

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**SELECTION OF A SYSTEM INTEGRATOR FOR DESIGN,  
DEVELOPMENT/REVAMP/UPGRADATION, MAINTENANCE AND SUPPORT FOR CAG  
WEBSITE FOR COMPTROLLER AND AUDITOR GENERAL OF INDIA.**

### **Disclaimer**

This Tender is not an agreement and is not an offer by the Office of the Comptroller & Auditor General of India, New Delhi (CAG) but an invitation to receive offer (bid) from parties/vendors, who are qualified to submit their proposals (bids). No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officer of CAG with the vendor.

The information contained in this online Open Tender Document or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of any of their representatives, employees or advisors (collectively referred to as CAG Representatives), is provided to Bidder(s) on the terms and conditions set out in this Open Tender Document and any other terms and conditions subject to which such information is provided.

The purpose of this Open Tender Document is to provide the Bidder with information to assist the formulation of their Proposal. This Open Tender Document does not purport to contain all the information each Bidder may require. This Open Tender Document may not be appropriate for all people, and it is not possible for the CAG Representatives to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Open Tender Document. Bidders should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Open Tender Document and wherever necessary, obtain independent advice from appropriate sources.

The CAG Representatives make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the Open Tender Document.

CAG may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender document

## **SECTION – I**

### **Request for Proposal (RFP)**

1. Office of the CAG is in the process of awarding the work of design, development/revamp/upgradation, maintenance and support for CAG website. The complete scope of the project is detailed below in Section II & IV of the document.
2. A firm will be selected under Quality cum Cost Based System (QCBS) Method and procedures described in this RFP.
  - i. Section I- Request for Proposal (RFP)
  - ii. Section II- Instruction to Bidders
  - iii. Section III- Functional Requirements
  - iv. Section IV- Scope of Work and Deliverables
  - v. Section V- Conditions of the Contract
  - vi. Section VI- Bid Formats
  - vii. Section VII- Annexure-I: - Service Level Requirements
3. The tender document may be downloaded from Central Public Procurement Portal (CPPP)<https://eproc.gov.in/eprocure/app>. The tender document will also be available in <https://cag.gov.in> for information.
4. Bids shall be submitted online **only** at CPP portal: <https://eprocure.gov.in/eprocure/app>. Manual bids will not be accepted.
5. Bidders are advised to visit the CPP portal regularly to keep themselves updated as any addendum/ corrigendum in the tender will be intimated through this portal only.
6. The Bidder shall not tamper/modify the tender form including downloaded price bid template in any manner.
7. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
8. Tenderers are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer at <https://eprocure.gov.in/eprocure/app>'.
9. This RFP is extended only to agencies of **CMMi Level 3 (development) or above** and having Local office in Delhi/NCR.
10. The following table provides a quick overview of the key activities and important dates about this RFP.

S.No	Particular	Details
1	RFP Reference	Tender No.85-ISW/2025 dated 23-12-2025 Design, development/revamp/upgradation, maintenance and support for CAG website
2	RFP issuing Authority	Office of the CAG of India
3	Name of the Project	design,

		development/revamp/upgradation, maintenance and support for CAG website
4	Cost of Tender Document	Nil
5	Earnest Money Deposit	Rs.1,00,000/- (Rupees one lakh only)
6	Date of issue of RFP	23.12.2025 6.00 PM
7	Bid Document download date	23.12.2025 6.00 PM
8	Last date and time for submission of suggestions/ recommendations and seeking clarifications on the RFP by email correspondence only.	02.01.2026 5.00PM
9	Pre-Bid Meeting	06.01.2026 11.00AM at O/o the CAG of India, 9, DDU Marg, New Delhi
10	Last date & time for issue of clarifications	08.01.2026 4.00 PM
11	Start date of submission of bids	09.01.2026 3.00 PM
12	End date and time for submission of proposals	15.01.2026 5.00 PM
13	Date of opening of Pre-qualification and Technical Bid	16.01.2026 05.00 PM
14	Date of Presentation by bidders at O/o the Comptroller and Auditor General of India	Will be communicated later.
15	Declaration of Technical Evaluation	Will be communicated later.
16	Opening of Commercial Bids	Will be communicated later.
17	Address of communication/Submission of Proposals	O/o the Comptroller & Auditor General of India, 9, DDU Marg, New Delhi
18	E-mail Id	<a href="mailto:diris@cag.gov.in">diris@cag.gov.in</a> (Director-IS)
19	Contact Person	Shri Sushant O/o the CAG of India, Email <a href="mailto:aao4is@cag.gov.in">aao4is@cag.gov.in</a> (AAO)

Sd/-

K. Surjith  
Director (IS),  
O/o the Comptroller & Auditor General of India,  
9 DDU Marg, New Delhi - 110002

## SECTION - II

### INSTRUCTION TO BIDDERS

#### **1. Bidder Related Conditions**

- a) The bidder should confirm unconditional acceptance of full responsibility for executing the 'Scope of Work' of this RFP. This confirmation should be submitted as part of the Technical Bid. The bidder shall also be the sole point of contact for all purposes of the Contract.
- b) The bidder shall be responsible for execution of the scope of work.
- c) The bidder should not be involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this contract.
- d) The bidder should not have been **black-listed** by any Central / State / Union Territory Government, autonomous bodies working there under or Public Sector Undertakings. If at any stage of the bidding process or during the currency of the Contract, any suppression / falsification of such information is brought to the knowledge of the CAG, the CAG shall have the right to reject the bid or terminate the contract, as the case may be, without any compensation to the bidder.
- e) The Proposal shall be based on the number of Professional staff-months estimated by the Bidders. While making the proposal, the Bidder must ensure that it possesses the minimum number and type of experts as sought by the CAG, failing which the proposal shall be considered as non-responsive. Only one curriculum vitae (CV) may be submitted for each position of Professional staff sought by the CAG for the purpose of Technical Evaluation.
- f) Time and Quality is of essence. The Authority reserves the right to go ahead with the bid in case of single bidder.
- g) The bidder must be a company registered in India under Indian Companies Act 1956/ Indian Companies Act 2013.
- h) The bidder should have been in operation for a period of at least 5 (five) years in India at the date of submission of bid.
- i) The Bidder must have valid certificate of minimum CMMI Level – 3 or above (Development). The CMMI certificate will be checked on CMMI website, if name of company not found on CMMI website, bid will be considered as disqualified.
- j) The Bidder should have a minimum average annual turnover of at least **1 Crore INR during the last three** financial years from ICT (Information and Communication Technologies) business. Turnover from supply of Hardware / IT infrastructure and their associated maintenance servers shall not be considered.
- k) The Bidder should have a positive net worth in the last financial year as evidenced by the audited accounts of the company and should be profitable for each of the last three years.
- l) **Queries/clarifications relating to the Online Tender Enquiry will be attended in the Pre-Bid Meeting to be held on the date(s) mentioned** in the RFP uploaded on CPP Portal. For any

clarification relating to the Tender, the prospective bidders should attend the Pre-Bid Meeting. The consolidated reply will be uploaded as per discussion held with bidders.

- CAG will hold a pre-bid meeting with the prospective Bidders. The date and address for the meeting is mentioned in the Key activity under Section-I.
  - The Bidders will have to ensure that their queries for pre-bid meeting should reach the point of contact (Nodal Officer). The details for submitting the pre bid queries is mentioned in Key activity under Section-I.
  - CAG shall not be responsible for ensuring that the Bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the CAG.
  - The representatives of the interested bidders may attend the pre-bid meeting at their own cost.
  - In order to provide prospective Bidders reasonable time for making additional queries, CAG may, at its discretion, extend the last date and time for the receipt of queries.
- m) The Bidder must have experience of Design, Development, implementation / Support and Maintenance of website/web application development with any Government (Central /State/ PSU) department in India during the last Five years as on bid submission date with minimum 5 projects worth at least INR 25 lakhs.
- n) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.
- o) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the CAG based on this RFP.
- p) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by CAG of India. Any notification of preferred Bidder status by the CAG shall not give rise to any enforceable rights by the Bidder. The CAG may cancel this public procurement at any time prior to a formal written contract being executed by the CAG India.
- q) Bidders are advised to study all instructions, forms, terms, requirements, appendices, and other information in this RFP document carefully.
- r) Submission of the Bid Proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- s) Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the Proposal may be rejected.
- t) Bidders must:
- a. Comply with all requirements as set out within this RFP.
  - b. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP,
  - c. Include all supporting documentations specified in this RFP, and

- d. The Proposals must be complete in all respects and indexed. The page numbers must be clearly marked on each page and cross references should be indicated on the Index Page.

## **2. Bid Rejection Criteria**

Even though the Bidders may meet the above qualifying criteria, they may be disqualified if they have:

- a. Made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or
- b. Record of poor performance such as abandoning the work, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.
- c. Any change made in the structure or formation of the Bidder after submission of the bid which will have material effect of altering the documents submitted.
- d. Not submitted all requisite supporting documents.
- e. Technical proposals should not contain any financial information.
- f. The proposals shall be valid for a period of Six (6) months from the last date of submission of the bid/proposals. A proposal valid for a shorter period shall be rejected as non-responsive.

## **3. Dispute Resolution**

- a. If during the subsistence of this Contract or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of this Contract or regarding any question, including as to whether the termination of this Contract by one Party hereto has been legitimate, the Parties hereto shall endeavor to settle such dispute amicably and/or by Conciliation to be governed by the Arbitration and Conciliation Act, 1996 or as may be agreed to between the Parties. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts, which attempt shall continue for not less than thirty (30) days, gives thirty (30) days' notice to refer the dispute to arbitration to the other Party in writing.
- b. In case of such failure as is referred to above, the dispute shall be referred to an authority chosen by the two parties by mutual agreement for the purpose of the above clause who shall act as the sole Arbitrator for settlement of such dispute.
- c. The Arbitration and Conciliation Act, 1996, shall govern the Arbitration proceedings.
- d. The Arbitration proceedings shall be held in New Delhi, India.
- e. The substantive laws of India shall govern the Arbitration proceeding.
- f. The proceedings of Arbitration shall be in English language.

- g. Continuance of the Contract: Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this Contract.
- h. Bidders' companies who have or had business relations with Employer are advised not to employ serving Employers' employees without prior permission.

#### 4. Bidder Evaluation Criteria

##### 4.1 Pre-Qualification Criteria

- a. Pre-Qualification Criteria: The interested Bidders should meet the below pre-qualification criterion:

#	Pre-Qualification Criteria	Supporting Documents to be submitted
1	The bidder must be an individual company registered in India under the Companies Act, as amended from time to time, and should have been in existence in India for at least 5 (years) completed financial years 2020-21, 2021-22, 2022-23, 2023-24 & 2024-25).	<b>Valid company registration certificate</b>
2	The bidder should have GST Registration and must have a minimum turnover of Rs.2 crore in each of the last three financial years (2022-23, 2023-24 & 2024-25).	Valid <b>GST Registration certificate</b> , audited <b>Financial Statements</b> duly certified with CA
3	The bidder should have PAN Card and must have filed Income Tax Return for the Assessment Years (2022-23, 2023-24 & 2024-25).	<b>Scan copy of PAN Card and Income Tax Return Acknowledgement</b>
4	<b>EMD</b>	Scanned copy of EMD
5	<b>CMMi Level 3 (development) or above certificate</b>	Valid Certificate of <b>CMMi Level 3 (development) or above</b>
6	Bidder should have Local office ( i.e. in Delhi/NCR) as on date of bidding. An undertaking in this regard should be submitted with address proof on letter head by the bidder.	An undertaking in this regard should be submitted by the Bidder on letter head.
7	<b>Blacklisting:</b> The bidder should not be blacklisted/debarred by any Central/State Govt. Department/Ministry, Public Sector Undertaking, Autonomous Bodies during last five years as on the date of bid submission.	<b>Tender Acceptance Letter</b> in the prescribed format ( <b>Form 4</b>
8	Proof of authorization for signing on behalf of the Bidder	Copy of the authorization letter/power of Attorney
9	The Bidder shall have sufficient technical expertise and relevant experience to quote for the project. Bidders have to ensure that their IT professional in-charge of development / maintenance of application	An undertaking in this regard should be submitted by the Bidder on letter head.



	will be on- site available on call during 9.30 AM to 6 PM during <b>warranty</b> period.	
10	The Bidder shall not have conflict of interest that may affect the bidding process or the Bidder.	An undertaking in this regard should be submitted by the Bidder on letter head.

**Note:**

- i. ***Any Bidder who offers discounts/ benefits suomoto after opening of commercial bid(s) will be automatically disqualified from the current bidding process without any prior notification.***
  - ii. ***All the documents in support of the above must invariably be indexed and properly linked so as to facilitate quick verification. The Technical bid of bidders those who qualified the pre-qualification criteria will be considered.***
- b. Bidder should have a local office ( i.e. in Delhi/NCR) as on the date of bidding. An undertaking in this regard should be submitted by the Bidder.
  - c. Bidder have to ensure that the IT professional in-charge of development / maintenance of portal will be available on call at any time.
  - d. Bids can be submitted by the Bidder only and all the prequalification and technical criteria to be met by the Bidder with sufficient proof.
  - e. Representations received from the Bidders within 2 days from the date of opening of technical bids on the issues related to Pre-qualification/Technical bids evaluation and within a day from the date of opening of commercial bids on the issues related to the commercial bid evaluation will only be accepted. Representations received beyond this period will not be considered and strictly rejected.
  - f. The Bidder should submit all the required documents with clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, CAG reserves its right to seek clarification from the Bidder and may disqualify the Bidder for the bidding mistakes, missing documents and for the documents that are not clear.
  - g. The Bidder shall have sufficient technical expertise and relevant experience to quote for the project.
  - h. Earnest Money Deposit shall be submitted by the Bidder.
  - i. Once the contract is awarded to the Bidder, the composition of the Bidder organization including the ownership and individual stakes in it cannot be changed till completion/extended period including maintenance period.
  - j. An applicant shall not have conflict of interest that may affect the bidding process or the Bidder. Any applicant found to have a conflict of interest shall be disqualified.

## 4.2 Technical Evaluation Criteria

The Technical proposal evaluation process would focus on the ability of bidder to satisfy technical requirements of the project, quality assurance procedures and ability to meet the project timelines. Technical proposals will be evaluated based on the following criteria:

### TECHNICAL BID EVALUATION

Sl. No.	Criteria	Marks Allotment	Maximum Marks	Relevant Certificate Required
1	Bidder's average annual turnover from IT projects during each of the last 3 financial years from 2022-23, 2023-24, & 2024-25.  (Turnover from supply of Hardware / IT infrastructure and their associated maintenance services shall not be considered)	Between INR 1 Crore to INR 4 crore - <b>1 Marks</b> From INR 5 Crore to INR 10 crore - <b>3 Marks</b> Greater than INR 10 Crore - <b>5 Marks</b>	5 Marks	Duly signed & stamped CA certificate from the business accounted in the FY's. Clearly mentioning the turnover from IT services.
2	Previous Experience-I: Agency should have experience in design & development/ upgradation of Website as per Guidelines for Indian Government Websites (GIGW). Details of minimum 05 publicly hosted Website/ Web applications for any Government Departments/PSUs/Corp orate of work order value not less than 25 Lacs in last 5 years to be provided.  The Marks would be awarded based on the	<5 completed project -0 Marks.  <b><u>5 completed project is Mandatory for all.</u></b> 5 completed projects will get - 10 Marks <b>( 2 marks for each project)</b> For the >5 completed projects <b>2 marks each will be given subject to maximum 10 Marks.</b>	20 Marks	Work order and Work Completion / Phase completion Certificate from the client or the certificate of satisfactory performance from the client.

	quality of work quoted as previous experience.			
3	<p>The bidder must have minimum two of the following document:</p> <p>ISO 9001:2015</p> <p>ISO 27001:2013 or higher</p> <p>CMMI level 3 certificate for <b>development</b></p> <p>CMMI 5 certificate for <b>development</b>.</p>	<ul style="list-style-type: none"> <li>● ISO 9001:2015 - <b>1 Marks</b></li> <li>● ISO 27001:2013 or higher - <b>1 Marks</b></li> <li>● CMMI level 3 certificate (development)- <b>2 Marks Or</b></li> <li>CMMI level 5 certificate (development)- <b>3 Marks</b></li> </ul>	5 Marks	<p>Bidder should submit copies of the said certifications which it is claiming.</p> <p>(The certificate will be checked on CMMI website, if name of company not found on CMMI website, Bid will be disqualified)</p>
4	Overall IT staff strength of the agency i.e. total number of IT Professionals strength of the bidder.	<ul style="list-style-type: none"> <li>○ &lt;50: 1 Marks</li> <li>○ 50 to 100: 2 Marks</li> <li>○ &gt;100: 5 Marks</li> </ul>	5 Marks	<p>Undertaking from HR of the bidder along-with each Employee's Id number, Designation, Project Name for which deployed.</p>
	<p>Technical Presentation: Requirement Understanding - 05 Marks</p> <p>Proposed Solution (Design) - 10 Marks</p> <p>Proposed Technology/Platform - 10 Marks.</p> <p>Demonstration of Data migration plan and revamp architecture &amp; schema to minimize the UAT- 15 Marks.</p> <p>New Website Approach &amp; Methodology with focus on</p>	<ul style="list-style-type: none"> <li>○ Technical Presentation</li> </ul>	65	

	improving Search options for Audit Reports - <b>15 Marks</b> Quality of Resources – <b>10 Marks</b>			
<b>Total Marks</b>		100	100	

- Minimum 70 Marks are mandatory in technical evaluation & for financial opening.
- QCBS will be followed for further evaluation, with 70% technical weightage and 30% financial weightage.
- QCBS - **70:30**(Quality (70%) cum Cost (30%) Based Selection)

**Only the bidders who score 70(Seventy) or more marks in Technical Evaluation process will qualify for Commercial Evaluation process. Manpower work order will not be considered for evaluation.**

#### **4.3 Commercial Evaluation Criteria**

##### **COMMERCIAL BID EVALUATION**

Financial Bid in the form of BoQ should indicate the **cost (inclusive of GST)** for the services required under the Scope of Work. The bidder is required to quote the cost for:

<b>COMPONENT-A</b>				
<b>S.No.</b>	<b>Particular</b>	<b>Price in (₹)</b>	<b>GST in (₹)</b>	<b>Total Cost in (₹)</b>
<b>1</b>	Requirement analysis, Design, Development/upgradation, testing and hosting of application in the NIC/Meity/third party server excluding 1-year on-site warranty.			
<b>2</b>	One Time 3 <sup>rd</sup> party cost (Security Audit + SSL with 3 years validity + STQC charges)			
<b>Total Cost in Words (Including GST)</b>				

<b>COMPONENT-B</b>
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S.No.	Particular	Price in (₹)	GST in (₹)	Total Cost in (₹)
1	Cost of 1-year on-site warranty support with deployment of one technical resource at CAG office  (Warranty period of one year starts from the date on which all phases of the contract have been delivered successfully i.e. after the website is made Go Live- Year 1).			
2	Cost of Operation & Maintenance support (refer post-warranty) of the portal for 2 years after completion of 1 year warranty support.			
<b>Total Cost in Words (Including GST)</b>				

	<b>Total cost Component A+B</b>	
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**Note:** The consolidated bid price for component A + B as shown in para 4.3 of Section-II to be submitted as per BoQ which includes entire cost of development, implementation, one year warranty and one time third party cost and Post warranty 2 years O&M,

**Important:** Selection of vendor and contract is on the basis of entire cost of Component A+B including taxes.

The final commercial quote shall be calculated as per the following:

***Final Commercial Quote = Commercial Quote for Component A+ Commercial Quote for Component B***

The commercial evaluation would be based on the cost of the services provided by the Bidder in the commercial bid. The evaluation will be done taking the following components into consideration.

The commercial scores will be calculated as

$F_n = F_{min} / F_b * 100$ , where

$F_n$  = Normalized financial score of the Bidder under consideration

$F_b$  = Evaluated cost for the Bidder under consideration

$F_{min}$  = Minimum evaluated cost for any Bidder

If the bidder proposes to use any proprietary / COTS software, the same shall be disclosed in the financial bid. The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be summarily rejected.

The bidder's score in the Commercial Evaluation will be determined by dividing the lowest financial quote arrived on the basis of comparison of the financial quote of each of the bidders. For example, if four agencies A, B, C and D have quoted ₹40/-, ₹30/-, ₹50/- and ₹60/- respectively then the bidders' score will be 75, 100, 60 and 50 respectively ***(30/40\*100, 30/30\*100, 30/50\*100 and 30/60\*100).***

#### **4.4 Overall Evaluation**

The overall score will be calculated as follows:

**$B_n = 0.70 * T_n + 0.30 * F_n$ , where**

$B_n$  = overall score of Bidder under consideration

$T_n$  = Pre-qualification cum Technical score for the Bidder under consideration

$F_n$  = Normalized financial score of the Bidder under consideration.

The Agency with the overall highest "Total Score" will be awarded with work.

Note: The proposal shall not include any conditions attached to it and any such conditional financial proposal shall be summarily rejected

#### **5. Payment Terms**

The payment shall be made commensurate with the timeline mentioned in Project Delivery stages mentioned in Para 4.1 of Section IV.

##### **i. Software design, development, implementation**

- a) 10% on the first phase System Study and Design Approval
- b) 30% on the second phase Development / Upgradation Completion
- c) 30% on the third phase Successful UAT and Security Audit
- d) 30% on the fourth phase Successful Deployment and Go-Live, handing over of source code and all relevant documents.

