REQUEST FOR PROPOSAL

RFP No. CREATE/AI-IMAS/RFP/2026-27/01

Selection of a Development Partner for the Design, Development, Implementation, Integration, Commissioning and Operations & Maintenance of the AI-Enabled Integrated Monitoring and Analysis System (AI-IMAS) for Common Biomedical Waste Treatment Facilities and Sewage Treatment Plants in Uttar Pradesh

Issued by

Confederation for Research, Entrepreneurship and Technology Enablement (CREATE)

A Section 8 Company established under the aegis of

Indian Institute of Information Technology, Lucknow

For and on behalf of

Uttar Pradesh Pollution Control Board, Government of Uttar Pradesh

Date of Issue: 25.09.2026

Disclaimer

This Request for Proposal (hereinafter the "RFP") is issued by the Confederation for Research, Entrepreneurship and Technology Enablement (hereinafter "CREATE"), a company registered under Section 8 of the Companies Act, 2013 and established under the aegis of the Indian Institute of Information Technology, Lucknow (hereinafter "IIIT Lucknow"), for the purpose of selecting a Development Partner for the AI-Enabled Integrated Monitoring and Analysis System (hereinafter "AI-IMAS") being established for the Uttar Pradesh Pollution Control Board (hereinafter "UPPCB" or the "Department").

The purpose of this RFP is solely to provide interested parties with information that may assist them in the formulation and submission of a proposal in response hereto. This RFP does not purport to contain all the information that a bidder may require.

CREATE, IIIT Lucknow and Department, together with their respective officers, employees and advisors, make no representation or warranty, express or implied, and shall incur no liability whatsoever under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP, including any assessment, assumption, statement or information contained herein, or deemed to form part hereof, or arising in any way in this selection process.

CREATE reserves the right, at its sole and absolute discretion and without assigning any reason whatsoever, to reject any or all proposals, to annul the selection process at any stage, to amend or modify any part of this RFP by way of a corrigendum, and to conclude the process without award of contract, 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 such action. Costs incurred by a bidder in the preparation, submission and any other activity related to its proposal, shall be borne entirely by that bidder.

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1. Notice Inviting Tender and Bid Data Sheet

1.1 Notice Inviting Tender

CREATE invites proposals, through the two stage bidding procedure, from eligible and experienced organisations for the selection of a Development Partner responsible for the design, development, implementation, systems integration, commissioning, state-wide rollout and operations and maintenance of the AI-Enabled Integrated Monitoring and Analysis System (AI-IMAS) for the Department. The assignment covers thirty-four Common Biomedical Waste Treatment Facilities (CBWTFs) and the healthcare facilities linked to them, and one hundred and sixty municipal Sewage Treatment Plants (STPs) distributed across all seventy-five districts of the State of Uttar Pradesh.

The selection shall be conducted through the Quality and Cost Based Selection (QCBS) method, with a weightage of seventy per cent assigned to the technical proposal and thirty per cent to the financial proposal. Bidders are advised to read this RFP in its entirety, including all annexures and forms, before submitting a proposal, and to attend the pre-bid meeting at which all queries received in writing shall be addressed.

1.2 Bid Data Sheet

In the event of any inconsistency between an entry in the below Bid Data Sheet and a detailed provision elsewhere in this RFP, the detailed provision shall prevail.

Parameter	Details
RFP Reference Number	CREATE/AI-IMAS/RFP/2026-27/01
Purchaser / Contracting Authority	Confederation for Research, Entrepreneurship and Technology Enablement (CREATE), a Section 8 company established under the aegis of IIIT Lucknow.
Department / End User	Uttar Pradesh Pollution Control Board (Department), Vibhuti Khand, Gomti Nagar, Lucknow – 226 010.
Name of the Assignment	Selection of a Development Partner for the Design, Development, Implementation, Integration, Commissioning and Operations & Maintenance of the AI-Enabled Integrated Monitoring and Analysis System (AI-IMAS) for CBWTFs and STPs in Uttar Pradesh.
Estimated Project Cost	Approx ₹18 Crores (Rupees Eighteen Crores) exclusive of Goods and Services Tax. The estimate is indicative of scale and does not constitute a floor or a ceiling on the commercial bid.
Scope Coverage	Ten Priority-1 use cases (six BMW and four STP), and four Priority-2 vision model based use cases (three BMW and one STP)
Earnest Money Deposit (EMD)	₹18,00,000 (Rupees Eighteen Lakh only). Permissible modes: Bank Guarantee from a scheduled commercial bank in the format at Form C#2, Demand Draft in favour of CREATE payable at Lucknow, or electronic payment through the e-Procurement Portal. Exemption available to MSMEs holding valid Udyam registration and to Startups holding valid DPIIT recognition, in accordance with applicable Government of India and Government of Uttar Pradesh notifications.
Cost of RFP Document	Rs 5,000. The RFP document is available for download on payment of Rs 5,000 from the office of CREATE. Receipt to be attached during submission.

Parameter	Details
Bid Validity	180 (one hundred and eighty) days from the date of opening of the Technical Envelope.
Selection Method	Quality and Cost Based Selection (QCBS), with 70% weightage to the technical score and 30% weightage to the financial score. Minimum qualifying technical score: 60 marks out of 100. Only CREATE incubated companies can apply.
Mode of Submission	Offline only, at the CREATE Office, in two separate envelopes.
Contract Duration	39 months from date of signing of the Master Services Agreement, comprising a Go-Live Phase of 3 (three) months and an Operations & Maintenance Phase of 12+24 (Twelve + Twenty-four) months.
Pre-Bid Meeting	Conference Hall, CREATE Department Headquarters, CREATE, IIIT Lucknow Campus, Chak Ganjaria, C. G. City, Lucknow – 226 002. Date and time in below sections
Contact Officer	Project Incharge, CREATE, IIIT Lucknow Campus, Chak Ganjaria, C. G. City, Lucknow – 226 002, Uttar Pradesh. E-mail: ____________________ Telephone: 88404 08845
Language of Bid	English. Certified English translations shall accompany any document originally issued in Hindi; in the event of inconsistency, the English text shall prevail.
Governing Law and Jurisdiction	Laws of India. Seat and venue of arbitration: Lucknow. Courts at Lucknow shall have exclusive jurisdiction.

1.3 Key Facts of the Regulated Universe

The table below summarises the regulatory and operational universe within which the AI-IMAS platform must function. These figures define the scale against which technical proposals, sizing assumptions, deployment plans and service levels shall be assessed.

Parameter	Value
Districts under Department jurisdiction	75
Regulated industries, state-wide	Over 50,000
Common Biomedical Waste Treatment Facilities (CBWTFs)	34 operational facilities
Healthcare Facilities formally linked to CBWTFs	Approximately 23,000, with over 300,000 registered beds
Municipal Sewage Treatment Plants (STPs)	160
Installed STP treatment capacity	4,836.09 MLD
Effective STP capacity utilisation	Approximately 3,516 MLD, representing a utilisation gap of about 1,320 MLD
Priority-1 use cases	10 — six BMW and four STP
Priority-2 use cases	4 — three BMW and one STP
Facility footprint	Lucknow & Barabanki — 2 STPs and 2 CBWTFs with linked HCFs

Parameter	Value
State-wide rollout structure	Three tranches of 25 districts each, over 12 months
Operations & Maintenance duration	36 months from Go-Live

2. RFP Schedule

The schedule set out below governs the conduct of this procurement. All dates and times are expressed in Indian Standard Time.

CREATE reserves the right to revise this schedule at any stage prior to the deadline for submission of bids, by way of a corrigendum published on the CREATE Portal in accordance with section of this RFP. Bidders are advised to monitor the Portal until the deadline for submission, as no separate individual intimation of a corrigendum shall be issued. Reference to "T" in the table below denotes the date of publication of NIT on the CREATE Portal.

