; maintain SLA compliance.
12	AI QA Engineer	4–7 years	Design test plans; conduct functional and regression testing; ensure Responsible AI and data-protection compliance.

Section 5 – Eligibility and Evaluation Criteria

5.1 Overview

The evaluation process for this Request for Empanelment (RFE) shall be conducted by a duly constituted Evaluation Committee under the National e-Governance Division (NeGD), Ministry of Electronics and Information Technology (MeitY).

The process is designed to ensure transparency, fairness, and objectivity in identifying technically competent and financially compliant agencies capable of providing AI/ML manpower and implementation support under the Digital India programme.

The evaluation will follow a multi-stage process to verify eligibility, assess technical capability, and finalize manpower rate discovery through a transparent and competitive approach.

5.1.1 Evaluation Stages

The empanelment process shall follow a structured, multi-stage evaluation methodology:

Stage	Description	Outcome
Stage I – Pre-Qualification Evaluation	Verification of compliance with eligibility criteria under Section 5.2 and scrutiny of supporting documents.	Bidders meeting all eligibility conditions advance to Stage II.
Stage II – Technical Evaluation	Assessment of qualifying bidders as per Section 5.3 against the defined scoring framework (100 marks).	Calculation of Technical Score (TS). Bidders scoring ≥ 70 marks qualify for financial evaluation.
Stage III – Financial Evaluation	Evaluation of Financial Proposals of technically qualified bidders. The lowest evaluated price (L1) will be found out and bidders will be asked to agree to L1 .	L1 will be calculated by the bidder who will give the lowest cumulative total for 12 roles per month.
Stage IV – Empanelment and Approval	Preparation of final empanelment list basis on the agreement .	Empanelment of top-ranked bidders for a fixed validity period as defined in this RFE basis on L1 agreement and technical score.

Only those bidders who successfully clear each stage will be considered for inclusion in the final empanelled list.

5.1.2 Evaluation Committee

1. The Evaluation Committee shall consist of senior officers and domain experts nominated by NeGD.
2. The Committee will evaluate and score proposals strictly as per the parameters, sub-criteria, and weightages prescribed in this RFE.
3. NeGD reserves the right to constitute sub-committees for technical verification, financial analysis, or resource assessment.
4. Decisions of the Evaluation Committee, duly approved by the competent authority in NeGD, shall be final and binding on all bidders.

5.1.3 Communication and Clarifications

1. All clarifications and communications shall be routed exclusively through the official email address specified in the **Bid Information Sheet**.
2. NeGD shall issue clarifications or corrigenda (if any) on its website and/or CPP Portal; bidders are advised to regularly check for updates.
3. If required, the Evaluation Committee may seek written clarifications from bidders regarding their technical or financial submissions.
4. Failure to respond within the specified timeframe may result in exclusion from further consideration.
5. Verbal communications shall not be binding unless confirmed in writing by NeGD.

5.1.4 Disqualification Conditions

A bid is liable to be disqualified if any of the following conditions are met:

1. Non-submission of mandatory documents or non-compliance with the format prescribed in the RFE.
2. Submission of conditional, incomplete, or ambiguous proposals.
3. Misrepresentation of facts or fraudulent documentation.
4. Attempt to influence the evaluation process through canvassing or unauthorized communication.
5. Blacklisting by any Government Department or PSU as of bid submission date.
6. Failure to agree to the discovered L1 rates during financial evaluation.

5.2 Eligibility (Pre-Qualification) Criteria

The bidder must satisfy all the following mandatory conditions to be considered for technical evaluation. Failure to comply with any criterion will result in disqualification at the pre-qualification stage:

S.No.	Eligibility Parameter	Minimum Requirement / Criteria	Evidence / Documents to be Submitted
1	Legal Entity	1. The bidder must be a company incorporated in India under the <i>Companies Act, 1956/2013</i> or a <i>Limited Liability Partnership (LLP)</i> registered under the LLP Act, 2008. 2. Must be registered with GST authorities and have a valid PAN. 3. Must have been operational in India for at least the last three (3) consecutive years as on the date of issue of this RFE.	1. Certificate of Incorporation / Registration. 2. GST Registration Certificate. 3. Copy of PAN Card. 4. Self-declaration of operational status (signed by authorised signatory).
2	Financial Turnover	The bidder should have an average annual turnover of at least INR 50 Crores during the last three financial years (FY 2022–23, 2023–24, 2024–25). MSMEs and Startups may be considered for exemption at NeGD's discretion.	Certificate from Statutory Auditor / Chartered Accountant indicating annual turnover from last 3 financial years.
3	Positive Net worth	The Bidder shall have positive net worth for the three consecutive financial years (FY 2021-22, 2022-23, 2023-24).	Relevant net worth certificate signed by Statutory Auditor or Chartered Accountant for three financial years (FY 2021-22, 2022-23, 2023-24).
4	Human Resource Strength (PB)	The bidder should have a minimum of 200 full-time employees on its payroll as of the RFE issue date. MSMEs and Startups may be considered for exemption at NeGD's discretion.	1. Certificate from HR/Head of Organisation confirming total manpower. 2. EPFO/ESIC statements, professional tax filings certified by a Chartered Accountant certifying employee strength certificate issued by CA.
5	Relevant AI/ML Experience (Either of the partners)	The bidder must meet one of the following: • Successfully executed at least one large-scale AI/ML implementation project for a Government entity, PSU, or listed private-sector firm in India during the last five (5) years, with a total	1. Copy of Work Orders / Contracts. 2. Completion Certificates or Client Acknowledgement Letters. 3. Go-live/Phase

		project value $\geq$ INR 3 Crores. OR Demonstrated AI/ML solution achieving benchmark performance (accuracy, BLEU, F1, or equivalent) comparable to or exceeding leading open-source/commercial models (GPT, LLaMA, BERT, etc.) in a client or public evaluation OR Proven experience in developing or fine-tuning foundational AI models, beyond mere third-party API integration, with demonstrable evidence of custom model training, optimization, or deployment for enterprise or government use cases	Completion Certificates. OR Published benchmark reports or independent audit results demonstrating model performance. OR Technical documentation or whitepapers evidencing foundational model fine-tuning or development activities.
6	Technical Certification & Quality Standards	The bidder must possess at least one of the following organisational certifications: - ISO 27001 (Information Security), - CMMI Level 3 or higher, - Cloud Partner Accreditation (AWS, Azure, or GCP).	Copy of valid certification(s) or accreditation letter.
7	Tax and Statutory Compliance	The bidder must have valid registration under Income Tax and GST Acts and should not have any pending major tax liabilities.	GST Registration Certificate, PAN, and self-declaration of tax compliance.
8	No Blacklisting / Debarment	The bidder should not be blacklisted, debarred, or under disciplinary action by any Central/State Government, PSU, or statutory body in India as of bid submission date.	Self-declaration on company letterhead signed by authorised signatory.

Clarifications and Relaxation

1. Single Entity Participation:

Only single legal entities meeting the eligibility criteria may apply. Consortiums or joint ventures are not permitted under this RFE.

2. Subcontracting:

Subcontracting of manpower or project components shall not be permitted without prior

written approval of NeGD. Subcontracting discovered post-facto will lead to termination of empanelment.

3. **Startups and MSMEs:**

Recognized Startups or MSMEs registered under DPIIT or NSIC may be granted **conditional relaxation** on turnover and manpower strength, provided they demonstrate equivalent AI/ML project experience or proven research capability through product / patent evidence.

4. **Verification of Documents:**

NeGD reserves the right to verify the authenticity of any submitted document, certificate, or client reference. False claims will result in immediate disqualification.

5. **Authorized Signatory:**

All documents must be signed by an authorized signatory of the bidder holding valid Power of Attorney or Board Resolution.

5.3 Technical Evaluation

All bidders who fulfil the above eligibility conditions shall be evaluated on the basis of technical capability, experience in AI/ML projects, organisational capacity for manpower deployment, and alignment with NeGD's AI enablement goals.

The total technical score shall be 100 marks, and a minimum qualifying score of 70 marks is required to proceed to financial evaluation.

The evaluation committee constituted by NeGD shall assess each bid based on documentary evidence submitted in support of the parameters specified below. Marks will be awarded strictly as per the criteria laid out to maintain objectivity and audit traceability.

S.No.	Evaluation Parameter	Criteria / Sub-components	Maximum Marks	Evaluation Basis / Methodology
1	Relevant Experience in AI/ML Projects	- The bidder must have implemented one or more AI/ML solutions relevant to NeGD's scope, such as: Document OCR / IDP, Image Matching with Liveness Detection– Multilingual Summarization, Conversational AI, Voice-based Form Filling– Agentic AI Workflows or Anomaly Detection Systems. - The bidder should have demonstrable experience in fine-tuning pre-trained AI/ML models (e.g., LLMs, Vision Transformers, or Speech Models) for domain-specific government or	25	- 1 eligible AI/ML project: 10 marks - 2–3 projects: 15 marks - ≥ 4 projects: 25 marks Evidence: i. For Completed projects: Work Order and Completion/Go-live

		enterprise use cases, ensuring performance improvement over baseline benchmarks. • Bidders having experience in building, deploying inference server building experience shall be duly considered. • One project Must be $\geq$ INR 3 Crore, Rest can be $\geq$ 50 Lakhs.		Certificate or Client Reference Letter ii. For ongoing projects: Work Order and Proof of at least 50% completion on client letterhead. Additionally, live links or access details of deployed models or implemented solutions must be provided (where applicable) to validate the implementation.
2	Organisational Resource Capability & Deployment Readiness	1. Strength of AI/ML resource pool (Solution Architects, Data Scientists, MLOps, etc.) – 10 Marks 2. HR systems for resource onboarding, replacement, and skill upgradation – 3 Marks 3. Availability of bench resources. – 2 Marks Please note: 3 CVs per position per role to be submitted	15	Evaluation based on: - HR certification with EPFO data - Organizational capability note covering HR systems, replacement and skill upgradation.
3	Approach & Methodology (A&M) – Documentation	• Understanding of NeGD's AI Services objectives and reusability principles – 5 marks • High-level design approach for AI Services (as per Section 3) – 5 Marks • Integration plan (APIs, CI/CD, rollback, audit logs) – 5 Marks • Responsible AI Guardrails (prompt injection, bias/hallucination, PII	20	Evaluation based on written Technical Proposal including: – 1 sample HLD + 1 API specification + indicative SLO sheet. – Quality, clarity, and feasibility of proposed methods.

		masking, off-topic detection) – 5 Marks		
4	Approach & Methodology Presentation and Interaction	• Demonstrated understanding of NeGD’s problem contexts and constraints. • Solution architecture walkthrough for indicative AI services. • Prior assignments / implementations at similar scale. • Effectiveness of proposed delivery plan (accuracy, latency, uptime, Responsible AI). Please Note: Capability showcases for Implementation of Agentic AI workflows and Inference server setup shall be suitably rewarded.	25	Committee presentation (20–30 mins + Q&A). Evaluation of practical understanding, scalability, and solution fit to NeGD’s Requirements.
5	AI Solution Performance & Technical Benchmarking	Demonstrated performance of deployed or benchmarked AI/ML models in real-world or client use. • Benchmarks comparable to GPT, BERT, LLaMA etc. on NLP/CV metrics. • Practical demonstration of model reproducibility and API-based integration. • Illustrative Technical Evaluation Metrics (service-wise): 1. Document Summarization: ROUGE-1 / ROUGE-L $\geq$ 0.45, BERTScore (F1) $\geq$ 0.85, Factual Accuracy $\geq$ 90%, 2. Conversational AI : Intent F1 $\geq$ 0.90, Entity F1 $\geq$ 0.88, Response Latency $\leq$ 1.5 sec, BLEU Score $>$ 25. 3. Voice-based Form Filling : WER $\leq$ 6%, CER $\leq$ 2%, Slot	10	Evaluation based on benchmark reports, Or Independent test summaries. Client validation,

		F1 $\geq$ 0.90, Noise Robustness $\geq$ 80%. 4. Document OCR / Form Processing : CRR $\geq$ 95%, WRR $\geq$ 90%, Field F1 $\geq$ 0.90, Layout Accuracy $\geq$ 0.85. 5. Image Matching / Liveness Detection : FAR $\leq$ 0.5%, Latency $\leq$ 300 ms. 6. AI Agents for Govt Apps : Task Completion $\geq$ 85%, Decision F1 $\geq$ 0.90, Intent classification F1 $\geq$ 90%, Error Recovery Rate (ERR) $\geq$ 80%. •Vendors providing quantifiable metric reports, live demonstration evidence, or API performance logs substantiating the above benchmarks will be awarded higher technical merit during evaluation.		
7.	Specialized AI Resource Profiles (Niche Roles)	Bidders submitting detailed profiles of specialized AI/ML professionals mapped to proposed services will be awarded additional marks. • Profiles should highlight hands-on project experience, relevant certifications, and domain expertise corresponding to the following niche roles: Examples of Niche Roles (Aligned to Six AI Service Areas): 1. Document Summarization – <i>NLP Engineer, Applied Scientist – Text Analytics, LLM Fine-tuning Engineer</i> 2. Conversational AI – <i>Conversational AI Engineer, Speech & NLP Integration Specialist</i> 3. Voice-Based Form Filling – <i>Speech Recognition Engineer, ASR (Automatic Speech Recognition) Model Developer</i>	5	Evaluation based on : 1. Quality and relevance of submitted professional profiles. 2. Alignment of niche expertise with respective AI service categories. 3. Documentary proof such as resumes, LinkedIn profiles, or valid certification copies. 4. Live links or access details of deployed solutions/models (where applicable).