##### **ii. Application warranty & O&M support post warranty**

- Payment for O&M phase (including warranty period) shall be made on a quarterly basis at the end of each quarter on receipt of invoice from the vendor.

**Note: For payment component wise summary of cost details to be submitted by the selected firm as given in Form-12A & 12B**

**6. Substantially responsive Bids**

- A substantially responsive bid is one, which conforms to all the requirements, terms, conditions and specifications of the Request for Proposal.
- Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of the Bidder's bid.

**7. Preparation of Bids**

- Language of Bid:-** The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Tendering Authority shall be in *English* only.
- Bid Currency:-** Prices shall be quoted in Indian Rupees only.
- The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
- Conditional tenders shall not be accepted on any ground and shall be rejected straightway.

**8. Cost of Bidding**

- The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by CAG to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.
- CAG will in no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

**9. Bidding Document**

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

## 10. Clarification of Bidding Documents

If any clarification is required, the same should be obtained before submission of the bids.

All enquiries / clarifications from the bidders, related to this RFP must be directed in writing exclusively to the contact person notified by in section I above. The preferred mode of delivering written questions to the aforementioned contact person would be through **email**. Telephone calls will not be accepted. In no event will the CAG be responsible for ensuring that bidders' inquiries have been received by the CAG.

Tendering Authority will endeavor to provide a full, complete, accurate, and timely response to all queries/questions. However, Tendering Authority makes no representation or warranty as to the completeness or accuracy of any response, nor does the tendering authority undertake to answer all the queries that have been posed by the Bidders. The responses to the queries from all Bidders will be published on the CPP portal and CAG website on the date mentioned in Section I above. No request for clarification from any Bidder shall be entertained after deadline for submission of bids.

## 11. Amendment of Bidding Documents

- a. At any time prior to the deadline for submission of bids, the Tendering Authority may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective Bidder, modify, change, incorporate or delete certain conditions in the bidding document.
- b. All amendments will be hosted in the CPP portal as corrigendum and shall be binding on all the Bidders.
- c. In order to allow prospective Bidders reasonable time to take into consideration the amendments while preparing their bids the Tendering Authority, at its discretion, may extend the deadline for the submission of bids.

## 12. Proposal Format and Submission of Bid Procedure

The Bidders are required to submit soft copies of their bids electronically on the CPP Portal using valid Digital Signature Certificates. The instructions in Section II are meant to assist the Bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

The proposal should be prepared in the following three parts containing the documents mentioned in the table below:

S.No	Item	Reference Form (refer Section VI)
A	Envelope/folder – A EMD & Bidder details	
1.	Demand Draft for Earnest Money Deposit (EMD)	Proof of payment of EMD



S.No	Item	Reference Form (refer Section VI)
2.	Bid Proposal sheet	Form1(BPS.pdf)
3.	Bidder's Authorization Certificate	Form 2(BAC.pdf)
4.	<b><u>Work Experience Certificate</u></b>	Form 3(EQ.pdf)
5.	Self-Declaration certificate as required	Form 4(SDC.pdf)
6.	Certificate of Conformity as required	Form 5(CC.pdf)
7.	Bidder's financial details	Form 6(FI.pdf)
8.	Proof of Legal entity	PDF documents of: <ul style="list-style-type: none"> <li>▪ GST registration</li> <li>▪ PAN card</li> </ul>
9.	Proof of CMMi Level 3 (development) or above	Copy of certificate
<b>B</b>	<b>Envelope/folder - B Technical Proposal</b>	
1.	Technical Proposal in the required structure	Form 7 (tp.pdf)
2.	Resumes of key professional staff	Form 8
3.	Documents on proposed solutions, and approach and methodology for implementation	Forms 7, 9, 10, 11 (TP_Sol.pdf)
<b>C</b>	<b>Envelope/folder - C Commercial Proposal</b>	
<b>1</b>	The consolidated bid price for component A + B as shown in para 4.3 of Section-II to be submitted as per BoQ on CPP portal.	<b>Price in BoQ.xls</b>

**Note: In addition to above information/document, additional information, undertaking etc. as indicated in the RFP also to be submitted with the bid proposal.**

**a. Bid Proposal Sheet**

Bid Proposal sheet (Proforma in Form-1, Section VI) duly filled in and signed and complete in all respects.

The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. An Authorization certificate to this effect shall be submitted along with the bid. (Please refer Form-2, Section VI for the format).

**b. Bid Prices**

The consolidated bid price for component A + B as shown in para 4.3 of Section-II to be submitted as per BoQ on CPP portal. The tendering authority may at a later stage (i.e. after the finalization of the contract or at the time of agreement) ask for a component wise breakup of the price in Form-12A, 12B, Section VI

### 13. Earnest Money Deposit

- a. The Bidders are required to deposit Earnest Money of Rs. 1,00,000 (Rupees One Lakh only) in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks in favour of **Pay and Accounts Officer, Office of Comptroller & Auditor General of India, payable at New Delhi**. In case of Demand Draft, FDR etc., the validity being **three months** due to banking rules, the bidder must ensure that a fresh instrument is submitted before expiry of the original one.
- b. EMD is required to be submitted by all the bidders. However, if a bidder falls under the Micro, Small & Medium Enterprises Development Act, 2006 (as amended from time to time), the concessions applicable can be availed. A scanned copy of the relevant registration certificate must be provided along with the proposal to the CAG. Further, the bidder must keep the CAG informed of any change in the status of the company. The Statutory concessions will be only applicable in production and verification of requisite documents. Incomplete Documents will render the bid invalid.

**In addition to above exemption, all other documents for claiming EMD exemption relating to this project & services as applicable under CPPP & other government of India order issued from time to time would need to be submitted.**

- c. The original documents of EMD, in an envelope, should be posted/couriered to Director (IS), **Office of the Comptroller & Auditor General of India, 9 DDU Marg, New Delhi** before the bid submission deadline given in Section I.
- d. No request for transfer of previous deposit of Earnest money or security deposit or adjustment against the pending bills held by the Department, if any, in respect of any previous work will be entertained.
- e. The Earnest Money Deposit (EMD), without any interest accrued, will be refunded as follows:
  - In the case of those Bidders who are not awarded the contract, the Earnest Money Deposit (EMD) will be refunded without any interest accrued within 30 days after the award of the contract to successful bidder.
  - EMD of successful Bidders will be returned only after signing the contract with CAG and upon receipt of Performance Guarantee.
- f. EMD shall be in Indian Rupees only.
- g. The EMD shall be forfeited:
  - If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form.
  - In case of a successful Bidder, if the Bidder fails to sign the contract; or fails to furnish the performance security.

#### **14. Period of Validity of Bids**

- a. Bids shall be valid for 180 days after the date of bid opening. A bid valid for a shorter period shall be rejected as non –responsive.
- b. In exceptional circumstances, the CAG may solicit the bidder’s request to an extension of the period of validity. The request and response thereto shall be made in writing.
- c. Bid evaluation will be done on the bid prices without taking into consideration the above changes.

#### **15. Deadline for Submission of Bids**

- a) Bids must be received by the Tendering Authority not later than the time and date specified in the Invitation for bids (Please refer section I) The tendering authority may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the tendering authority and Bidders subject to the deadline will thereafter be subject to the deadline as extended.
- b) Withdrawal of Bids
  - i) The Bidder may withdraw its bid after the submission, provided that written notice of withdrawal is received by the CAG prior to the deadline prescribed for submission of bids.
  - ii) No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of the bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval shall result in the Bidder’s forfeiture of EMD.

#### **16. Bid Opening and Evaluation of Bids**

Proposals will be reviewed by a Committee of Officers (the “Committee”) appointed by the Tendering Authority or its designated representative(s). The Tendering Authority, or such other authority designated by the Tendering Authority, as the case may be, is also referred to herein as the Committee of Officers (or “Committee”). The committee may be comprised of, or receive assistance from, several teams conducting parallel evaluations.

Evaluation of the bids will be done in **three stages** and at the end of every stage short listed bidders will be informed of the result. Evaluations will be based on the proposals, and any additional information requested by the CAG.

#### **17. Evaluation of pre-qualification bids**

- a. The documentation furnished by the Bidder will be examined prima facie to see if the technical skill base and financial capacity and other Bidder attributes claimed therein are consistent with the requirements of this project and meet the pre-qualification criteria as specified above in this section of RFP.

- b. The evaluation committee may ask Bidder(s) for additional information, visit Bidders site and/or arrange discussions with their professional, technical faculties to verify the claims made in bid documentation.
- c. Any proposal not complying with the requirements of the pre-qualification criteria will not be processed further.
- d. To verify the submission of EMD as per the tender.

## **18. Evaluation of Technical bids**

The technical proposals of only those Bidders, who qualify in the evaluation of the pre-qualification proposals, shall be opened. The evaluation of the technical bids is carried out in the following manner:

- a. The Bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP.
- b. The committee may invite each Bidder to make a presentation to the tendering authority at a date, time and location determined by the Tendering Authority. The purpose of such presentations would be to allow the Bidders to present their proposed solutions to the committee and the key points in their proposals.
- c. The committee reviewing the proposals may undertake oral clarifications with the Bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the Bidder to more clearly state its proposal. The committee may seek inputs from their professional, technical faculties in the evaluation process.
- d. Depending on the evaluation methodology mentioned in points a, b and c, each Technical Bid will be assigned a technical score out of a maximum of 100 points.
- e. The Bidders who score a technical score 70 or more mark will qualify for the evaluation in the commercial process.

## **19. Evaluation of Commercial bids and Overall Evaluation**

The evaluation of commercial bids and final evaluation will be done by adopting the formula in Bidder evaluation criteria.

## **20. Clarification of Bids**

During evaluation of bids, the Tendering Authority may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

## **21. Contacting the Tendering authority**

- a. No Bidder shall contact the Tendering Authority on any matter relating to its bid, from the time of opening to the time the contract is awarded. If he/she wishes to bring additional information to the notice of the Tendering Authority, it should be done in writing. The Tendering Authority reserves the right as to whether such additional information should be considered or otherwise.
- b. Any effort by a Bidder to influence the Tendering Authority in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and also forfeiture of his bid security.

## **22. Award of Work**

- a. The finalization of the tender will be done by a competent authority on recommendation of committee constituted by the competent authority for this purpose.
- b. The Tendering Authority will award the work to the successful Bidder whose bid has been determined as the lowest evaluated bid provided further that the Bidder is technically eligible.
- c. The Tendering Authority may vary the scope of contract at the time of award. If there is a necessity to vary the scope of contract after the time of award due to some exigent circumstances, it can be resorted to through a change order after obtaining the approval of competent authority.

## **23. Tendering Authority Right to Accept / Reject any or all Bids**

The Tendering Authority reserves the right to accept or reject any bid, or to annul the bidding process and reject all bids at any time prior to the award of Contracts, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Tendering Authority action.

## **24. Notification of Awards**

Prior to the expiry of the period of the bid validity, the Tendering Authority will notify the successful Bidder in writing. The Bidder will confirm the same in writing.

## **25. Signing of Contract**

After the Tendering Authority notifies the successful Bidder that its bid has been accepted, the CAG will sign the contract on non-judicial stamp paper within 15 days as per the Contract Form provided by CAG. The successful bidder should sign the Integrity Pact agreement and Non-Disclosure Agreement.

## **26. Performance Guarantee**

Within 15 days after receipt of notification of award of the Contract from CAG, the successful Bidder shall furnish performance guarantee bond to CAG, which shall be equal to 10 percent of the value of the contract and shall be in the form of a bank guarantee bond from a Nationalized/scheduled Bank in the Proforma given in Form-14, Section VI. The performance bank guarantee shall remain in full force and effect during the period that could be taken for satisfactory performance and fulfillment in all respects of the said Contract by the Bidder till the date up to 2 months after the date of closure of the Contract. (i.e. after completion of warranty and operation & maintenance period of 1+2 years)

## **27. Post-warranty support for operations, maintenance and modification**

As part of the commercial bid (see Component B of the commercial bid evaluation above, Para 4.3), bidders are required to quote for two years (post-warranty) support to undertake operations, maintenance, support, and modification of the website, if the maintenance contract is awarded and the period of maintenance beyond two years may be extended on mutually agreed terms and conditions.

## **28. Corrupt or Fraudulent Practices**

The CAG requires that the Bidders/agency under this RFP observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the CAG:

- a. Will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- b. Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.
- c. The past performance of the Bidder will be cross checked, if necessary. If the facts are proven to be dubious the Bidders Proposal will be ineligible for further processing.
- d. The bidder should submit a declaration as provided in the Annexure-3 of Section VII

## **29. Conciliation**

- i. If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to seek an amicable settlement of that dispute by Conciliation under the ICADR Conciliation Rules, 1996 for conciliation in accordance with Arbitration and Conciliation Act, 1996.
- ii. The Authority to appoint the Conciliator(s) shall be the India International Arbitration Centre.
- iii. The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with India International Arbitration Centre Act, 2019.

### **30. Decision Taken**

The decision taken by the CAG in the process of RFP evaluation shall be final.

## Section – III

### Functional Requirements

#### 1. Requirements Overview

The existing bilingual website is in use by Office of the CAG ( [cag.gov.in](http://cag.gov.in) ) may be browsed by the interested firm. The Main CAG website consists of about 140 subsites and having facility for content updation through Content Management System (CMS) by respective web admin. CAG is super admin and having entire access to CAG as well as subsites. The sub-Sites are template based as per stream and currently 9 templates are in use. The website has its own CMS and it is easy to use and also user-friendly. Since, it was developed using OS RHEL 7.1, Http Apache 2.4.6, PHP 7.2.24, MySQL 5.6.38, CMS PHP Cakephp3 and now its technology is outdated. Hence, the office indents to develop sophisticated website / application with latest technology & Platform, with some new features and integration with 1-2 APIs etc.

The new CAG website should be developed/upgraded with latest technology with new user-friendly features, new design, latest technology stacks and new look & feel for the user. Restricted access through login to be provided by creating super admin, admin and user with roll-based access for content updating and access. SOS Parichay, 2FA to be provided for KMS user and departmental access application. Further, OTP on mobile for the admin login authentication to be provided.

New web applications should be secure, user-friendly navigation, robust & scalable. The web application should be integrated with the content management facility to manage the bilingual page, content, menu and sub-menu dynamically from the backend. The web applications should have a fully functional Content Management System (CMS) through which users according to the roles assigned to them and manage content from backend. New web applications should be developed in bilingual (Hindi/English).

The new web applications should be responsive and accessible from any handheld device (i.e. PC, laptop, Mobile, Tablet). The new web applications should have interactive home page such as tip over mouse-hover, relevant icons.

- The websites should have a modern look and feel.



- There are some webpages, where the CAG admin users would have to assign/modify role, add, upload/ modify content frequently. These pages should be designed in a user-friendly fashion.
- Some of the contents/modules could be restricted to designated admin/users only.
- Administrator, sub-admin and members/users' roles to be configured by as exists in the existing website. However, 2FA to be added in existing user login page.
- The web applications should be mobile compatible.
- Open-source platform to be used.
- All security certifications are to be done by the Bidder.

### **1.1 Proposed Solution, among others, should cover the below requirement and functionality**

Minimum features and functionalities required in CAG website is given below and detailed scope of work explain the requirements is given in Annexure-“A & B” & Section IV of RFP.

1. Looking at the scope, the firm will *suggest developing both new web applications using open source in Framework, Database & open-source content management system (CMS)*. The web application will display various static content as well as dynamic pages like About us, Contacts Us. Feedback etc. The content displayed at the front-end web application will be managed by backend administrator and/or sub administrator user. Web applications will be developed in bilingual (Hindi/English version) only.
2. User-Friendly Access to website: The platform will provide an intuitive and hassle-free interface.
3. Bilingual, GIGW-Compliant User Interface: The user interfaces of the application—including the backend and mobile app—will support both English and Hindi, in compliance with GIGW (Guidelines for Indian Government Websites). Data and form entries will be Unicode-compliant.

The newly developed web applications will display all the information in convenient and user-friendly manner. The web applications will be developed aiming,

- New Web applications look & feel should be design and developed with latest technologies & International standards.
- User-friendly and easy to navigate interface with Proper Hierarchical Structure
- Content control mechanisms (Approval from high-level before publishing on Web application)

- Enhanced Security (Authentication Data to be stored in encrypted format)
- Structured wise menu display
- Development using Government Standards. Follow the GIGW compliance standard. Web applications will comply with GIGW guidelines 3.0.
- Compatible with all the latest browsers versions of Internet Explorer, Firefox, Chrome etc.
- Responsive Design - So Web applications will also be compatible with mobile browsers and should be Cross Browser & Cross Platform Compatible
- Better Advance Search capability
- Proper data and information management on web application to display variety of information.
- Document Management System (DMS) architecture is to be maintained for storing data as per requirements of CAG office.
- Dynamic features with Content Management System (CMS)
- Statistics regarding Web applications Visitors and Guiding Sitemap
- Configuring of server and hosting web applications in co-ordination with NIC & CAG office.
- Email integration and setting SMTP gateway for email & SMS and two- factor authentication.
- Security audit by Cert-In empaneled agency (One Time). During O&M the contract selected firm will also have to comply with the Security Auditors' observation without any extra cost. However, charges for security audit will be borne by the office.
- Required SSL Certificate – 3 Years
- On-site support during one year warranty and off-site maintenance and support for two years.

## **1.2 Role-based access**

The solution will have following types of user roles:

1. Super Administrator: Super Administrator will be managing the Sub-admins, Roles & Responsibility, contents and can manage all modules from the admin panel. Admin will have access to all the modules from backend.
2. Sub Administrator: Sub admin will be able to manage the content as per their roles & responsibilities. They get access to admin panel from backend through given login credentials.

3. Web application Visitors: This website is for public view and also contains modules/pages for departmental users which should be accessible through SOS Parichay for departmental use and after logging in it should be accessed by the authorized users of the department. The excess to web admin/admin of IA&AD office will be as per the role and accesses assigned by the system admin.

The web application will have backend administrator, who will be able to manage the content that needs to display at the frontend web application. The content of web application will be updated as per the update made from the backend system.

Super admin will have all the access to manage *information displayed* at frontend as well as also manage roles and access rights of the other backend users. Admin will be able to manage CMS Pages, About Us, Contact Us, Sitemap, etc. for the portal.

Super-Admin will be able to manage *sub-admin profiles & assign role base access*. Sub-Admin will be able to access the modules & manage (Add / Update) data as per their access rights. Any content posted by sub-admin will be approved by Super-admin of the system before publishing on web application. Therefore, the backend will be developed with an approach of proper approvals before publishing any content to live.

The web *application data will be updated & managed* via content management system from backend. The system will have multiple admins. The content will be managed by the admins. The super-admin & sub-admin should be able to login into the CMS using their authenticated username / password. After login, they will be able to view the **modules for which they are granted permission to manage the content. Super admin will be able to view all the modules of the system with complete control over the information.**

The web application *content will be updated & managed via Content Management System (CMS)*. The content will be managed by Web application Administrator or Sub Administrator. The system will have multiple authorized users. Super-admin will have all the access to manage all information displayed at frontend as well as also manage authorized user's profiles & assign role base access to them. The Super-admin & authorized users will be able to login into the CMS using their authenticated username

/ password. Authorized users will be able access the modules & manage their profile and (Add / Edit / Delete) data as per their access right.

### **1.3 List of Minimum Functionalities to be provisioned.**

#### **1. Designing:**

- 1.1. Logo / Branding and Graphics will be provided by the office.
- 1.2. Proposed web application needs to be designed in combination with the logo.
- 1.3. The firm will provide *2-3 concepts and 2 revisions on approved concept* for Home Page and Inner Page.
- 1.4. The Web application needs to be Web GIGW 3.0 complaint.

#### **2. Navigation & Sitemap:**

- 2.1. The Navigation to be defined before design initiation in consultation with CAG office.
- 2.2. Navigation structure with mouse-over effects to be provided.

#### **3. User Management:**

User Administration module shall facilitate for creation of user accounts, assigning role and privileges, user account management like reset password, unlock password, user password history, view audit trail etc.

- 3.1. System will have one Super Admin
- 3.2. Super Admin would be able to create roles for all other Admn. and override the privileges created by them.
- 3.3. User credentials would be communicated to user on the instance of creation by system generated email and user creation and log in will be authenticated by email OTP and phone OTP.
- 3.4. Super Admin and Admins will be able to change their passwords.
- 3.5. System would facilitate Super Admin to create Web Admin accounts for subsites.
- 3.6. System should facilitate Admins to define roles and privileges for the created user.
- 3.7. System should have the provisions to search users, view their roles and privileges and administer users.
- 3.8. Administrator can manage the internal users by adding, editing or deactivating users from backend.

#### **4. Roles & Responsibility Management**

- 4.1. Administrator can assign roles & responsibility to the backend users from admin panel.
- 4.2. Based on the role assigned by the administrator, respective users have access to that functionality only.
- 4.3. Administrator will be able to modify the roles & responsibility from the backend as and when required.

#### **5. Sitemap**

- 5.1. Web application Visitor Functionality: This will display sitemap of the web application. Users can view the particular page by clicking on page link.
- 5.2. This will be an auto generated page, so admin need not do any functionality related to sitemap.

#### **6. Search:**

- 6.1. As per latest technology development parameters, the firm will have to strengthen the search functionality.
- 6.2. The user will be able to search content by entering required keyword.
- 6.3. Search features will have auto suggestion features, so users can easily search the required content with less effort.
- 6.4. The system will do extensive searches and get the result from CMS content.
- 6.5. Combo text search functionality to be provided so that search data can be seen by click to call action.
- 6.6. The search facility will be provided for both languages

## **Section – IV**

### **SCOPE OF WORK AND DELIVERABLES**

#### **1. Project Background**

The Comptroller and Auditor General (CAG) is the sole authority prescribed in the Constitution entrusted with the responsibility of audit of the Union and of the States. In addition to this C&AG is also responsible for preparing the Accounts of State Governments and is entrusted with Entitlement Functions of State Government employees, like Pensions and GPF.