S. No.	Activity	Reference Date	Time and Venue
1	Publication of NIT on the CREATE/IIITL Portal and on the websites of CREATE and Department	T = 25.09.2026	11:00 hours
2	Commencement of download of RFP documents	T	Immediately on publication, subject to payment of RFP fee
5	Pre-Bid Meeting	T + 4 days = 29.09.2026	**11:00 hours**, Conference Hall, CREATE, IIIT Lucknow Campus, Chak Ganjaria, C. G. City, Lucknow – 226 002, Uttar Pradesh
6	Publication of consolidated responses to pre-bid queries and of any corrigendum arising from the pre-bid meeting	T + 5 days = 30.09.2026	On the CREATE Portal
7	Last date and time for submission of bids, comprising the Technical Envelope and the Commercial Envelope	T + 21 days = 15.10.2026	15:00 hours.
8	Opening of the Technical Envelope (Pre-Qualification and Technical Proposal)	T + 21 days = 15.10.2026	16:00 hours, at the office of CREATE, in the presence of such authorised representatives of bidders as choose to attend
9	Evaluation of Pre-Qualification criteria and issue of clarifications, if any	T + 22 days = 16.10.2026	11:00 hours, at the office of CREATE, in the presence of such authorised representatives of bidders as choose to attend
10	Technical Presentation and Prototype Demonstration by pre-qualified bidders	T + 22 days= 16.10.2026	10:00 hours onwards, at the office of CREATE. Bidder-wise slots shall be intimated by e-mail
11	Declaration of technical evaluation results	T + 23 days= 17.10.2026	16:00 Hours
12	Opening of the Commercial Envelope of technically qualified bidders	T + 23 days= 17.10.2026	17:00 hours, at the office of CREATE, in the presence of such authorised representatives of qualified bidders as choose to attend
13	Declaration of the composite QCBS score and of the H1 bidder	T + 23 days= 17.10.2026	18:00 hours at the office of CREATE, in the presence of such authorised representatives of qualified bidders as choose to attend

3. Introduction

3.1 About UPPCB

The Uttar Pradesh Pollution Control Board (UPPCB) operates as the apex statutory environmental regulatory authority for India's most populous state. Formally constituted under the provisions of the Water (Prevention and Control of Pollution) Act, 1974, the Board's jurisdiction and enforcement powers were subsequently expanded and fortified by the Air (Prevention and Control of Pollution) Act, 1981, and the Environment (Protection) Act, 1986. Entrusted with safeguarding the ecological integrity of a geographic expanse covering 240,928 square kilometres and serving a population exceeding 230 million residents, the Board is tasked with the prevention, control, and abatement of water, air, and land pollution across all 75 districts of Uttar Pradesh.

The UPPCB exercises an expansive jurisdiction that spans all 75 districts of the state, providing direct regulatory oversight for a highly diversified industrial and municipal portfolio. This regulatory universe encompasses over 50,000 active industries, 34 operational Common Biomedical Waste Treatment Facilities (CBWTFs), approximately 23,000 formally linked Healthcare Facilities (HCFs), and 160 municipal Sewage Treatment Plants (STPs) aggregating a combined installed wastewater treatment capacity of 4,836 Million Litres per Day (MLD). The Board's mandate is dual-natured, encompassing both a stringent regulatory enforcement function and a developmental facilitation role.

3.2 About IIIT Lucknow

The Indian Institute of Information Technology, Lucknow (IIIT Lucknow) is an Institute of National Importance, established through a Public-Private Partnership (PPP) framework with contributions from the Government of India (50%), Government of Uttar Pradesh (35%), and Industry Partner (15%). The institute admits only the top 0.5% of JEE Mains rank holders and offers specialised programmes in artificial intelligence, data science, cybersecurity, and software engineering.

The Confederation for Research Entrepreneurship and Technology Enablement (CREATE) is the Section 8 incubation centre of IIIT Lucknow, established to bridge the gap between academic research and real-world application by fostering technology-led entrepreneurship and innovation. As a Section 8 company (not-for-profit), CREATE operates under the aegis of IIIT Lucknow, giving it both the academic rigour of a premier institution and the operational flexibility of a dedicated innovation centre.

CREATE has emerged as a premier technology innovation hub in Uttar Pradesh, recognised by the Government of Uttar Pradesh under its StartInUP framework. The centre has incubated 18+ startups, executed landmark government projects including the Climate Resilience Observatory for the Relief Commissioner's Office, forged strategic partnerships with law enforcement agencies, and disbursed prototype and seed funding to early-stage ventures. CREATE's core capabilities include artificial intelligence, machine learning, data science, cybersecurity, software engineering, and large-scale government systems integration.

3.3 Project Objective

The AI-Enabled Integrated Monitoring and Analysis System (AI-IMAS) project aims to develop and deploy a modular AI-based monitoring tool or platform for UPPCB, covering:

- Live camera feeds for stack emissions, STP/ETP operations, and site activity
- OCEMS data ingestion and analytics for anomaly detection and compliance
- Biomedical Waste (BMW) tracking from generation to disposal

The broad aspects to be covered shall include, but not be limited to, the following:

- Analyse live camera feeds for equipment operation, stack emissions (plume detection, smoke, visible fugitive emissions), and site activity (vehicle and personnel movement)
- Ingest and analyse OCEMS time-series data (flow, temperature, pollutant concentrations) for trends, compliance checks, and anomaly detection
- Monitor BMW disposal facilities for segregation, processing status, vehicle tracking, and disposal record verification

The system shall focus on reliable alerts, human-in-the-loop verification, auditable logs, and dashboards for UPPCB officers at Head Office and all Regional/District level offices.

Key Objectives and Desired Measurable Outcomes:

- Automated surveillance of visible emissions, effluent discharge points, and bypass/tampering behaviours
- Compliance analytics against consented limits and SPCB/CPCB norms (stack parameters: PM, SO_2, NOx; effluent: pH, TSS, BOD/COD, flow, etc.)
- Early warning alerts with severity scoring and confidence, reducing detection-to-action time
- Data quality assurance for OCEMS (uptime, drift, flatline, spoof detection) with root-cause hints
- Case management for inspections, notices, and closure with audit trails
- To develop a real-time AI-enabled biomedical waste monitoring system across Uttar Pradesh
- To enhance compliance and enforcement of Biomedical Waste Management Rules, 2016
- To automate tracking and reporting of waste generation, collection, treatment, and disposal
- To minimise environmental and health risks through predictive analytics and timely intervention
- 100% digital traceability of biomedical waste from source to disposal

4. Scope of Work

4.1 Brief of BMW Ecosystem

The biomedical waste management ecosystem in Uttar Pradesh is architected around a highly regulated, geographically distributed network of 34 operational Common Biomedical Waste Treatment Facilities (CBWTFs). Designed in strict accordance with the operational guidelines formulated by the Central Pollution Control Board (CPCB), each CBWTF serves as a centralised, high-capacity decontamination and thermal destruction hub for all healthcare institutions within a mandated maximum service radius of 75 kilometres.

The efficacy of the biomedical waste management system is entirely dependent on rigid source segregation at the HCF level. The rules deploy a colour matrix designed to funnel specific waste profiles into appropriate treatment vectors: Yellow category (human anatomical, soiled, and infectious waste) is treated through pyrolytic, double-chambered, controlled-air incinerators; Red category (contaminated recyclable plastics) undergoes high-pressure autoclaving and mechanical shredding; White category (metal sharps) is treated through dry heat sterilisation and encapsulation; and Blue category (glassware and metallic implants) undergoes chemical disinfection.

Priority Classification and the Hardware Dependency

The fourteen use cases are divided into two priority classes on the basis of dependency on field hardware. Priority-1 comprises ten use cases which can be delivered on the Board's existing or already-mandated field estate, requiring no new field hardware beyond sub-meters and the confirmation of existing camera and GPS coverage. Priority-2 comprises four use cases which require the installation of additional cameras at healthcare facility wards, at CBWTF treatment and routing zones, at autoclave display panels and at STP inlets.

Use-Case Inventory: Biomedical Waste Domain

The nine biomedical waste use cases trace the waste stream across its full statutory lifecycle, from the point of generation within a healthcare facility to the point of thermal or chemical destruction at a Common Biomedical Waste Treatment Facility. Each use case is stated below with its priority class, the stage of the lifecycle it governs, the data on which it operates and the condition which triggers an alert.