		4. Document OCR & Form Processing – <i>Computer Vision Engineer, OCR/IDP Specialist.</i> 5. Image Matching & Liveness Detection – <i>Biometric Algorithm Specialist</i> 6. AI Agents for Government Applications – <i>Knowledge Graph / RAG Architect</i> • Profiles should include relevant project references, published work, or client acknowledgments demonstrating applied expertise.		
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Evaluation Notes

1. **Objectivity:** All parameters are scored solely on documentary evidence, committee observation, and verifiable data.
2. **Transparency:** Evaluation sheets shall be countersigned by each Committee Member; no verbal clarifications outside the process will be entertained.
3. **Document Authenticity:** NeGD reserves the right to validate references and certifications; any falsified or unverifiable claim will result in disqualification.

5.3.1 Qualification Threshold

- Total Technical Score: **100 marks**
- Minimum Technical Qualification: **70 marks**
- Only bidders meeting or exceeding the 70-mark threshold shall be considered for financial evaluation.
- The final empanelment shall include all technically qualified bidders who agree to **match the L1 manpower rates** discovered during financial evaluation.

5.4 Financial Evaluation and Rate Discovery

The financial evaluation aims to determine the most competitive **resource-wise rates** for AI/ML manpower categories as defined in Section 4.

This ensures discovery of fair and uniform cost benchmarks applicable across Digital India programs.

5.5 L1 Determination and Rate Card Discovery

1. Each technically qualified bidder shall submit a detailed Financial Bid (Rate Card) indicating the monthly unit rate (in INR, excluding taxes) for each manpower role defined under Section 4.

2. The Evaluation Committee shall compute the total quoted amount for each bidder as the sum of all role-wise monthly rates quoted in the Financial Bid Form.
3. The bidder quoting the lowest total amount shall be declared the L1 Bidder for the purpose of rate discovery.
4. The role-wise rates quoted by the L1 Bidder shall collectively constitute the Discovered Rate Card for all manpower roles.
5. All other technically qualified bidders shall be required to match the discovered L1 rate card across all roles to qualify for empanelment.
6. Bidders unwilling or failing to provide written rate acceptance within five (5) working days of official intimation shall be excluded from empanelment.
7. The Discovered Rate Card shall remain applicable for the entire empanelment period and shall be uniformly used by NeGD and other Government entities drawing resources from the panel.
8. Empanelled agencies shall not charge or offer manpower services at rates differing from the approved Discovered Rate Card during the validity of empanelment.

Section 6 – Empanelment Process and Contractual Terms

6.1 Overview

This section defines the process for empanelment of qualified partner agencies under this Request for Empanelment (RFE).

The empanelment process shall be undertaken by the National e-Governance Division (NeGD), Digital India, in accordance with applicable Government of India procurement procedures, and will culminate in the issuance of an official Letter of Empanelment (LoE) to successful bidders.

The empanelment will facilitate the deployment of AI/ML manpower and services at the approved L1 rates discovered through this RFE, across NeGD and other eligible government entities participating under the Digital India initiative.

6.2 Stages of the Empanelment Process

The empanelment process will consist of the following sequential stages:

Stage No.	Activity	Description / Deliverable
1	Publication of RFE	The RFE document shall be published on the CPP portal (https://eprocure.gov.in) and NeGD's website on 15 November 2025.
2	Submission of Proposals	Bidders shall submit their proposals (Eligibility + Technical + Financial Bid) strictly as per Section 8, before the bid submission deadline specified in the Data Sheet.
3	Opening of Eligibility & Technical Bids	The Evaluation Committee will verify compliance with the eligibility criteria defined in Section 5.2. Only technically qualified bidders will be shortlisted for financial evaluation.
4	Financial Evaluation and L1 Discovery	The financial bids of technically qualified bidders will be opened to determine the L1 rates for each manpower category. The bidder quoting the lowest total cost across all 12 roles shall be declared L1 .
5	Normalization and Rate Finalization	All technically qualified bidders will be offered the opportunity to match the discovered L1 rates, as per Section 5.4. Those agreeing in writing will be empanelled.
6	Issue of Letter of Empanelment (LoE)	NeGD will issue a formal LoE to each bidder who accepts the L1 rates and meets all RFE conditions. The LoE shall authorize participation in manpower deployment requests.

6.3 Validity of Empanelment

The empanelment shall remain valid for a period of two (2) years from the date of issuance of the Letter of Empanelment, unless terminated earlier or extended at the discretion of NeGD.

NeGD reserves the right to extend the validity by up to one additional year on the same terms and conditions, subject to satisfactory performance and continued relevance of discovered rates.

6.4 Eligibility for Participation Post-Empanelment

1. Only those agencies that have received the Letter of Empanelment (LoE) from NeGD shall be eligible to:
 - Participate in manpower deployment requests initiated by NeGD or other Ministries/Departments.
 - Receive task orders for defined roles and durations under the approved rate card.
 - Nominate qualified candidates for NeGD's review and approval.
2. The empanelled agency shall maintain the minimum technical and resource qualifications declared during the RFE. Any material change (such as merger, acquisition, or downsizing) must be notified to NeGD within 15 days.

6.5 Rate Card Acceptance and Enforcement

1. All agencies empanelled under this RFE are mandatorily required to accept the L1 rates finalized under Section 5.
2. The accepted rates shall remain firm and binding for the entire duration of the empanelment.
3. Billing for deployed resources shall be made strictly in accordance with the L1 rate card and the role-wise experience levels defined in Annexure XI.
4. Any attempt to seek higher rates, add hidden charges, or alter agreed terms may lead to:
 - Immediate termination of empanelment, and
 - Forfeiture of the Performance Bank Guarantee (PBG).
5. NeGD may approve a rate revision (upward or downward) through a written amendment to the empanelment agreement, subject to due justification and internal approvals.

6.6 Deployment Request and Selection Mechanism

Following empanelment, NeGD (or an authorized government entity) will issue Resource Deployment Requests (RDRs) to the empanelled agencies as per project requirements.

Each RDR shall include:

- The role(s) and number of resources required.
- Expected duration of deployment.
- Work location (on-site/off-site/hybrid).
- Specific technical or domain expertise needed.
- Reporting and delivery expectations.

Process:

1. All empanelled agencies will be notified simultaneously of each RDR.

2. Each agency shall nominate qualified candidates within thirty (30) working days of notification.
3. NeGD (or the requesting entity) will evaluate nominations based on role suitability, experience, and prior performance ratings (if available).
4. Selection of resources shall be on a **best-fit** and **first-available** basis.
5. Once selected, the agency shall deploy the approved resource within **thirty (30) working days**.
6. Failure to deploy within stipulated time may lead to engagement of resources from another agency and penalties as per Section 6.11 (Default & Replacement Policy).
7. **Incentive for Early Deployment:** if the selected agency successfully deployed the required manpower within first 15 days of issuance of RDR, the empanelled agency shall be eligible for eligible for a one-time incentive of five percent (5%) on the invoice raised for the first month, on pro rata basis.

6.7 Performance Bank Guarantee (PBG)

1. Each selected bidder shall furnish a **Performance Bank Guarantee (PBG)** equivalent to **5 % of the value of the initial manpower deployment order** (or ₹ 10 lakhs, whichever is higher) within **15 days** of LoE issuance.
2. The PBG must be valid for **60 days beyond** the empanelment period and issued by a scheduled commercial bank.
3. The PBG shall be invoked by NeGD in cases of:
 - Breach of empanelment terms,
 - Non-deployment or persistent delays, or
 - Non-compliance with L1 rate conditions.
4. Upon successful completion of the empanelment period and settlement of all dues, NeGD shall release the PBG within 60 days.

6.8 Roles and Responsibilities During Deployment

1. **NeGD / Client Entity**
 - Define the scope of work, deliverables, and reporting mechanisms for each engagement.
 - Conduct performance evaluations at defined intervals.
 - Facilitate system access and working infrastructure for deployed personnel.
 - Approve timesheets and deliverables for payment processing.
2. **Empanelled Agency**
 - Provide qualified manpower conforming to the defined roles and experience criteria.
 - Ensure compliance with L1 rate card and deployment timelines.
 - Maintain payroll, statutory contributions, insurance, and compliance records.
 - Replace any underperforming resource as per the replacement policy.
 - Submit accurate invoices and timesheets within prescribed deadlines.
3. **Deployed Resource**
 - Perform duties as per assigned role and project mandate.
 - Abide by NeGD's information security, confidentiality, and conduct policies.
 - Each Resource deployed by Empanelled Agency, at NeGD premises, shall be provided with the facility of Laptop/ Computer, tools, devices, mobile internet

connection and any other essential resources required to effectively execute the assignment.

- Participate in periodic performance reviews and skill upgradation sessions.

6.9 Payment Criteria

6.9.1 Overview

Payments linked to both manpower deployment and deliverable achievement shall be made as follows:

- **60%** – Manpower-based payment (Monthly basis)
- **40%** – Deliverable-based payment (Quarterly basis)

This structure ensures accountability, performance measurement, and alignment with NeGD's outcome-driven objectives for AI/ML manpower deployment.

6.9.2 Manpower-Based Payment (60%)

Description:

Payment corresponding to continuous engagement of qualified personnel deployed against sanctioned roles and skill categories as per **Annexure XI**, calculated on a **monthly** basis.

Conditions:

1. All deployed personnel must be actively engaged for the entire month and meet the defined qualifications and experience criteria.
2. Any absence, partial deployment, or replacement gap during the month will attract pro-rata deduction for the affected duration.
3. At the end of each month, the agency shall submit the following documentation:
 - Approved timesheets from NeGD or designated project leads,
 - Monthly resource allocation report duly approved by the respective ministry/department or allocated SPOC from NeGD overseeing that ministry/department,
 - Approval certifying qualification, role alignment, and deployment continuity from the respective ministry/department or designated NeGD SPOC.

Verification:

NeGD will validate documentation and confirm resource engagement prior to processing manpower-based payments.

6.9.3 Deliverable-Based Payment (40%)

Description:

Payment for successful delivery of tangible outputs and milestones identified during quarterly planning with NeGD/ Ministry/Department and agreed upon by the bidder. These may include AI model components, integrations, documentation, dashboards, or test reports.

Conditions:

1. Deliverables must meet agreed quality, functional, and timeline standards.

2. Deliverables require **formal approval** from NeGD/Ministry/Department for payment release.
3. In case of partial completion or quality deviations, payments shall be withheld until rectification.
4. Documentation required includes:
 - Deliverable completion report,
 - Validation or test results, and
 - NeGD's written approval confirming acceptance.

6.9.4 Quarterly Payment Process

1. **Submission:**
 - All documentation for manpower and deliverables must be submitted by the **last working day of each quarter**.
2. **Verification:**
 - NeGD will verify submissions within **seven (7) working days**.
 - Queries or clarifications must be resolved by the agency within **three (3) working days** of intimation.
3. **Payment Release:**
 - **60% (Manpower):** Released post-verification of attendance and engagement on monthly basis.
 - **40% (Deliverables):** Released post formal approval by NeGD.
 - All verified invoices will be processed within **thirty (30) days** of acceptance.
4. **Deductions:**
 - Statutory deductions (TDS, GST-TCS, etc.) will apply as per law.
 - Penalties under Section 6.11 (Default Policy) may be adjusted against payments.
5. **Escalation:**
 - Any payment delay or dispute may be escalated in writing to the **Program Director (PM) NeGD**, whose decision shall be final and binding.

6.9.5 Key Principles

- The **L1 rate card** determined through this RFE shall serve as the **sole financial benchmark** for all payments.
- No additional overheads, coordination charges, or incentives shall be claimed.
- NeGD reserves the right to audit invoices, deployment records, and supporting documentation before release.
- False or misleading information regarding manpower or deliverables may result in forfeiture of payment, PBG invocation, and potential de-empanelment.
- If niche or specialized roles are requested by NeGD, the same shall be billed at 1.5 times the cost of an AI/ML Engineer, subject to prior written approval and justification from NeGD.

6.10 Service Level Metrics & Penalties

To ensure accountability and consistent delivery across deployed resources, the selected agency shall adhere to a structured Service Level Agreement (SLA) framework governing all personnel deployed under this RFE. These SLAs will define measurable performance

indicators such as timely milestone achievement, quality of deliverables, responsiveness in issue resolution, and adherence to project documentation and reporting standards.

S. No.	SLA Area	Description / Target	Linked Payment Component	Penalty / Impact
Manpower-Linked (60%)				
1	Team Deployment	All evaluated resources to be deployed within 30 days of Work Order	Manpower (60%)	0.5% of manpower payment per week of delay (max 5% of the manpower component for the month)
2	Resource Availability	Minimum 90% presence per resource (excluding pre-approved leave)	Manpower (60%)	Pro-rata deduction of manpower payment for unapproved absence (max 5% of the manpower component for the month)
3	Resource Replacement	Replace with equal/higher qualified personnel within 15 days	Manpower (60%)	5% deduction of manpower billing until replacement is deployed (max 5% of the manpower component for the month)
4	Applicability Assessment Reports	Submit within 15 working days of problem-statement handover	Manpower (60%)	2% deduction of concerned member's monthly billing per delayed report (max 5% of the manpower component for the month)

These Service Level Agreements (SLAs) shall be applicable to all empanelled firms executing work orders under this RFE and will govern quarterly payments linked to manpower deployment and deliverable performance respectively. The SLAs will be reviewed at the end of each quarter against the defined parameters, and corresponding penalties or deductions shall be applied to the firm's quarterly invoice as per the matrix above. Consistent adherence to these SLAs will be a key determinant of continued engagement, renewal of work orders, and eligibility for future assignments under the empanelment.