The current version of the CAG website was developed and launched in October 2020. It comprises a network of 135 + sub-sites, each managed by respective field offices (sub-admins) via a Content Management System (CMS). The website is hosted on the NIC Cloud (Shastri Park Data Center) and maintained under contract. Developers access the system via VPN for code modifications and content updates.

#### **The Current IT Stack of the CAG's website is as follows: -**

OS RHEL 7.1, Http Apache 2.4.6, PHP 7.2.24, MySQL 5.6.38, CMS PHP Cakephp3.

The current website is developed as bouquet of website i.e. the role and modules are shared by field offices which are categorized under respective categories.

The office categories are spread across Audit, Account, Railways, Commercial/Central, Training offices & Overseas office. Within CAG website home page there is separate module for Examination Wing in which exam related information is filed by exam wing. This website is based on respective template (7 template). Further iCISA, iCED & NAAA have individual templates as they cater to the needs of training for international participants and for IA&AS officers.

Changes in the static pages & content like addition of Tabs in the Top menu is done by the admin at IS Wing. Further updates in respective sub-site are done by a sub-admin of the field office. The data on the CAG's website & respective sub-site, is uploaded through a Content Management System (CMS) platform. The CAG office has right to upload entire data. The Audit Reports & Accounts reports when uploaded are shown in CAG website as well as in respective Office subsites.

The following are the list of items i.e. Modules that are common and are updated under various categories of sub-site: -

Sr. No.	Module Name	Office Category
1	Audit Report; Tour Program; Media Section; Gradation List; Staff Position PIP; etc	State Audit
2	Monthly Key Indicators; Monthly Accounts; Appropriation Accounts; Account at glance; etc	State Account
3	Training Calendar; Current Programme; Course Content; Newsletter; In house development	Training
4	Circulars; Office manuals; Audit reports; Media Section; Tender & Contracts; etc	Railway, Defence & Other Offices
5	Uploading Hindi Flip Book in CAG and all subsites	All Offices
6	Common Administration related Gradation list, Deputation, Circular/office order, SS-PIP Budget, manual, Brajbhasha, RTI etc.	All Offices

Note: For more details, please visit [cag.gov.in](http://cag.gov.in) and browse our office tab to view the subsite to analyse the common items in each stream.

The sub-site of iCED, iCISA & NAAA have customized templates and theme as per their requirement.

In total there are approximately over 70 modules. Most of the modules are common in sub-sites like Audit/Accounts reports, Media Section, Gradation List, Staff Position PIP, What's New, FAQ's, Tender & Circular/Notice, etc. A few modules are specifically meant for CAG's main website like Organization Chart, Status of tabling, public consultation, etc.

The Account/Audit report module is prepared in such a way that if a field office uploads its report, then it is also shown on the CAG main website in addition to their respective subsite.

The data is also published through static pages & pdfs are published through media uploads.

## **Working & Features of the Admin Portal**

- 1) The admin portal has menu on the left making it easy to navigate to all the Modules.
- 2) Tabs in the main site & sub-site can be added through various menu like Top, Main, Bottom.
- 3) The checkbox feature enables to switch between Activate & Inactivate of the data.
- 4) Main Admin has privilege to create accounts & assign roles like sub-admin/KMS User, etc. The admin can also revoke the access of sub-admins.
- 5) The Admin can add pages / audit reports in the field offices sub-sites.
- 6) Main menu has provision to create English and Hindi heading in a single form and have feature to give link to page, module code, custom, Hyperlink option etc.

## **2. Project Objectives**

The objectives of the proposed Solution shall be as follows:

- **Modernize the CAG Website UI/UX**
  - The Solution shall provide a consistent, user-centric design system and responsive templates that improve navigation, readability, and user trust.
- **UX Design**
  - The Selected Bidder shall undertake comprehensive UX design activities, including user journeys, interaction design, usability testing, and design system standardization, to ensure intuitive user experiences across all touchpoints.
- **UI Development**
  - The Selected Bidder shall develop responsive, modern, and accessible UI components in accordance with the approved design system, ensuring consistency across the entire CAG digital ecosystem.
- **Web Design**
  - The Solution shall include a complete redesign of the CAG website incorporating contemporary web standards, responsive layouts, visual design enhancements, and adherence to government accessibility guidelines.
- **Improve Content Discovery and Comprehension**
  - The Solution shall rework the information architecture, search framework, and taxonomy to enable users to quickly find, compare, and understand reports, circulars, and knowledge assets.
- **Revamp and Modernize the CMS**



- The Solution shall update and enhance the CMS dashboard to streamline content management workflows, ensure bilingual support (English and Hindi), enforce role-based access controls, and enable efficient handling of large datasets including archived content.
- Integration/development with the current Content Management System (CMS) must be seamless without requiring major structural overhaul to maintain the backend data & information link with pages & modules so that UAT can be minimized.
- The interface shall align with CAG's branding and color palette
  - **Ensure Accessibility and Inclusivity**
- The Solution shall achieve GIGW 3.0 compliance across key user flows, optimize performance for mobile and low-bandwidth contexts, and support multilingual content to enable inclusive access.
  - **Strengthen Security and Governance**
- The Solution shall align with the security and governance standards mandated by the Comptroller and Auditor General (CAG), ensuring data integrity, confidentiality, availability, and compliance with applicable policies.
  - **Enable Maintainability and Scalability**
- The Solution shall establish a modular design system, component library, and administrative/configuration consoles to streamline updates, accelerate onboarding of new content, and support future functional enhancements.
  - **Cloud Deployment**
- The Solution shall be deployed on a secure, scalable, compliant cloud environment.

***The existing application functionality is required to be maintained with the latest technology and architecture proposed for development of new applications by selected firm. The source code, schema & database of application to refer checks and validation, rules & policy implemented in existing application can be made available to selected firm.***

***However, before submitting bid interest bidder may visit this office, we can arrange to show the existing application backend at this office if the bidder is required to see the backend used in the existing application for better understanding.***

### **UX Design Requirements**

The CAG expects the UX Design of the CAG website to be modernized in order to establish a user-friendly, intuitive, and accessible digital experience that serves a wide range of users, including government officials, auditors, researchers, and citizens. The redesign shall enhance usability, accessibility, transparency, and user trust while ensuring the institutional credibility and identity of the Comptroller and Auditor General (CAG) of India are upheld.

The UX design shall:

- **Modernization of Visual Identity**  
The CAG requires that the visual identity of the website be modernized while maintaining the core principles of **government authenticity** and **institutional dignity**. The design must reflect the **prestige** and **authority** of the institution while ensuring that it remains **approachable** and **user-friendly** for all stakeholders.
  - **Prioritization of Clarity, Trust, and Usability**  
The CAG emphasizes that the design must prioritize **clarity**, **trust**, and **usability** over purely decorative or ornamental elements. The interface must be **clear** and **intuitive**, allowing users to easily navigate the site, find information, and complete tasks. The design should inspire trust in the platform and its content, ensuring that users feel confident in the reliability and authenticity of the website.
  - **Establishment of a Unified Design System**  
A **unified design system** is expected to be created, ensuring **consistency**, **scalability**, and **adaptability** across the website/subsite and any future digital platforms. This system must include standardized **visual components**, **typography**, **color schemes**, and **layout structures**, ensuring that the design is cohesive and consistent throughout the platform.
  - **Mobile-First and Low-Bandwidth Optimization**  
The design must be **mobile-first** and **optimized for low-bandwidth environments** to ensure that the platform is accessible to all users, including those in **remote regions** or **low-connectivity areas**. The design must provide a seamless experience for users with **limited internet access** or **older mobile devices**, ensuring that no user is excluded due to technological constraints.
- A. **A few Dynamic Modules Feature & other major requirements is explained below which would require multiple functionalities for display & maintain the information & Data as per existing website.**

#### **Organisational Structure & Organisation Chart Module**

- Hierarchical representation of the organisation, department, roles, and reporting relationships.
- Ability to generate dynamic org charts, filtered views, and printable exports.
- Auto-association of employee profiles to org chart nodes
- Administrative controls for restructuring, cloning, and comparison between years

The Organisational Structure & Org Chart Module shall serve as a centralised, visual, and data-driven representation of the institution's hierarchy, enabling stakeholders to understand reporting relationships, administrative positioning, and structural evolution across time. The module must dynamically reflect organisational arrangements down to functional, departmental, and individual role levels while offering management tools for restructuring, comparison, and governance.

## **1. Hierarchical Representation of Structure and Reporting Lines**

The module shall maintain a multi-tiered representation of the organisation that captures:

- Institutional structure (Head Office, Branches, Divisions, Units, Regional Offices, etc.)
- Departments, functional units, cadres, and sub-structures
- Role classifications (officer grade, functional head, administrative cadre, supervisory positions, etc.)
- Reporting relationships and chain-of-command connections

The system must support parent-child hierarchy definition at all levels, allowing visual traceability from top-level authorities to individual roles or posts. Structure changes (new units, transfers, or hierarchy shifts) must automatically propagate where appropriate.

## **2. Dynamic Org Chart Generation & Interaction Capabilities**

The CMS shall generate a dynamic, interactive org chart based on stored organisational data and relationships. Features must include:

- Automatic chart rendering with nodes representing positions, employees, or departments
- Filter options such as department-wise view, role-wise view, location-wise view, or reporting-chain view
- Expand/collapse controls to navigate deeper or higher levels
- Hover or click-based access to details (profile page, contact, role description, tenure, etc.)
- Printable export capability in PDF or image format for audit use, presentations, or annual reports

The system should support both hierarchical and matrix views where applicable.

## **3. Auto-Association of Employee Profiles to Org Nodes**

The module shall intelligently associate individuals with positions in the hierarchy through:

- Automated linkage using employee ID, roles, cadre, or posting metadata
- update propagation when staff move, get promoted, or transferred
- Detection of empty positions requiring assignment
- Representation of “Acting / Additional Charge” status when a role is temporarily held by another individual

Profile information drawn from the Personal Profile Module must seamlessly reflect in the org chart without manual duplication.

## **4. Administrative Controls for Structural Governance**

Authorised administrators must be able to manage the organisational structure with granular control, including:

- a. Restructuring tools to add, remove, merge, or shift departments or reporting relations
- b. Cloning capability to duplicate an organisational structure (e.g., start next year’s structure based on current version)
- c. Time-based comparison, enabling visualization of how the hierarchy changes over historical periods
- d. Versioning, rollback, and audit logs of key structural modifications

- e. Review-and-approve workflow for major reorganisation proposals

The module must maintain multiple snapshots or historical records, enabling year-wise or quarter-wise comparisons for governance, reporting, and analysis.

## **5. Expected Outcomes**

The module shall provide:

- A living, authoritative representation of organisational hierarchy
- Faster onboarding and role understanding for officials
- Administrative visibility into reporting chains, workload distribution, and posting gaps
- Standardized structural governance across deployments

### **Personal Profile & Seniority Module**

- Maintenance of officer/staff profiles with rank, tenure, joining details, roles, and posting history.
- Rules engine to determine seniority and display precedence for protocol purposes.
- Read/write separation for access control; administrators modify, officers view.

### **Profile Creation & Management Module**

- Functionality to add new personnel records and maintain life cycle states (draft, published, archived).
- Duplicate detection, merge rules, and conflict management.
- Assignment of roles, privileges, and role-based directory visibility.
- Approval-based publishing workflows.

### **Report Publishing & Content Lifecycle Module**

- Upload, tagging, indexing, and publishing of reports.
- Options to publish entire reports or chapter-wise.
- Metadata capture (keywords, summaries, report year, document type etc.).
- Versioning, archival, republication, and change logs.
- Cross-linking of report content with news items or video commentary.

### **B. QR Code Generation and Report Access Workflow Module**

The module shall provide functionality to generate and manage QR codes for all reports, ensuring seamless access. The system will include:

- QR Code creation, which will be done first, even before the report is added to the CMS. The report will be added to the CMS only after it is approved, and the QR link (URL) will be provided by the CAG team.
- Automated redirection logic when a user scans the QR code:
  - If the report is not yet published or pending approval, the user shall be redirected to the CAG website where a message such as “Report will be published soon” is displayed.
  - Once the report is approved and published, the CAG team shall upload the final report through the CMS dashboard. Scanning the same QR code shall

then redirect the user to the CAG portal with an option to “Click here to view the report”.

- C. Likewise, there are a few modules which contain feedback from departmental users through "Public Consultation" Module in which functional wing user is mapped, and comments received from stakeholders are directly sent to email and a statistic is generated through the system.

As already explained above, there are about 70-80 modules, most of them are form based but few are code specific for Accounts & Entitlement related offices. The bidder would need to study and to provide solutions for better linking without code by creating individual modules, if feasible.

It is again reiterated that bidder must see the navigation of at least one office subsite in each stream to better understanding the requirement.

#### **D. Content Management System (CMS) Development/Revamp**

A dedicated CMS dashboard **shall be developed** to facilitate data ingestion and management, ensuring that all content is uploaded or edited only through the CMS dashboard and are placed with earlier documents uploaded in the category.

It **shall serve** as the central platform for content creation, management, archival, and user interaction. In view of the modernization of the website, the CMS **shall undergo** a comprehensive revamp compatible with latest technology platform to enhance its functionality, usability, scalability, and long-term sustainability.

**The CMS requirements shall include:**

- **CMS Interface:** A user-friendly interface (potentially a custom React application integrated with Django Admin **or any other latest compatible similar frontend & backend.**) for content creation and updates
- **Data Storage:** Content **shall be stored** in the database in plain text format or vendor suggested format.
- **Archival:** The CMS **shall maintain** access to and manage archived data (data archived to be archived as per archival policy), potentially by partitioning the main database or by using a dedicated archival storage solution.

#### **E. Database Migration Plan**

The existing database (MySQL 5.6, approximately 1.5 TB in size) **shall be upgraded in latest technology platform and migrated** to a new, modern SQL version (e.g., **PostgreSQL or the latest MySQL release etc**).

The migration activities **shall include** the following:

1. **Schema Assessment:**  
The Selected Bidder **shall analyze and map** the existing MySQL 5.6 schema to the new target database schema.
2. **Snapshot & Test Migration:**  
The Selected Bidder **shall take** a snapshot of the production database and **shall perform** a test migration in a staging environment.

3. **Data Cleaning & Transformation:**

The Selected Bidder **shall ensure** data integrity and **shall perform** all necessary transformations during the migration process.

4. **Cutover:**

The Selected Bidder **shall schedule** a maintenance window for the final production data cutover.

**Post-Migration Validation:** Thorough validation **shall be conducted** to compare the migrated data against the source data to ensure completeness and accuracy.

The current system uses Private YouTube videos embedded through URLs. Under the modernized system, videos **should be stored**

**Analytics**

The Solution **shall continue to utilize** Google Analytics for tracking:

- Page visitors
- State-wise visits
- Main site & Sub-site wise hit counter

**3. Project Scope & Exclusions**

This project will cover the design and development and migration of existing data in latest technology platform for the website of CAG. The expected project deliverables should be as per details of scope of work, minimum feature & functionality required are shown in Annexure-“A & B”.

The documents issued, created or executed in connection with the Project, including, but not limited to, the Requirements document, Designs, Quality document and other documents should be prepared in standard format and handled over to CAG at the time of User Acceptance Test.

The project will deliver website with the features specified in this document. Some minor changes in placement of heading, reports, query reports, input data fields etc, may be required or suggested by the developer during UAT which will have to be accommodated (not more than 5-7% of total functional features). The scope of work is given in Annexure-“A & B” & Section IV of RFP.

The work also includes:

- Study and designing web application prototype
- Developing the web application as per FRS/SRS
- Maintenance and Support for 03 years post Go-Live
- Obtaining security certifications and managing security during contract period.

**The functionality/features required in the upgraded system have been described hereafter.**

### **3.1 Functional specifications**

- To develop Hindi/English versions and to ensure that content is universally accessible.
- Web portal should provide facilities to upload the content i.e. Web application should integrate with Content Management System & API integration for SOS.
- The web application will have search & advance search options.
- The web application should be printer friendly.
- The content uploading functionality on the web application would be completely isolated and would have restricted access. Only admin users with certain rights to add/edit/update the content would be able to manipulate the content they own.
- Monthly Web Analysis Report with page views, sessions / visits, unique visitors etc. for pension portal.
- There should be a location access through map in contact web page.

### **3.2 Non-functional specifications**

- Open-source technology/platform will be preferred.
- Web application should be Mobile/Tablet Responsive, so it adapts and fits design as per user resolution.
- Web application should be Compatible to all latest browsers (i.e. Firefox, Internet Explorer, Microsoft Edge, Opera, Mozilla, Google Chrome, Safari etc.)
- All Information & pages will be managed through CMS
- To provide information to citizens with minimum number of clicks.
- Web application must be optimized for Search Engines (Meta-tags, User-friendly SEO links and Easy to Read Titles etc.)

### **3.3 Security specifications**

- Guidelines and instructions related to data protection and cyber security law issued by

Government of India from time to time have to be complied.

- Sufficient Security Measures should be applied against cyberattacks and other OWASP threats etc.
- No Installation of third-party scripts to track user activity ad-scripts, hidden back links to other irrelevant Web application.
- Security Audit should be done before Go-live by CERT-In agency.

### **3.4 Other requirements**

- The web application has a Copyright Policy, Terms & Conditions and Privacy Policy to be prominently displayed on the homepage. Of the Web website.
- Developer must ensure not to violate any copyright law related to images, templates, code etc.

### **3.5 Other key system requirements**

1. Two-factor authentication: The proposed IT solution involves CMS based content updation by respective admins. The existing user IDs of the Department will be linked through Parichay. User roles and authentication in respect of selected User (web admin) will have to be created and maintained in the database and based on which password to be generated, a second authentication through One Time Password sent to the registered mobile number or email of employees would be needed. For Admins as well the users, two factor authentication with standard password management protocol with OTP authentication will be required
2. The application should have provision for search option and print facility with export report in excel format to be provided.
3. Portability: The proposed solution must be portable, and the users (employees) must be able to access it from desktop, laptop, smartphones, notebooks etc. The web applications should be endpoint device responsive.
4. Security Audit: The proposed system would be accepted for implementation only after security audit by Cert-In empaneled agency as required by Government of India is completed successfully. During O&M contract the selected firm will also have to comply with the Security Auditors observation without any extra cost. However,



charges for security audit will be borne by the office.

5. Security audited by Cert-In empaneled agency (One Time).
6. Required SSL Certificate – 3 years
7. Off-site support during warranty and Offsite maintenance and support for 2 years.

### 3.6 Dashboards

- Dynamic Dashboards with required reports should be designed on the basis of the Data Input data. This should also work as MIS and tool for Data Analysis. Different reports / graphs / charts should be available with Print & export facility according to user, wing requirements.
- History of all submission should be accessible from Dashboard itself.
- It should be interactive.
- Drilled down from country level to Wing level (like Railways, Defense etc.) to the office level to designation level.
- It should be interactive, and the reports can be exported to excel/word file/pdf.

### 3.7 CAG Team

This website is to be developed & implemented for CAG and Director General (IS) will be the overall in-charge of this project.

## 4. Project Deliverables (Products)

The CAG website features specified in this document (Annexure -“A & B” & Section IV of RFP).

### 4.1. Project Delivery Stages

The new revamped website for the CAG should be developed and made live **within four months** of signing contract. The Project milestone along with payments associated with them are listed below. Completion of all milestones would need CAG approval.

SN	Milestone	Timeline	Payment Term
1	Study and design of the web application including review of existing website in use.	T + 02 weeks	10% of Development Cost
2	Completion of web application development	T + 10 weeks	30% of Development Cost

3	Completion of fixing issues raised in UAT	T + 14 weeks	30% of Development Cost
4	Security certification and Web application Go Live	T + 16 weeks	30% of Development Cost + Security Audit Charges

T = Date of Work Order

1. Security audit of the web application by CERT-In empanelled agency should be done before web application Go-Live. STQC audit charges will be paid to the agency only after getting the STQC Certificate, if required by the office.
2. One Year Warranty support would start from date of go-live of the web application. During warranty on-site support personnel to be provided.
3. Two Years' Offsite Technical support (O&M phase) would be required from date of completion of warranty period.

Note: Payment for O&M phase (including warranty period) shall be made on a quarterly basis at the end of the quarter and onsite support personnel payment shall also be made on quarterly basis.

### **Project Delivery Stages:**

#### **Phase I: System Study and Design Approval**

The agency will have to understand the requirement in detail before the project development. The various activities to be performed by the System Partner (SP) during this phase will be mentioned as below but are not limited to:

- 1) The SP shall prepare & submit an Integrated Project Plan for the entire project that covers detailed tasks which are intended to be performed as part of the project along with the scope and duration of each of the activities.
- 2) The minimum indicative requirements for the required content management system in terms of broad level Functional Expectations have been provided in this document.
- 3) The SP shall ensure to conduct a detailed Functional Requirements gathering and prepare a Functional Requirements Specifications (FRS) document incorporating functionalities required through API integration. The SP shall have to get a sign-off separately for the Functional Requirements Specifications (FRS) document.
- 4) The selected SP will be free to suggest re-engineered processes as per the Standard Market Practices. But any such processes will be effective only after due approval from CAG.