Use Case ID	Lifecycle Stage	Primary Data Sources	Trigger Condition	Priority
UC-BMW-01	Pickup at HCF and central storage	Unified Department mobile application; QR or barcode scan; Bluetooth digital weighing scale; device GPS	Absence of a mandated scan at pickup. On a valid scan, the 24-hour rescan and 48-hour treatment countdowns are started automatically against that consignment.	P1
UC-BMW-02	Transport by CBWTF vehicle	AIS-140 compliant vehicle telematics ingested by push API from the vendor platform in the format finalised with IIIT Lucknow	Collection or movement outside the parent CBWTF's permitted 75-kilometre service radius, constituting a jurisdictional breach; or a halt exceeding 30 minutes at a location not on the registered route, flagged for investigative analysis.	P1
UC-BMW-03	Unloading and receipt at CBWTF	Second QR or barcode scan at the unloading bay; IoT-enabled weighing scale; scan timestamp and GPS	Weight variance between pickup and receipt exceeding 10 per cent, category-wise across Yellow, Red, White and Blue, raising a pilferage alert; or absence of the rescan within 24 hours of pickup.	P1
UC-BMW-04	Treatment	Third QR or barcode scan before treatment; treatment equipment identifier; batch	Elapsed time from pickup to treatment scan exceeding 48 hours, raising a critical breach of the Bio-Medical Waste	P1

Use Case ID	Lifecycle Stage	Primary Data Sources	Trigger Condition	Priority
		identifier; correlation with equipment operating data	Management Rules, 2016 with the complete chain of custody compiled as the evidence package.	
UC-BMW-05	Incinerator stack emissions	Live video of the chimney stack; OCEMS telemetry comprising CO, CO_2, particulate matter, primary and secondary chamber temperature	Detection of black or high-opacity plume concurrent with a compliant OCEMS reading, raising a critical sensor-tampering alert; or primary chamber temperature falling below the prescribed minimum.	P1
UC-BMW-06	Incinerator operating hours	Sub-meter energy and ON/OFF telemetry from the incinerator feeder; reported waste treatment volumes; OCEMS data	Treatment logged as performed while sub-meter data shows the incinerator in an OFF state, raising a falsified-log alert; energy consumed per kilogram of waste departing from the established operating envelope.	P1
UC-BMW-07	Segregation at HCF wards	Ward-level camera feeds; colour-coded bin identification	Waste of one colour category deposited in a bin of another category, raising a supervisor alert; bin fill level exceeding 80 per cent.	P2
UC-BMW-08	Routing to correct treatment stream at CBWTF	Camera feeds at treatment and routing zones; bag colour and zone tracking	A bag of a given colour category detected in a treatment zone not prescribed for that category — for example a Red-category bag in the autoclave zone where routing rules require otherwise — raising a routing violation with video evidence.	P2
UC-BMW-09	Autoclave operation	Camera feed of the autoclave display panel; optical character recognition of temperature, pressure and cycle duration	Chamber temperature below 121°C, or pressure below 15 psi, or cycle duration below 45 minutes, blocking the sterilisation gate for that batch and raising an alert.	P2

Use-Case Inventory: Sewage Treatment Plant Domain

The municipal sewage treatment infrastructure in Uttar Pradesh represents one of the most extensive and capital-intensive wastewater management networks in India, driven largely by sustained funding from the Namami Gange programme and state plan expenditures. As of February 2026, the state operates 160 municipal Sewage Treatment Plants, delivering an aggregate installed design capacity of 4,836.09 Million Litres per Day (MLD).

However, a critical structural vulnerability exists within this ecosystem: the actual utilised capacity currently stands at only 3,516 MLD, indicating a severe 27 percent capacity underutilisation rate. This utilisation gap of approximately 1,320 MLD is primarily a consequence of administrative and construction delays in completing the necessary upstream Interception and Diversion (I&D) networks and household sewer line connectivity. Consequently, massive volumes of raw sewage bypass the treatment infrastructure entirely, flowing directly into critical riverine systems.

The regulatory oversight of this infrastructure is further complicated by a highly fragmented management structure. The 160 STPs are operated by eight distinct state and local government authorities, each exhibiting wildly divergent operational capacities, budget constraints, and compliance track records.

Use Case ID	Process Stage	Primary Data Sources	Trigger Condition	Priority
UC-STP-01	Outlet parameter monitoring	OCEMS telemetry at 15-minute cadence covering pH, BOD, COD, TSS and flow; facility-specific Consent to Operate limits; manual and SCADA-sourced Total and Fecal Coliform data	Breach of a facility-specific consented limit or of the applicable CPCB standard, generating a dynamic severity score across four bands — Low, Medium, High and Critical — computed from the magnitude and the duration of the exceedance, with an evidence package compiled automatically for show-cause action.	P1
UC-STP-02	Reconciliation of laboratory and telemetric data	NABL laboratory analytical results ingested through the LIMS API or the lab-data capture module; OCEMS sensor readings at the corresponding timestamp	Statistical variance between laboratory and telemetric values exceeding the prescribed limit, raising a tampering alert; flatlining persisting beyond two hours, zero-drift, or implausibly clean readings automatically classified as spoofing signatures.	P1
UC-STP-03	Visual verification at the outlet	Camera feed over the final discharge weir; concurrent OCEMS readings	Visual classification of sludge carryover, high turbidity, abnormal colour or foam concurrent with a compliant sensor reading, raising a critical sensor-tampering or treatment-failure alert accompanied by an annotated snapshot and a short video segment.	P1
UC-STP-04	Equipment running hours	Sub-meter data from aeration blowers and pumps on the mainline and equipment feeders; inlet flow from OCEMS	Inlet flow greater than zero while aeration blowers remain OFF for more than 30 minutes, raising a treatment-bypass alert supported by a power-to-flow correlation log.	P1
UC-STP-05	Visual verification at the inlet	Camera feed at the inlet channel; inlet pH and other available inlet instrumentation	Detection of dye or abnormal colouration concurrent with a sudden pH excursion, raising an industrial-dumping alert with a confidence score and a video clip, enabling intervention before the biological treatment train is damaged.	P2

Integration Scope

The Development Partner shall design, build, test and maintain integrations with each of the external systems listed below. For each integration it shall deliver an OpenAPI 3.0 specification, a documented error-handling and retry strategy, per-source rate limiting, and an entry in the source-of-truth ledger recording the provenance of every datum ingested. Where an external party controls the interface, the Development Partner remains responsible for the technical construction and operation of the integration; the Department is responsible for procuring the access, credentials and cooperation required, as set out in Section 4.1.2.

External System	Purpose	Protocol
CPCB CEMS Portal	Ingestion of 15-minute OCEMS telemetry for every CBWTF and STP within scope	REST / JSON
NABL Laboratory Information Management Systems	Ingestion of laboratory analytical results for BOD, COD, TSS, pH, Total Coliform and Fecal Coliform	REST / JSON
AIS-140 vehicle telematics platforms	Live vehicle tracking feeds for CBWTF transport fleets, received as push APIs in the format finalised with IIIT Lucknow	REST / MQTT
Facility SCADA systems	Equipment telemetry for autoclaves, incinerators, blowers, pumps and disinfection units including UV and ozonation, at facilities so equipped	Modbus TCP / OPC-UA / REST

External System	Purpose	Protocol
Existing QR and barcode vendor systems	Reconciliation of legacy chain-of-custody records held in incumbent vendor applications during and after migration to the unified Department application	REST / JSON or agreed file interchange
Existing IP CCTV, NVR and VMS estate	Ingestion of live video from cameras already installed at STP outlets and inlets and at CBWTF stacks and treatment zones	RTSP / ONVIF
Sub-metering infrastructure	Ingestion of ON/OFF state, runtime and energy consumption from equipment feeders	REST / MQTT / Modbus
Department SMS gateway	Dispatch of Critical and High severity alerts	SMPP / HTTP
SMTP infrastructure	Dispatch of e-mail alerts and scheduled reports	SMTP with TLS
eSign and Digital Signature Certificate infrastructure	Digital signature of show-cause notices under the Information Technology Act, 2000	eSign 2.0 / PKI
Government payment gateway	Collection of Environmental Compensation through Bharatkosh or GRAS	REST / JSON

Exclusions from Scope

The following are expressly excluded from the scope of this engagement.

- Industrial units and categories of regulated entity falling outside the biomedical waste and sewage treatment domains, notwithstanding that such entities fall within Department's wider regulatory jurisdiction.
- Captive Effluent Treatment Plants operated by healthcare facilities which are not linked to a Common Biomedical Waste Treatment Facility.
- Legal prosecution, adjudication, representation before any tribunal or court, and any activity beyond the automated generation of evidence packages and the drafting of show-cause notices for officer approval.
- Supply of field-level data-acquisition hardware installed at CBWTF, HCF and STP premises — cameras, OCEMS analysers, flow meters, weighing scales and vehicle telematics units — which form part of the respective facility operator's obligations under CPCB and Department directions, save for the sub-meters expressly included in Section 4.3 and save where a specific item is listed there.
- Provision of network connectivity, bandwidth and carrier contracts at facility premises, which shall be arranged by the Department.