It may also be noted that New SLA's might be added during the award of work as per the requirements of the project as per the payment terms. Right of applicability of such SLAs resides with NeGD/concerned ministry or department.

6.11 Resource Replacement and Default Policy

6.11.1 Replacement Triggers

- During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the selected Agency, as the case maybe, can do so only with the prior written concurrence of NeGD and by providing the replacement staff of the same level of qualifications and competence. If NeGD is not satisfied with the substitution, it reserves the right to terminate the contract and recover whatever payments (including past payments and payment made in advance) made by it to the selected Agency during the assignment pursuant to this RFE besides claiming an amount equal to the contract value as penalty. However, NeGD reserves the unconditional right to insist the selected Agency to replace any team member with another (with the qualifications and competence as required by NeGD) during assignment pursuant to this RFE.
- NeGD reserves the right to request replacement of any deployed resource under the following circumstances:
 - **Non-Performance** — Repeated failure to deliver assigned tasks or consistent underperformance as per evaluation metrics.
 - **Absenteeism** — Unauthorised absence exceeding **five (5) consecutive working days**.
 - **Attrition or Resignation** — Voluntary resignation or withdrawal from engagement.
 - **Violation** — Breach of information security, confidentiality, or code of conduct guidelines.
 - **Unsuitability** — Lack of technical competency or misalignment with project requirements.

B. Replacement Timeline

- The agency shall deploy a replacement resource within **fifteen (15) working days** of receiving written notification from NeGD.
- The replacement must have **qualifications and experience equal to or higher** than the outgoing resource.
- During transition, the outgoing resource must ensure **handover of work, documentation, and credentials** to the replacement.

C. Penalty for Delay in Replacement

- For every week of delay beyond the 10-day period, a penalty equivalent to **one week of the replaced resource's billing rate** shall apply, up to a maximum of four (4) weeks.
- If a suitable replacement is not provided within this period, NeGD reserves the right to:
 - Engage a replacement from another empanelled agency, and
 - Deduct the corresponding cost from the defaulting agency's payments or PBG.

D. Voluntary Withdrawal of Resources

- If an agency voluntarily withdraws a deployed resource without NeGD's written consent, NeGD may impose penalties and withhold payments for the affected duration.
- Repeated instances of withdrawal may lead to suspension or termination of empanelment.

6.12 Performance Management and Review

6.12.1 Performance Evaluation

- Each deployed resource shall undergo periodic evaluation based on predefined **Key Performance Indicators (KPIs)** covering:
 - Technical competency and output quality,
 - Adherence to timelines,
 - Responsiveness and collaboration,
 - Reporting accuracy and documentation, and
 - Compliance with security and ethical norms.
- Performance shall be reviewed **quarterly** and rated as *Outstanding*, *Satisfactory*, or *Needs Improvement* by NeGD's Project Management Unit (PMU).

6.12.2 Corrective Action

- For resources rated as *Needs Improvement*, the agency shall submit a **Corrective Action Plan** within **15 working days** of notification.
- Persistent underperformance beyond two review cycles shall warrant resource replacement.

6.12.3 Agency-Level Review

- NeGD will conduct an **annual performance review** of all empanelled agencies based on:
 - Responsiveness to deployment requests,
 - Quality of manpower supplied,
 - Timeliness of replacements, and
 - Compliance with reporting and governance requirements.
- Agencies rated *Unsatisfactory* may face reduced allocations, temporary suspension, or non-renewal of empanelment.

6.13 Termination of Empanelment

6.13.1 Termination by NeGD

- NeGD may terminate empanelment or any associated work order under the following conditions:
 - Breach of contractual terms or false representation.
 - Does not meet the empanelment conditions within the specified time period.
 - Makes misleading claims about the status of empanelment;
 - Does not perform the contract to the satisfaction of NEGD;
 - Fails to deliver within the period(s) specified in the Contract, or within any extension thereof granted by NEGD pursuant to conditions of contract clause
 - Failure to deploy or maintain qualified manpower.
 - Persistent non-performance or non-compliance with L1 rates.
 - Misuse or unauthorised disclosure of confidential information.
 - Blacklisting or disciplinary action by any Government agency.
 - Failure to perform any other obligation(s) under the agreement.
- NEGD may at any time terminate the Contract, by giving four weeks written notice to the Selected bidder, if the selected Bidder has been declared bankrupt or insolvent by a Court/Tribunal of competent Authority. In such event, termination will be without compensation to the selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to DIC-NEGD

- No consequential damages shall be payable to the Bidder in the event of such termination
- If the agreement is terminated for breach of any clause mentioned in this RFE, the bidder shall handover all documents/ information / NEGD or its stakeholder's data or any other relevant information to NEGD within 7 (seven) days from the issuance of the Termination Notice, as provided in the Section on Consequences of Termination.
- The Empanelled Agency shall be bound to support the orderly transfer of services without any delay. In this regard, the Empanelled Agency must provide NeGD with a comprehensive exit management plan or transition plan.

6.13.2 Termination for Convenience

- NeGD may terminate empanelment at any time by giving **30 days' written notice** without assigning any reason. Payments for completed and approved services up to the effective date will be made on a pro-rata basis.

6.13.3 Termination by the Agency

- An empanelled agency may terminate its empanelment by giving **60 days' written notice**, subject to completion of ongoing assignments and approval from NeGD.

6.13.4 Consequences of Termination

- Upon termination, the agency shall immediately cease representing itself as empanelled with NeGD.
- All confidential material, credentials, and access rights must be returned within **7 working days**.
- NeGD reserves the right to invoke the PBG in case of termination due to breach or default.
- NeGD's right to terminate the agreement will be in addition to the liquidated damage mentioned in the RFE.

6.14 Confidentiality and Data Security

6.14.1 Confidential Information

- All information, datasets, models, or other intellectual property provided by NeGD shall be treated as confidential. Neither the agency nor its personnel shall, without prior written consent of NeGD:
 - Disclose such information to third parties, or
 - Use it for purposes other than project execution.

6.14.2 Security Controls

- The agency shall comply with:
 - MeitY Security Policy and Guidelines,
 - ISO 27001 Information Security Standards, and
 - Any additional project-specific security controls defined by NeGD.
 - All deployed resources shall sign a **Non-Disclosure Agreement (NDA)** before onboarding.

6.14.3 Data Residency and Storage

- All data generated or processed under this engagement shall reside **within India** in Government-approved infrastructure or MeitY-empanelled cloud environments.

- Transfer of any data outside India is strictly prohibited without NeGD's written approval.

6.14.4 Incident Reporting

- In case of a data breach or security incident, the agency must:
 - Report the event to NeGD within **24 hours** of detection;
 - Conduct a root-cause analysis; and
 - Submit a corrective-action report within **7 working days**.

6.14.5 Post-Contract Obligations

- Confidentiality and security obligations shall survive for **five (5) years** after expiry or termination of empanelment.

6.15 Audit Rights and Inspection

6.15.1 Audit by NeGD or Its Nominee

- NeGD or its authorised representatives may audit the agency's facilities, systems, and records relevant to project execution at any time during the empanelment period. The agency shall provide full cooperation and access to relevant documentation, personnel, and systems.

6.15.2 Third-Party Audit

- NeGD may appoint independent auditors to verify:
 - Security compliance,
 - Quality assurance, and
 - Adherence to contractual terms, including L1 rate compliance.
- If significant deviations are detected, the audit cost shall be borne by the defaulting agency.

6.15.3 Record Retention

- The agency shall maintain all records (timesheets, payroll, deployment logs, and project documentation) for at least **six (6) years** after completion of the engagement. Such records shall be available for inspection upon request.

6.15.4 Corrective Action

- All audit observations must be resolved within **30 days** of communication. Failure to comply may result in temporary suspension, blacklisting, or debarment from future NeGD procurements.

6.16 Dispute Resolution and Arbitration

6.16.1 Good Faith Negotiation

In the event of any dispute, difference, or claim arising between NeGD and the empanelled agency in connection with this RFE, its execution, or any subsequent agreement, both parties shall first endeavour to resolve the matter **amicably through mutual consultation**. Either party may give written notice to the other specifying the nature of the dispute and the point(s) at issue. The parties shall meet within **thirty (30) days** of receipt of such notice to attempt resolution through good-faith discussions.

6.16.2 Arbitration

- a. Any disputes or differences whatsoever arising between the parties out of interpretation or application of this RFE or in connection with this contract or in discharge of any obligation arising out of the contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be, as far as possible, be settled amicably and resolved *through mutual consultations or negotiations*.
- b. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice. The matter will be referred for negotiation between Procuring Entity officials and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.
- c. In the event the dispute is not amicably resolved by mutual consultations or negotiation in the manner as provided above, a Party may after giving prior notice of dispute to the other Party refer the matter to arbitration. The arbitration shall be held in accordance with the provisions of Arbitration and Conciliation Act, 1996 (as amended from time to time) and under the aegis of the Rules of the Delhi International Arbitration Centre, New Delhi.
- d. The dispute shall be resolved by a three-member Tribunal, with each party nominating its Arbitrator and the two nominated Arbitrator's jointly nominating a Presiding Arbitrator. In the event of failure of either party to nominate its Arbitrator, the Tribunal shall be constituted in terms of the provisions of the Arbitration and Conciliation Act, 1996 (as amended from time to time).
- e. The Tribunal shall hold its sitting at Delhi International Arbitration Centre, New Delhi. The arbitration proceedings shall be conducted in English language. Any challenge to the award shall be subject to the exclusive jurisdiction of courts at New Delhi.
- f. The cost of the Arbitration shall be equally borne by both the Parties.
- g. The 'Arbitration Notice' should set out the disputes between the Parties, and the intention of the aggrieved Party to refer such disputes to arbitration. All notices by one Party to the other in connection with the arbitration shall be in writing and be made as provided in this RFE.
- h. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.
- i. The Parties agree to have their dispute and differences resolved in accordance with the provisions of section 29B of the Arbitration and Conciliation Act, 1996.

- j. The bidder shall continue work under the Contract and the rights and obligations of the Parties shall remain in full force and effect, pending the award in any arbitration proceedings hereunder.

6.16.3 Continuation of Work

Pending resolution of any dispute, the empanelled agency shall continue to perform its obligations unless directed otherwise by NeGD in writing.

6.16.4 Jurisdiction

All disputes, claims, or proceedings arising out of or relating to this RFE and subsequent agreements shall be subject to the **exclusive jurisdiction of the Courts at Delhi, India.**

6.17 Force Majeure

6.17.1 Definition

- a. If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate Government authorities, neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay, provided the performance and/or delivery is resumed as soon as practicable after such event has come to an end or ceased to exist.
- b. That upon being affected by the force majeure events the affected party shall intimate the other party within 48 hours in writing. The period between the occurrence and cessation of such an event will be excluded while calculating the period during which the Party must perform its obligations under this RFP.
- c. The decision of Procuring Entity as to whether the performance or delivery has so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 30 days, Procuring Entity may at its option, terminate the contract without any obligation to compensate.

6.17.2 Notice of Force Majeure

The affected party shall:

- a. Notify the other party in writing **within seven (7) days** of occurrence;
- b. Specify cause, duration, and likely impact on obligations; and
- c. Provide regular updates until normalcy is restored.

6.17.3 Consequences of Force Majeure

- a. Neither party shall be liable for failure or delay caused by Force Majeure.
- b. The affected period shall be excluded in computing contractual timelines.

- c. Payments for completed deliverables prior to the event shall be processed as per standard procedure.

6.17.4 Termination due to Extended Force Majeure

If a Force Majeure event continues beyond **sixty (60) days**, either party may terminate the agreement without penalty by giving **fifteen (15) days' written notice**.

6.18 Governing Law

- a. This RFE and all subsequent agreements shall be governed by and construed in accordance with the laws of India.
- b. The Parties agree that this Agreement shall be subject to, and governed by, all applicable data privacy laws, the Indian Contract Act, 1872, any other relevant statutory provisions, and the Government procurement policies, compliance with which shall be mandatory.
- c. Any interpretation or modification shall align with Digital India and MeitY guidelines.

6.19 Notices and Communications

- a. All notices under this RFE shall be **in writing** and delivered by registered post, speed post, or official email.
- b. Notices shall be deemed served:
 - On actual receipt (for hand delivery); or
 - On the fifth working day from dispatch (for registered post).
- c. The official contact for correspondence shall be:

Director (Program Management)

National e-Governance Division (NeGD)

Digital India Corporation, Ministry of Electronics and Information Technology

Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi – 110003

Email: director.pm@digitalindia.gov.in

6.20 Miscellaneous Provisions

- a. **Assignment:**
The empanelled agency shall not assign or subcontract any part of the work without NeGD's written consent.
- b. **Relationship:**
Nothing in this RFE establishes a relationship of master–servant, principal–agent, or partnership between NeGD and the agency.
- c. **Indemnification:**
The agency shall indemnify and hold harmless NeGD and its officials from any claims, damages, or liabilities arising from negligence, infringement, or breach of obligations.
- d. **Severability:**

If any clause of this document is found invalid, the remaining provisions shall remain in effect.

e. **Waiver:**

Failure of either party to enforce any right shall not constitute a waiver of future enforcement.

f. **Entire Understanding:**

This RFE, its annexures, appendices, and subsequent agreements constitute the **entire understanding** between NeGD and the empanelled agency.