- 5) The SP shall perform its own individual assessment, conduct comprehensive discussion with CAG and subsequent analysis to ensure that each of the requirements captured during the FRS are covered in the system/software requirements analysis done as part Software Requirement Specifications (SRS) and are later captured in the Portal. The SP shall have to get a sign-off separately for the Software Requirement Specifications (SRS) document.
- 6) The SP shall have to ensure that both the Functional Requirements Specifications (FRS) document as well as Software Requirement Specifications (SRS) document for website, shall detail the requirements of the complete solution up to the last possible detail.
- 7) The SP shall prepare & submit comprehensive Systems design documents for the website based on the FRS & SRS document signed off from CAG. This design should include Solution Architecture/Designing, user interface designs, Hardware Sizing; Bandwidth Utilization etc. for the CAG website.
- 8) The SP shall be entirely responsible for the architecture of the system implemented to satisfy all features, functions, performance and especially the security of the website & shall ensure that the Systems design documents should adhere to the industry wide best practices.
- 9) During the system design, the SP shall make necessary provisions for administrator /management reports (if any), dashboards for report extraction, etc, SMS/email gateway and integration in line with the expectations from website provided in the functional requirements (Whether the vendor is supposed to develop all these features or to keep the provisions only). It is very important that the website should be able to support all latest common browsers (like Internet explorer, Mozilla, Chrome etc.). (mobile compatibility)
- 10) The SP shall ensure that the website would also require the use of unique user IDs and passwords for authentication purposes as applicable. (to access which part of the website?)

## **Phase II: Development Completion**

The various activities to be performed by the System Partner during this phase will be mentioned as below but are not limited to:

- 1) The SP shall deploy a dedicated team experienced in development, configuration, customization, integration and testing, implementation, deployment of the website.
- 2) The SP shall perform the web portal development/configuration based on the Functional & Software requirement specifications and solution design finalized thereof. The

development/configuration process should ensure that the standards specified during the design phase are adhered to during the entire cycle.

- 3) The entire development of the website for the CAG is planned at the premises of the CAG office. However, the development of the website for the CAG can be performed at the premises of the SP, if required, for which the SP should have the following minimum supporting infrastructure on their premises -
  - a) Website Staging Server
  - b) Database Staging Server
  - c) Version control & management server
  - e) Developer Machines
- 4) CAG shall have total and exclusive Intellectual Property Rights over the source code written for developing the website.
- 5) The SP must ensure that granularity is built in the website modules, sub modules and individual functionalities so that these functionalities can be enabled or disabled through the website administrator as per requirement.
- 6) The system must possess easy-to-use user interfaces, able to perform tasks with minimum clicks, maximum select options and provide suitable short-cuts wherever possible and guided through screens.
- 7) The SP shall ensure adherence to all relevant standards as defined, applicable and notified by Government of India (GoI)/ Information Technology Act, 2000 from time to time.
- 8) The SP must ensure that any changes made to database are captured centrally and securely stored, such that the audit trails cannot be manipulated by anyone including super users and DBAs. There should also be facility to send alerts for suspicious activities or attempts to policy violations.

### **Phase III: UAT and Security Audit**

User Acceptance Testing has to be there in Phase III after completion of development. Assigned Users of CAG will be able to review the website functionality with respect to asked requirement, SP has to assign resources for demonstration of website functionalities mapping with requirement. Users will give their feedback after User Acceptance Tests (UAT).

The various activities to be performed by the System Partner during this phase will be mentioned as below but are not limited to:

- 1) The SP shall provide plans for UAT to Department.
- 2) SP shall provide and ensure all necessary support to CAG conducting the Acceptance Testing including sharing necessary project documentation, source code, and systems designed & developed, credentials (if required) etc. The SP would be required to facilitate this process and it would be incumbent upon the SP to meet all the criteria.
- 3) CAG would perform a detailed acceptance testing over the application deployed, from where the system is expected to be accessed i.e. test from the web portal.
- 4) Each issues/bugs should be closed by SP, functional level feedback will be addressed by developer after approval from CAG. Any functionality/requirement which will be completely out of the scope can be treated as Change Request, where SP will share their effort and CAG will process the change request for approval.
- 5) The acceptance of website would be essential before security audit and Go-Live.

#### **Phase IV: Deployment and Go-Live**

The various activities to be performed by the System Partner during this phase will be mentioned as below but are not limited to:

1. The SP shall have to make deployment of website on current hosting environment i.e. on CAG premises/NIC/MeitY Cloud/Third Party cloud.
2. This includes installation/configuration of required system software, SSL certificate, application software, relevant database, OS etc.
3. The SSL certificate shall be enabled from the date of Go-Live.
4. The SP shall ensure the complete system testing internally and performing necessary security audits from CERT-IN empaneled vendors before making it Go-Live. GIGW Certification from STQC, if required, by CAG will have to be carried out by the selected firm. The cost of STQC will be borne by CAG, however, compliance will have to be made by the selected firm with the contract price including O&M.

#### **Note:**

- 1) *CERT-IN security audit of the application has to be started just after development approval and before deployment/Go-Live of the application, SP has to do all coordination and follows up with CERT-IN security audit agency. Payment for CERT-IN security audit will be released after receiving of security audit certificate. Hosting and deployment infrastructure will be provided by the Department to SP.*
- 2) *STQC process of the website, if required, should start just after Go-Live of the website, vendor has to do all coordination and follows up with STQC department for getting the website STQC certified for GIGW. Payment for STQC will be released after the STQC certificate, it will not be lined with website go-live phase.*

## **4.2. Project organizational structure**

### **4.2.1 Project teams**

The roles of the key stakeholders within the project structure are listed as follows:

- **CAG Project Manager**  
Day-to-day management of the project, planning, monitoring, control and progress reporting
- **CAG Project Team**  
Responsible for all decisions related to the functioning of the website and on-time delivery.
- **CAG IS wing Team**  
Provide technical inputs and assistance during and post development.

### **4.3. Implementation process requirements**

The following section specifies the expectations towards the vendor of the technical system regarding development, testing, roll-out, and post go roll-out support, documentation and testing. The project would follow standard SDLC methodology.

- Design and develop the web application's structure and functionality, taking into account the requirements from the CAG.
- System Requirement Study (SRS) Document for design and development of the web application should be shared with CAG for their review and approval.
- After development of web application, complete web application UAT should be given to assigned officials of CAG. After successful UAT, certificate for the same would be given.
- After UAT sign-off, security audit of the web application should be processed before go-live of the web application.
- After security audit, web application will be deployed on Production server with content migration and further made go-live with current domain mapping.
- Domain and hosting will be provided to the agency from the client in co-ordination with NIC/MeitY/third party. CAG will share access permission to the agency for deployment.

### **4.4 Development process**

Based on the functional specifications, system development and coding tasks will be carried by the vendor. In this regard, the bidder is required to submit the system development methodology that they will follow and a detailed project plan indicating the milestones,

resources. Relevant professional experience of the task manager and team members is essential during the proposal review.

#### **4.5 Testing**

Development and initial testing will be done using the vendor's resources and the User Acceptance Testing will take place at the CAG. CAG will provide the infrastructure for a testing environment, where all required tools and customizations are to be installed and configured by the vendor - in close collaboration with CAG.

The vendor is expected to develop a testing plan for User Acceptance Testing and undertake comprehensive and analysis testing with various audiences in CAG at selected stages of the development process. User Acceptance Testing will be performed by the selected users from CAG.

The SP shall fix any errors that occur during the test phase of the web application. It is expected that user feedback is documented, and respective system design or workflow adjustments are discussed with the CAG representatives.

#### **4.6 Data conversion and content migration**

**As a one-time effort, content currently residing in the CAG existing website must be migrated into the new system.** As part of the Search facility and searchable database of content hosted under CAG website are to be provided by the Implementing agency personnel to make them amenable to search and SEO. The Agency will develop suitable keywords and metadata tags, if required, for this purpose based on mutual discussions.

#### **4.7 Document Archival**

The archival of all the documents in the website should be as per the archival policy of CAG and instructions issued by CAG from time to time. The workflow should be defined with timelines and the respective owners of the documents should be alerted for the final disposal of the documents. The selected firm will in consultation with IS wing will create a archival policy to each of the content and according to policy, the document archived should be accessible till it is purged.

#### **4.8 Roll-out**

Before roll-out, the vendor will install and configure the respective environment on the production server (external hosting agency or locally on CAG premises ) and ensure successful transfer of the website from the testing environment to production environment where final sign off of the project will be done by CAG. The vendor will prepare a roll-out and communications plan.

#### **4.9 Operational Maintenance and Support phase:**

Warranty phase would start after Go-Live of the web application and would be for One year (From date of go-live). The O&M phase would be for three years including one year of the Warranty phase.

If required, the Operation & Maintenance/ Technical Support period may be extended for a further period. The price for the extension would be as mutually agreed. The O&M is expected to be off- site, except in scenarios where CAG explicitly asks the onsite support.

Activities for warranty support of web application will be:

- Rectification of bugs in the existing code.
  - Solution of issues reported in the running web application.
  - Any configuration in the existing code
- **Bug Fixing and Error Resolution:**  
The **Bidder** will be responsible for promptly addressing defects or bugs reported within the system. All bugs and issues related to system functionality must be resolved within the agreed **Service Level Agreements (SLA)**.
  - **System Updates and Patches:**  
The **Bidder** shall provide regular software updates and critical patches to ensure the CMS and related systems are secure, compatible, and function optimally. This will include applying security patches, resolving vulnerabilities, and keeping the system updated.
  - **Minor Enhancements:**  
The **Bidder** shall implement minor enhancements to improve system functionality, user interface, and user experience. Major updates will be handled as separate engagements outside the scope of the AMC.
  - **User Support and Helpdesk**
    - **24/7 Helpdesk Support:**  
The **Bidder** will provide **24/7 support** to assist with troubleshooting and resolving any operational issues that users encounter.
    - **Training and Documentation:**  
Periodic training for the **CAG** staff will be provided to ensure all users are familiar with the system's features and updates. The **Bidder** will also maintain comprehensive user manuals and operational documentation.
  - **Performance Monitoring and Reporting**
    - **System Health Monitoring:**  
The **Bidder** will continuously monitor the health of the entire system, ensuring its smooth operation and identifying potential issues before they impact performance. This includes uptime monitoring and resource utilization analysis.
  - **Monthly Performance Reports:**  
The **Bidder** will provide **monthly reports** to the **Authority**, summarizing system performance, security incidents, issues resolved, and maintenance activities.
  -



**There should be a point of contact at agency during warranty period.**

## **5.0 Helpdesk support**

Off-site Helpdesk support for the warranty period must be provided by the vendor. During this period, the Agency will be responsible for providing immediate email helpdesk support and resolving any user requests and technical issues that arise with the implemented website. The vendor will in addition propose a concept and make recommendations on adequate workflows and staffing which will enable CAG to maintain this Helpdesk and support function beyond the support period. This will include the specification of workflows for tracking user requests regarding technical bugs, design flaws and feature recommendations. The helpdesk concept will describe roles and responsibilities of content managers, website administrators and IT staff in documenting, responding to and resolving user queries and technical issues and maintaining communication with different stakeholders on the status of user requests and ongoing developments.

Post warranty of one year, there will be Off-site O&M support. During O&M, the selected firm will provide helpdesk support as stated above and resolve the issues including bug-fixing and minor changes.

## **4.10 Training**

From Phase III of the project onwards, the Agency will review training needs, design a training plan and develop material for end users and content manager/administrator training. The vendor will provide Training of Trainers (TOT) training to the project team so that they will be able to offer training to the website users and content managers/administrators in the future. Training will also be provided by the Agency to selected staff & field offices (through online) of CAG as decided by the Project team of CAG.

- User Training manual and documentation should be shared to assigned users in CAG for web application content management.
- Further CAG will update new content on web application after CMS training.

## **4.11 Change Control**

In case of any requirement from CAG Office for additional modules/functionalities development in web application, which are not the part of this scope, agency has to analyze the work and share change request effort estimation with CAG Office after approval on change request from CAG agency can get the work done and submit their bills as per approved change request

## Section V

### CONDITIONS OF THE CONTRACT

#### **1. Definitions**

In this Contract, the following terms shall be interpreted as indicated:

- a. **"The Contract"** means the agreement entered into between the CAG and the agency , as recorded in the Contract Form Signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- b. **"Bidder"** means any vendor that is participating in the RFP process.
- c. **"Agency"** means any agency that is a successful bidder and to whom the contract will be awarded.
- d. **"Contract Price"** means the price payable to the agency under the Contract for the full and proper performance of its contractual obligations.
- e. **"CAG" means the Office of the Comptroller & Auditor General of India, New Delhi which is the RFP Inviting Authority.**
- f. **"IAAD"** means the Indian Audit & Accounts Department (IAAD).
- g. **"Tendering Authority"** means the **Office of the Comptroller & Auditor General of India, New Delhi.**

#### **2. Application**

These Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

#### **3. Use of Contract Documents and Information**

- a. The agency shall not, without the **CAG** prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the CAG in connection therewith, to any person other than a person employed by the agency in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- b. Any document, other than the Contract itself, shall remain the property of the CAG and shall be returned (in all copies) to the CAG on completion of the agency's performance under the Contract if so required by the CAG.

#### **4. Patent Rights**

The agency shall indemnify the CAG against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Supplied Solution or any part thereof in India.

## **5. Change Orders**

The CAG may at any time, by written order given to the agency, make changes within the general scope of the Contract in any one or more of the following:

- 1) The Services to be provided by the agency.
- 2) The Quality of the Developed Solution and/or the Deployment of the solution.
- 3) Change in per unit cost in case of future upgrade as per the change order if any.

If any such change causes an increase or decrease in the cost of, or the time required for, the agency's performance of any provisions under the Contract, an equitable adjustments shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the agency for adjustment under this clause must be asserted within thirty (30) days from the date of the agency's receipt of the CAG change order.

## **6. Delays in the Bidder's performance**

- a. Performance of the Contract shall be made by the Bidder in accordance with the time schedule specified by CAG as indicated in the RFP.
- b. An unexcused delay by the Bidder in the performance of its contract obligations shall render the Bidder liable to any or all of the following sanctions:
  - Forfeiture of its performance security.
  - Imposition of liquidated damage; and/or
  - Termination of the Contract for default.
- c. If at any time during performance of the Contract, the Bidder should encounter conditions impeding timely completion of the services under the contract and performance of services, the Bidder shall promptly notify CAG in writing of the fact of the delay, its likely duration and its causes.
- d. As soon as practicable, after receipt of the Bidder's notice, CAG shall evaluate the situation and may at its discretion extend the Bidder's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

## **7. Acceptance**

The Acceptance Tests must be completed by the Bidder to the satisfaction of the CAG Project Team and any other CAG representatives within a month of completion of Phase III.

## **8. Liquidated Damages**

In the event of failure of the agency to secure acceptance of the website by CAG, within ninety (90) days after implementation, CAG reserves the option to recover from the agency as liquidated damages and not by way of penalty for the period after the said ninety (90) days, until acceptance a sum equivalent to two percent (2%) of the contract value for each month of the failure of agency up to a maximum deduction of Ten (10) percent, to secure acceptance or part thereof, without prejudice to CAG other remedies under the Contract.

## **9. Penalty Clause**

If the agency is not executing the contract to the satisfaction of the CAG then it may invoke any or all of the following clauses.

- Forfeit the performance Guarantee Amount or
- Terminate the contract without giving any notice.

## **10. Termination for Default**

The Tendering Authority may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Agency, terminate the Contract in whole or part:

- If the agency fails to deliver any or all of the deliverables within the period(s) specified in the Contract.
- If the agency fails to perform as per the performance standards.
- If the agency, in the judgment of the Tendering Authority has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

## **11. Termination for insolvency**

The CAG may at any time terminate the contract by giving 30 days written notice to the Agency if the Agency becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Agency, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the CAG

## **12. Termination for convenience**

- i. The CAG Office may at any time by giving 30 days written notice to the Agency, terminate the Contract, in whole or in part, for its convenience. The notice of termination shall specify that termination is for the CAG Office, the extent to which performance of the Agency under the Contract is terminated, and the date upon which such termination becomes effective.

- ii. The client may in the following events after giving a prior notice and conducting investigations if required, terminate the contract forfeiting the bid security and any sums due for payment to the Agency:
  - If the value of the penalty for different services together exceeds 10% of the contract amount for 3 years.
  - If the Agency becomes Bankrupt or financially insolvent during currency of the contract.
  - If it is found that the Bidder has been convicted for any unlawful activities.
  - If it is found that Bidder has made gross misconduct or involved in practices injurious to the image and interest of the client or has failed in performing his duties as per contract.

### **13. Risk Management**

The Agency shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed under this contract. The Agency shall underwrite all the risk related to its personnel deputed under this contract as well as equipment and components and any other belongings or their personnel during the entire period of their engagement in connection with this contract and take all essential steps to reduce and mitigate the risk. CAG Office will have no liability on this account.

### **14. Publicity**

The agency shall not make or permit, to be made a public announcement or media release about any part of this contract unless the CAG office first gives the Agency its written consent

### **15. Governing language**

The contract shall be written in English. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in same languages

### **16. Force Majeure**

- 1) For purposes of this clause, "Force Majeure" means an event beyond the control of the agency and not involving the Agency's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchase either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 2) If a force Majeure situation arises, the Agency shall promptly notify the CAG in writing of such conditions and the cause thereof. Unless otherwise directed by the CAG in writing, the Agency shall continue to perform its obligations under the Contract as far as it reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

## **17. Legal Jurisdiction**

All legal disputes are subject to the jurisdiction of Delhi courts only.

## **18. Taxes and Duties**

The rates quoted inclusive of taxes and duties shall be in Indian Rupees. Also separately mentioning all taxes, duties as applicable up to the completion of job. Any increase in the rates of taxes and duties will only be allowed, if it is notified by the GoI.

## **19. Binding Clause**

All decisions taken by the Tendering Authority regarding the processing of this RFP and award of contract shall be final and binding on all concerned parties.

## **20. Applicable Law**

- a) The Agreement/Contract/Work Order will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
- b) The agency and their deployed personnel either during the contract or after its completion, shall not disclose any proprietary or confidential information relating to the services, contract or business or operations of CAG without the prior written consent of CAG.
- c) Owing to the confidentiality of Examination related Data, the selected bidder is required to submit a **Non-Disclosure Agreement (NDA)** on award of contract.

## **21. Agency's Integrity**

The Agency is responsible for and obliged to conduct all contracted activities as defined in the scope of work in accordance with the Contract.

## **22. Agency's Obligations**

- 1) The Agency is obliged to work closely with the Tendering Authority's staff, act within its own authority and abide by directives issued by the CAG.
- 2) The Agency will abide by the job safety measures prevalent in India and will free the CAG from all demands or responsibilities arising from accidents or loss of life the cause of which is the Agency's negligence. The Agency will pay all indemnities arising from such incidents and will not hold the Tendering Authority responsible or obligated.
- 3) The Agency is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanor.

- 4) The Agency will treat as confidential all data and information about CAG, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the CAG.
23. **The Intellectual Property Right (IPR) of the source code and documentation and design** will be with the CAG. The agency will have to submit source code and required documentation to the CAG. The CAG will have full right over the source code, and the agency will not have any rights. Any modification in the source code or documentation will be provided from time to time to CAG.
24. **The CAG, reserves the right to verify, modify, revise, amend or change any of the terms** and conditions mentioned above or to reject any or all the bids without assigning any reason whatsoever thereof or may terminate the bid process midway without assigning any reason.
25. **Notwithstanding anything to the contrary contained in the conditions of the contract , in no** event will the agency be liable to the CAG, whether a claim be in tort, contract or otherwise; for any amount in excess of 100% of the total fees payable under the Project.
26. **In case of any ambiguity in the interpretation of any of the clauses in the RFP or the** Contract Document, the CAG interpretation of the clauses shall be final and binding on all parties.
27. **Conditional tender shall be summarily rejected.**

**SECTION-VI**  
**BID FORMATS**

**Form 1 - Bid Proposal Sheet**

Bidders Proposal Reference No. and Date:

Bidders Name and Address:

Person to be contacted:

Designation:

Telephone No(s):

Telex No. :

Fax No. :

Subject: Proposal for CAG website

Sir,

1. We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents in respect of Design, Development, maintenance and support for CAG Website as specified in the Bidding documents No. \_< \_\_\_\_\_>.

**2. PRICE AND VALIDITY**

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids.

We are an Indian firm and do hereby confirm that our Bid prices include all taxes including Income Tax and Professional Tax.

We have studied the Clause relating to Goods and Service Taxes and hereby declare that if any Tax is altered under law, we shall pay the same.

**3. UNIT RATES**

We have indicated in the relevant schedules enclosed the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to/decrease from the Scope of Work under the contract.

**4. EMD**

We have enclosed a Demand Draft of **Rs 1,00,000/ (Rupees One Lakh only )** in favour of **Pay and Accounts Officer, Office of the Comptroller and Auditor General of India, payable at New Delhi** towards EMD. This **EMD** is liable to be forfeited in accordance with the provisions of Bid documents.



We declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work.

## **5. BID PRICING**

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders included in bidding documents.

## **6. BID PRICE**

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated as per consolidated bid price for component A + B as shown in para 4.3 of Section-II as part of the Commercial Bid.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date:

Place:

Business Address:

**Form 2 - Bidder's Authorization Certificate**

To,

Director (IS)  
O/o the CAG of India

*<Bidder's Name>* \_\_\_\_\_,  
*<Designation>* \_\_\_\_\_ is hereby authorized to sign relevant documents on behalf of the company in dealing with RFP of reference *<RFP No. & Date>* \_\_\_\_\_. He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said RFP.