4.2 Solution & Technical Architecture

The proposed solution architecture establishes a unified, technology-driven monitoring framework for BMW management and STP operations across Uttar Pradesh. The architecture is designed to address systemic gaps identified in the current regulatory ecosystem, including fragmented data flows, delayed compliance verification, absence of real-time monitoring, and limited cross-validation of physical and digital records.

4.2.1 Purpose of the Solution

The AI-IMAS solution is designed to transform UPPCB's environmental monitoring and enforcement capabilities from a reactive, paper-based, manually intensive process into a proactive, data-driven, automated regulatory system. The solution serves three fundamental purposes:

1. Continuous Surveillance Without Human Fatigue

The system watches every BMW facility and STP— monitoring stack emissions, effluent discharge points, equipment operation, and waste handling activities. Where a human officer can physically inspect only a handful of facilities per month, the AI-IMAS continuously observes all 34 CBWTFs, 160 STPs, and the entire BMW transportation network simultaneously.

2. **Evidence-Based Enforcement**

Every alert generated by the system is backed by an automatically compiled evidence package — video clips, telemetry trends, GPS logs, and timestamped records. This transforms enforcement from subjective observation to objective, legally defensible evidence. When an officer issues a Show-Cause Notice, the evidence is already packaged and ready for trials/followup.

3. **Deterrence Through Transparency**

The mere existence of continuous monitoring, automated alerts, and tamper-detection creates a powerful deterrent effect. Facility operators know that any deviation — from turning off aeration blowers at night to dumping untreated waste — will be detected and escalated. This behavioural change is as important as the direct enforcement actions.

4.2.2 Functional Requirements

Unified Web Dashboard:

The primary user interface is a responsive web dashboard accessible from any modern browser. The dashboard provides:

- **Geospatial Map View:** An interactive map of Uttar Pradesh displaying all monitored facilities (CBWTFs, STPs, HCFs) with colour-coded pins indicating compliance status — green for compliant, yellow for warning, red for violation, and flashing red for critical alerts. Users can click any pin to drill down into facility-level details.
- **Real-time Alert Feed:** A scrolling, filterable list of all active alerts showing severity (Critical/High/Medium/Low), source facility, timestamp, and a brief description. Critical alerts appear with a red background and flash briefly on the screen. Officers can acknowledge, assign, or escalate alerts with a single click.
- **Compliance Scorecards:** Each facility has a dynamic compliance score (0-100) computed from recent alerts, parameter exceedances, and response history. A health card shows the current status of every monitored parameter (pH, BOD, COD, smoke opacity, temperature, etc.) against the facility's CTO limits. A detailed compliance thresholds and alerts have to be worked out with Department officials, immediately post signing contract.

Automated Evidence Packaging:

When an alert is triggered, the system automatically:

- Captures the relevant video clip (e.g., 10-60 seconds of stack footage)

- Extracts the corresponding telemetry data (OCEMS readings, temperature logs)
- Geolocates the event using GPS coordinates
- Timestamps everything and computes a cryptographic hash
- Stores the complete package in the WORM (Write-Once-Read-Many) vault
- Makes the package available to the officer with one click

SCN & Case Management Workflow:

- The system provides a complete digital workflow for enforcement actions:
- Officer views alert and evidence package on dashboard
- Officer clicks "Convert to SCN" — system auto-populates the notice template with facility details, violation description, cited legal provisions, and proposed Environmental Compensation amount (draft computed using CPCB formula)
- Approver reviews and digitally signs the SCN
- SCN is served to the facility operator through their dashboard, email, and SMS
- Operator uploads response and corrective action plan
- Officer reviews response and marks as Accepted/Partially Accepted/Rejected
- Case is tracked to closure with immutable audit trail

Reporting:

- Geospatial visualisation of all monitored facilities
- Real-time alert summary with severity distribution
- Facility-level compliance scorecards
- Entity-level compliance scores (0-100)
- Automated report generation for statutory submissions
- Role-based views for different user types

The dashboard, alerts, health cards would be finalized post discussion with the department users. The above stack is indicative and focus is more on making the solution work with the latest technology stack.

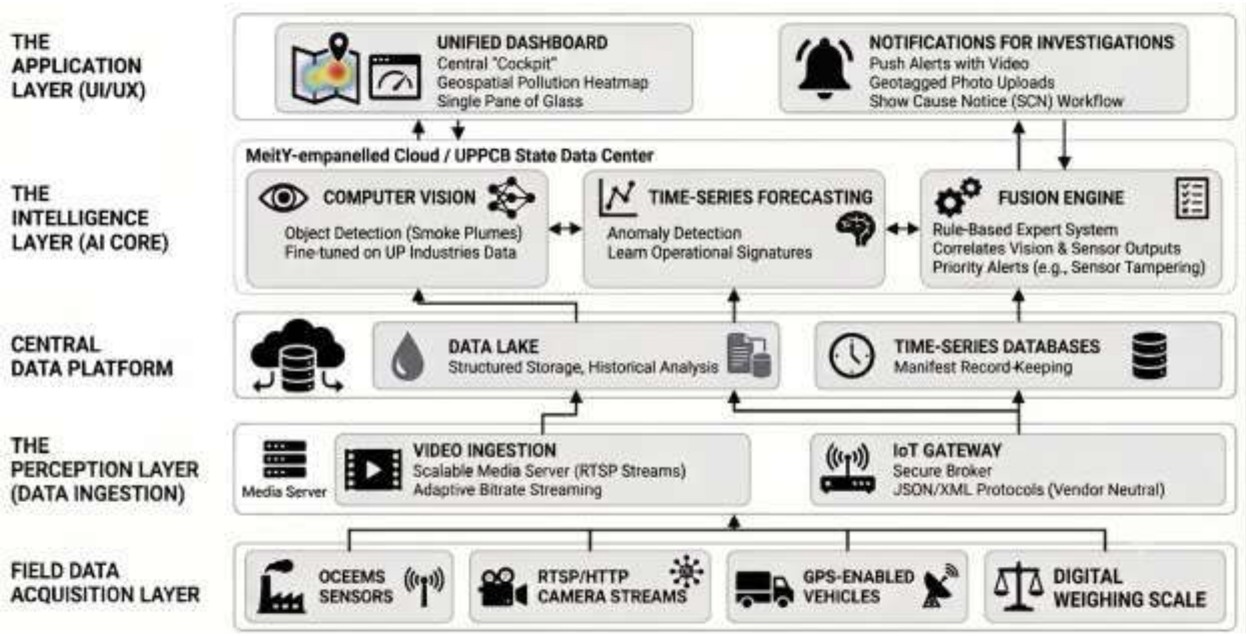
4.2.3 Key Solution Capabilities

Capability	Description
Multi-modal Fusion	Cross-validates data from independent sources — visual (cameras), telemetry (OCEMS), and electrical (sub-meters). Any mismatch between modalities triggers a tampering alert. This is the system's most powerful anti-spoofing mechanism. The system implements all the accepted use cases as per section 2.2 & 2.4
48-Hour BMW Treatment	Automatically tracks the elapsed time from BMW pickup to treatment scan. Any bag

Enforcement	exceeding the 48-hour limit triggers a Critical alert with the complete chain of custody as evidence.
Geofencing & Route Intelligence	Monitors CBWTF vehicle GPS in real-time. Alerts are triggered if a vehicle leaves its permitted 75-km jurisdiction, halts in unauthorised locations, or remains offline for extended periods.
Algorithmic Reconciliation	Compares NABL lab test results with OCEMS sensor readings at the same timestamp. Variance exceeding 15% triggers a spoofing alert, providing early detection of sensor manipulation.
Severity Scoring	Each alert is assigned a severity level (Critical/High/Medium/Low) based on the magnitude and duration of the violation. This enables officers to prioritise the most urgent cases.
Predictive Analytics	Machine learning models forecast potential failures — such as hydraulic shock loads at STPs — 4-6 hours in advance, enabling proactive intervention before violations occur.
Tamper-Proof Evidence Vault	All evidence is stored in a WORM (Write-Once-Read-Many) vault with cryptographic hashing. Once written, records cannot be altered or deleted, ensuring NGT-admissible evidence.