6.21 Section Closure

This section establishes the complete framework governing **Empanelment, Payment, Performance, Legal, and Contractual Conditions** for agencies selected under the “**Request for Empanelment (RFE) for Discovery of Rates and Deployment of AI/ML Manpower under Digital India (_____)**.”

All terms herein shall remain binding for the duration of empanelment and any approved extensions.

Section 7 - Instructions to Bidders and Submission Format

7.1 General Instructions

- a. This Request for Empanelment (RFE) document invites proposals from eligible agencies for **empanelment with NeGD** for the purpose of **discovery of rates and deployment of AI/ML manpower** under the Digital India initiative.
- b. The RFE must be read carefully and in its entirety. Failure to furnish complete information as required under this document or submission of a proposal not substantially responsive to the RFE in every respect shall render the bid liable for rejection.
- c. The bidder shall bear all costs associated with the preparation and submission of the proposal. NeGD will, in no case, be responsible or liable for these costs, regardless of the outcome of the evaluation process.
- d. The issuance of this RFE does not constitute an offer by NeGD. The empanelment process will be subject to terms and conditions defined herein and subsequent communications.
- e. Bidders are advised to remain updated through official notifications and corrigenda published on the **Central Public Procurement Portal (CPPP)** or the **Digital India/NeGD website**, as applicable.

7.2 Pre-Bid Conference

- a. NeGD may, at its discretion, organize a **pre-bid conference** to clarify queries received from potential bidders.
- b. The date, time, and venue (or virtual link) for the pre-bid conference shall be indicated in the RFE summary notice or issued separately via corrigendum.
- c. Bidders are advised to submit their queries via email in the prescribed format at least **three (3) working days prior** to the scheduled pre-bid conference.
- d. All clarifications and corrigenda shall be uploaded to the official NeGD portal. Any modification in the RFE arising out of the pre-bid conference shall be deemed part of the RFE.
- e. Bidders may submit their Pre bid queries in the format prescribed at Annexure II of the RFE.

7.3 Amendment of RFE Document

- a. NeGD reserves the right to modify, amend, or clarify any aspect of this RFE at any time prior to the submission deadline.
- b. Any such amendments will be uploaded as an **Addendum or Corrigendum** on the CPPP and NeGD websites.
- c. Bidders are responsible for regularly monitoring these portals to ensure they have the latest version of the RFE.
- d. NeGD will assume no responsibility for any miscommunication or ignorance of such updates on the part of bidders.

7.4 Bid Submission Guidelines

- a. Bidders must submit their proposals through the **Central Public Procurement Portal (<https://eprocure.gov.in>)** using valid digital signatures as per the guidelines prescribed by the Government of India.
- b. Submission in physical form, via fax, or email will not be accepted under any circumstances.
- c. Each bidder is permitted to submit only **one proposal** under this RFE.
- d. The proposal must be complete in all respects and structured strictly as per the prescribed format. Partial or conditional bids will be summarily rejected.
- e. Bidders should ensure timely submission of their proposal on the eProcurement platform. NeGD shall not be responsible for any delay or technical issues encountered during upload.

7.5 Proposal Structure

The bid must be structured into the following two parts:

Part	Document Type	Description
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Part I	Eligibility and Technical Proposal	Must contain all documents in support of eligibility criteria (Section 5.2) and detailed responses for technical evaluation parameters (Section 5.4).
Part II	Commercial Proposal (Rate Card)	Must contain rate quotes for all manpower categories defined in Section 4.4 in the prescribed Excel format provided in the RFE Annexure.

- a. Both parts shall be uploaded separately in the corresponding sections of the CPP portal.
- b. Financial information must **not** be included in Part I.
- c. The rate card format must be filled completely — any missing role or rate shall be deemed non-responsive.

7.6 Documentation to Accompany the Proposal

- a. Part I – Eligibility & Technical Proposal
 - i. **Cover Letter** on company letterhead, signed and dated by the authorized signatory (Annexure 1).
 - ii. **Applicant Information Form** (Annexure 2).
 - iii. **Certificate of Incorporation, GST Registration, and PAN copy.**
 - iv. **Audited Financial Statements** and CA-certified turnover certificate for the last three financial years.
 - v. **Proof of AI/ML Experience:** Copies of work orders, completion certificates, or published benchmark results.
 - vi. **Approach & Methodology** document addressing NeGD’s AI enablement context and reusability framework.
 - vii. **Human Resource Capability Note** detailing AI/ML staff strength and CoE facilities.
 - viii. **Declaration of No Blacklisting** (Annexure 9).
 - ix. **Power of Attorney / Board Resolution** authorizing the signatory.
- b. Part II – Financial Proposal
 - i. Cover Letter for Financial Bid (Annexure 10).
 - ii. Rate Card Excel Sheet listing all manpower categories and rates in INR per person-month.
 - iii. Undertaking confirming agreement to match the discovered L1 rate post-evaluation.

7.7 Proposal Validity

- a. The proposal shall remain valid for a period of **180 days** from the date of submission.
- b. A proposal valid for a shorter period may be rejected by NeGD as non-responsive.
- c. In exceptional circumstances, NeGD may request the bidder to extend the validity period. The bidder shall not be permitted to modify the proposal or financials during such extension.

7.8 Bid Security / EMD

- a. **No Earnest Money Deposit (EMD)** is required for this RFE, considering its empanelment and rate discovery nature.
- b. However, NeGD reserves the right to seek a **Bid Security Declaration** from all bidders as per Government of India procurement guidelines.
- c. Bidders withdrawing or altering their bids during the validity period may be debarred from participation in future tenders for a period determined by NeGD.

7.9 Clarifications during Evaluation

- a. During evaluation, NeGD may request clarifications in writing from any bidder. Such clarifications must be furnished within the period specified in the communication.
- b. No change in price or substance of the proposal shall be permitted during this process, unless specifically requested by NeGD.
- c. Failure to respond within the stipulated period may render the proposal non-responsive.

7.10 Language of Bid and Documentation

- a. All proposals, documents, and correspondence shall be submitted in English only.
- b. Supporting documents in any other language must be accompanied by a certified English translation.
- c. In case of any conflict, the English version shall prevail.

7.11 Authorized Signatory and Power of Attorney

- a. The proposal shall be signed by an authorized signatory of the bidding entity, who possesses the requisite authority to submit the proposal and bind the bidder to the terms and conditions of this RFE.
- b. A Power of Attorney (PoA) or Board Resolution authorizing the signatory must be included in the eligibility documents.
- c. The bidder shall ensure consistency of the authorized signatory throughout the RFE process.

7.12 Late Submissions

- a. Any proposal submitted after the due date and time will not be accepted.
- b. The CPPP system timestamp shall be considered final and binding.
- c. Bidders are strongly advised to complete submission well before the deadline to avoid last-minute congestion or connectivity issues.

7.13 Rate Card Submission and Discovery Process

- a. The financial proposal shall be submitted exclusively in the **prescribed rate-card format** provided with this RFE (Annexure 10). Each bidder shall quote an **all-inclusive per-resource, per-month rate** for every manpower role defined in Section 4.4.
- b. Rates shall include all applicable costs such as salary, statutory benefits, administrative overheads, training, insurance, equipment (if applicable), and any incidental expenses.

- c. Bidders must ensure that:
- No role category is left unquoted.
 - Rates are expressed in **Indian Rupees (INR)** and rounded to the nearest whole number.
 - Financial figures are consistent across all documents and annexures.
- d. The rate card format shall include, at minimum, the following structure:

S.No.	Manpower Role	Minimum Qualification & Experience	Quoted Rate (INR per person-month)	Remarks (if any)
1	AI / Solution Architect	B.E./B.Tech/MCA with 8+ years' experience	₹_____	—
2	Program Manager	MBA/PGDM with 10+ years' experience	₹_____	—
3	Business Analyst	B.E./MBA with 5+ years' experience	₹_____	—
4	Data Science Lead	M.Tech/PhD with 7+ years' experience	₹_____	—
5	Data Engineering Lead	B.E./B.Tech with 7+ years' experience	₹_____	—
6	AI/ML Lead	B.E./B.Tech with 6+ years' experience	₹_____	—
7	MLOps Lead	B.E./B.Tech with 6+ years' experience	₹_____	—
8	AI/ML Engineer	B.E./M.Sc. (AI/ML) with 3+ years' experience	₹_____	—
9	Data Scientist	M.Sc./M.Tech with 3+ years' experience	₹_____	—
10	Data Engineer	B.E./B.Tech with 3+ years' experience	₹_____	—
11	MLOps Engineer	B.E./B.Tech with 3+ years' experience	₹_____	—
12	AI QA Engineer	B.E./B.Tech with 3+ years' experience	₹_____	—

Total			Σ (Sum of all 12 roles)	
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- e. The **L1 bidder** shall be determined on the basis of the **aggregate total** of the quoted monthly rates for all twelve roles. The bidder quoting the lowest total evaluated cost will be designated as L1.
- f. All technically qualified bidders shall be offered empanelment on the condition that they agree to match the L1 rate card discovered through this process.
- g. Only those bidders who formally agree in writing to the L1-discovered rates will be included in the final panel.
- h. **Please note: If niche or specialized roles are requested by NeGD, the same shall be billed at 1.5 times the cost of an AI/ML Engineer, subject to prior written approval and justification from NeGD.**
- i. The bids are to be submitted electronically on CPPP on or before the last date of proposal submission. Bids received in any other form will not be accepted and may lead to rejection of the bid. For more detailed information and hassle-free bid submission, please refer to URLs as follows:
 - i. Complete details at CPP Portal: <https://eprocure.gov.in/eprocure/app>
 - ii. Instruction for online submission:
<https://eprocure.gov.in/eprocure/app?page=StandardBiddingDocuments&service=page>
 - iii. Guidelines for hassle free bid submission:
https://eprocure.gov.in/cppp/hassle_free_bid_submission.pdf
 - iv. FAQs: <https://eprocure.gov.in/eprocure/app?page=FAQFrontEnd&service=page>

7.14 Empanelment and Agreement Execution

- a. Upon finalization of L1 rates and approval by the competent authority, NeGD shall issue a Letter of Empanelment (LoE) to all selected agencies that have accepted the L1 rate card.
- b. Empanelment shall not constitute a guarantee of work. NeGD and other Ministries/Departments may draw resources on a need basis as per the approved L1 rates.
- c. The empanelled list will be published on NeGD's website and updated periodically.

7.15 Allocation and Deployment of Manpower

- a. Empanelled agencies shall provide manpower resources to NeGD and other government entities either:
 - i. **Directly to NeGD/DIC as per requirement, or**
 - ii. **Through deployment requests received from Ministries/Departments.**
- b. The selected agency shall:
 - Deploy approved resources within **20 calendar days** of receiving a confirmed task order.
 - Maintain a shadow bench of equivalent-skilled personnel for immediate replacement in case of attrition.

- Ensure all personnel deployed meet the minimum qualifications, experience, and skill requirements specified in Section 4.4.
- c. Performance of deployed personnel shall be monitored through quarterly assessments conducted by NeGD or the concerned Ministry. Agencies failing to maintain quality or timely deployment may face empanelment review or termination.

7.16 Confidentiality and Data Protection

- a. All data, documents, AI models, and codebases developed or accessed during engagement shall be treated as confidential government property.
- b. Agencies shall:
 1. Not disclose, reproduce, or use such data for any purpose other than that explicitly authorized by NeGD.
 2. Implement robust data protection, encryption, and access control measures compliant with MeitY's Security Guidelines and applicable data privacy laws.
 3. Submit periodic compliance reports as specified in the
- c. Any violation of confidentiality will constitute a material breach and may lead to termination of empanelment and legal action under applicable laws.

7.17 Intellectual Property Rights (IPR)

1. Definition

- a. Source Code: The human-readable form of the software, including all programming code, documentation, and related materials necessary to maintain, modify, or enhance the software developed under this contract.
- b. Proprietary Code: Source Code designated by the Consultant/Agency as its intellectual property, containing trade secrets or confidential information not intended for open-source distribution.
- c. OpenForge Portal: The Government of India's open-source platform.
- d. Escrow Agent: The OpenForge Portal or a mutually agreed third-party entity responsible for securely storing Proprietary Code under an escrow agreement.
- e. Procuring Entity: The government department or agency issuing this contract.
- f. Authorized Agency: The OpenForge Portal, authorized to access Source Code or Proprietary Code under conditions specified in this clause.

2. Ownership and Licensing

- a) All Intellectual Property Rights (IPR) in the outputs, deliverables, reports, tools, databases, algorithms, or software developed under this contract, including any patents, designs, trademarks, or copyrights, shall vest with the Procuring Entity, unless the Consultant/Agency retains ownership by written agreement. In such cases, the Consultant/Agency shall grant the Procuring Entity a non-exclusive, royalty-free, perpetual, worldwide license to use, modify, and

maintain the deliverables for the contract's purposes, free of charge. All intellectual property rights that arise due to the execution of the deliverables by the Consultant/Agency, its employees, or third parties involved by the Consultant/Agency for performance of the agreement shall belong to the Procuring Entity.