Thanking you,

Authorized Signatory.

\_\_\_\_\_

*<Company Name>*

*Seal*

### **Form 3 - Work Experience Certificate**

**Name of the firm:** \_\_\_\_\_

**Period: From -** \_\_\_\_\_ **to -** \_\_\_\_\_

Order No. & Date	Order Placed by (full contact address of such agencies)	Solution provided (Agency)	Value of order in Rupees	Whether STQC Compliant & certificate attached. Yes/No	Date completion of		Remarks indicating reasons for delay, if any	Other Remarks
					As per contract	Actual		

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of the bidder: \_\_\_\_\_

**NOTE:**

**Please provide copies of valid Work Order or Certificate of Completion (for completed projects) from authorized client officials and STQC certificate of the project.**

**Form 4 - Self Declaration - TENDER ACCEPTANCE LETTER**  
**(To be given on Company Letter Head)**

To

Date:

Director (IS)  
O/o the CAG of India

**Sub: Acceptance of Terms & Conditions of RFP**

**Tender Reference No: \_\_\_\_/\_\_\_\_-CAG-Website/**

**NAME OF TENDER / WORK: - DESIGN, DEVELOPMENT/REVAMP/UPGRADATION,  
MAINTENANCE AND SUPPORT FOR CAG WEBSITE FOR COMPTROLLER AND AUDITOR  
GENERAL OF INDIA**

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely CPP portal: <https://eprocure.gov.in/eprocure/app> as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement, and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Central/State Govt. Department/Ministry, Public Sector Undertaking, Autonomous Bodies during the last five year as on the date of bid submission.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Date :

Signature of authorized person

Place:

Full name:

Seal:

**Form 5 - Certificate of Conformity**

Date: \_\_\_\_\_

To,

Director (IS)  
O/o the CAG of India

**CERTIFICATE**

This is to certify that the services for system analysis and design, development, implementation, maintenance and Support of CAG's Website which I shall provide, if I am awarded with the work, are in conformity with the Scope of Work in the RFP.

I also certify that the price I have quoted per unit cost basis is inclusive of all the cost factors involved in the execution of the project, to meet the desired standards set out in the Conditions of the contract.

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Seal: \_\_\_\_\_

**Form 6 - Financial Details as per Audited Accounts**

Years	FY 2022-23		FY 2023-24		FY 2024-25		Average Turnover	
Particulars	Total	From relevant services	Total	From relevant services	Total	From relevant services	Total	From relevant services
Turnover (Rs.'000)								
Profit (Rs.'000)								
Net worth (Rs.'000)								

Note: Enclose CA certificate conforming Annual Turnover during stated 3 audited financial years.

## **FORM 7- STRUCTURE OF TECHNICAL PROPOSAL**

The Technical Proposal needs to be structured as follows:

### **Section 1: Executive Summary**

This section should be a succinct statement and executive summary by the Bidder highlighting the key aspects of technical proposal.

### **Section 2: Bidder Profile & Qualifications**

This section should cover the Bidder's local presence, the project team composition and relevant experience and the company / companies of the tools and products selected to deliver the Application

### **Section 3: Solution Proposed for Application**

This section should present Bidders' proposed solution meeting requirements outlined in the RFP. Bidders are required to present sound, complete, and competent technical architecture solutions. The solution proposed by the bidder will indicate bidders' understanding of the requirements and this is to be demonstrated by the bidder by making presentation before the Evaluation Committee. The section should also include the Bill of Materials (BOM) for all the software components, products and tools that are proposed for website development, testing, deployment and maintenance.

### **Section 4: Project Management Plan**

In this section, Bidders should propose the main activities of the project, duration, phasing and interrelations, milestones (including interim approvals by the Purchaser), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the ToR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.

### **Section 5: Organization & Staffing**

In this section, Bidders should propose the structure and composition of the proposed team. Key emphasis will be on the experience of the Project team.

### **Section 6: Quality Assurance, Maintenance, & Support**

Bidders are required to discuss their Quality Assurance framework and test plans in details during the meeting to discuss the requirements of this RFP. This section should also present Bidder's detailed maintenance and support plan including detailed information on these plans.

**Form 8 - Format for Resumes**

<b>1</b>	<b>Proposed Position</b>																																								
<b>2</b>	<b>Name of the Firm</b>																																								
<b>3</b>	<b>Name of the Staff</b>																																								
<b>4</b>	<b>Date of Birth</b>																																								
<b>5</b>	<b>Education Details</b>																																								
<b>6</b>	<b>Summary of Key Training and Certifications</b>																																								
<b>7</b>	<b>Languages</b>	<table border="1"> <tr> <th>Language</th><th>Reading</th><th>Writing</th><th>Speaking</th></tr> <tr> <td></td><td></td><td></td><td></td></tr> <tr> <td></td><td></td><td></td><td></td></tr> </table>				Language	Reading	Writing	Speaking																																
Language	Reading	Writing	Speaking																																						
<b>8</b>	<b>Employment Record</b>	<table border="1"> <tr> <td><b>From/To</b></td><td colspan="3"></td></tr> <tr> <td><b>Employer</b></td><td colspan="3"></td></tr> <tr> <td><b>Position held</b></td><td colspan="3"></td></tr> <tr> <td><b>From/To</b></td><td colspan="3"></td></tr> <tr> <td><b>Employer</b></td><td colspan="3"></td></tr> <tr> <td><b>Position held</b></td><td colspan="3"></td></tr> <tr> <td><b>From/To</b></td><td colspan="3"></td></tr> <tr> <td><b>Employer</b></td><td colspan="3"></td></tr> <tr> <td><b>Position held</b></td><td colspan="3"></td></tr> </table>				<b>From/To</b>				<b>Employer</b>				<b>Position held</b>				<b>From/To</b>				<b>Employer</b>				<b>Position held</b>				<b>From/To</b>				<b>Employer</b>				<b>Position held</b>			
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	<b>Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned</b> <table border="1"> <tr> <td><b>Name of assignment or project:</b></td><td></td></tr> <tr> <td><b>Year:</b></td><td></td></tr> <tr> <td><b>Location:</b></td><td></td></tr> <tr> <td><b>Client:</b></td><td></td></tr> <tr> <td><b>Main project features:</b></td><td></td></tr> <tr> <td><b>Positions held:</b></td><td></td></tr> <tr> <td><b>Activities performed:</b></td><td></td></tr> </table>					<b>Name of assignment or project:</b>		<b>Year:</b>		<b>Location:</b>		<b>Client:</b>		<b>Main project features:</b>		<b>Positions held:</b>		<b>Activities performed:</b>																							
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<b>Positions held:</b>																																									
<b>Activities performed:</b>																																									

**Note:** Project wise forms details to be submitted as shown in Sr.No.8 above for each assignment of the resume.



**FORM 9A- TEAM COMPOSITION AND TASK ASSIGNMENTS**

KEY PROFESSIONAL STAFF				
Resource Category	Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned
Project Manager (with ≥ 10 years' experience in IT/e-Governance)				
Sr. Developer (with ≥ 5 years' experience)				
Developer (with ≥ 3 years' experience)				
UI Designer				

**Note:** Development team should have with minimum 5 skilled developers.

**FORM 9B- TEAM COMPOSITION AND TASK ASSIGNMENTS**

SUPPORT STAFF			
Resource Category	Area of Support	Position Assigned	Task Assigned
1.			
2.			
3.			
N.			

**FORM 10- STAFFING SCHEDULE**

No	Name of Staff <sup>1</sup>	Months						
		1	2	3	4	5	6	Total
1								
2								
3								
4								
N								

- Professional Staff input should be indicated individually; for Support Staff it should be indicated by category
- Months are counted from the start of the assignment.

**FORM 11- WORK SCHEDULE**

No	Activity	Months						
		1	2	3	4	5	6	N
1								
2								
3								
4								
5								
6								
N								

**FORM 12A- SUMMARY OF COSTS- COMPONENT A**

Sl.No.	Item	Cost in INR
1	Total Cost for providing all the services as per this RFP including Remuneration and Bill of Materials ( <b>exclusive</b> of taxes, 1 year warranty and 2-year paid Support)	
2	Cost of One-year On-site support personnel (having minimum 3 years' experience)	
3	Security Audit	
4	SSL charges for 3 years	
5	STQC fee	
5	GST	
<b>Total Amount of Commercial Proposal- Component A (including taxes)</b>		

Note 1: Bill of materials to be provided separately

Note 2: Cost of proprietary / COTS software used shall be included in the commercials.

**FORM 12B- SUMMARY OF COSTS- COMPONENT B**

S.No	Item	Costs in INR			
		Quarter	Year 1	Year 2	Year 3
1	<ul style="list-style-type: none"><li>Total Cost of Warranty for 1 year after completion of all four phases of contract (Warranty period starts from the date on which all phases of the contract are successfully delivered)</li></ul> And <ul style="list-style-type: none"><li>Cost of operation &amp; maintenance (refer post-warranty) of the staff wing website for Two years (i.e year 2 and year 3) after completion of 1 year warranty support</li></ul>	1st Quarter			
		2nd Quarter			
		3rd Quarter			
		4th Quarter			
2	GST	1st Quarter			
		2nd Quarter			
		3rd Quarter			
		4th Quarter			
Total Amount of Commercial Proposal- Component B (including taxes)					

	<b>Total cost Component A+B</b>	
--	---------------------------------	--

**Total Amount (In Rs)** (In Figures).....(In words).....

**NOTE:** The consolidated bid price for component A + B as shown in para 4.3 of Section-II to be submitted as per BoQ on CPP portal. The tendering authority may at a later stage (i.e. after the finalization of the contract or at the time of agreement) ask for a component wise breakup of the price in Form-12A, 12B, Section VI.

**FORM 13A- COMMERCIAL PROPOSAL- BREAKDOWN OF REMUNERATION-COMPONENT A**

Name2	Position	Staff-month Rate (A)4	Proposed total No. of Man-months (B)	Total Amount in INR (A*B)
<b>Professional staff</b>				
<b>Support Staff</b>				

**Note:**

- 2 Professional Staff and Support Staff should be indicated individually.  
4 Indicate separately staff-month rate.

**FORM 13B- COMMERCIAL PROPOSAL- BREAKDOWN OF REMUNERATION-COMPONENT B**

Name 2	Position	Staff-month Rate (A) 4	Proposed total No. of Man-months (B)	Total Amount in INR (A*B)
<b>Professional staff</b>				
<b>Support Staff</b>				

**NOTE:** The tendering authority may at a later stage (i.e. after the finalization of the contract or at the time of agreement) ask for a component wise breakup of breakdown of remuneration charges in Form-13A, 13B, from selected firm. It should be commensurate with the price quoted by the bidder, and it will be used for man month cost effort estimation of change request, if required in future, during the entire contact period.

**Form 14 – Performance Guarantee Bond Proforma**

Ref: \_\_\_\_\_

Date \_\_\_\_\_

Bank Guarantee No \_\_\_\_\_

To,  
The Director IS),  
O/o the CAG of India,  
New Delhi

Against Contract vide Advance Acceptance of the RFP No. \_\_\_\_\_ Dated \_\_\_\_\_ of CAG covering the services for CAG Website to be implemented in the said location (Hereinafter called " The Said Contract") entered into between CAG and the \_\_\_\_\_ (Hereinafter called the "The Bidder"), this is to certify that at the request of the Bidder we Bank \_\_\_\_\_ are holding in trust in favour of the client, the amount \_\_\_\_\_ (write the sum here in words) to indemnify and keep indemnified CAG against any loss or damage that may be caused to or suffered by CAG by reason of the said Contract and / or in the performance thereof. We agree that the decision of CAG, whether any breach of any of the terms and conditions of the said contract and / or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by CAG shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to CAG.

We Bank \_\_\_\_\_ further agree that the Guarantee herein contained shall remain in full force and effect during the period that could be taken for satisfactory performance and fulfillment in all respects of the said Contract by the Bidder i.e. till \_\_\_\_\_ (viz. The date up to 2 months after the date of closure of the contract including warranty + 2 years O&M support) hereinafter called the said date and that if any claim accrues or arises against us \_\_\_\_\_ Bank by virtue of this guarantee before the said date, the same shall be enforce able against us \_\_\_\_\_ Bank notwithstanding the fact that the same is enforced within six months after the said date, provided that the notice of any such claim has been given to us \_\_\_\_\_ Bank by the purchaser before the said date. Payment under this letter of Guarantee shall be made promptly upon our receipt of notice to that effect from CAG.

It is fully understood that this Guarantee is effective from the date of the said Contract and that we \_\_\_\_\_ Bank undertake not to revoke this guarantee during its currency without the consent in writing of CAG.

We undertake to pay CAG any money so demanded not withstanding any dispute or disputes raised by the Bidder in any suit or proceedings pending before any Court or Tribunal relation thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge or our liability for payment there under and the Bidder shall have no claim against us for making such payment.

We \_\_\_\_\_ Bank further agree that CAG shall have the fullest liberty, without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said Contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by CAG against the said Bidder and to forbear or enforce any of the terms and conditions relating to the said Contract and we, \_\_\_\_\_ Bank shall not be released from our liability under these guarantee by reason of any such variations or extension being granted to the said forbearance and / or omission on the part of CAG or any other matter or thing whatsoever, which under the law relating to sureties, would but for this provisions have the effect of so releasing us from our liability under this guarantee.

The Guarantee is for an amount of Rs. \_\_\_\_\_ (In figures Rs. \_\_\_\_\_ ).

This Guarantee shall not be discharged due to the change in the constitution of the Bank or the Bidder.

**DATE: -**

**PLACE:**

**SIGNATURE: -**

**WITNESS: -**

**PRINTED NAME:**

.....(BANK'S COMMON SEAL)

## SECTION-VII

### ANNEXURE-I:

The agency has to maintain the following Service levels for the problems/ issues reported by CAG:

#### **1. SERVICE LEVEL REQUIREMENTS**

<b>SLAs wrt Resolution of Application Problems reported by CAG</b>			
<b>SNo</b>	<b>Severity Category</b>	<b>Service level</b>	<b>Penalty</b>
<b>1</b>	<b>Level-1 Severity</b> Such cases that can be addressed without modifications to the code. E.g.: User not able to browse – a change required in the configuration of the application	Agency to resolve such problems <u>within 4 hours</u> from the time of reporting by CAG	A penalty of 0.25% of the cost of quarterly payment shall be charged per hour of delay.
<b>2</b>	<b>Level-2 Severity</b> Such case where there is minor problem in the workflow/navigation of pages such as reports, forms, in the Application etc <u>OR</u> When there is a minor deviation in the application outcome that is not as per feature requirement.	Agency to resolve such problems <u>within 1 working days</u> from the date and time of reporting by CAG	A penalty of 0.5% of the cost of quarterly payment shall be charged per day of delay.
<b>3</b>	<b>Level-3 Severity</b> Such case where there is major problem in the workflow/ navigation of pages such as reports, forms, in the Application <u>OR</u> When there is a Major deviation in the application outcome and is not as per feature requirement <u>OR</u> When there is an unwarranted event such as Application crash etc <u>OR</u> Shortfall in 99% uptime of website	Agency to resolve such problems <u>within 2 working days</u> from the date and time of reporting by CAG	A penalty of 0.5% of the cost of quarterly payment shall be charged per day of delay.  Penalty for Shortfall in 99% uptime (computed weekly) of website would be 0.25% of quarterly O&M charges per hour of downtime in excess of the permitted 1% downtime.

NOTE:

- i) The agency needs to keep a log for monitoring of 99% uptime requirement for the website. The log should be available in the admin dashboard. Fulfilment of 99% uptime requirement would be a condition for quarterly release of O&M charges.
- ii) It may be noted that one or more penalties may be imposed concurrently subject to maximum of 10% of contract price. Once the maximum has reached, CAG at its discretion may consider termination of the contract and forfeit Performance Security.
- iii) In addition to the penalties as above, CAG may at its discretion get the fault rectified from any other source at the risk & cost of the agency. In such case the cost of such work outsourced shall be borne by the bidder and penalty shall be imposed at the rates applicable as above for the actual period of fault.
- iv) The aggregate penalties for any quarter shall not exceed 25% of the quarterly O&M Payment. The agency has to device a robust system for logging, and tracking the issues raised by CAG. The agency shall submit a quarterly report in this regard. In absence of such report, maximum penalty shall be levied.
- v) Penalties as mentioned above shall be applicable from the date of start of services i.e. date of signing of contract.

SLAs w.r.t Attendance of Personnel provided by Agency			
SNo	Service level	Service Breach Severity	Penalty
1	Attendance of personnel on all working days	A resource absent up to 3 working days in a calendar month as above	The deduction will be made on prorata basis i.e, man days cost of that resource multiplied by number of days of absence.
		A resource absent more than 3 working days in a calendar month	In such a case the penalty shall be 110% of the pro-rata rate of that resource. That means 1.10 times the man days cost of that resource multiplied by number of days of absence.
		A resource is continuously absent for more than 30 days.	In such a case the penalty shall be 120% of the pro-rata rate of that resource. That means 1.20 times the man days cost of that resource multiplied by number of days of absence.

**NOTE:**

- a) Penalties as mentioned above shall be applicable from the date of start of services.
- b) Any delay in deploying full resources at the start of service shall attract these penalty clauses.
- c) In case if CAG calls for replacement of a resource, then the agency shall be allowed 7 days time to provide alternate resource. For this period no penalty shall be imposed except pro-rata reduction of that resource.



d) In case if CAG does not require a certain resource / all resources for a certain period then no penalty shall be imposed except pro-rata reduction of that resource.

## **2. CONTACTS**

- 2.1 The Agency should provide the contact call tree and the escalation matrix for the services it offers. On a minimum it shall provide for the following:
  - 2.1.1. Office Contact Details (Normal Working Hours)
  - 2.1.2. Contact Details of Project team and Support Personnel including translation team (Normal and after office working hours)
  - 2.1.3. Contact Details of Designated Account Manager in case of Escalation (Normal and after Office Working hours)
- 2.2. CAG shall provide a call tree which includes point of contact for reporting and updating routine activities and point of contact for escalations.
- 2.3. Availability of Professional staff/experts: Having selected the Agency on the basis of, among other things, an evaluation of proposed Professional staff, the CAG Office will require assurances that the Professional staff will be actually available and will not be substituted. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Consultant within the period of time specified in the letter of invitation to negotiate. After award of contract, no replacement shall be allowed during initial period contract barring exceptional circumstances (eg. Death, Prolonged illness) and will be subject to prior approval by CAG Office.

## **3. HELP DESK - MAINTENANCE WINDOWS**

- 3.1. A maintenance window will be agreed between the two parties considering the availability load/usage of the service is at a minimum.
- 3.2. If downtime is expected, then alternate arrangements for continuous service must be made by the Agency.
- 3.3. All planned activities shall be carried out during the maintenance window and in compliance with the change management procedure.
- 3.4. In case of unplanned outages, a verbal approval from the Agency shall be deemed suitable for carrying out the necessary correctional activities.
- 3.5. There shall be one mandatory preventive maintenance by the Agency's maintenance team in every three months, i.e., minimum of twelve visits in three years of warranty and support.
- 3.6. In addition the Agency will also be required to carry out the following activities during the maintenance period:
  - a. Upgrade/update content and structure of the website. Update Content provided by the CAG office on the website on a regular basis. Assume the

- role of the Content Managers for the entire portal, till instructed by CAG to transfer the same to the nominated persons.
- b. Manage and maintain the Portal, including hosting facility with secure server.
  - c. Regular monitoring of the website with 24 X 7 monitoring tools and intrusion detection system facility.
  - d. The **Bidder** will provide **24/7 support** to assist with troubleshooting and resolving any operational issues that users encounter.
  - e. Fortnightly full backup of website through the duration of the contract.
  - f. Provide a report on site traffic statistics and search engine analysis reports on a monthly basis.
  - g. Give monthly updated reports to CAG about the number of visitors, geographical distribution of visitors, average time spent on the website, most visited sections/pages etc. besides other analysis.
  - h. Give monthly report on the response time.
  - i. Show number of visitors to the website, on the homepage.
  - j. Content Management - Redesign the CMS, edit, revise, update or create new textual content and graphics on existing pages based on CAG / Working Groups request.
  - k. Redesign Layout/homepage according to CAG strategy periodically.
  - l. Database - requires periodic bug fixing, troubleshooting and the periodic update of searchable data.
  - m. Maintain site search engine by ensuring that any content updates and new pages are searchable.

#### **4. TERMS AND CONDITIONS**

- 4.1 The Agency is liable to follow all the security standards and policies as specified by CAG and follow all the laws and regulation of the Government of India from time to time.
- 4.2 The Agency must inform any changes taking place that may affect the confidentiality, integrity or availability of the service/data provided.
- 4.3 The ownership of the data being hosted will remain with CAG of India.
- 4.4 The Agency shall not share dedicated physical resources and other technical resources such as server resources or database allocated to CAG with its other clients and shall take necessary precautions and implement suitable controls to protect it.
- 4.5 The Agency shall provide the necessary data storage space and processing capacity for the web service during development and testing stage and up to final acceptance of the final outcome of the project.

#### **5. CAG'S RESPONSIBILITIES**

- 5.1. Monitor the service levels as specified in the contract.
- 5.2. Integrate change management, incident management and corresponding processes to include the Agency.
- 5.3. Ensure that the Agency complies with the necessary security and quality requirements as mentioned.