4.2.4 Proposed Architecture details

The architecture is structured into five interconnected layers:



Indicative Architecture Schematic Diagram

Field Data Acquisition Layer: This layer comprises all field-level devices and systems responsible for capturing raw data across BMW and STP ecosystems. These include CCTV cameras at HCF wards, central storage areas, CBWTF unloading zones, treatment units, and STP inlet/outlet points; Bluetooth-enabled smart weighing scales at HCFs and CBWTFs; QR code systems and mobile applications; GPS-enabled trackers; OCEMS and thermal sensors; STP instrumentation including flow meters and water quality sensors; and sub-meters for equipment energy consumption.

Perception Layer: Video feeds from cameras are processed using computer vision models to detect events such as improper segregation, bag damage, unauthorised access, SOP violations, and emission anomalies. Optical Character Recognition (OCR) is utilised to extract operational parameters from equipment displays. IoT gateways aggregate sensor data from weighing scales, OCEMS, and STP instrumentation.

Data Ingestion and Storage Layer: This is a high-throughput, event-driven pipeline receiving data from distributed systems across the state. Data is stored in a unified platform comprising a time-series database for sensor and telemetry data, a relational database for transactional records such as waste manifests and compliance events, and object storage for unstructured data including video snippets and image evidence.

Analytics and Compliance Layer: This layer integrates artificial intelligence, statistical models, and rule-based engines. Computer vision models analyse visual data for anomalies. Machine learning models are employed for predictive analytics. The Compliance Engine encodes regulatory rules and automatically evaluates system data against predefined thresholds—verifying the 48-hour storage limit, checking weight consistency, enforcing geofencing, and validating emission limits.

Application Layer: This layer provides user-facing interfaces and integration endpoints. A centralised dashboard presents real-time and historical data through geospatial visualisations, compliance scorecards, and alert summaries. The alerting mechanism delivers notifications via multiple channels. Integration APIs enable seamless data exchange with existing regulatory systems.

Key Architectural Decisions:

- All video streams shall be sent to central servers for analytics—no edge devices are required, simplifying deployment and maintenance
- Sub-meters shall record simple ON/OFF and energy consumption—Non-Intrusive Load Monitoring (NILM) is not required
- Unified UPPCB mobile application shall provide data sovereignty and eliminate vendor lock-in
- MeitY-empanelled Government Community Cloud (for various compute on cloud and GPU-as-a-service)

4.3 Roles and Responsibilities

4.3.1 Roles and Responsibilities of UPPCB

- Provide administrative and financial support in getting data from multiple data sources for AI monitoring tool/platform and provide adequate space within its campus for establishment of Control Room
- Ensure adequate safeguards built in its IT system(s) to ensure that data is protected against unauthorized access, alteration, destruction, disclosure or dissemination of records and data
- Provide detailed requirements on various modules/functionalities to be developed/modified for AI monitoring tool/platform
- Assist the institute in running the platform/tool smoothly by providing the necessary infrastructure and other reasons
- Facilitate the Institute to access relevant government resources, databases and share knowledge on existing expertise on technical work
- Facilitate regular field visits for institute resources to gain exposure of the practicalities and eventualities of the solution they are working on
- UPPCB will be responsible for all the data input, reports and queries generated while implementation

- Third-party vendor coordination and connectivity: facilitate the Development Partner’s engagement with the concerned third-party vendors for the connectivity, application programming interface access, system interfaces, credentials, technical documentation and access to the resources and data of all currently implemented systems whose integration falls within the scope of this contract.
- Approvals and permissions: facilitate and provide all administrative, technical, security, departmental, site-level and Government approvals required for the implementation, integration, connectivity, installation, testing and deployment of the solution.
- Training datasets: provide, or facilitate access to, the labelled and validated historical datasets required for model training, testing and validation, including facility-wise compliance records, environmental parameter histories, inspection observations, laboratory results and such other datasets as are relevant to the use cases in scope.
- Sensor and device inventory: furnish a confirmed inventory of installed OCEMS and CEMS analysers, flow meters and sub-meters, with make, model and protocol, at each of the 34 CBWTFs and 160 STPs in scope.
- Vehicle telematics: confirm the fitment of AIS-140 compliant devices on CBWTF transport vehicles and procure application programming interface or data-feed access from the empanelled vehicle-location-tracking providers, in the push format finalised with IIIT Lucknow.
- OCEMS access: lead the coordination with the Central Pollution Control Board for read access to the CEMS portal in respect of all in-scope facilities.

4.3.2 Roles and Responsibilities of Development Partner

The Development Partner shall be the primary implementing agency responsible for end-to-end design, development, deployment, and operations of the AI-IMAS platform. The specific responsibilities shall include:

1. System Design, Architecture, and Development: Design, architect, and develop the complete AI-IMAS software platform covering all fourteen functional modules (use cases) as defined in scope section.

2. Hardware Procurement, Installation, and Commissioning: Procure, install, and commission all required hardware including the LED video wall at UPPCB Headquarters, central server infrastructure and networking equipment as per specifications.

3. AI/ML Model Development, Training, and Deployment: Develop, train, and deploy all AI/ML models (smoke opacity, water quality classifiers, anomaly detection, predictive models, reconciliation engines) meeting target accuracy metrics. Establish model registry with version control and drift monitoring.

4. Integration with External Systems: Integrate with CPCB CEMS Portal, LIMS, AIS-140 GPS vendors, STP SCADA systems, vendors’ camera apis, etc. using open standards. Deliver complete API documentation.

5. Phased Rollout and Go-Live Execution: Execute 3-month Go-Live in Lucknow (2 STPs + 2 CBWTFs) followed by state-wide rollout across all 75 districts in phased manner. Incorporate PMU feedback and calibrate models post UAT.

6. User Training and Change Management: Design and deliver role-based training programmes (classroom, hands-on lab) with user manuals, video modules and job aids.

7. Post-Go-Live Operations and Maintenance: Provide 36 months of support maintaining 95% uptime, monthly release cadence.

8. Documentation and Knowledge Transfer: Deliver complete documentation: OpenAPI, data dictionary, architecture designs, operations runbooks, user manuals, AI model cards, and release notes. Conduct formal knowledge transfer to UPPCB staff.

9. Ownership and Intellectual Property: All IP (source code, AI models, design assets, documentation, data) shall be the exclusive property of UPPCB. No vendor lock-in through proprietary protocols, hardware, or cloud services.

10. Quality Assurance and Testing: Implement comprehensive QA program, integration tests, system tests, performance tests, security tests, and UAT support.

4.4 Indicative Bill of Materials

The bill of materials in this Section is indicative. It specifies the functional and performance characteristics of the required infrastructure at a level sufficient for comparable pricing across bidders, while permitting bidders to propose an equivalent or superior configuration. Sizing responsibility rests with the bidder, not CREATE or IIIT Lucknow.

4.4.1 Infrastructure requirement:

Item	**Specification**	**Mode**
GPU compute – On GCC cloud	To be proposed	On Actual
Server infrastructure / SAN Storage - On GCC cloud	To be proposed	On Actual
Training Infrastructure	Dedicated GPU-enabled training environment for AI/ML model development, fine-tuning, validation and periodic retraining, logically separated from production inference	On Actual

4.4.2 Field Devices

These are part of the CBWTF, HCF or STP network and are put to be in place by respective operator. These are to be integrated with CPCB/UPPCB as per the CPCB guidelines. Any further relevant directions in this regards would have to be issued from UPPCB.

4.4.3 AI Platform Requirement:

Development Partner has to provide the software stack which is capable to delivering the solution envisaged in scope section, conforming to the architecture principles there. The architecture shall permit substitution of storage, databases, identity and access management, inference serving, models and security information and event management with equivalent open-source and open-standard technologies; storage shall use open standards; and licensing shall be perpetual in nature, such that the Department retains the right to continue using the platform notwithstanding non-renewal of annual maintenance.

Layer	**Indicative Components**
Operating system	
Data tier	
Application tier	

Layer	Indicative Components
Event streaming	
AI / ML tier	
Container platform	
Visualisation and reporting	
Security and compliance	

4.4.4 Project Resource Details

Indicative Delivery Team Composition

The indicative composition below reflects the assessed shape of the delivery organisation required to execute the Go-Live and the state-wide rollout concurrently. Bidders shall name the individuals proposed for the key roles and attaching their curricula vitae, and shall state the phase-wise deployment of each role.