- b) Where the Consultant/Agency uses proprietary software, tools, or scripts essential for the operation or modification of the deliverables, the Consultant/Agency shall:
 - Disclose such tools in writing during the engagement; and
 - Grant the Procuring Entity a non-exclusive, royalty-free, perpetual, worldwide license to use, modify, and maintain such tools or scripts for the contract's purposes.
- c) The Consultant/Agency guarantees that the deliverables do not infringe on any intellectual property rights of third parties. The Consultant/Agency shall:
 - Take all necessary steps to obtain or establish the intellectual property rights specified in this section, including securing licenses or agreements as needed.
 - Indemnify the Procuring Entity against any (alleged) claims by third parties regarding intellectual property infringement arising from the deliverables.
 - In the event of any (alleged) third-party claims, take all necessary steps to resolve such claims, including obtaining alternate acceptable arrangements (e.g., licenses or modified deliverables) to ensure the Procuring Entity's continued use of the deliverables without restriction, pending resolution of the claims.

3. Source Code Sharing and OpenForge Compliance

- a. The Consultant/Agency shall deposit the Source Code and relevant documentation for all non-proprietary components on the Government of India's OpenForge Portal within 30 days of delivery or milestone completion, as specified in the contract.
- b. The Source Code deposited on OpenForge shall comply with the Government of India's Open-Source Software Policy (2015) and be licensed under an approved open-source license (e.g., MIT, GPL, Apache), unless classified as Proprietary Code as defined below.
- c. Access to the Source Code on the OpenForge Portal shall be granted only with the written consent of the Consultant/Agency (the "Owner") and subject to terms and conditions set by the Consultant/Agency, in compliance with the Government of India's Open-Source Software Policy (2015) and OpenForge guidelines. Such terms may include licensing restrictions, usage limitations, or attribution requirements.

4. Proprietary Code and Escrow

- a. If any portion of the Source Code is deemed Proprietary by the Consultant/Agency, such designation must be disclosed in writing within 15 days of contract signing or prior to the first deposit, specifying the portions considered proprietary and the rationale for such designation.
- b. All designated Proprietary Code, along with documentation, tools, build scripts, credentials, and a list of key personnel (including contact details) necessary for operation or maintenance, shall be deposited in escrow with the OpenForge Portal or a mutually agreed third-party Escrow Agent within 30 days of deployment or delivery.

- c. The escrow agreement shall cover release triggers, including:
- Termination, non-renewal, or expiration of the contract;
 - Consultant's insolvency, bankruptcy, or winding up;
 - Breach of contractual obligations or failure to maintain the software for 60 days after written notice;
 - Transfer of IP rights that restrict the Procuring Entity's usage.
- d. Upon release, the Procuring Entity shall receive a non-exclusive, royalty-free license to use, modify, and maintain the Proprietary Code solely for continuity of services under the original contract scope. The Procuring Entity shall not distribute or sublicense the Proprietary Code without the Consultant/Agency's consent, except as permitted under the escrow agreement.
- e. Verification of escrow contents for completeness and usability shall be performed at the time of deposit and periodically thereafter, as agreed in the escrow agreement. Escrow costs shall be shared equally or as specified in the contract.

5. Confidentiality and Compliance

- a. The Procuring Entity and any Authorized Agency shall maintain confidentiality of any Proprietary Code accessed via escrow or otherwise and shall use it strictly for contract-bound purposes, in compliance with the Information Technology Act, 2000, and the applicable data privacy and sharing laws.
- b. The Consultant/Agency shall ensure compliance of all Source Code and deposits with applicable Indian laws, including the Information Technology Act, 2000, the applicable data privacy and sharing laws, and intellectual property regulations.

6. Survival and Transferability

- a. This clause shall survive the expiration or termination of the contract and be binding upon successors, assignees, consortium members, and subcontractors involved.
- b. Any disputes arising out of or in connection with this Intellectual Property Rights clause shall be subject to the jurisdiction and dispute resolution mechanisms as defined elsewhere in this RFP.

7.18 Conflict of Interest and Ethical Compliance

- A. A bidder or empanelled agency shall be deemed to have a **conflict of interest** if it, or any of its affiliates:
- Has relationships or arrangements that could impair its objectivity; or
 - Has been involved in activities that conflict with NeGD's mission or interests.
- B. All bidders shall provide a **Conflict-of-Interest Declaration** as part of their submission (Annexure XIII).
- C. Any identified conflict of interest during evaluation or post-empanelment shall lead to immediate disqualification or removal from the empanelled list.
- D. Agencies must adhere to the **Responsible AI Guidelines (MeitY, 2023)** and ensure that all deployed models or services follow ethical, unbiased, and accountable AI practices.

7.19 Data Governance, Compliance & Security Adherence

- A. Data Handling & Ownership

- All datasets accessed or generated under this empanelment shall remain the property of NeGD / DIC or the concerned Ministry.
- Vendors will be granted restricted, project-specific access only for the duration of engagement.
- Any data replication, export, or sharing outside the approved environment shall be prohibited.

B. Data Classification & Sensitivity

- Data shall be classified as *Public*, *Internal*, *Confidential*, or *Restricted* as per the Government of India Data Classification Policy.
- Handling protocols, encryption levels, and access roles must align with the classification level assigned by the data owner.

C. Data Protection and Privacy

- Vendors shall comply with the applicable Data Privacy Laws and MeitY AI Governance Guidelines (2024).
- Personal data processing shall follow principles of purpose limitation, consent-based usage, and data minimization.
- Anonymization or pseudonymization shall be mandatory where personal identifiers are not essential for model training.

D. Data Storage and Residency

- All project data, model checkpoints, and inference outputs must be stored and processed within India on MeitY-approved cloud infrastructure (NIC, MeghRaj, or empanelled CSPs).
- Data-at-rest shall be encrypted using AES-256 or equivalent; data-in-transit using TLS 1.3 or higher.

E. Data Lifecycle Management

- Clear procedures shall be followed for data ingestion, curation, retention, archival, and deletion.
- Upon project closure, vendors must submit a data handover and sanitization certificate confirming deletion of all local or temporary copies.

F. Model and Dataset Governance

- All AI models trained or fine-tuned under this empanelment shall include metadata on training data source, version, preprocessing steps, and evaluation metrics.
- Model reproducibility and lineage shall be maintained using version control tools (e.g., MLflow, DVC, or equivalent).

- Models using generative components (LLMs, CV models) shall include bias, hallucination, and safety evaluation reports.

Annexure I – Bid Submission covering letter

(To be submitted on the official letterhead of the Bidder)

To,
The Director – Program Management
National e-Governance Division (NeGD)
Electronics Niketan Annexe,
6 CGO Complex, Lodhi Road,
New Delhi – 110003

Date: [Insert Date]

Subject: Submission of Proposal for *Empanelment of Agencies for Deployment of AI/ML Resources for Digital India Projects*

Dear Sir,

We, the undersigned, having examined the RFE document, offer to provide services in accordance with the terms and conditions mentioned therein. We are submitting our proposal for empanelment as per the prescribed formats.

We declare that all information furnished in our proposal is true to the best of our knowledge. We understand that any misrepresentation may lead to rejection or termination of our empanelment.

We agree to:

- Abide by all terms and conditions mentioned in the RFE.
- Maintain the confidentiality and integrity of all data, systems, and deliverables associated with this engagement.

We understand that NeGD is not bound to accept any proposal it receives.

Sincerely,

Authorized Signatory:

Name: _____

Designation: _____

Organization: _____

Address: _____

Contact Number: _____

Email: _____

Date: _____

Seal: _____

Annexure II – Compliance Sheet for Pre-Qualification and technical Qualification Proposal

Form A – Pre qualification

S.no.	Section Heading	Details	Compliance (Yes/No)	Reference Page no.
1	Bid Submission covering letter	As per Annexure 1		
2	Profile of Bidding Firm	Including proof of Legal Entity, certificate of incorporation, PAN and GST prescribed as per Annexure III		
3	Pre-Qualification Citation*	As per Annexure V (Bidders may submit either Work order and completion certificate OR Bidders may submit the proof of Evaluation.)		
4	Self-declaration for Non-Blacklisting	As per Annexure X		
5	Undertaking on Compliance with Rule 144(xi) of GFR 2017	As per Annexure XV		
6	Bid Security Declaration Certificate	As per Annexure XVI		
7	Bid Authorization Letter	As per Annexure XII		
8	Turnover and Positive NetWorth Certificate	CA Certification on firm's letterhead		
9	HR Certifications	HR Certification on firm's letterhead		
10	Technical Certification & Quality Standard	Relevant Certifications		
11	Self-certification for Compliance	As per Annexure XI		

***P.S :** Bidders may submit evidence of either (a) relevant AI/ML implementation experience in Government or private-sector projects, or (b) AI/ML models developed by them that have achieved or surpassed recognised benchmark performance. Submission of both types of evidence is also permitted and will be considered favourably during evaluation.

Form B – Technical qualification

S.no.	Section Heading	Details	Compliance (Yes/No)	Reference Page no.
1	Bid Submission covering letter	As per Annexure 1		
2.	Summary of Bidder's Experience*	As per table defined below		
3.	Citations as per Experience	As per Annexure V		
4.	Organizational Resource Capability & Deployment Readiness	HR declaration for presence of COE, Organisational Capability note		
5.	Approach and Methodology	Bidder needs to elaborate on its understanding of the Project as per the indicative scope highlighted in section 3.6.		
6.	AI Solution Performance & Technical Benchmarking	Benchmark reports highlighting the scope of project for which AI solution was built.		

PS: Bidders shall provide a concise summary of their technical evaluation citations in the format above, indicating the assignment name, client type, project domain, and value, along with evidence of either (a) relevant AI/ML implementation experience, (b) model performance benchmarks, or (c) both, wherever applicable.

#	Assignment / Project Name	Award Date (Month / Year)	Client / Entity Type (Govt. Center / State / PSU / Private)	Project Status (Completed / Ongoing)	Solution Domain / Category (e.g., NLP, CV, Decision AI, MLOps,.)	Project Value (INR)	Technical Evaluation Evidence (e.g., Benchmark Report / Client Validation / Model Evaluation)
1							
2							
3							

Annexure III – Organization Profile and Legal Documents

S.No.	Parameter	Details / Documents Required
1	Name of the Organization	
2	Registered Address	
3	Year of Incorporation	
4	Type of Entity (Company/LLP/ Partnership)	
5	PAN Number	Attach copy
6	GST Registration Number	Attach copy
7	Certificate of Incorporation/LLP Registration	Attach copy
8	Registered Office Contact Details (Phone, Email)	
9	Authorized Representative Name and Designation	Attach Power of Attorney / Authorization Letter (Annexure X)
10	Operational Years in India	Self-declaration of continuous operation for 3+ years

Annexure IV – Template for Pre-Bid Queries

Bidder shall submit all pre-bid queries in the following format.

S.no.	Clause No.	Page No.	Section (Name and No.)	Statement as per RFE Document	Query by the Bidder

Note:

- If information is missing in any of the column for a particular query that query will not be admitted
- Pre-Bid Query submitted in Excel format will only be permitted
- The Pre-Bid queries to be sent to the email Id of the contact person as mentioned in the Data Sheet of this RFE

Annexure V – Technical Experience Format

(To be filled for each eligible project)

S.No.	Item	Details
1	Name of Client / Organization	
2	Client Type (Govt./PSU/Private)	
3	Project Title	
4	Project Value (₹ in Lakhs)	
5	Duration (Start & End Dates)	
6	Description of Work / Scope	
7	AI/ML Use Cases Implemented (OCR, NLP, CV, LLM, etc.)	
8	Team Size and Composition	
9	Technologies Used (Frameworks, Cloud, Tools)	
10	Status (Completed / Ongoing)	
11	Supporting Documents	Work Order, Completion Certificate, or Client Reference Letter OR Published benchmark reports or independent audit results demonstrating model performance.

Authorized Signatory:

Name: _____

Designation: _____

Date: _____

Seal: _____

Annexure VI – Financial Strength Format

S.No.	Financial Year	Turnover from AI/ML or Technology Services (₹ Crores)	Certificate from CA / Statutory Auditor Attached (Yes/No)
1	FY 2022–23		
2	FY 2023–24		
3	FY 2024–25		
Average Annual Turnover (₹ Crores)			

Note:

- The average turnover must be $\geq$ **₹50 Crores mostly** from AI/ML or technology services.
- MSMEs/startups may be considered for exemption at NeGD's discretion. (if applicable).