## **6. AGENCY'S RESPONSIBILITIES**

- 6.1. Maintain the Confidentiality, Integrity and Availability values of CAG data and services.
- 6.2. Report any incident that may affect CAG data/service in terms of Confidentiality, Integrity and Availability.

## **7. INCIDENT HANDLING**

### **7.1 Incident Reporting**

- 7.1.1. All reported incidents shall be logged, assigned a number for reference, and tracked for resolution.
- 7.1.2. Incident's impact Levels are classified at the levels specified in 1.1 and 1.2 above.
- 7.1.3. Office Hours are Monday to Friday (09:30 hours to 18:00 hours) or any other day specified/declared as office working day.

### **7.2 Escalation Procedures**

- 7.2.1. The Parties shall define and mutually communicate Escalation procedures.

**ANNEXURE-II**  
**Completion of Knowledge Transfer – Self Declaration**

Date:

To,  
Director (IS)  
O/o the CAG of India

Subject: Successful Completion of Knowledge Transfer Process

Subsequent to the award of work, we  
\_\_\_\_\_ had undertaken the task of transition of  
Knowledge from the current service provider on \_\_\_\_\_ date.

We hereby declare that the Knowledge transfer process is successfully completed in collaboration with the current service provider \_\_\_\_\_ and that we are ready to meet the desired service levels and requirements set out in the conditions of the contract.

Thanking you,

Yours faithfully,

(Signature)

Name and Designation:  
Agency:

Seal:

Date:  
Place:

Annexure-III

**DECLARATION**

1. I, \_\_\_\_\_ Son/Daughter/wife of Shri \_\_\_\_\_, Proprietor/Director /authorized signatory of the agency/Firm mentioned above, am competent to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false/ misleading information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards Prosecution under appropriate law and forfeiture of the EMD.

Date :  
authorized person  
Place:

Signature of  
  
Full name:  
Seal:

### Annexure - A

User Requirement			
No	Requirement	Compliance (Yes/No)	Bidder Comment
1.	The website design should follow GIGW guidelines (3.0) prescribed by the Government of India for Government websites at <a href="http://web.guidelines.gov.in">http://web.guidelines.gov.in</a>		
2.	Website should provide universal accessibility.		
3.	The website shall be accessible to all, irrespective of technology, platforms and devices. In other words, the agency should consider the broad spectrum of visitors, including general public, specialized audiences, people with mobile devices such as iPad, tablets and smartphones, people without access to advanced technologies and those with limited English proficiency		
4.	Website shall be guided by Web Content Accessibility Guidelines (WCAG) and be friendly to disabled users by providing features such as the ability to increase font size, change text and background colors and navigate using the TAB button		
5.	It should be optimized for operability across platforms and devices (Open Web technologies). Technology platform should be compatible for future adoption of Gen AI Bot.		
6.	The Content Management System (CMS) must be simple and easy to understand, maintain and operate. It should not need high IT knowledge and expertise.		
7.	CMS must be easy for developing, posting and managing the overall content of the website.		
8.	The Content Management System must come with unlimited user licenses.		
9.	The Content Management System (CMS) should have <b>multiple-language</b> support		
10.	The Content Management System (CMS) must support all browsers		
11.	User authentication in CMS will be using username / password and 2FA/SOS Parichay		

User Requirement			
No	Requirement	Compliance (Yes/No)	Bidder Comment
12.	Administrators can create users and assign them role-based privileges		
13.	The website shall have options for multiple level of administrative control having varied rights for all the modules so that they are able to add/modify/remove content through content CMS pertaining to their respective Centre/Domain as per their assigned rights		
14.	There will be a creator and approver for every page.		
15.	The Content Management System must have a functionality to manage various audit and accounting reports on the Website by placing the content.		
16.	CMS must publish contents to multiple formats including PDF, HTML etc.		
17.	Facility to create menus on homepage and other pages and change the sequence of top menu.		
18.	The navigation features must be simple and easy to use.		
19.	CMS must support ability to add contents/ remove contents/ modify contents globally across all pages on the site or on specific areas of the site.		
20.	CMS should support on demand creation of a "ready to print" copy of the content pages.		
21.	CMS must backup the previous data / version before any content updation. It should be possible to restore pages and contents from backups or previous versions. Each such updation needs to be recorded and audit trail maintained for any future reference.		
22.	CMS should support the content scheduling web management facilities.		
23.	CMS should be able to provide the following performance features: Advanced Caching, Database Replication, Load Balancing, Page Caching, Audit Trail, Captcha, Login History, Problem Notification and SSL Support.		

User Requirement			
No	Requirement	Compliance (Yes/No)	Bidder Comment
24.	CMS must have ease-of-use features: Spell Checker, Glossary and Preview Content before publishing, Font type and size should be uniform across all the pages.		
25.	There should be facility to review a page to be provided in CMS. The approver of a page will have the rights to review. Facility to alert reviewers through email and also prompt users with pending actions like review, approve etc immediately after login		
26.	Website must have easy-to-use user interface (UI) for creating pages with facility to include images and upload documents.		
27.	Website should have facility to insert metadata for each page or globally, in different languages.		
28.	A CMS user session will not interfere with normal browsing or session with the public part of the website. This will allow a user to use different tabs in the same browser to use CMS and view the website.		
29.	User should be able to manage all types of data such as documents, pictures, videos and so forth. CMS will allow easy access, review/edit, approve and publish the data on website. Serving as a central repository, the CMS will increase the version level of new updates to an already existing file. Version control as one of the primary features of CMS should be there.		
30.	All the pages under CMS should be served over https only		
31.	Site map – all the main pages of the website should be identified and placed on a sitemap for quick reference.		
32.	There should be Separate section for “what is new”, to indicate CAG’s speeches, press releases and latest events which will include text, graphics & videos on main site & subsites.		
33.	There should be Separate section for tender announcements		



User Requirement			
No	Requirement	Compliance (Yes/No)	Bidder Comment
34.	There should be Separate Section for Feedback		
35.	There should be Separate Section for Archived content		
36.	There should be Separate section for information shared as pro-active disclosure including information related with Right to Information Act (RTI act)		
37.	There should be Separate section for CAG's international activities including audits of international organizations.		
38.	There should be Separate Section for "Contact us".		
39.	The user interface must be visually appealing, offering a color scheme that is uniquely identifiable to CAG as per current guidelines of the GOI.		
40.	User interface navigation must be understandable without training, and the information must be logically organized		
41.	The user interface must be responsive within 1-3 seconds of a page request by the user on all pages		
42.	The Implementing agency should create a database of Audit reports, State accounts and other documents of CAG which will be amenable to keyword-based and other Search		
43.	CAG's current website reports and content pages has to be migrated on the new website.		
44.	This database should be searchable through the website		
45.	Search must be quick, easy to use, and provide meaningful results ordered by on the basis of date/relevance/popularity/recency etc.		
46.	One search should cover the entire site		
47.	Search should handle common typo/spelling mistakes and synonyms and is not case sensitive		

User Requirement			
No	Requirement	Compliance (Yes/No)	Bidder Comment
48.	The Default should be simple search, single search box that encourages more than one single search word.		
49.	Advanced search should provide for multiple parameters such as year of audit report/ accounts, type (State/Union), sectors, year, Report Number, Department, and multiple keywords etc.		
50.	Website should have SEO features like Crawlable Link Structures, Meta Tags, URL Structures, URL Construction etc.		
51.	Search results page well-designed, contains appropriate elements/functionality such as listing of search terms used, number of hits, numbered list of matching docs, way to browse results, way to do new search		
52.	Where multiple pages are returned by the search, these must be displayed with suitable thumbnails, hyperlinks and sub-level tagging as appropriate such that the reader can easily distinguish between the different pages.		
53.	Suitable “not found” message must be returned where no search criteria are matched.		
54.	Website Content should be SEO friendly		
55.	Layout of the webpage design should be friendly for search engines.		
56.	Searching of Reports will be a major portion on the website, where user can search reports by state through map. Country Map should be displayed on website with links to state reports.		
57.	Categorization and category-wise report search should be there		
58.	Other ways for easy searching of report for website front-end user can be suggested by the agency and department at the time of requirement understanding.		

User Requirement			
No	Requirement	Compliance (Yes/No)	Bidder Comment
59.	LDAP/SOS Parichay integration has to be there so that internal users will use official email id credentials for login.		
60.	User should be able to share comment on files.		
61.	The system should feature the option to manage website content, including navigation, messages and custom applications in multiple languages		
62.	The website should be designed and implemented in a way that the needs of users with low-bandwidth connection to internet are accommodated		
63.	The following should be prominently displayed in the Home page Terms & conditions Usage policy of content Legal Aspects Website should display Privacy Policy and other policies prescribed in GIGW guidelines Logo of department		
64.	The Implementing Agency will provide training on the requested content management system to IAAD staff. It will also provide an understanding of the web site, database and infrastructure configurations used in the implementation		
65.	Bidder shall comply with secure coding practice such as OWASP (Open Web Application Security Project Guidelines) and necessary security features to be built for securing the site from hacking.		
66.	The website must undergo mandatory security audit through STQC and comply with any additional work arising out of such audit at no additional cost		
67.	Bidder should ensure that Security Audit for the website from CERT-IN empanelled vendor is done before hosting and deployment.		
68.	The web site must log content changes		

User Requirement			
No	Requirement	Compliance (Yes/No)	Bidder Comment
69.	One of the important parameters of this project is to have self-service management by IAAD for main site and sub-site through a Powerful Admin Panel to allow users to customize theme in an easy and simple way. There should not be any need of coding for anything because of the options that are included in the solution to be provided. (Bidder to study existing website, requirements of RFP & existing live website of CAG for work estimates).		
70.	It should have the option of integration with any back-end systems / application & GenAI BOT in future		
71.	CAG look forward to a main site and for bouquet of websites ( around 140 approx.) offices under this website. Those sub-sites development should be done easily with the same environment and template based.		
72.	The website should be integrated with google analytics to get analytic reports on number of visitors, page visited, location of visitors and many more.		
73.	Monthly reporting of web statistics, including unique user site sessions, page views, hit counters, cumulative year-to-date site visits and page views, etc.		
74.	Post-rollout technical helpdesk support and bug-fixing within the warrantee period should be provided.		
75.	All the modules/pages link in respective main site & subsite are to be made accessible while developing/revamp of website in latest technology & platform.		
76.	Existing templates home page, Home blocks and other functionalities are to be available with innovative latest visualisation appearance.		
77.	The existing MySQL 5.6 database (approximately 1.5 TB) shall be migrated to a modern SQL platform such as PostgreSQL or the latest MySQL release.		

User Requirement			
No	Requirement	Compliance (Yes/No)	Bidder Comment
78.	The Bidder shall integrate the CMS and related applications with NIC's existing Single Sign-On (SSO) framework.		
79.	Version control shall be incorporated to maintain historical records of significant documents including audit reports, manuals, and other publications.		
80.	The CMS shall support multilingual content, including English and Hindi, with the flexibility to add additional Indian languages in the future.		
81.	The CMS shall comply with GIGW 3.0 and WCAG 2.1 or higher accessibility standards.		
82.	Compliance with security requirements CERT-In, OWASP, GIGW 3.0, WCAG 2.1 and MeitY AI Governance for future upgradation, if needed.		

## Annexure-B

Some of the main pages/ modules forms and their displaying functionality through CMS Back end screen shot are given below for reference and for understanding the existing architecture.

A&E - Complaint/Suggestion : pertains to the A&E Office & user furnish the detail via forms.

Home > A&E - Complaint/Suggestion

Search By: Any Search For: Enter Keywords Category: All

States: All GO Reset

Page Entry: 10 Page: 1 of 2746

A&E - Complaint/Suggestion [ Displaying 1 to 10 of 27458 ]

Id	State	Full name	Mobile	Email	Complaint Related	Attachment	Suggestion Complaint	Created
27458	Kerala	Indu S Namputhiri	9495275073	indu.namputhiri@gmail.com	Others	-	On processing my salary arrears on receiving 15 years...	15-Dec-2025 11:00 AM
27457	Tamil Nadu	Rajendiran	9443793397	rajendiranr@gmail.com	Others	-	Reemployment Pay Authorisation order	15-Dec-2025 10:54 AM
27456	West Bengal	Soma mukhopadhyay	9051333855	aceaim64@yahoo.in	GPF	<a href="#">Download</a>	At my gpf statement , the ddo name is...	15-Dec-2025 09:35 AM
27455	Himachal Pradesh	Pawan Kumar	8219504201	pawan1973an@gmail.com	Others	-	Please send me list of my nominee for gpf accounts	14-Dec-2025 08:30 PM
27454	Himachal Pradesh	Vipin Kumar	7018314268	vipin.sharma08696@gmail.com	GPF	<a href="#">Download</a>	It is submitted that my name is written wrongly...	14-Dec-2025 05:07 PM
27453	Kerala	Nayana.P	9562761346	pnayanam@gmail.com	Gazetted Entitlement	-	Please my half pay leave	14-Dec-2025 03:07 PM
27452	Kerala	Nayana.P	9562761346	pnayanam@gmail.com	Others	-	Please my half pay leave account	14-Dec-2025 03:03 PM
27451	Himachal Pradesh	BIKRAM CHAND	9418035831	vickyverma2021@gmail.com	Pension	<a href="#">Download</a>	I Bikram Chand retired as Lecturer in Economics GSSS...	14-Dec-2025 02:11 PM
27450	Odisha	AJAYA KUMAR SWAIN	9438564130	swainajaya74@gmail.com	GPF	-	PLEASE CHANGE MY FIRST NAME AS AJAYA INSTEAD OF...	14-Dec-2025 05:02 AM

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Recruitment Rules : They are updated as per the designation category.

Home > Recruitment Rules

Title: Enter Keywords Show In What's New: All Status: All Language: English

Websites: CAG (Main Website) Department: All

States: All GO Reset

Page Entry: 10 Page: 1 of 6

Recruitment Rules [ Displaying 1 to 10 of 54 ]

Category	Title	Language	Show In Whats New	Status	Created At	Actions
Group B & C	Assistant Supervisor	English	No	Active	20-Nov-2023 04:28 AM	<a href="#">PDF</a> <a href="#">Delete</a>
Group A	test Recruitment Rules	English	No	Inactive	18-Nov-2022 06:27 AM	<a href="#">PDF</a> <a href="#">Delete</a>
Group B & C	Halwai-cum-Cook (Type-D Canteens)	English	No	Active	08-Apr-2022 04:29 AM	<a href="#">PDF</a> <a href="#">Delete</a>
Group B & C	General Manager, Manager Grade-II & Maanger-cum-Accountant	English	No	Active	08-Apr-2022 04:28 AM	<a href="#">PDF</a> <a href="#">Delete</a>
Group B & C	Deputy Genral Manager (Departmental Canteen)	English	No	Active	08-Apr-2022 04:26 AM	<a href="#">PDF</a> <a href="#">Delete</a>
Group B & C	Accountant	English	No	Active	10-Sep-2020 12:38 PM	<a href="#">PDF</a> <a href="#">Delete</a>
Group B & C	Private Secretary	English	No	Active	10-Sep-2020 12:16 PM	<a href="#">PDF</a> <a href="#">Delete</a>

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Notice: The Notice pdf are updated with a defined data & time.

A&E - Complaint/Suggestion
About Us
Former Cag
Recruitment Rules
Notice
Performance Activity Report
Rti Disclosure
Budget
Immovable Property Returns
Staff Associations And Jcm
Existing Policies Transfer Posting Gro
Posting Transfer Guidelines Commer
Foreign Tours
Rti Applications
Act And Mannual
Ae Tranning
AeNotices

Home > Notice

Search By: Title
Search For: Enter Keywords
Websites: CAG (Main Website)
Department: All
States: All
Category: All
GO Reset
Page Entry: 10
Page: 1 of 3

Add New Notice

Id	Title	Category	Language	Content type	Content	Status	Created	Modified	Actions
25	Notice for candidates nominated to the post of Stenographer	Notice for Stenographer's 2014	en	File upload	notice-notice-05e4781507c06e7-20804924.pdf	Active	2/15/20, 10:57 AM	3/3/20, 6:10 PM	
24	Option form Stenographer english	Notice for Stenographer's 2014	en	File upload	notice-notice-05e478134942130-28190963.pdf	Active	2/15/20, 10:57 AM	2/15/20, 11:00 AM	
23	Option form Stenographer hindi	Notice for Stenographer's 2014	en	File upload	notice-notice-05e47811397585-35405985.pdf	Active	2/15/20, 10:56 AM	2/15/20, 11:00 AM	
22	Notice for Auditor selected in CAG through CGLE - 2013	Combined Graduate Level Exam - 2013	en	File upload	notice-notice-05e4780c3a64a64-40486429.pdf	Active	2/15/20, 10:55 AM	2/15/20, 11:00 AM	
21	Notice for Accountant selected in CAG through CGLE - 2013	Combined Graduate Level Exam - 2013	en	File upload	notice-notice-05f735564bde34-16312324.pdf	Active	2/15/20, 10:55 AM	9/29/20, 9:10 PM	
20	Notice for Div. Accountant selected in CAG through CGLE - 2013	Combined Graduate Level Exam -	en	File upload	notice-notice-05e47809155e896-50147996.pdf	Active	2/15/20, 10:54	2/15/20, 11:00	

Circular: for Public and password protected are published here

A&E - Complaint/Suggestion
About Us
Act And Mannual
Ae Tranning
AeNotices
AeStateAccounts
AgOtherReports
Audit Trail Log
Board/Committees
Circulars/Office Orders
Circulars
Core
Department Examination
Deputation
Drawing Disb Officers
Events
Feedback Details

Home > Circulars/Office Orders

Title: Enter Keywords
Status: All
Language: English
Websites: All
Department: All
States: All
Category: All
GO Reset
Page Entry: 10
Page: 1 of 1185

Add New Circulars/Office Orders

Title	language	date	status	Created At	Actions
Realignment of Inter-Group/Inter-Sectional responsibilities	English	12-12-2025	Active	12-Dec-2025	
Online applications are invited from officials belonging to SAGAAOSrAdriStenoPAPSDEO cadre	English	12-12-2025	Active	12-Dec-2025	
Additional Charge.	English	12-12-2025	Active	12-Dec-2025	
Postponement of date for presentation of Committees formed vide order dated 28-11-2025	English	12-12-2025	Active	12-Dec-2025	
Advances for Contingent and Miscellaneous purposesprocedure to be followed on drawal of Advance and submission of Detailed Contingent Expenditure Bills - Reg.	English	11-12-2025	Active	12-Dec-2025	
Circular regarding Appointment on deputation to the post of Legal Assistant in the O/o Pr. Accountant General (Audit), Punjab, Chandigarh	English	10-12-2025	Active	12-Dec-2025	
Internal Complaints Committee for Prevention of Sexual Harassment of Women at Workplace	English	12-12-2025	Active	12-Dec-2025	

Circular: category can be added here

Board/Committees
Circulars/Office Orders
Circulars
Circular Categories
Reports
Department Gradation List
Audit Trail Log History
Core
Department Examination
Deputation
Drawing Disb Officers
Events
Feedback Details
General Categories
Gradation List
Grievance

Home > Circular Categories

Title: Enter Keywords
Status: All
GO Reset
Page Entry: 10
Page: 1 of 8

View Category & Sub Categories
Add New Circular Category

Id	Title	Parent	Status	Created	Modified	Actions
73	OE & Admin औई और उपसहायक		Active	21-Nov-2023 02:50 PM	21-Nov-2023 02:50 PM	
72	Others अन्य	Staff Wing	Active	26-Apr-2023 03:39 PM	26-Apr-2023 03:39 PM	
71	Entitlement हकदारता	Staff Wing	Active	26-Apr-2023 02:55 PM	26-Apr-2023 02:55 PM	
70	Practice Notes अभ्यास नोट्स	F&C Coordination	Active	26-Jan-2023 02:50 PM	26-Apr-2023 03:39 PM	
69	F&C Coordination एक एक की समन्वय		Active	26-Jan-2023 02:39 PM	26-Apr-2023 03:39 PM	
68	Guidelines दिशा-निर्देश	RTI	Active	04-Mar-2022 11:28 AM	26-Apr-2023 03:39 PM	
67	General सामान्य	RTI	Active	04-Mar-2022 11:26 AM	26-Apr-2023 03:39 PM	
66	RTI रुटिन का अधिकार		Active	04-Mar-2022 11:23 AM	26-Apr-2023 03:39 PM	

A core module was developed for a particular section.