Role	Responsibility	Phase of Deployment
Project Director	Overall delivery accountability; the governance interface to CREATE, the Department Programme Management Unit and IIIT Lucknow	All phases, on-site
Solution Architect	Design and integrity of the five-layer platform architecture; integration design; non-functional design including sovereignty, security and data residency	All phases
AI / ML Engineers	Development, training, evaluation and tuning of the models underlying the ten AI-driven use cases; model cards and drift analysis	Go-Live through rollout; indicatively 4 to 6 resources
Data Engineers	Event-streaming pipeline, data lake, time-series and relational data platform operations, ingestion adapters and source-of-truth ledger	All phases; indicatively 2 to 3 resources
Backend Engineers	Compliance Engine, alerting and escalation, evidence pipeline and vault, case and SCN management, API layer	All phases; indicatively 3 to 4 resources
Frontend Engineers	Web dashboards for all seven roles, the unified mobile application, and the Command Centre and video-wall composition	All phases; indicatively 2 to 3 resources
DevOps / Platform Engineers	Container platform, GPU provisioning and scheduling, observability, backup and release automation	All phases; indicatively 2 resources
QA / Test Engineers	Model validation, integration and system testing, performance and security test support, User Acceptance Testing support	Go-Live through rollout; indicatively 2 resources

Role	Responsibility	Phase of Deployment
Domain Expert (environmental regulation)	Translation of the BMW Rules, the Water and Air Acts, CPCB standards and Consent to Operate conditions into the rule set; evidentiary sufficiency review	Design through Go-Live
Support Desk Engineers	Level-2 application support, video-wall operation support, helpdesk for connected facilities	Operations and Maintenance Phase

5. Deliverables and Timeline

5.1 Phase I: Procurement to Go-Live

Phase I extends over fifteen months from the date of signing of the Master Services Agreement, comprising a three-month Go-Live at Lucknow and a twelve-month state-wide rollout.

Licences and infrastructure are procured in the Department's name free of encumbrance at installation. All licences shall be perpetual, issued/assigned in the Department's name, surviving contract expiry or termination and non-renewal of annual support.

5.1.1 Hosting Requirements

Hosting shall be on a MeitY-empanelled Government Community Cloud, with empanelment current at bid submission and maintained throughout the contract.

- **Encryption:** In transit and at rest, with keys in a KMS under the Department's control
- **Evidence integrity:** Immutable logs and audit evidence retained in India under object-lock or equivalent WORM controls, with a verifiable SHA-256 hash chain.

5.1.2 Configuration and Customization of the System

Design and build begins at mobilisation and produces the documentation set for testing and acceptance.

- Within 4 weeks of signature: SRS, High-Level Design, Low-Level Design, and a detailed Project Plan with milestone-wise resource allocation and delivery schedule. The SRS must map Chapter 4 use cases, with a formal conformance report identifying the design element satisfying each requirement. These require IIIT Lucknow technical approval.

Configuration proceeds across the five architectural layers: field data acquisition (ingestion from all nine field data-stream types, with adapters, rate limits, source-of-truth ledger); perception (CV and OCR pipelines); ingestion and storage (event-streaming backbone, time-series/relational/object stores with retention policies); analytics and compliance (Compliance Engine rule set; deploy, version, register each model); application (role-based dashboards, unified mobile app, alerting and escalation, case and SCN workflow, Command Centre and video-wall composition).

Some configuration is deliberately deferred to elaboration with the Department: dashboard composition, displayed data, alert thresholds beyond statutory minima, notification matrices, and facility health card design. The Development Partner shall convene the necessary workshops within the first two months and reflect outcomes in a revised Low-Level Design.

5.13 User Acceptance Testing

UAT shall be conducted by a team comprising of Department / IIIT Lucknow officers, and shall precede the security audit. During this phase

- model runs against telemetry and video data; alert is generated, scored, packaged, and logged as in production; but alerts route only to the PMU, and nominated Department officers for calibration and false-positive annotation. No alert triggers automated enforcement; no SCN issues to any facility during the UAT.

- The UAT Team reviews accumulated false-positive rate, per-model matrices, multi-modal fusion agreement statistics, and disposition of the open dependency log, and records a formal resolution
- Test cases must trace to Chapter 4 trigger conditions and performance characteristics i.e. at least one test case per use case, trigger condition, and performance characteristic;
- If due to non-availability of data any test case is impacted, then the testing shall be done on other similar data / synthetic test data provided by the development partner.
- **Security audit:** After UAT, before go-live, by a CERT-In empanelled auditor, arranged and paid for by the Development Partner, covering VAPT for application.

5.1.4 Training

Training shall be designed around the decisions each role makes and should not just be limited to a UI walk through. Training should be Role-based, covering all seven access-control roles, on a train-the-trainer model. **Material:** English and Hindi; e-learning modules, printed manuals, field quick-reference cards, and recordings of instructor-led sessions.

5.1.5 Go-Live of the Project

The completion of UAT & Training certifies systems fitness & readiness and availability of all underlying licenced Software and Infrastructure (Cloud Services). Immediately after UT & Training

- **T**he Development Partner issues a Platform Readiness Notice to CREATE identifying the outstanding dependency by facility (if any).
- The Go-Live begins from the date of acceptance by CREATE /IIIT Lucknow and, the Development Partner is relieved of the delivery date for that use case at that facility, entitled to the corresponding milestone payment, and has no claim for idle time or standby
- The CREATE /IIIT Lucknow issue acceptance within 15 days of the submission of Platform readiness notice. This allocates hardware risk to the party controlling it while preserving incentive to complete platform work promptly.
- For reasons beyond the control of development partner such as non-availability of data the Go-Live shall not be withheld as the underlying Infrastructure i.e. Software, Hardware, Cloud is already being consumed.

5.1.6 O&M phase commencement

The system enters in O&M Phase immediately after the Go-Live.

5.1.7 System Expansion phase

- **District-level data ingestion:** A district is live only when one of the facilities data in that district is ingested/integrated with the system, applicable use cases are executing, and the data is available on the system for users.
- **State-wide data ingestion:** On Tranche C completion, similar to district-level data ingestion, in this phase facilities across the state are on-boarded on the system.

5.2 Phase II: Operation and Maintenance

O&M runs 36 months from Go-Live, running in concurrently with on boarding of all facilities (CBWTF & STPs).

Support levels:

- **L1 (Department Control Room):** routine platform and endpoint health monitoring, first-line alert/incident triage, communication with facility operators and Regional Offices.
- **L2 (Development Partner):** application debugging and defect correction, hardware replacement coordination with OEMs, OS and application patching, database and platform performance tuning, capacity management, release deployment, backup/restore, DR rehearsal.

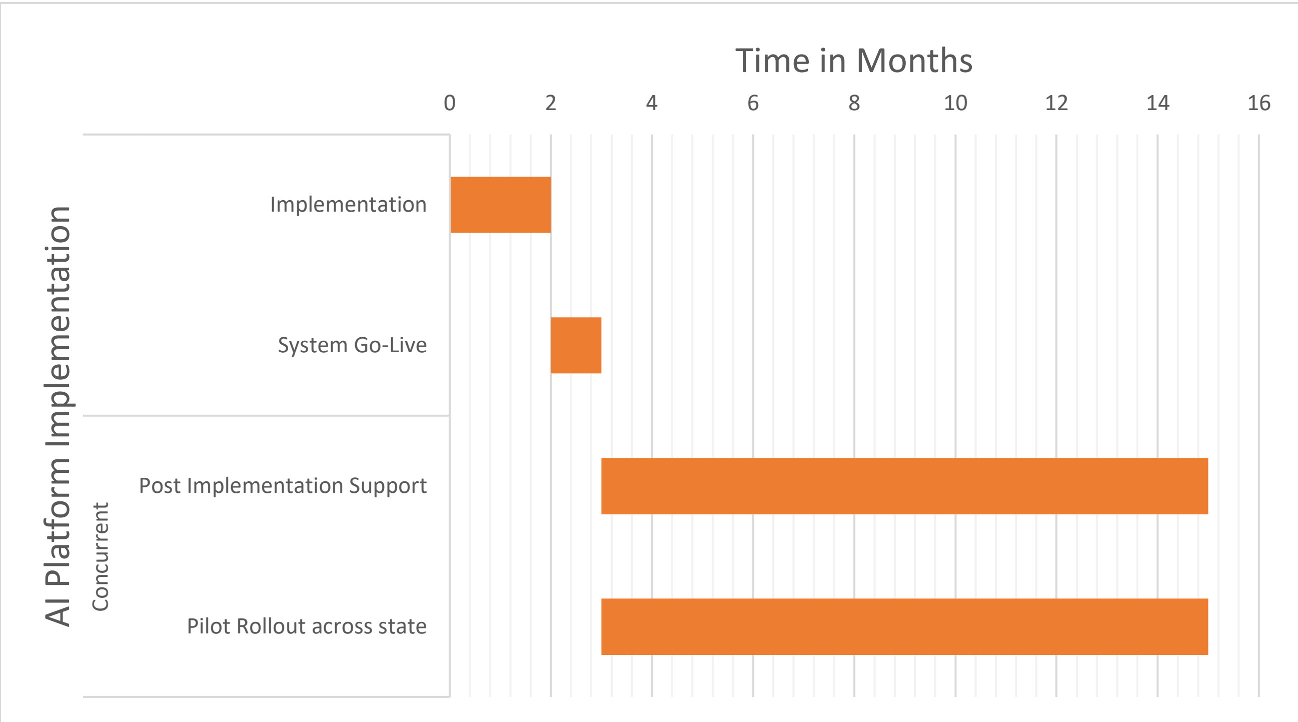
Reporting:

- **Monthly:** service-level report (availability and incident performance vs target), incident log with root-cause analysis for every Severity-1 and Severity-2 incident, release notes for all changes deployed, security report (patch status, vulnerability posture, any security event).

Failure to submit a required report within the stipulated period entitles CREATE to withhold the corresponding quarterly payment until remedied.

5.3 Timelines

The orchestration of the deployment follows a highly structured, overlapping schedule ensuring continuous momentum without overextending administrative resources.



Post completion of System Go-Live, Operation & Maintenance, will commence. In parallel, the Go-Live would also be extended to remaining State across all CBWTF & STPs.

6. Terms of Payment

This chapter sets out the commercial architecture of the contract.

6.1 Structure of the Commercial Bid

The Commercial Bid shall be submitted in Form C#1 and shall be structured into the following four heads:

1. Head A — Software and platform licences. The one-time cost of all platform licences required for the solution, quoted as perpetual licences issued or assignable in the name of Department.
2. Head B — Infrastructure - cost of the cloud environment on the MeitY-empanelled Government Community Cloud would be consumed on actual basis.
3. Head C — Implementation services. The one-time cost of all professional services Go-Live execution at Lucknow, UAT, including calibration post UAT and Statewide rollout across all facilities.
4. Head C1 — Misc services. Any critical services required for making the project success, not covered anywhere else. Any ancillary service that is required for effectively delivering the value may be listed here.
5. Head D — Recurring charges for the Operations and Maintenance Phase for the first year. The annual charge support and maintenance of the platform, the annual software support and subscription renewal, and the annual infrastructure support and renewal.
6. Head E — Recurring charges for the Operations and Maintenance Phase for Second & Third year.

All prices shall be quoted in Indian Rupees, exclusive of Goods and Services Tax, and shall be firm and fixed for the duration of the contract. The Total Bid Value for the purposes of the QCBS computation shall be the arithmetic sum of Heads A, C and D exclusive of tax.

6.2 Payment Milestone Schedule

Payments shall be made against the milestones set out in the tables below:

The first table governs the one-time software and infrastructure streams, which are settled against delivery and commissioning. The second governs the implementation services stream, expressed as percentages of the Implementation Contract Value, being the value quoted at Head C. The third governs the recurring stream during the Operations and Maintenance Phase at Head D.

Table 6.2.1 — Software and Infrastructure

Milestone	Trigger and Acceptance Condition	Deliverables Required	Value Released
M1 — Software Delivery	Delivery and activation of the platform licences in the name of UPPCB	Platform licence purchase order; activation certificate; perpetual-licence declaration; licence assignment in favour of UPPCB	100% of the software value – Head A
M2 — Cloud Environment Provisioning	MeitY-empanelled Government Community Cloud, environments provisioned, and the sizing as per training and inferencing needs at the earliest, for timely provision.	Monthly invoice/Billing details for that period.	Reimbursed monthly at actuals.

Table 6.2 — Implementation Services

Milestone	Trigger and Acceptance Condition	Deliverables Required	% of Implementation Value
M3 — Contract Execution and Team Mobilisation	Master Services Agreement signed; and the minimum key personnel confirmed deployed in accordance with the resource plan in the Technical Bid	Signed Master Services Agreement; resource deployment confirmation stating names, roles and on-site joining dates, where applicable.	35% of Head C
M4 — SRS, Architecture and Project Plan Approved	Software Requirements Specification, High-Level Design, Low-Level Design and the detailed Project Plan showing milestone-wise resource allocation and delivery schedule, submitted and certified	SRS; HLD; LLD; FRS conformance report; Project Plan; certification letter from IIIT Lucknow	15% of Head C
M5 — Software and Infrastructure Setup Services	Production software and infrastructure setup ready and demonstrated	Platform readiness demonstration against requirements; installation documentation	20% of Head C
M6 —Go-Live	Design, development and deployment of use cases in the production environment at the Lucknow facilities	UAT test cases and completion report for the use cases; alert generation log; UAT completion certificates issued by IIIT Lucknow;	20% of Head C
M7 — Facility wide Rollout & Final Acceptance	Completion of the state-wide rollout across Tranches A, B and C covering all CBWTF and STP facilities	facility-wise go-live; training coverage certification; Final Acceptance Certificate	10% of Head C

Table 6.3 — Recurring Charges during Operations and Maintenance for 1st year

Milestone	Trigger and Acceptance Condition	Deliverables Required	Value Released
M8 — Software Support and Subscription Renewal	Twelve months from the M1 activation date, and annually thereafter	Renewal certificates for all platform licences; confirmation that perpetual use rights are unaffected by the renewal cycle;	100% of head D1
M9 — Annual Maintenance Charge	Commencement of Operations and Maintenance Phase following M6 –Go-Live	Monthly service-level reports, incident logs, Support team deployment records	The annual Operations and Maintenance value, released in four equal quarterly instalments in arrears of head D2 = head D2/4
M10 — Cloud Infrastructure Support and Renewal	Commencement of the Operations and Maintenance Phase following state-wide Go-Live	Quarterly invoice/Billing details for that period.	Reimbursed on quarterly basis at actual (same process continues for year 2 & year 3 of O&M)

Table 6.4 — Recurring Charges during Operations and Maintenance for 2nd & 3rd year

Milestone	Trigger and Acceptance Condition	Deliverables Required	Value Released
M11 — Software Support and Subscription Renewal	Twelve months from the M1 activation date, and annually thereafter	Renewal certificates for all platform licences; confirmation that perpetual use rights are unaffected by the renewal cycle;	100% of head E21 at the beginning of Year 2 100% of head E31 at the beginning of Year 3
M12 — Annual Maintenance Charge	Commencement of Operations and Maintenance Phase following M6 –Go-Live	Monthly service-level reports, incident logs, Support team deployment records	Released in four equal quarterly instalments in arrears of: head E22/4 for year 2 head E32/4 for year 3

6.3 Invoicing, Certification and Settlement

The Development Partner shall raise a properly formatted invoice against each milestone within seven working days of the achievement of that milestone. Each invoice shall identify the milestone by its reference in the tables above, shall be accompanied by the milestone-specific deliverables and by the evidence of completion prescribed against it, and shall be accompanied, where the milestone so requires, by the technical certification of IIIT Lucknow.

On receipt of a properly formatted invoice, CREATE shall, acting through the Department where applicable, certify the invoice for payment within seven working days, or shall within that period notify the Development Partner in writing of the specific deficiency preventing certification. Payment shall be released within fifteen days from the date of certification. Where an invoice is partially certified, the certified portion shall be released within that period and the balance on rectification of the deficiency.

Payment shall be made by electronic transfer to the bank account nominated by the Development Partner in writing. The Development Partner shall not assign, charge or factor any receivable arising under this contract without the prior written consent of CREATE.

6.4 Taxes and Statutory Deductions

All amounts payable under this contract are exclusive of Goods and Services Tax, which shall be payable additionally against a valid tax invoice at the statutory rate in force on the date of supply. Tax Deducted at Source under the Income Tax Act, 1961, tax deduction at source under the Goods and Services Tax legislation where applicable, and any other statutory deduction shall be effected at source by CREATE and a certificate in the prescribed form shall be issued to the Development Partner.