Authorized

Name:

Designation:

Seal: _____

Signatory:

Annexure VII – Rate Card Format (Role-wise)

(To be submitted in both Excel and signed PDF formats)

S.No.	Role	Minimum Qualification	Minimum Experience (Years)	Monthly Rate (₹)
1	AI / Solution Architect	B.Tech./M.Tech./PhD (CS/IT/AI/DS)	8–12	
2	Program Manager	B.Tech./MBA/M.Tech.	10–15	
3	Business Analyst	B.Tech./MBA	5–8	
4	Data Science Lead	M.Tech./PhD (CS/Math/Stats)	8–12	
5	Data Engineering Lead	B.Tech./M.Tech.	8–12	
6	AI/ML Lead	B.Tech./M.Tech./PhD	7–10	
7	MLOps Lead	B.Tech./M.Tech.	6–9	
8	AI/ML Engineer	B.Tech./M.Tech.	4–7	
9	Data Scientist	B.Tech./M.Tech.	4–7	
10	Data Engineer	B.Tech./M.Tech.	3–6	
11	MLOps Engineer	B.Tech./M.Tech.	3–5	
12	AI QA Engineer	B.Tech./M.Tech.	4–6	

Note:

- L1 will be determined by the **total cost across all 12 roles**.
- All empanelled bidders must agree to match the L1 rates.
- If niche or specialized roles are requested by NeGD, the same shall be billed at 1.5 times the cost of an AI/ML Engineer, subject to prior written approval and justification from NeGD.

Annexure VIII – Resource Evaluation Template

S.No .	Role	Name of Proposed Resource	Qualification	Experience (Years)	Key Skills / Certifications	Govt./Enterprise Project Experience (Yes/No)
1	AI / Solution Architect					
2	Program Manager					
3	Business Analyst					
4	Data Science Lead					
5	Data Engineering Lead					
6	AI/ML Lead					
7	MLOps Lead					
8	AI/ML Engineer					
9	Data Scientist					
10	Data Engineer					
11	MLOps Engineer					

12	AI QA Engineer					
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Note:

Evaluation will be done based on technical expertise, domain experience, and certification evidence.

Annexure IX – Monthly Report Template

Month:		Quarter:		Reporting Period:	
Agency Name:		Empaneled Project / Program:		NeGD SPOC:	
S.No.	Resource Name	Role	Days Worked	Key Deliverables / Tasks Completed	Remarks / Issues (if any)
1					
2					

Summary Section:

- Resource Deployment Compliance: []
- Deliverable Status: []
- Observations / Recommendations: []

Authorized Signatory (Agency):

Name: _____

Date: _____

Seal: _____

Annexure X – Declaration of Non-Blacklisting

(To be submitted on the Bidder's letterhead)

We hereby declare that our organization, [Name of Bidder], has **not been blacklisted, debarred, or suspended** by any Central / State Government Department, PSU, or Statutory Authority in India as of the bid submission date.

We further undertake to immediately inform NeGD if any such action is initiated or occurs during the empanelment period.

Authorized Signatory:

Name: _____

Designation: _____

Organization: _____

Seal: _____

Date: _____

Annexure XI – Self- Certification of Compliance

We hereby certify that we have reviewed and fully comply with all terms, conditions, and requirements mentioned in the RFE for the *Empanelment of Agencies for Deployment of AI/ML Resources for Digital India Projects*.

We also certify that:

1. All information submitted by us is true and verifiable.
2. We shall maintain compliance with all applicable laws, data security, and ethical AI standards.
3. We agree to deploy qualified manpower strictly as per the minimum criteria outlined in the RFE.
4. We hereby certifies compliance with all applicable Responsible AI principles and guidelines issued by MeitY and NITI Aayog, ensuring that all AI solutions adhere to fairness, transparency, accountability, privacy, and ethical governance throughout their lifecycle.

Authorized Signatory:

Name: _____

Designation: _____

Organization: _____

Seal: _____

Date: _____

Annexure XII – Bid Authorization Letter

(To be submitted on Non-Judicial Stamp Paper of ₹100 duly notarized)

Format:

We, [Name of Organization], having our registered office at [Address], hereby authorize Mr./Ms. [Name], [Designation], to act as our authorized representative to sign, execute, and submit all documents and correspondence in connection with the RFE titled “*Empanelment of Agencies for Deployment of AI/ML Resources for Digital India Projects.*”

This authorization shall remain valid until revoked in writing by us.

For [Name of Organization]:

Signature: _____

Name: _____

Designation: _____

Date: _____

Seal: _____

Witnesses:

1. _____
2. _____

Annexure XIII - Confidentiality and Non-Disclosure Agreement

[The Non-Disclosure Agreement needs to be signed by a person duly authorized by the Bidder. A copy of the authorization by the Bidder (copy of Board Resolution or Power of Attorney or Letter of Authority) should be provided along with the Non-Disclosure Agreement]

Confidentiality and Non-Disclosure Agreement

This AGREEMENT (hereinafter called the “Agreement”) is made on the [day] day of the month of [month], [year], between, _____ (hereinafter called “DIC-NEGD”), on the one hand, and, on the other hand, [Name of the Agency] (hereinafter called the “Agency”) having its registered office at [Address].

WHEREAS

“DIC-NEGD” has issued a notice inviting various _____ to empanel reputed consultancy organizations to accelerate not only the identification of new areas of use of ICT but to assist in all activities related to e-Governance projects of NEGD under Digital India Initiative.

The _____ (Bidder), having represented to “DIC-NEGD” that it is interested to bid for the proposed Projects, NEGD and the _____ agree as follows:

In connection with the “Projects”, NEGD agrees to provide to the _____ a detailed information on the Project requirements that is considered confidential.

The _____ to whom this Information is disclosed shall:

- Hold such Information in confidence with the same degree of care with which the _____ protects its own confidential and proprietary information;
- Restrict disclosure of the Information solely to its concerned employees, agents, and contractors with a need to know such Information and advise those persons of their obligations hereunder with respect to such Information;
- Except for the purpose of executing the Project, not disclose such Information or knowingly allow anyone else to disclose such Information;
- On completion of the project and in case unsuccessful, promptly return to DIC-NEGD, all Information in a tangible form or certify to NEGD that it has destroyed such Information.

The _____ shall have no obligation to preserve the confidential or proprietary nature of any Information which:

- Was previously known to the _____ free of any obligation to keep it confidential at the time of its disclosure as evidenced by the _____ written records prepared prior to such disclosure; or
- Is or becomes publicly known through no wrongful act of the _____; or
- Is independently developed by an employee, agent, or contractor of the _____ not associated with the Project and who did not have any direct or indirect access to the Information.

The Agreement shall apply to all Information relating to the Project disclosed by NEGD to the _____ under this Agreement.

Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the _____, in any of the Information.

This Agreement shall benefit and be binding upon NEGD and the _____ and their respective subsidiaries, affiliates, successors, and assigns.

For & On Behalf of DIC-NeGD

For & On Behalf of _____

Signature: _____

Signature: _____

Name of Authorized

Signatory: Name of Authorized Signatory:

Date: _____

Date: _____

Address: _____

Address: _____

Location: _____

Location: _____

Annexure XIV - Integrity Pact

This Integrity Pact, is in furtherance to Clause _____ of this RFE and is entered into by and between _____, having its office located at Electronics Niketan, 4th Floor, 6 CGO Complex, New Delhi, which expression shall, unless excluded by or repugnant to the context, deemed to include its successor/s in office or assign) of the First Part;

AND

_____, Name of the Bidder (incorporated under the Companies Act, 1956/ or registered with any other authority or Individual Name– as may be appropriate), having its registered office at _____ (hereinafter referred to as “Bidder” which expression shall, unless the context otherwise requires, include its permitted successors and assigns) of the Second Part.

Preamble

NEGD intends to award, under laid down organizational procedures, contract for Empanelment of Law Firms for providing their resources on Secondment basis to DIC-NEGD, through an open tender process and has issued RFE bearing number _____. NEGD values full compliance with all relevant laws of the land, rules, regulations, economic use of resources, and of fairness/transparency in its relations with its Bidder(s).

Section 1 – Commitments of DIC-NEGD

a) NEGD commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- No employee of DIC-NEGD, personally or through family members, will in connection with the RFE for, or the execution of the Agreement, demand, take a promise for, or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- NEGD will, during this tender process, treat all Bidder(s) with equity and reason. NEGD will, in particular, before and during this tender process, provide to all Bidders the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to this tender process or the Agreement execution.
- NEGD will exclude from the process all known prejudiced persons.

b) If NEGD obtains information on the conduct of any of its officers/employees which is a criminal offence under the BNS 2023 and/or Prevention of Corruption Act 1988, or if there be a substantive suspicion in this regard, NEGD will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder

a) The Bidder commits to take all measures necessary to prevent corruption. It commits itself to observe the following principles during its participation in this tender process and during the Agreement execution.

b) The Bidder will not, directly or through any other persons or firm or by any other means, offer, promise, or give to any of NEGD employee involved in this tender process or the execution of the Agreement or to any third person any material or other benefit which he/she is not legally entitled

to, in order to obtain in exchange any advantage of any kind whatsoever during this tender process or during the execution of the Agreement.

c) The Bidder will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal.

d) The Bidder will not commit any offence under the BNS 2023 and/or Prevention of Corruption Act 1988; further, the Bidder will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by NEGD as part of the relationship, regarding plans, technical proposals, and confidential details, including information contained or transmitted electronically.

e) The Bidder will, when presenting its bid, disclose any and all payments it has made, is committed to, or intends to make to agents, brokers, or any other intermediaries in connection with this tendering process or the award of Agreement under this tendering process.

f) The Bidder will not, directly or through any other person or firm or by any other means, approach any Government officials, ministers, political persons, public servants, or any external agencies in an effort to influence the bidding decision-making process or to attain any undue favor to the Bidder.

g) The Bidder shall exclude, from this tender process or execution of the Agreement, all known prejudiced persons, including those employees/directors/management representatives of the Bidder who have family relationships with the employees or officers of DIC-NEGD.

h) The Bidder will not indulge in any corrupt, fraudulent, coercive, undesirable, or restrictive practice in the tender process or the execution of the Agreement.

i) The Bidder will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from Tender Process and Exclusion from Future Contracts

If the Bidder, during the tender process or before award or during execution of the Agreement, has committed a transgression through a violation of the Clauses of the RFE, or in any other form, such as to put his reliability or credibility in question, NEGD is entitled to disqualify the Bidder from this tender process or decide not to award the work or terminate the awarded Agreement or blacklist the Bidder for the tenure as provided in this RFE.

Section 4 – Compensation for Damages

a) If NEGD has disqualified the Bidder from this tender process prior to the award according to Annexure XV of the RFE, NEGD is entitled to forfeit the Earnest Money Deposit/Bid Security deposited by the Bidder.

b) If NEGD has terminated the Agreement according to Section ____ of the RFE, or if NEGD is entitled to terminate the Agreement according to Section ____ of the RFE, NEGD shall be entitled to demand and recover from the Bidder the amount equivalent to Security Deposit/Performance Bank Guarantee in addition to any other penalties/recoveries as per terms and conditions of the Agreement.

Section 5 – Previous Transgression

a) The Bidder declares that no previous transgressions occurred in the last three years with any other Central Government/State Government or Central PSU entity in India or any entity in any other tender process.

b) If the Bidder makes an incorrect statement on this subject or hides any material information, NEGD is entitled to disqualify the Bidder from this tender process as per the terms and conditions mentioned in this RFE.

Section 6 – Equal Treatment of All Bidders

- a) Only if the Bidder has entered into this Integrity Pact with DIC-NEGD, the Bidder shall be eligible to participate in this tender process or execution of the Agreement.
- b) NEGD will have the right to disqualify the Bidder from this tender process if the Bidder does not get this Integrity Pact from Bidder's authorized signatory or violate any of its provisions.

Section 7 – Criminal Charges Against Violation by the Bidder

If NEGD obtains knowledge of conduct of the Bidder, or of an employee or a representative or an associate of the Bidder which constitutes corruption, or if NEGD has substantive suspicion in this regard, NEGD will inform the same to the Chief Vigilance Officer.

Section 8 – Other Provisions

- a) This Integrity Pact is subject to Indian Law, place of performance and jurisdiction is the Office of NEGD first above written, i.e., New Delhi.
- b) Changes and supplements of this Integrity Pact as well as termination notices need to be made in writing. Parties acknowledge that side agreements have not been made.
- c) Should one or several provisions of this Integrity Pact turn out to be invalid, the remainder of this Integrity Pact remains valid. In this case, the Parties will strive to come to an agreement to their original intentions.'

For & On Behalf of DIC-NeGD

Official Seal: _____

Signature: _____

Name: _____

Place: _____

Date: _____

Witness
(Name, Signature & Address):

For & On Behalf of the Bidder

Official Seal: _____

Signature: _____

Name: _____

Place: _____

Date: _____

Witness
(Name, Signature & Address):

Annexure XV- Undertaking on Compliance with Rule 144(xi) of GFR 2017

To

[Name & Address of Procuring Entity]

Subject: Compliance with Rule 144(xi) of GFR 2017 – Restriction on Entities from Countries Sharing Land Borders with India

We, M/s _____, having our registered office at _____, hereby certify that:

1. We are not from a country sharing a land border with India, nor do we have any commercial arrangements that would make us ineligible under Rule 144(xi) of GFR 2017.
2. We confirm that neither we, nor any of our consortium members, subcontractors, or service providers, shall directly or indirectly source services or finished goods from entities that are from, incorporated in, or controlled by countries sharing a land border with India, except where such entities are duly registered with the Competent Authority.
3. We further certify that we shall immediately inform the Procuring Entity of any change in the above status during the course of the contract and provide documentary evidence of compliance as required.

We understand that any misrepresentation or false certification shall lead to rejection of our bid, cancellation of the contract, debarment, and further legal action in accordance with applicable laws.