Core

Core Published Papers

Comments

Department Examination

Deputation

Drawing Disb Officers

Events

Feedback Details

General Categories

Gradation List

Grievance

Iaad Kms Content

Iaas Officers Trainee

In House Systems

KmsCategories

Masters

Media Centre

Menu Management

Home > Core Published Papers > Comments

Title: All

Status: All

GO

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Comments

--Status--

Update

<input type="checkbox"/>	Title	Comment by	Comment Description	Status	Posted At	Updated At	Actions
<input type="checkbox"/>	Exposure Draft on Problem Oriented Approach to Performance Audits	jebekumarap.tmn.au@cag.gov.in	Sir/Madam The draft is lucid and I am sure...	Unpublish	28-Jul-2021 05:17 PM	-	
<input type="checkbox"/>	Approach paper for upcoming Conclave in November 2019	sharma.chetan1@silvertouch.com	Test edit option test comments on 15Oct2020.. Test comments...	Unpublish	15-Oct-2020 02:48 PM	15-Oct-2020 02:48 PM	
<input type="checkbox"/>	Strategic areas of focus in audit	sharma.chetan1@silvertouch.com	This should be very useful...	Publish	30-Jul-2020 10:20 AM	-	
<input type="checkbox"/>	Strategic areas of focus in audit	sharma.chetan1@silvertouch.com	The issue of employment generation and skill development is...	Publish	30-Jul-2020 10:20 AM	-	
<input type="checkbox"/>	Strategic areas of focus in audit	sharma.chetan1@silvertouch.com	It is indeed an area of concern. As a...	Publish	30-Jul-2020 10:20 AM	-	
<input type="checkbox"/>	Strategic areas of focus in audit	sharma.chetan1@silvertouch.com	Yes indeed. I don't know if you had the...	Publish	30-Jul-2020 10:20 AM	-	
<input type="checkbox"/>	Strategic areas of focus in audit	sharma.chetan1@silvertouch.com	Area of focus: Regular audit of Information Systems of...	Publish	30-Jul-2020 10:20 AM	-	
<input type="checkbox"/>	Strategic areas of focus in audit	sharma.chetan1@silvertouch.com	Certification and commercial skill levels are indeed an area...	Publish	30-Jul-2020 10:20 AM	-	
<input type="checkbox"/>	Strategic areas of focus in audit	sharma.chetan1@silvertouch.com	Certifying the true & fair view of the annual...	Publish	30-Jul-2020 10:20 AM	-	
<input type="checkbox"/>	Mou signed for augmenting TGS for Urban Local Bodies	sharma.chetan1@silvertouch.com	ItemKa(vii)-Assist in development of system of internal control in...	Publish	30-Jul-2020 10:20 AM	-	

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Departmental Examination: The Exam section user this module but can be updated by main admin

Department Examination

Examination Offices

Latest Announcements

Important Dates

Examinations

ExaminationDetails

Data Collection Forms

Examination Feedback

Syllabus and Books

Sample Papers

Exam Wing Circulars

Exam Faqs

Deputation

Drawing Disb Officers

Events

Feedback Details

General Categories

Gradation List

Home > Examination Data Collection Forms

Exam Office Name: Enter Keywords

Exam Title: Enter Keywords

Exam Office Code: Enter Code

Status: Active

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Examination Data Collection Forms (0 playing 1 to 10 of 15)

Add New Examination Data Collection Form

Title	Status	Created	Modified	Actions
Miscellaneous	Active	04-Feb-2021 06:21 PM	04-Feb-2021 06:21 PM	Doc/File Upload Confidential Documents
Details of AAO (Exam/Admn.) to be updated every month, if any change.	Active	04-Feb-2021 06:21 PM	04-Feb-2021 06:21 PM	Doc/File Upload Confidential Documents
Details of Sr. AO (Exam/Admn.) to be updated every month, if any change.	Active	04-Feb-2021 06:21 PM	13-Jul-2021 07:29 PM	Doc/File Upload Confidential Documents
Details of HoD	Active	04-Feb-2021 06:21 PM	04-Feb-2021 06:21 PM	Doc/File Upload Confidential Documents
Details of Centre Observer (Centre-In-charge)	Active	04-Feb-2021 06:21 PM	04-Feb-2021 06:21 PM	Doc/File Upload Confidential Documents
Nomination of Examination Registration Officer (ERO)	Active	04-Feb-2021 06:21 PM	04-Feb-2021 06:21 PM	Doc/File Upload Confidential Documents
Blank Answer Books (Returns of Half Yearly Periods)	Active	04-Feb-2021 06:21 PM	04-Feb-2021 06:21 PM	Doc/File Upload Confidential Documents
Other Examinations	Active	04-Feb-2021 06:21 PM	04-Feb-2021 06:21 PM	Doc/File Upload Confidential Documents
UN Audit Examination	Active	04-Feb-2021 06:21 PM	04-Feb-2021 06:21 PM	Doc/File Upload Confidential Documents

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Gradation List : It is for all the sub-sites and main site.

A&E - Complaint/Suggestion

About Us

Act And Manual

Ae Training

AeNotices

AeStateAccounts

AgOtherReports

Audit Trail Log

BoardCommittees

Circulars/Office Orders

Circulars

Core

Department Examination

Deputation

Drawing Disb Officers

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General Categories

Gradation List

Home > Gradation List

Title: Enter Keywords

Status: All

Language: English

Website: All

Department: All

Category: All

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Gradation List

Add New Gradation List

Id	Title	Status	Created	Modified	Actions
1,106	Principal Accountant General (Audit-II) Gujarat, Ahmedabad	Active	03-Dec-2025 11:41 AM		
1,104	Principal Accountant General (Audit-II) Gujarat, Rajkot	Active	19-Nov-2025 11:50 AM	19-Nov-2025 11:51 AM	
1,103	Principal Accountant General (Audit-II) Haryana, Chandigarh	Active	17-Nov-2025 02:41 PM		
1,102	Principal Accountant General (Audit-II) Himachal Pradesh, Shimla	Active	17-Nov-2025 02:41 PM		
1,101	Principal Accountant General (Audit-II) Karnataka, Bengaluru	Active	17-Nov-2025 02:41 PM		
1,100	Principal Accountant General (Audit-II) Kerala, Thiruvananthapuram	Active	04-Nov-2025 12:19 PM		
1,098	Principal Accountant General (Audit-II) Madhya Pradesh, Bhopal	Active	29-Oct-2025 03:09 PM		
1,097	Principal Accountant General (Audit-II) Maharashtra, Mumbai	Active	24-Oct-2025 11:01 AM		

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Iaad Kms Content : This is available for the Cag main website and contain the department only data.



Graduation List

Grievance

laad Kms Content

laas Officers Trainee

In House Systems

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Masters

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Outstanding Treasury Inspection Report

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laad Kms Content

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Category	Title	Status	Created at	Actions
Communication and Outreach Policy and SOPs	Communication and Outreach policy			
Communication and Outreach Policy and SOPs	SOPs For Communication and Outreach Policy of SAI India			
Commercial Wing	Compendium of Technical Opinions			
IRs of Central Audit Offices	IR of Office of the DGA(Central) Ahmedabad 2024-25			
IRs of Railways Audit Offices	IR of Office of the DGA, ECR, Hajipur 2024-25			
IRs of Training Institute Offices	IR of Office of the RC&KI Shilong 2024-25	Active	4/17/25, 12:22 PM	  
IRs of State Audit (GSSA & ERSa) Offices	IR of Office of the PAG(Audit-II) Karnataka, Bengaluru	Active	4/17/25, 12:21 PM	  
IRs of Training Institute Offices	IR of Office of the RC&KI Ranchi 2024-25	Active	4/17/25, 12:20 PM	  

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Banners: this available for CAG main website and other websites.

RmsCategories

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Faqs

News

Banner Category

Banner

Administrative Information

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Banners

Displaying 1 to 10 of 209

Add New Banner

#ID	Banner Category	Image	Description	Display order	Status	Actions
3355			The CAG of India launched the Centre of Excellence for Financial Audit (CoEFA) at Hyderabad on 26 November 2025...	8	Active	
3343			Release of Compendium on Impact of Audit on Tax Administration...	9	Active	
3342			Shri K Sanjay Murthy CAG of India Prof. K. Srinath Reddy Honorary Distinguished Professor at PHFI and Shri K...	10	Active	

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Media Uploads: for all the offices, a common folder to upload data

RmsCategories

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Faqs

News

Banner Category

Banner

Administrative Information

Home Blocks

Home Regions

TrainingEvents

Media Uploads

Home Footer Slider Items

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Home > Media Uploads

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Upload file

Search For

Enter Keywords

Websites

CAG (Main Website)

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
>>

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Media Uploads

Displaying 1 to 10 of 511

Add New In Media Uploads

Upload file	File Link	Created at	Actions
Compendium2025-0692348d573ed3-04024681.pdf <a href="#">View</a>	<a href="#">Link for CMS Page Content: [SITE-URL]/uploads/media/Compendium2025-0692348d573ed3-04024681.pdf</a> <a href="#">Link for Menu Items: /uploads/media/Compendium2025-0692348d573ed3-04024681.pdf</a>	24-Nov-2025 09:32 AM	
<a href="#">Compendium-Impact-of-Audit-Tax-Administration-Union-Government-2025-069223c396e71257-32267742.pdf View</a>	<a href="#">Link for CMS Page Content: [SITE-URL]/uploads/media/Compendium-Impact-of-Audit-Tax-Administration-Union-Government-2025-069223c396e71257-32267742.pdf</a> <a href="#">Link for Menu Items: /uploads/media/Compendium-Impact-of-Audit-Tax-Administration-Union-Government-2025-069223c396e71257-32267742.pdf</a>	23-Nov-2025 01:17 PM	
Transfer-Posting-Board-AAO-Commercial-18-09-2025-0692006bd14bd16-76393525.pdf <a href="#">View</a>	<a href="#">Link for CMS Page Content: [SITE-URL]/uploads/media/Transfer-Posting-Board-AAO-Commercial-18-09-2025-0692006bd14bd16-76393525.pdf</a> <a href="#">Link for Menu Items: /uploads/media/Transfer-Posting-Board-AAO-Commercial-18-09-2025-0692006bd14bd16-76393525.pdf</a>	21-Nov-2025 11:59 AM	
Quarten-III-July-to-September2025-Transfer-Commercial-0692006bd14bd16-96314710.pdf <a href="#">View</a>	<a href="#">Link for CMS Page Content: [SITE-URL]/uploads/media/Quarten-III-July-to-September2025-Transfer-Commercial-0692006bd14bd16-96314710.pdf</a> <a href="#">Link for Menu Items: /uploads/media/Quarten-III-July-to-September2025-Transfer-Commercial-0692006bd14bd16-96314710.pdf</a>	21-Nov-2025 11:59 AM	
Workshop-on-Vigilance-Our-Shared-Responsibility-0691e9648cb208-93185093.pdf <a href="#">View</a>	<a href="#">Link for CMS Page Content: [SITE-URL]/uploads/media/Workshop-on-Vigilance-Our-Shared-Responsibility-0691e9648cb208-93185093.pdf</a> <a href="#">Link for Menu Items: /uploads/media/Workshop-on-Vigilance-Our-Shared-Responsibility-0691e9648cb208-93185093.pdf</a>	20-Nov-2025 09:47 AM	
Results-National-Online-Essay-Writing-Competition-2025-0690dfb2a3650-56777538.pdf <a href="#">View</a>	<a href="#">Link for CMS Page Content: [SITE-URL]/uploads/media/Results-National-Online-Essay-Writing-Competition-2025-0690dfb2a3650-56777538.pdf</a> <a href="#">Link for Menu Items: /uploads/media/Results-National-Online-Essay-Writing-Competition-2025-0690dfb2a3650-56777538.pdf</a>	07-Nov-2025 07:32 PM	
Gradation-list-01-03-2025-0690dd92a6f7763-37072848.pdf <a href="#">View</a>	<a href="#">Link for CMS Page Content: [SITE-URL]/uploads/media/Gradation-list-01-03-2025-0690dd92a6f7763-37072848.pdf</a>	07-Nov-2025 05:04	

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Edit Photo ( 16th ASOSAI Assembly and 60th & 61st Governing Board Meeting )

Edit Photo ( 16th ASOSAI Assembly and 60th & 61st Governing Board Meeting )

Back

Website

CAG (Main Website)

Principal Accountant General (Audit) Andhra Pradesh, Vijayawada

Accountant General, Arunachal Pradesh, Itanagar

Accountant General (Audit) Assam, Guwahati

Accountant General (Audit) Bihar, Patna

Accountant General (Audit) Chhattisgarh, Raipur

Accountant General (Audit) Delhi

Accountant General, GOA

Slug: 16th-ASOSAI-Assembly-and-60th-61st-Governing-Board-Meeting

Title \*

16th ASOSAI Assembly and 60th & 61st Governing Board Meeting

Title in हिन्दी

16वीं ASOSAI असेंबली और 60वीं एवं 61वीं गवर्निंग बोर्ड बैठक

Meta Tags

Photo File Title

Image 1

Photo File Title 1

Photo File Title in हिन्दी

छवि 1

Remove

Photo File Title 1 in हिन्दी

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## Press Release.: Are published and activated

laas Officers Trainee

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


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Press Release

Add New Press Release

Title	Language	Press elase date	Show in whats new	Status	Created at	Updated at	Actions
PRESS RELEASE - 25th November 2025 - CAG UNDERScores IMPORTANCE OF SOUTH - SOUTH COOPERATION IN DIGITAL AUDIT AND GOVERNANCE	en	25-Nov-2025 12:00 AM	Yes	Active	25-Nov-2025 05:36 AM	25-Nov-2025 05:38 AM	 
PRESS RELEASE - 25th November 2025 - SHRI MURTHY EMPHASIS ON THE COLLABORATION NEEDS FOR PREPERATION OF ROBUST NATURAL RESOURCE ACCOUNTS	en	25-Nov-2025 12:00 AM	Yes	Active	25-Nov-2025 05:35 AM	25-Nov-2025 05:35 AM	 
PRESS RELEASE - 22nd November 2025 - CAG ADDRESSES CIVIL SERVICES OFFICER TRAINEES AT LBSNAA	en	22-Nov-2025 12:00 AM	Yes	Active	23-Nov-2025 09:09 AM	23-Nov-2025 09:09 AM	 
PRESS RELEASE - 21st November 2025 - Opening Remarks by Shri Pravir Pandey, Addl. Dy CAG (Railways) on Audit of "Multi-Modal Transport and Logistics Initiatives by Indian Railways".	en	21-Nov-2025 12:00 AM	Yes	Active	21-Nov-2025 11:37 AM	21-Nov-2025 11:38 AM	 
PRESS RELEASE - 21st November 2025 - Opening remarks by Shri Pravir Pandey Additional Deputy CAG (Railways) on C&AmpAG Launching Pan-India Horizontal Audit on Ease of Doing Business for MSMEs	en	21-Nov-2025 12:00 AM	Yes	Active	21-Nov-2025 11:35 AM	21-Nov-2025 11:35 AM	 

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## Menu Management

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

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Menu Regions [Displaying 1 to 9 of 9]

Add New Menu Region

#ID	Region	Slug	Website	Status	Actions
684	test menu	test-menu	CAG (Main Website)	Active	
680	Examination Useful Links	examination-useful-links-menu	CAG (Main Website)	Active	
553	Footer Section One Menu	footer-section-one	CAG (Main Website)	Active	
427	Media Section Menu	media-section	CAG (Main Website)	Active	
15	Examination Menu	examination-menu	CAG (Main Website)	Active	
4	Footer Menu	footer-menu	CAG (Main Website)	Active	
3	Main Menu	main-menu	CAG (Main Website)	Active	
2	Top Menu	top-menu	CAG (Main Website)	Active	
1	Admin Menu	admin-menu	CAG (Main Website)	Active	

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Menu Module to add data / link / page.

Home > Menu > Menu Region (Top Menu) > Add Menu (Top Menu)

### Add Menu (Top Menu)

Menu Title \*

Parent: Main Menu

Menu Type \*

Menu Title In (हिन्दी)

Menu Group: No Group

Custom Link \*

[website] = Current Sub Site Slug (Ex - rt/karnataka), [language] = Current Site Language Culture (Ex - en)

Public Access \*

All \*

Status

Submit Cancel

## State Accounts Report

Home > State Accounts Report

Title: Enter Keywords State / UT: All Account State / UT: All Account Report Type: All Language: English

















Websites: CAG (Main Website) Department: All

States: All GO Reset

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State Accounts Report [Displaying 1 to 10 of 4916]

Add New State Accounts Report

Title	Language	State / UT	Account State / UT	Account Report Type	Year	Month	Volume	Uploads	Status	Created	Modified	Actions
Jharkhand	en	State	Jharkhand	F&AA data	2023 - 24	-		account-report-Jharkhand-FA-AA-2023-24-068b93e92b5ecb8-45517370.zip	Active	04-Sep-2025 12:54 PM	04-Sep-2025 12:54 PM	 
Manipur	en	State	Manipur	F&AA data	2022 - 23	-		account-report-Manipur-FA-AA-2022-23-068b93e6859521-69265139.zip	Active	04-Sep-2025 12:53 PM	04-Sep-2025 12:53 PM	 
Telangana AA & FA	en	State	Telangana	F&AA data	2023 - 24	-		account-report-Telangana-FA-AA-2023-24-068b149b0ce7e42-79331773.zip	Active	29-Aug-2025 12:03 PM	29-Aug-2025 12:03 PM	 
Tamil Nadu AA & FA	en	State	Tamil Nadu	F&AA data	2023 - 24	-		account-report-Tamil-Nadu-FA-AA-2023-24-068b149b0ce7e42-79331773.zip	Active	29-Aug-2025 12:02 PM	29-Aug-2025 12:02 PM	 
Rajasthan AA FA	en	State	Rajasthan	Accounts at a Glance	2023 - 24	-		account-report-Rajasthan-FA-AA-2023-24-068b14721d0bf1-21945296.zip	Active	29-Aug-2025 11:52 AM	29-Aug-2025 11:52 AM	 
Punjab AA & FA	en	State	Punjab	F&AA data	2023 - 24	-		account-report-Punjab-FA-AA-2023-24-068b1454f85c5a4-00398981.zip	Active	29-Aug-2025 11:44 AM	29-Aug-2025 11:44 AM	 
Odisha AA & FA	en	State	Odisha	F&AA data	2023 - 24	-		account-report-Odisha-FA-AA-2023-24-068b1447c0fdd0-36073783.zip	Active	29-Aug-2025 11:43 AM	29-Aug-2025 11:43 AM	 
Maharashtra FA	en	State	Maharashtra	F&AA data	2023 - 24	-		account-report-Maharashtra-FA-2023-24-068b1447093528-08388623.zip	Active	29-Aug-2025 11:41 AM	29-Aug-2025 11:41 AM	 

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## State Account Report Type : Monthly reports and Annual Accounts

Home > State Accounts Report

Title: Enter Keywords State / UT: All Account State / UT: All Account Report Type: All Language: English

















Websites: CAG (Main Website) Department: All

States: All GO Reset

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State Accounts Report [Displaying 1 to 10 of 4916]

Add New State Accounts Report

Title	Language	State / UT	Account State / UT	Account Report Type	Year	Month	Volume	Uploads	Status	Created	Modified	Actions
Jharkhand	en	State	Jharkhand	F&AA data	2023 - 24	-		account-report-Jharkhand-FA-AA-2023-24-068b93e92b5ecb8-45517370.zip	Active	04-Sep-2025 12:54 PM	04-Sep-2025 12:54 PM	 
Manipur	en	State	Manipur	F&AA data	2022 - 23	-		account-report-Manipur-FA-AA-2022-23-068b93e6859521-69265139.zip	Active	04-Sep-2025 12:53 PM	04-Sep-2025 12:53 PM	 
Telangana AA & FA	en	State	Telangana	F&AA data	2023 - 24	-		account-report-Telangana-FA-AA-2023-24-068b149b0ce7e42-79331773.zip	Active	29-Aug-2025 12:03 PM	29-Aug-2025 12:03 PM	 
Tamil Nadu AA & FA	en	State	Tamil Nadu	F&AA data	2023 - 24	-		account-report-Tamil-Nadu-FA-AA-2023-24-068b149b0ce7e42-79331773.zip	Active	29-Aug-2025 12:02 PM	29-Aug-2025 12:02 PM	 
Rajasthan AA FA	en	State	Rajasthan	Accounts at a Glance	2023 - 24	-		account-report-Rajasthan-FA-AA-2023-24-068b14721d0bf1-21945296.zip	Active	29-Aug-2025 11:52 AM	29-Aug-2025 11:52 AM	 
Punjab AA & FA	en	State	Punjab	F&AA data	2023 - 24	-		account-report-Punjab-FA-AA-2023-24-068b1454f85c5a4-00398981.zip	Active	29-Aug-2025 11:44 AM	29-Aug-2025 11:44 AM	 
Odisha AA & FA	en	State	Odisha	F&AA data	2023 - 24	-		account-report-Odisha-FA-AA-2023-24-068b1447c0fdd0-36073783.zip	Active	29-Aug-2025 11:43 AM	29-Aug-2025 11:43 AM	 
Maharashtra FA	en	State	Maharashtra	F&AA data	2023 - 24	-		account-report-Maharashtra-FA-2023-24-068b1447093528-08388623.zip	Active	29-Aug-2025 11:41 AM	29-Aug-2025 11:41 AM	 

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State : Audit Reports for all the state offices.

**A&E - Complaint/Suggestion**

**Home > Audit Reports**

Title: Enter Keywords

Status: All

Language: English

Government Type: State

From Date: Created at

To Date: Created at

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**Audit**

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Arunachal Pradesh

Assam

Bihar

Chhattisgarh

Delhi

Goa

Gujarat

Haryana

Himachal Pradesh

Jammu and Kashmir State (Upto 30-Oct-2019)

Jharkhand

Karnataka

Kerala

Madhya Pradesh

Maharashtra

Manipur

Meghalaya

Mizoram

**Report of the Comptroller and Auditor General of India on State Finances for the year 2023-24 (Report No. 1 of 2025)**

**Date Report Tabled**

**Report Year**

**Date Sending Government**

**created by**

**status**

**Created At**

**Actions**

Government of Assam

25-Nov-2025

2025

11-Nov-2025

Accountant General Audit Guwahati

Active

15-Dec-2025 03:35 PM

Government of Assam

25-Nov-2025

2025

11-Nov-2025

Accountant General Audit Guwahati

Active

15-Dec-2025 03:33 PM

Madhya Pradesh (Report No. 4 of 2025)

14-Dec-2025

2025

30-Jul-2025

Principal Accountant General Audit Mumbai

Active

14-Dec-2025 04:36 PM

Audit on Implementation of Pradhan Mantri Khanij Khetra Kalyan Yojana

14-Dec-2025

2025

29-Oct-2025

Accountant General Audit Nagpur

Active

14-Dec-2025 03:59 PM

Economic, Revenue, General Sectors and Local Bodies for the year ended

12-Dec-2025

2025

26-Nov-2025

Principal Accountant General Audit Gangtok

Active

12-Dec-2025 05:34 PM

Report of the Comptroller and Auditor General of India on State Finances for the year 2023-24 (Report No. 1 of 2025)

12-Dec-2025

2025

25-Jun-2025

Principal Accountant General Audit

Active

12-Dec-2025

Version 1.0.0

**Add New Audit Report :** There are details required to be taken in for uploading the audit report.

**Home > Audit Report > Add New Audit Report**

**Add New Audit Report**

Language: English

Government Type: Union

Union Department Type: Civil

**Report Type**

Compliance

Financial

Performance

ADC reports

**Sector**

Local Bodies

Environment and Sustainable Development

Finance

Science and Technology

Industry and Commerce

Agriculture and Rural Development

Art, Culture and Sports

Social Welfare

**Select Office Name**

Please Enter 2-3 Characters to select Office Name

Title

Overview

Date On Which Report Tabled

Date Of Sending The Report To Government

Version 1.0.0

**Users :** All the users are created with role based

**Home > Users**

Search By: Any

Search For: Enter Keywords

Websites: CAG (Main Website)

Page Entry: 10

Page: 1 of 2

**Users [ Displaying 1 to 10 of 12 ]**

**Add New User**

#ID	User Name	UserID	Official Email	Mobile	Status	Actions
14541	saoestablishment perform	saoestt	saoestt@cag.gov.in	987054344	Inactive	
9908	B Bhattacharjee	sao3lgs	bhishna2004@gmail.com	09811489109	Inactive	
9468	Diwakar	Diwakar_cag	diwakar.kar.ae@gmail.com	789985887	Inactive	
7593	Sandeep Kumar Arora	arorask	arorask.del.cca@cag.gov.in	9110945111	Inactive	
4140	Test 1 Pub Const	eoofica2_cag	eoofica2_cag@cag.gov.in	8744874910	Inactive	
3619	IS Wing PC-1	is_wing_pc	sharma.chetan11@silvertouch.com	8076079180	Inactive	
2744	ge 1	ge	ge@gmail.com	8878075580	Inactive	
1151	Manoj Balani	mbalani	mbalani@cag.gov.in	9808123486	Inactive	
210	CoRE Content Admin	CoREContentAdmin	CoREContentAdmin@gmail.com	1234567871	Inactive	
152	Examination Admin	ExaminationAdmin	ExaminationAdmin@gmail.com	9437170126	Active	

Version 1.0.0

**Adding new roles and assigning them to the Users that can be created through the Admin page.**

A&E - Complaint/Suggestion

About Us

Act And Manual

Ae Training

AeNotices

AeStateAccounts

AgOtherReports

Audit Trail Log

BoardCommittees

Circulars/Office Orders

Circulars

Core

Department Examination

Deputation

Drawing Disb Officers

Events

Feedback Details

General Categories

Gradation List

Grievance

Home > Roles > Add New Role

Add New Role

Superior Role \*

Select superior role

Name \*

Name in (हिन्दी)

Permissions

Website

All  
CAG (Main Website)  
Principal Accountant General (Audit-II) Gujarat, Ahmedabad  
Principal Accountant General (Audit-II) Gujarat, Rajkot  
Regional Capacity Building and Knowledge Centre, Bengaluru  
Regional Capacity Building and Knowledge Centre, New Delhi  
Regional Capacity Building & Knowledge Institute, Jammu  
Regional Capacity Building and Knowledge Institute, Ranchi

Status (Active)

Submit

Cancel

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## What's New Module: It is linked on the main page and

Retirements

Rt Journal

StaffPositionPip

StatusOfAuditReports

Subsite What's New

Tour Programme

Training Calendar

Treasury Officers

User Management

Websites

Welfare

What's New

Working with Us

Organisation Chart

Public Consultation

Library

Training

Applicant Proforma

Deputation List

Home > What's New

Search By: Title

Search For: Enter Keywords

Language: English

GO

Reset

Page Entry: 10

Page: 1 of 187

What's New (Displaying 1 to 10 of 1863)

Add New What's New

Id	Content id	Title	Language	Module	Created	Action
3210	3782	कार्यालय के आवासीय इन्टरनेट का सम्पूर्णकरण चयन के प्रोई की अपूर्ण हिंदु निविदा सूचना	en	Tenders	10-Dec-2025 10:17 AM	
3209	3781	Tender Inviting Bids for Annual Maintenance of Computer Hardware/ Software/Laptops/Printers/UPS (except batteries)/Server and Networking	en	Tenders	09-Dec-2025 04:59 PM	
3208	307	Allocation of State/Office to the candidates nominated for appointment to the post of Junior Translator through Combined Hindi Translators Examination, 2024 (CHTE-2024) in the Indian Audit & Accounts Department (IA&AD)	en	RecruitmentNotices	08-Dec-2025 12:29 PM	
3206	3779	Notice Inviting Tender for Comprehensive Annual Maintenance Contract of Computer Hardware and IT Peripherals	en	Tenders	04-Dec-2025 10:46 PM	
3205	3778	Publication of Bid for Procurement of 4 no. of AIO Desktops - Reg.	en	Tenders	03-Dec-2025 11:07 AM	
3203	3776	Call for Quotation for Disposal of Old Computers, Printers & Other Peripherals 2025-26	en	Tenders	02-Dec-2025 02:32 PM	
3202	968	Symposium on the occasion of Audit Diwas 2025 on Role of audit in Local Governance	en	PressRelease	01-Dec-2025 04:28 PM	
3201	967	CAG releases CAG Connect to connect audits	en	PressRelease	30-Nov-2025 09:47 AM	
3200	3775	Tender notice for Scrap Material	en	Tenders	28-Nov-2025 03:46 PM	
3199	966	PRESS RELEASE - 25th November 2025 - CAG UNDERSCORES IMPORTANCE OF SOUTH : SOUTH COOPERATION IN DIGITAL AUDIT AND GOVERNANCE	en	PressRelease	25-Nov-2025 05:36 PM	

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## Recruitment Notices : Adding notice with date details.

Rt Journal

StaffPositionPip

StatusOfAuditReports

Subsite What's New

Tour Programme

Training Calendar

Treasury Officers

User Management

Websites

Welfare

What's New

Working with Us

Tenders

Recruitment Notices

Student Internship Programme

Young Professional Programme

Organisation Chart

Public Consultation

Library

Training

Applicant Proforma

Deputation List

Recruitment Notices (Displaying 1 to 10 of 221)

Add New Recruitment Notice

Title	Language	Notice Date	Close Date	Show in whats new	Status	Actions
Allocation of State/Office to the candidates nominated for appointment to the post of Junior Translator through Combined Hindi Translators Examination, 2024 (CHTE-2024) in the Indian Audit & Accounts Department (IA&AD)	English	08-Dec-2025 12:12 PM	01-Apr-2026 12:12 PM	Yes	Active	<div>GF</div> <div>DS</div>
Notice for the candidates selected for the post of Combined Hindi Translators Examination, 2024	English	29-Sep-2025 05:12 PM	31-Jan-2026 05:30 PM	Yes	Active	<div>GF</div> <div>DS</div>
Allocation of State/Office to the candidates nominated for appointment to the post of Auditor through Combined Graduate Level Examination, 2024 (CGLE-2024) in Indian Audit & Accounts Department (IA&AD)	English	20-Jun-2025 02:38 PM	30-Sep-2025 05:30 PM	Yes	Active	<div>GF</div> <div>DS</div>
Allocation of State/Office to the candidates nominated for appointment to the post of Divisional Accountant through Combined Graduate Level Examination, 2024 (CGLE-2024) in Indian Audit & Accounts Department (IA&AD)	English	19-May-2025 11:39 AM	31-Aug-2025 05:30 PM	Yes	Active	<div>GF</div> <div>DS</div>
Engagement/Preparation of Panel of Consultants (Economics) in the Office of the Comptroller and Auditor General (CAG) of India	English	20-Mar-2025 06:44 PM	30-Apr-2025 06:44 PM	Yes	Active	<div>GF</div> <div>DS</div>
Notice for the candidates nominated for appointment to the post of Divisional Accountant and Auditor in Indian Audit & Accounts Department (offices under Comptroller & Auditor General of India) through Combined Graduate Level Examination, 2024 (CGLE-2024)	English	19-Mar-2025 11:49 AM	30-Jun-2025 05:30 PM	Yes	Active	<div>GF</div> <div>DS</div>
Advertisements for the positions of Senior Consultant (Statistics)	English	27-Feb-2025 05:24 PM	20-Mar-2025 05:30 PM	Yes	Active	<div>GF</div> <div>DS</div>
Advertisements for the positions of Consultant (Statistics)	English	27-Feb-2025 05:23 PM	20-Mar-2025 05:30 PM	Yes	Active	<div>GF</div> <div>DS</div>
Allocation of State/Office to the candidates nominated for appointment to the post of Junior Translator through Junior Hindi Translator, Junior Translator and Senior Hindi Translator Examination, 2023 in Indian Audit & Accounts Department (IA&AD)	English	20-May-2024 03:13 PM	31-Aug-2024 05:30 PM	Yes	Active	<div>GF</div> <div>DS</div>
Inviting comments on the proposed Recruitment Rules to the post of Accounts / Audit Assistant Gr. I (Level 6 in pay matrix).	English	09-May-2024 04:31 PM	09-Jun-2024 05:30 PM	Yes	Active	<div>GF</div> <div>DS</div>

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Tender Module has the feature to activate / deactivate the tender on a given date & time.

93

Organization Chart Module : To add the personal profile of the IA&AS officer.

Charge master module to add charges corresponding to the Officer and the reporting domain.

The application proforma module to get the data from the end user. Along with the signature and image



**SECTION-VI**  
**BID FORMATS**

**Form 1 - Bid Proposal Sheet**

Bidders Proposal Reference No. and Date:

Bidders Name and Address:

Person to be contacted:

Designation:

Telephone No(s):

Telex No. :

Fax No. :

Subject: Proposal for CAG website

Sir,

1. We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents in respect of Design, Development, maintenance and support for CAG Website as specified in the Bidding documents No. \_< \_\_\_\_\_>.

**2. PRICE AND VALIDITY**

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids.

We are an Indian firm and do hereby confirm that our Bid prices include all taxes including Income Tax and Professional Tax.

We have studied the Clause relating to Goods and Service Taxes and hereby declare that if any Tax is altered under law, we shall pay the same.

**3. UNIT RATES**

We have indicated in the relevant schedules enclosed the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to/decrease from the Scope of Work under the contract.

**4. EMD**

We have enclosed a Demand Draft of **Rs 1,00,000/ (Rupees One Lakh only )** in favour of **Pay and Accounts Officer, Office of the Comptroller and Auditor General of India, payable at New Delhi** towards EMD. This **EMD** is liable to be forfeited in accordance with the provisions of Bid documents.



We declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work.

## **5. BID PRICING**

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders included in bidding documents.

## **6. BID PRICE**

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated as per consolidated bid price for component A + B as shown in para 4.3 of Section-II as part of the Commercial Bid.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date:

Place:

Business Address:

**Form 2 - Bidder's Authorization Certificate**

To,

Director (IS)  
O/o the CAG of India

*<Bidder's Name>* \_\_\_\_\_,  
*<Designation>* \_\_\_\_\_ is hereby authorized to sign relevant documents on behalf of the company in dealing with RFP of reference *<RFP No. & Date>* \_\_\_\_\_. He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said RFP.

Thanking you,

Authorized Signatory.

\_\_\_\_\_

*<Company Name>*

*Seal*

### Form 3 - Work Experience Certificate

Name of the firm: \_\_\_\_\_

Period: From - \_\_\_\_\_ to - \_\_\_\_\_

Order No. & Date	Order Placed by (full contact address of such agencies)	Solution provided (Agency)	Value of order in Rupees	Whether STQC Compliant & certificate attached. Yes/No	Date completion of		Remarks indicating reasons for delay, if any	Other Remarks
					As per contract	Actual		

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of the bidder: \_\_\_\_\_

**NOTE:**

**Please provide copies of valid Work Order or Certificate of Completion (for completed projects) from authorized client officials and STQC certificate of the project.**

**Form 4 - Self Declaration - TENDER ACCEPTANCE LETTER**  
**(To be given on Company Letter Head)**

To

Date:

Director (IS)  
O/o the CAG of India

**Sub: Acceptance of Terms & Conditions of RFP**

**Tender Reference No: \_\_\_\_/\_\_\_\_-CAG-Website/**

**NAME OF TENDER / WORK: - DESIGN, DEVELOPMENT/REVAMP/UPGRADATION,  
MAINTENANCE AND SUPPORT FOR CAG WEBSITE FOR COMPTROLLER AND AUDITOR  
GENERAL OF INDIA**

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely CPP portal: <https://eprocure.gov.in/eprocure/app> as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement, and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Central/State Govt. Department/Ministry, Public Sector Undertaking, Autonomous Bodies during the last five year as on the date of bid submission.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Date :

Signature of authorized person

Place:

Full name:

Seal:

**Form 5 - Certificate of Conformity**

Date: \_\_\_\_\_

To,

Director (IS)  
O/o the CAG of India

**CERTIFICATE**

This is to certify that the services for system analysis and design, development, implementation, maintenance and Support of CAG's Website which I shall provide, if I am awarded with the work, are in conformity with the Scope of Work in the RFP.

I also certify that the price I have quoted per unit cost basis is inclusive of all the cost factors involved in the execution of the project, to meet the desired standards set out in the Conditions of the contract.

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Seal: \_\_\_\_\_

**Form 6 - Financial Details as per Audited Accounts**

Years	FY 2022-23		FY 2023-24		FY 2024-25		Average Turnover	
Particulars	Total	From relevant services	Total	From relevant services	Total	From relevant services	Total	From relevant services
Turnover (Rs.'000)								
Profit (Rs.'000)								
Net worth (Rs.'000)								

Note: Enclose CA certificate conforming Annual Turnover during stated 3 audited financial years.

## **FORM 7- STRUCTURE OF TECHNICAL PROPOSAL**

The Technical Proposal needs to be structured as follows:

### **Section 1: Executive Summary**

This section should be a succinct statement and executive summary by the Bidder highlighting the key aspects of technical proposal.

### **Section 2: Bidder Profile & Qualifications**

This section should cover the Bidder's local presence, the project team composition and relevant experience and the company / companies of the tools and products selected to deliver the Application

### **Section 3: Solution Proposed for Application**

This section should present Bidders' proposed solution meeting requirements outlined in the RFP. Bidders are required to present sound, complete, and competent technical architecture solutions. The solution proposed by the bidder will indicate bidders' understanding of the requirements and this is to be demonstrated by the bidder by making presentation before the Evaluation Committee. The section should also include the Bill of Materials (BOM) for all the software components, products and tools that are proposed for website development, testing, deployment and maintenance.

### **Section 4: Project Management Plan**

In this section, Bidders should propose the main activities of the project, duration, phasing and interrelations, milestones (including interim approvals by the Purchaser), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the ToR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.

### **Section 5: Organization & Staffing**

In this section, Bidders should propose the structure and composition of the proposed team. Key emphasis will be on the experience of the Project team.

### **Section 6: Quality Assurance, Maintenance, & Support**

Bidders are required to discuss their Quality Assurance framework and test plans in details during the meeting to discuss the requirements of this RFP. This section should also present Bidder's detailed maintenance and support plan including detailed information on these plans.

**Form 8 - Format for Resumes**

<b>1</b>	<b>Proposed Position</b>																						
<b>2</b>	<b>Name of the Firm</b>																						
<b>3</b>	<b>Name of the Staff</b>																						
<b>4</b>	<b>Date of Birth</b>																						
<b>5</b>	<b>Education Details</b>																						
<b>6</b>	<b>Summary of Key Training and Certifications</b>																						
<b>7</b>	<b>Languages</b>	<table border="1"> <tr> <th>Language</th><th>Reading</th><th>Writing</th><th>Speaking</th></tr> <tr> <td></td><td></td><td></td><td></td></tr> <tr> <td></td><td></td><td></td><td></td></tr> </table>				Language	Reading	Writing	Speaking														
Language	Reading	Writing	Speaking																				
<b>8</b>	<b>Employment Record</b>	<table border="1"> <tr> <td><b>From/To</b></td><td></td></tr> <tr> <td><b>Employer</b></td><td></td></tr> <tr> <td><b>Position held</b></td><td></td></tr> <tr> <td><b>From/To</b></td><td></td></tr> <tr> <td><b>Employer</b></td><td></td></tr> <tr> <td><b>Position held</b></td><td></td></tr> <tr> <td><b>From/To</b></td><td></td></tr> <tr> <td><b>Employer</b></td><td></td></tr> <tr> <td><b>Position held</b></td><td></td></tr> </table>				<b>From/To</b>		<b>Employer</b>		<b>Position held</b>		<b>From/To</b>		<b>Employer</b>		<b>Position held</b>		<b>From/To</b>		<b>Employer</b>		<b>Position held</b>	
<b>From/To</b>																							
<b>Employer</b>																							
<b>Position held</b>																							
<b>From/To</b>																							
<b>Employer</b>																							
<b>Position held</b>																							
<b>From/To</b>																							
<b>Employer</b>																							
<b>Position held</b>																							
	<b>Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned</b> <table border="1"> <tr> <td><b>Name of assignment or project:</b></td><td></td></tr> <tr> <td><b>Year:</b></td><td></td></tr> <tr> <td><b>Location:</b></td><td></td></tr> <tr> <td><b>Client:</b></td><td></td></tr> <tr> <td><b>Main project features:</b></td><td></td></tr> <tr> <td><b>Positions held:</b></td><td></td></tr> <tr> <td><b>Activities performed:</b></td><td></td></tr> </table>				<b>Name of assignment or project:</b>		<b>Year:</b>		<b>Location:</b>		<b>Client:</b>		<b>Main project features:</b>		<b>Positions held:</b>		<b>Activities performed:</b>						
<b>Name of assignment or project:</b>																							
<b>Year:</b>																							
<b>Location:</b>																							
<b>Client:</b>																							
<b>Main project features:</b>																							
<b>Positions held:</b>																							
<b>Activities performed:</b>																							

**Note:** Project wise forms details to be submitted as shown in Sr.No.8 above for each assignment of the resume.



**FORM 9A- TEAM COMPOSITION AND TASK ASSIGNMENTS**

KEY PROFESSIONAL STAFF				
Resource Category	Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned
Project Manager (with ≥ 10 years' experience in IT/e-Governance)				
Sr. Developer (with ≥ 5 years' experience)				
Developer (with ≥ 3 years' experience)				
UI Designer				

**Note:** Development team should have with minimum 5 skilled developers.

**FORM 9B- TEAM COMPOSITION AND TASK ASSIGNMENTS**

SUPPORT STAFF			
Resource Category	Area of Support	Position Assigned	Task Assigned
1.			
2.			
3.			
N.			

**FORM 10- STAFFING SCHEDULE**

No	Name of Staff <sup>1</sup>	Months						
		1	2	3	4	5	6	Total
1								
2								
3								
4								
N								

- Professional Staff input should be indicated individually; for Support Staff it should be indicated by category
- Months are counted from the start of the assignment.

**FORM 11- WORK SCHEDULE**

No	Activity	Months						
		1	2	3	4	5	6	N
1								
2								
3								
4								
5								
6								
N								

**FORM 12A- SUMMARY OF COSTS- COMPONENT A**

Sl.No.	Item	Cost in INR
1	Total Cost for providing all the services as per this RFP including Remuneration and Bill of Materials ( <b>exclusive</b> of taxes, 1 year warranty and 2-year paid Support)	
2	Cost of One-year On-site support personnel (having minimum 3 years' experience)	
3	Security Audit	
4	SSL charges for 3 years	
5	STQC fee	
5	GST	
<b>Total Amount of Commercial Proposal- Component A (including taxes)</b>		

Note 1: Bill of materials to be provided separately

Note 2: Cost of proprietary / COTS software used shall be included in the commercials.

**FORM 12B- SUMMARY OF COSTS- COMPONENT B**

S.No	Item	Costs in INR			
		Quarter	Year 1	Year 2	Year 3
1	<ul style="list-style-type: none"><li>Total Cost of Warranty for 1 year after completion of all four phases of contract (Warranty period starts from the date on which all phases of the contract are successfully delivered)</li></ul> And <ul style="list-style-type: none"><li>Cost of operation &amp; maintenance (refer post-warranty) of the staff wing website for Two years (i.e year 2 and year 3) after completion of 1 year warranty support</li></ul>	1st Quarter			
		2nd Quarter			
		3rd Quarter			
		4th Quarter			
2	GST	1st Quarter			
		2nd Quarter			
		3rd Quarter			
		4th Quarter			
Total Amount of Commercial Proposal- Component B (including taxes)					

	<b>Total cost Component A+B</b>	
--	---------------------------------	--

**Total Amount (In Rs)** (In Figures).....(In words).....

**NOTE:** The consolidated bid price for component A + B as shown in para 4.3 of Section-II to be submitted as per BoQ on CPP portal. The tendering authority may at a later stage (i.e. after the finalization of the contract or at the time of agreement) ask for a component wise breakup of the price in Form-12A, 12B, Section VI.