Authorized Signatory

(Name, Designation & Seal)

Date: _____

Place: _____

Annexure XVI – Format for Bid Security Declaration

(To be printed on Bidder's Letterhead and signed by the Head of the Agency / Authorized Signatory)

Date: //20__

To: National e-Governance Division (NeGD)

Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi – 110003

Subject: Bid Security Declaration for “Request for Empanelment

For Empanelment of Partner Agencies for Deployment of AI/ML Resources

And Discovery of Rates for AI Specific Manpower under Digital India”

RFE No.: _____ | Date of RFE: //20__

We, [Full legal name of bidder], having our registered office at [address], hereby submit this Bid Security Declaration in lieu of Earnest Money Deposit (EMD) pursuant to Rule 170 of GFRs and OM No. F.9/4/2020-PPD dated 12.11.2020.

1. We declare that our bid will remain valid for 180 (one hundred eighty) days from the last date for submission of bids.
2. We undertake not to withdraw or modify our bid during the aforesaid validity period.
3. We understand that if we:
 - a) withdraw or modify our bid during the validity period; or
 - b) after being declared successful, fail to sign the contract; or
 - c) after being declared successful, fail to furnish the Performance Bank Guarantee (PBG) within the stipulated time;then NeGD may, at its discretion, suspend us from participating in any procurement by NeGD/DIC (or the Procuring Entity, as applicable) for a period up to one (1) year.
4. This declaration is made in compliance with Rule 170 of GFRs and OM No. F.9/4/2020-PPD dated 12.11.2020.

Authorized Signatory: _____

Name: _____

Designation (Head of the Agency / Authorized Signatory): _____

Bidder's Legal Name: _____

Registered Address: _____

Mobile/Email: _____

Signature with Date & Seal

Annexure XVII – JDs

1. AI/ML Solution Architect

Designation: AI/ML Solution Architect

Educational Qualification:

- B.Tech / M.Tech / MS / Ph.D. in Computer Science, Information Technology, Artificial Intelligence, or a related technical field.
- Certifications preferred: AWS Solutions Architect Professional, Azure Solutions Architect Expert, or GCP Professional Cloud Architect.
- Research papers, case studies, or significant open source contributions(are preferred)

Experience:

- Minimum 8–12 years of total professional experience.
- At least 4–5 years in architecting enterprise-level AI/ML solutions or large-scale data systems.
- Proven experience designing and deploying multi-component AI solutions for government or enterprise environments.

Key Responsibilities:

1. Design and implement **end-to-end solution architectures** embedding AI/ML capabilities into NeGD and allied government applications.
2. Define integration standards, APIs, and interoperability frameworks between AI systems and existing Digital India platforms.
3. Oversee data flow architecture, security, privacy, and Responsible AI implementation across solutions.
4. Architect and oversee integration of AI applications with NeGD’s current enterprise applications and digital platforms.
5. Evaluate and recommend cloud-native and on-premises deployment models in alignment with MeitY guidelines.
6. Provide architectural leadership, ensuring scalability, maintainability, and compliance with MeitY and NIC technical standards.
7. Collaborate with Data Science, MLOps, and Engineering teams for unified architecture governance.
8. Conduct periodic architectural reviews and provide technical mentoring to development teams.

Technical Competencies:

- **Architecture:** Microservices and serverless patterns, event-driven and domain-driven design, high-level data & model lifecycle architecture
- **Cloud:** AWS (Bedrock, SageMaker, Lambda, API Gateway, S3), Azure (OpenAI Service, ML Studio, AKS), GCP (Vertex AI, BigQuery, Cloud Storage), multi-cloud integration & cost optimization
- **AI Frameworks:** TensorFlow, PyTorch, Hugging Face Transformers, LangChain (LLM orchestration), prompt-engineering and responsible AI practices
- **Data & Storage:** SQL (PostgreSQL, MySQL), NoSQL (MongoDB, DynamoDB), vector databases (Pinecone, Weaviate) for RAG & semantic search
- **APIs & Integration:** REST, GraphQL, WebSocket for real-time chat/voice
- **Conversational AI & Voice:** Speech-to-Text and Text-to-Speech APIs (AWS Transcribe/Polly, Azure Speech), RAG/chatbot pipeline design with vector stores & LLMs
- **Security & Governance:** IAM and RBAC across clouds, encryption in transit & at rest, data privacy & AI governance (GDPR, SOC2)

2. Program Manager

Designation: Program Manager

Educational Qualification:

- B.Tech / B.E. in Computer Science or IT; MBA / M.Tech in Management or Systems preferred.
- Project Management certification (PMP, PRINCE2, Agile) desirable.

Experience:

- 10–15 years in program/project management with a minimum of 5 years in AI/ML or digital transformation initiatives.
- 3-5 years in senior management roles overseeing cross-functional teams and complex stakeholder relationships.
- Prior experience handling cross-functional government or PSU programs.

Key Responsibilities:

1. Provide end-to-end program governance, planning, and execution oversight for AI-driven projects.
2. Manage project delivery across multiple workstreams, ensuring alignment with NeGD objectives and Digital India goals.
3. Coordinate with Solution Architects, Business Analysts, and other technical leads to ensure timely deliverables.
4. Oversee resource utilization, budget tracking, and risk mitigation throughout project lifecycle.
5. Conduct review meetings with NeGD officials, document progress, and ensure timely escalation of critical issues.
6. Maintain KPIs, dashboards, and progress reports for senior-level monitoring and review.

Technical Competencies:

- **Program Management:** Advanced proficiency in Agile, PMI, PRINCE2, and SAFe methodologies.
- **Tools & Platforms:** Jira, Azure DevOps, Zoho Projects, Monday.com, and other program management suites.
- **Risk & Governance:** Strong grasp of risk management frameworks, change control processes, and compliance protocols.
- **Budget & Vendor Management:** Experience in cost estimation, vendor evaluation, and contract administration.
- **Integration & Architecture:** Familiarity with API management, microservices, and enterprise integration patterns.
- **Technology Awareness:** Understanding of conversational AI, NLP, computer vision, and automation in governance contexts.
- **Government Processes:** Exposure to public procurement, RFE lifecycle, and multi-agency coordination mechanisms.
- **Security & Compliance:** Awareness of data classification, access control, and information assurance standards.

3. Business Analyst

Designation: Business Analyst

Educational Qualification:

- B.Tech / MBA / M.Tech with specialization in Information Systems, Business Analytics, or Computer Applications.
- Certifications preferred: CBAP, CCBA, or equivalent business analysis credentials.

Experience:

- 5–8 years in business analysis, requirement elicitation, and documentation.
- At least 2–3 years working on AI/ML-based or digital transformation initiatives.
- 3-5 years in requirements gathering, process analysis, and stakeholder management
- Experience engaging with government clients preferred.

Key Responsibilities:

1. Gather and document **functional and business requirements** from government departments and stakeholders.
2. Translate requirements into user stories, acceptance criteria, and workflow diagrams for AI/ML implementation.
3. Support Solution Architect in mapping technical deliverables with user needs.
4. Validate solution outputs and ensure usability, accessibility, and adherence to MeitY standards.
5. Conduct stakeholder workshops and facilitate UAT sessions for AI solutions.
6. Maintain documentation, change request logs, and requirement traceability matrices.
7. Analyze citizen service data, identify process improvement opportunities, and propose AI integration use cases.

Technical Competencies:

1. **Requirements Management:** Advanced proficiency in requirements gathering techniques, user story creation, and acceptance criteria definition
2. **Process Analysis:** Business process modeling (BPMN), workflow design, gap analysis, and process optimization methodologies
3. **Documentation Tools:** Confluence, SharePoint, Visio, Lucidchart, Miro for process mapping and requirement documentation
4. **Testing & Validation:** UAT planning, test case creation, defect management, and solution validation techniques
5. **AI/ML Understanding:** Basic knowledge of AI capabilities, machine learning concepts, and data requirements for AI implementations
6. **Data Analysis:** SQL basics, Excel/Google Sheets advanced functions, and data visualization tools (Tableau, Power BI)
7. **Agile Methodologies:** Scrum, Kanban, user story writing, backlog management, and sprint planning processes.

4. Data Science Lead

Designation: Data Science Lead

Educational Qualification:

- B.Tech / M.Tech / M.S. / Ph.D. in Statistics, Mathematics, Computer Science, or any quantitative discipline.
- Advanced certifications in Data Science, Machine Learning, or AI (e.g. AWS ML Specialty) preferred.
- Research papers, case studies, or significant open source contributions(are preferred)

Experience:

- 8–12 years of total experience in data science and analytics.
- 6-8 years in advanced analytics, statistical modelling, and research-driven problem solving
- Minimum 4–6 years leading data science teams or projects involving large-scale model deployment.
- Proven track record in implementing AI/ML models in production environments within enterprise or government setups.

Key Responsibilities:

1. Lead and mentor a team of Data Scientists and Analysts in developing predictive, prescriptive, and generative AI models.
2. Establish end-to-end data science methodologies, including feature engineering, model selection, and performance evaluation.
3. Develop data-driven solutions for policy optimization, citizen engagement, and government service enhancement.
4. Define data model lifecycle standards, including model versioning, retraining, and explainability frameworks.
5. Collaborate with AI/ML Engineers to operationalize machine learning models within production systems.
6. Define and monitor AI performance KPIs such as accuracy, latency, and fairness.
7. Support NeGD's Responsible AI initiatives through bias detection, fairness validation, and model transparency.
8. Review and validate deliverables from external AI vendors or partners as part of model governance.

Technical Competencies:

- **Programming & Tools:** Python (pandas, NumPy, scikit-learn, PyTorch, TensorFlow), R, SQL.
- **Advanced ML Techniques:** Deep learning, ensemble methods, time series forecasting, NLP, computer vision, reinforcement learning, and causal inference
- **Statistical Modelling:** Regression, classification, clustering, Bayesian inference, time-series forecasting.
- **AI Techniques:** Deep learning, NLP (Transformers, BERT, GPT), computer vision, anomaly detection.
- **Big Data & Analytics:** Apache Spark, Databricks, Hadoop, Hive, ELT pipelines.

- **Visualization:** Tableau, Power BI, Matplotlib, Seaborn.
- **Research & Innovation:** Literature review, research methodology, and evaluation of emerging AI technologies
- **Model Lifecycle Management:** MLflow, Data Version Control (DVC), and experiment tracking frameworks.
- **Model Evaluation:** Advanced metrics, cross-validation strategies, bias detection, fairness evaluation, and model interpretability
- **Governance:** Responsible AI design, model interpretability, and privacy-preserving AI (DP, FL).

5. Data Engineering Lead

Designation: Data Engineering Lead

Educational Qualification:

- B.Tech / M.Tech / M.S. in Computer Science, Data Engineering, or related fields.
- Professional certifications in cloud data platforms (AWS, Azure, GCP) are desirable.

Experience:

- 8–12 years of professional experience in data engineering or data platform architecture.
- At least 4–5 years in designing and managing large-scale data pipelines for analytics or AI systems.
- 5–7 years designing and implementing enterprise data architectures for analytics and AI/ML use cases
- Experience working with structured, semi-structured, and unstructured data from diverse sources.

Key Responsibilities:

1. Architect and implement scalable data pipelines to support AI/ML models and analytical workloads.
2. Define data lake and data warehouse architectures compliant with NeGD and MeitY standards.
3. Implement data ingestion frameworks for real-time and batch processing of government datasets.
4. Establish robust metadata management, lineage tracking, and data governance frameworks.
5. Optimize data storage, compression, and retrieval strategies for large-scale AI applications.
6. Collaborate with AI/ML teams to ensure clean, high-quality, and versioned datasets for model training and inference.
7. Integrate APIs and connectors to unify data from multiple Digital India platforms.
8. Maintain compliance with MeitY's data retention, privacy, and security policies.

Technical Competencies:

- **Cloud Services:** AWS Redshift, Glue, S3; Azure Synapse; GCP BigQuery and Dataflow.
- **Big Data Technologies:** Apache Spark, Hadoop, Kafka, Airflow, Databricks, Snowflake, dbt for data transformation and orchestration
- **Programming:** Python, Scala, Java, SQL.
- **Databases:** PostgreSQL, MongoDB, Cassandra, Elasticsearch.
- **Data Management:** ETL/ELT design, schema evolution, DataOps, CI/CD pipelines.
- **Infrastructure:** Docker, Kubernetes, Terraform, Jenkins for data automation.
- **Governance:** Data cataloging, access control, encryption, and compliance logging.

6. AI / ML Lead

Designation: AI / ML Lead

Educational Qualification:

- B.Tech / M.Tech / M.S. / Ph.D. in Computer Science, Artificial Intelligence, or related fields.
- Advanced certifications in AI/ML (e.g., TensorFlow Developer, AWS ML Engineer) preferred.
- Research papers, case studies, or significant open source contributions(are preferred)

Experience:

- 7–10 years of overall professional experience in AI/ML solution development.
- At least 4–5 years leading AI/ML model implementation teams.
- Proven experience delivering end-to-end AI/ML use cases from prototyping to production deployment.

Key Responsibilities:

1. Lead the design, prototyping, and deployment of AI/ML models for NeGD’s Unified AI Delivery Team.
2. Develop reusable model components for classification, prediction, summarization, or image analytics.
3. Evaluate open-source and proprietary AI models for fitment to government datasets.
4. Define model development standards, performance benchmarks, and testing protocols.
5. Collaborate with MLOps teams to automate model deployment, retraining, and monitoring workflows.
6. Guide Data Scientists in experiment setup, hyperparameter tuning, and model validation.
7. Conduct technical reviews and ensure all models meet Responsible AI and data privacy requirements.
8. Mentor engineering teams in ML algorithms, model evaluation techniques, and ethical AI practices.

Technical Competencies:

- **AI/ML Expertise:** Deep learning architectures (CNN, RNN, Transformers), reinforcement learning, transfer learning, and foundation model fine-tuning
- **Model Development:** TensorFlow, PyTorch, Hugging Face, MLflow, advanced hyperparameter tuning, and neural architecture search
- **Programming Languages:** Python (expert level), R for statistical modeling, C++ for performance optimization, CUDA for GPU programming
- **Model Optimization:** Quantization, pruning, knowledge distillation, ONNX, TensorRT, and inference optimization techniques
- **Cloud AI Platforms:** AWS SageMaker, Azure ML, GCP Vertex AI, distributed training, and cloud-native AI architectures
- **MLOps& Deployment:** Kubernetes, Docker, model serving (TorchServe, TensorFlow Serving), CI/CD for ML, and production monitoring

- **Research & Innovation:** Literature review, experimental design, research methodology, and emerging AI technology evaluation
- **Specialized AI:** NLP (BERT, GPT, LLM fine-tuning), Computer Vision (YOLO, ResNet), Time Series (LSTM, Prophet), and Generative AI

7. MLOps Lead

Designation: MLOps Lead

Educational Qualification:

- B.Tech / M.Tech / M.S. in Computer Science, Data Engineering, AI or related discipline.
- Certification in cloud DevOps or MLOps platforms (AWS DevOps Engineer, Azure DevOps Expert, GCP Professional ML Engineer) is highly desirable.
- Contributions to MLOps or DevOps open source projects is preferred.

Experience:

- 7–10 years in machine learning operations or DevOps engineering.
- Minimum 4 years building CI/CD pipelines for AI/ML model deployment in enterprise or government ecosystems.
- Proven experience with containerized and microservice architectures.

Key Responsibilities:

1. Design and manage continuous integration and delivery (CI/CD) pipelines for AI/ML models across multiple environments.
2. Establish model versioning, deployment, monitoring, and rollback mechanisms to ensure stability and traceability.
3. Automate training, testing, and serving workflows using containerized solutions.
4. Define infrastructure-as-code templates for scalable AI deployment on on-prem or cloud environments.
5. Collaborate with Data Science and Engineering teams to standardize model input/output formats and performance metrics.
6. Implement logging, monitoring, and alerting for deployed models to ensure high availability and accuracy over time.
7. Ensure compliance with Responsible AI guidelines for deployment, including bias auditing and explainability tracking.

Technical Competencies:

- **MLOps Platforms:** MLflow, Kubeflow, Azure ML, AWS SageMaker Pipelines, GCP Vertex AI Pipelines for end-to-end ML workflow orchestration
- **Containerization:** Docker, Kubernetes, Helm charts, container registries, and microservices architecture for ML workloads
- **CI/CD:** Jenkins, GitLab CI, GitHub Actions, Azure DevOps with specialized ML pipeline integration and automated testing
- **Infrastructure-as-Code:** Terraform, CloudFormation, Ansible for reproducible ML infrastructure provisioning and management
- **Cloud Platforms:** AWS (EKS, Lambda, ECR, S3), Azure (AKS, Container Registry, Blob Storage), GCP (GKE, Cloud Build, Cloud Storage)
- **Model Serving:** TorchServe, TensorFlow Serving, Seldon, KServe, REST APIs, and real-time inference infrastructure.
- **Programming Languages:** Python for automation, Bash scripting, YAML for configuration management, basic understanding of Go/Java

- **Database & Storage:** Feature stores (Feast, Tecton), model registries, data versioning (DVC), and distributed storage systems
- **Workflow Orchestration:** Apache Airflow, Prefect, Argo Workflows for complex ML pipeline scheduling and dependency management

8. AI / ML Engineer

Designation: AI / ML Engineer

Educational Qualification:

- B.Tech / M.Tech in Computer Science, AI, Data Science, or equivalent.
- Professional certification in machine learning or deep learning preferred.
- Research papers, case studies, or significant open-source contributions(are preferred)

Experience:

- 4–7 years of hands-on experience in developing and fine-tuning AI/ML models.
- Practical exposure to NLP, computer vision, or predictive analytics projects.
- Demonstrated experience in implementing AI solutions using open-source or cloud frameworks.

Key Responsibilities:

1. Develop, train, and optimize AI/ML models for various use cases such as text summarization, image matching, and speech recognition.
2. Implement feature engineering pipelines and data pre-processing modules.
3. Conduct experiments and document results to improve model accuracy and latency.
4. Collaborate with Data Scientists and Engineers to deploy AI models in production.
5. Perform error analysis and debugging to improve model stability.
6. Ensure model outputs comply with Responsible AI guardrails and data protection norms.
7. Support integration of AI components into existing government applications.

Technical Competencies:

- **Programming Languages:** Python, C++, R.
- **Frameworks:** PyTorch, TensorFlow, Keras, Hugging Face.
- **Libraries:** pandas, NumPy, OpenCV, spaCy, Transformers.
- **Data Handling:** SQL, NoSQL, data augmentation techniques.
- **Cloud & Tools:** Docker, SageMaker, MLflow, Git.
- **Evaluation Metrics:** F1, BLEU, ROUGE, AUC, precision-recall curves.

9. Data Scientist

Designation: Data Scientist

Educational Qualification:

- B.Tech / M.Tech / M.Sc. in Data Science, Computer Science, Statistics, or Mathematics.
- Specialized training or certification in machine learning is an advantage.
- Research papers, case studies, or significant open source contributions(are preferred)

Experience:

- 3–6 years of professional experience in machine learning or data analytics.
- Hands-on experience in data cleaning, feature engineering, and statistical modeling.
- Exposure to large-scale structured and unstructured datasets.

Key Responsibilities:

1. Develop and validate predictive models and AI algorithms under the guidance of senior data science leads.
2. Perform data exploration, visualization, and feature selection for model development.
3. Implement classification, clustering, and forecasting models for government datasets.
4. Support AI/ML engineers in model training and evaluation activities.
5. Create comprehensive documentation for models and data pipelines.
6. Participate in performance testing and quality validation of AI outputs.
7. Ensure alignment of data science processes with NeGD's Responsible AI principles.

Technical Competencies:

- **Machine Learning:** Supervised/unsupervised learning, deep learning, NLP, computer vision, time series forecasting, and ensemble methods
- **Programming Languages:** Python (scikit-learn, pandas, numpy), R for statistical analysis, SQL for data manipulation and analysis
- **ML Frameworks:** TensorFlow, PyTorch, Keras, XGBoost, LightGBM, Hugging Face Transformers for model development
- **Data Processing:** Advanced pandas, Apache Spark (PySpark), data wrangling, and large-scale data manipulation techniques
- **Statistical Analysis:** Hypothesis testing, regression analysis, experimental design, and statistical modeling techniques
- **Visualization Tools:** Matplotlib, Seaborn, Plotly, Tableau, Power BI for data exploration and results communication
- **Feature Engineering:** Feature selection, dimensionality reduction (PCA, t-SNE), feature scaling, and data transformation techniques
- **Model Evaluation:** Cross-validation, performance metrics, ROC curves, confusion matrices, and model interpretability (SHAP, LIME)
- **Database Technologies:** SQL databases, NoSQL systems, and data warehouse querying for analytics and model training

10. Data Engineer

Designation: Data Engineer

Educational Qualification:

- B.Tech / M.Tech in Computer Science, Information Systems, or Data Engineering.
- Certification in Big Data / Cloud Data Platforms (AWS, Azure, GCP) preferred.

Experience:

- 4–7 years in designing and implementing scalable data pipelines and integration frameworks.
- Strong understanding of ETL, data quality, and schema design in distributed systems.
- Experience in integrating structured, semi-structured, and unstructured data for AI/ML projects.

Key Responsibilities:

1. Design, implement, and maintain robust data pipelines supporting AI/ML models.
2. Develop ETL processes for ingesting data from multiple sources including APIs, databases, and flat files.
3. Ensure data integrity, lineage, and compliance with metadata standards defined by NeGD.
4. Collaborate with Data Science and AI/ML teams to optimize datasets for model consumption.
5. Implement data versioning and quality validation routines.
6. Monitor data flow performance and optimize for latency and throughput.
7. Apply data governance practices aligned with MeitY's Responsible AI framework and DPDPA (2023).

Technical Competencies:

- **Programming:** Python, SQL, Scala.
- **Data Tools:** Apache Airflow, Kafka, Spark, NiFi.
- **Databases:** PostgreSQL, MongoDB, BigQuery, Snowflake.
- **ETL & Warehousing:** Talend, AWS Glue, Azure Data Factory.
- **Data Management:** Delta Lake, DataBricks, Hive.
- **Cloud Data:** AWS (S3, RDS, Lambda), Azure (Data Factory, Storage), GCP (BigQuery, Cloud Storage).
- **Tools:** Docker, Git, data modelling tools, basic infrastructure automation.
- **Streaming:** Apache Kafka, AWS Kinesis, real-time data processing
- **Best Practices:** Data validation, error handling, and pipeline observability.

11. MLOps Engineer

Designation: MLOps Engineer

Educational Qualification:

- B.Tech / M.Tech in Computer Science, AI/ML, or related discipline.
- Certifications in DevOps or Cloud Infrastructure (AWS, Azure, or GCP) preferred.
- Research papers, case studies, or significant open source contributions(are preferred)

Experience:

- 3–6 years in operationalizing AI/ML models with proven experience in CI/CD automation.
- Prior exposure to deploying ML pipelines for NLP, computer vision, or speech systems.
- Familiarity with monitoring, model lifecycle management, and performance logging.

Key Responsibilities:

1. Deploy and manage AI/ML models in development, staging, and production environments.
2. Build and maintain automated pipelines for continuous integration and delivery (CI/CD).
3. Implement real-time monitoring for model drift, latency, and inference performance.
4. Collaborate with Solution Architect and MLOps Lead to standardize deployment infrastructure.
5. Ensure reproducibility, rollback, and version control for deployed models.
6. Integrate AI services with NeGD's standard APIs and observability frameworks.
7. Maintain deployment logs, error reports, and environment snapshots for audit readiness.

Technical Competencies:

- **Infrastructure Tools:** Jenkins, GitLab CI/CD, Docker, Kubernetes.
- **Monitoring & Logging:** Prometheus, Grafana, ELK Stack.
- **ML Lifecycle Management:** MLflow, Kubeflow, DVC.
- **Cloud Platforms:** AWS SageMaker, Azure ML Studio, GCP Vertex AI.
- **Core:** Python, Bash scripting, YAML/JSON configuration, Linux systems.
- **CI/CD:** Jenkins, GitLab CI, or GitHub Actions for automated deployments, Terraform
- **Governance:** Traceability and Responsible AI compliance in deployment.

12. AI Quality Assurance (QA) Engineer

Designation: AI QA Engineer

Educational Qualification:

- B.Tech / M.Sc. in Computer Science, Data Science, or related fields.
- Certification in Quality Assurance or Test Automation preferred.

Experience:

- 4–6 years in quality assurance for AI/ML systems or data-driven platforms.
- Experience in functional, performance, and data validation testing of AI models.
- Familiarity with testing frameworks for NLP, CV, and data-centric applications.

Key Responsibilities:

1. Design and execute comprehensive testing strategies for AI services including functional, performance, and bias testing
2. Create detailed test plans, test cases, and regression testing suites specifically tailored for AI/ML applications and government use cases
3. Perform model validation testing, data quality assessment, and AI output accuracy verification against business requirements
4. Conduct fairness testing, bias detection, and ethical AI compliance validation for government AI applications
5. Maintain comprehensive logs of defects, issues, and resolution tracking across development, staging, and production environments
6. Collaborate with data scientists and ML engineers to establish testing protocols for model performance and reliability
7. Execute automated testing frameworks for continuous integration and deployment of AI services
8. Validate AI service integration points, API functionality, and data pipeline integrity
9. Monitor production AI systems for performance degradation, accuracy drift, and compliance violations

Technical Competencies:

1. **AI Testing:** Model validation, bias detection, fairness testing, AI output verification, and responsible AI compliance testing
2. **Test Automation:** Selenium, pytest, TestNG, Cypress for automated testing frameworks and continuous integration
3. **Programming Languages:** Python for test scripting, SQL for data validation, basic understanding of R for statistical testing
4. **Testing Tools:** Jira, TestRail, Postman for API testing, Jenkins for CI/CD testing pipelines
5. **Data Validation:** Data quality testing, ETL testing, data pipeline validation, and database testing techniques
6. **Performance Testing:** Load testing, stress testing, and performance monitoring for AI services and data processing systems

7. **Security Testing:** Data privacy validation, access control testing, encryption verification, and compliance audit support
8. **Cloud Testing:** AWS, Azure, GCP testing environments, cloud service validation, and multi-environment testing strategies
9. **API Testing:** REST API testing, GraphQL testing, microservices testing, and integration testing methodologies