6.5 Prices and Price Variation

Prices quoted in the Commercial Bid shall be firm and fixed for the full term of the contract, and no escalation shall be admissible on account of inflation, wage revision, exchange-rate movement or any other cause, save in the single circumstance provided for in this Section.

7. Proposal Guidelines

This chapter prescribes the form in which a proposal shall be submitted. Its requirements are not clerical. A bid process conducted on public money must be capable of demonstrating, after the event and to an auditor who was not present, that every bidder was assessed against the same material presented in the same form, and that no bidder obtained an advantage through the manner of its submission. The provisions below exist to secure that demonstrability, and bidders should assume that they will be applied strictly.

7.1 General Instructions to Bidders

The bid, and all documents and correspondence relating to it exchanged between the bidder and CREATE, shall be in the English language. A document originally issued in Hindi, such as a statutory registration or a certificate of a State authority, may be submitted in Hindi accompanied by a certified English translation; in the event of any inconsistency between the English and the Hindi text, the English text shall prevail for the purposes of evaluation.

A bidder shall submit one bid only. A bidder which submits, or participates in, more than one bid shall cause all the bids in which it participates to be disqualified, save that participation by an original equipment manufacturer as the named manufacturer in the bids of more than one bidder shall not of itself constitute participation in more than one bid. A bidder shall not submit a bid both individually and as a member of a consortium.

Bids shall be unconditional. A bid which is made conditional upon the acceptance of a deviation, reservation or qualification to the terms of this RFP, or which purports to incorporate the bidder's own standard terms of business, shall be rejected as non-responsive. Where a bidder wishes to draw attention to a provision it considers commercially unworkable, the proper course is to raise it as a pre-bid query under Section 10.1 before the deadline for queries; it is not to qualify its bid.

No pricing information of any kind shall appear in the Technical Envelope. The inclusion in the Technical Envelope of a rate, a total, a discount, a price schedule or any figure from which the bidder's price could be derived shall constitute grounds for outright disqualification, and this provision will be applied without discretion because the integrity of a two-envelope process depends upon it.

Bids shall be submitted before the deadline stated in the RFP Schedule. A bidder may modify or withdraw its bid at any time before that deadline by reaching out to the CREATE office and submitting an application in writing; no modification or withdrawal shall be permitted thereafter. The bid shall remain valid for one hundred and eighty days from the date of opening of the Technical Envelope, and a bid valid for a shorter period shall be rejected as non-responsive. Sub-contracting of a discrete work package is permitted as per the detailing in clause 13.6 of this RFP.

7.2 Format of Bid / Proposal

Bids shall be submitted offline in CREATE office in the two-envelope format described below. Bids submitted by e-mail, and bids submitted by any means other than the method described in section 6.5 (mode of submission) shall not be entertained and shall be returned unopened where they are capable of being returned.

The Technical Envelope shall contain, arranged in the sequence in which the documents are listed, all Pre-Qualification forms, all Technical Evaluation forms, all supporting certificates, the executed Integrity Pact, the Non-Disclosure Undertaking, all manufacturer authorisation forms, and the scanned copy of the Earnest

Money Deposit instrument. The Commercial Envelope shall contain Form C#1 alone, completed in the prescribed price-schedule format.

7.3 Proposal Format

The proposal comprises three logically distinct components, of which the first two are submitted together in the Technical Envelope and the third in the Commercial Envelope. The content expected in each is described below. Bidders should note that the technical proposal is scored on what it demonstrates rather than on its length, and that a proposal which recites the requirements of this RFP back to CREATE without demonstrating how they will be met will score poorly however voluminous it may be.

7.3.1 Pre-Qualification Proposal

The Pre-Qualification Proposal establishes that the bidder is an entity of the standing, financial substance, certification and clean record required to be entrusted with a State-scale regulatory system. It is assessed on a pass or fail basis against each of the criteria in Chapter 8, and it is not scored. The proposal shall comprise the completed Pre-Qualification Form at Annexure 4 and Form P#7, together with each supporting document prescribed against the corresponding criterion. The bidder shall provide, in the Pre-Qualification Form, a cross-reference for every criterion identifying the page of its submission at which the supporting evidence is to be found.

7.3.2 Technical Bid Proposal

The Technical Bid Proposal is the substance of the bidder's offer and the basis of seventy per cent of the composite score. It shall be organised in the following five parts, in this order.

1. Understanding of the assignment. A statement demonstrating that the bidder has understood the regulatory problem, the data landscape, the fourteen use cases and their trigger conditions, and in particular the distinction between detecting ordinary non-compliance and detecting manipulation of the monitoring apparatus. The bidder shall identify, in its own words, the three risks it considers most material to this programme and how it proposes to manage them.
2. Proposed solution architecture. The five-layer architecture as the bidder proposes to realise it, with deployment topology, component selection with justification, data model, storage and retention design, the evidence pipeline and vault design, and an explicit demonstration of how the architecture satisfies each sovereignty and substitutability requirement at Annexure 2.
3. Artificial intelligence and machine learning approach. For each of the ten AI-driven use cases, the model class proposed, the training data strategy including how the bidder proposes to work with the historical datasets the Department will supply, the annotation approach, the evaluation metrics and target accuracy, the approach to class imbalance and to rare events, the drift-monitoring and retraining design, and the model governance and registry approach. Model cards in draft form for at least two use cases shall be included.
4. Integration plan. For each external system in the Integration Scope, the proposed protocol, the interface design, the error-handling and retry strategy, the approach to reconciliation with legacy vendor systems, and the dependency on the Department's enabling actions.
5. Project management, resourcing and work plan. The work plan against the schedule at Section 5.3 showing the critical path and dependencies, the organisation structure, the resource loading by month and role, the quality assurance and testing approach, the training and capacity-building plan, the transition to operations, and the governance and reporting rhythm.

The Technical Bid shall be supported by Forms T#1 through T#3 and by the compliance statements at Annexure 1 and Annexure 2.

7.4.3 Commercial Proposal

The Commercial Proposal comprises Form C#1 alone, completed in accordance with Section 6.1 and covering all four heads of price. The bidder shall quote for the entirety of the scope; a bid which omits a head, or which quotes for part only of the scope, shall be rejected as non-responsive. The total quoted shall be expressed in Indian Rupees, in figures and in words, exclusive of Goods and Services Tax, and in the event of a discrepancy between figures and words the amount in words shall prevail. In the event of a discrepancy between a unit rate and the total obtained by multiplying the unit rate by the quantity, the unit rate shall prevail and the total shall be corrected accordingly, save where CREATE considers that the unit rate contains an obvious misplacement of the decimal point, in which case the total shall prevail and the unit rate shall be corrected. Arithmetical corrections so made shall be binding on the bidder.

8. Pre-Qualification Criteria

8.1 Pre-Qualification Requirements

S. No.	Criterion	Threshold	Supporting Document
1	Legal entity registered with Govt of India	Registered under the Companies Act, 2013 or its predecessor, or under other applicable law governing the bidder’s constitution, and in continuous existence for not less than five years as on the date of publication of this RFP	Certificate of Incorporation or Registration; constitutional documents; Permanent Account Number
2	Average annual turnover of Bidder/OEM	Not less than ₹2.5 Crore averaged over the last three audited financial years, namely FY 2023–24, FY 2024–25 and FY 2025–26; waived off for startups in acceleration phase **OR** The original equipment manufacturer proposed by the bidder shall have a minimum annual turnover of ₹100 Crore in the last audited financial year, namely FY 2025–26	Statement certified by a Chartered Accountant, supported by audited financial statements (Form P#6). Audited financial statements of the OEM, or a certificate issued by a Chartered Accountant.
3	Net worth	Positive net worth in each of the last three audited financial years	Certificate of net worth issued by a Chartered Accountant.
4	Technical manpower on rolls	Not fewer than ten technical professionals on the rolls of the bidder as on the date of bid submission	Declaration by the human resources function, certified by the authorised signatory.
5	Quality and security certifications	Valid ISO 9001:2015 and ISO/IEC 27001:2022 certifications	Copies of the valid certificates with scope statements
6	Clean track record	Not debarred, blacklisted or suspended by any Central or State Government, Public Sector Undertaking, statutory body or multilateral agency, as on the date of bid submission	Self-declaration on non-judicial stamp paper (Form P#8). In case of consortium, both partners’ have to submit self-declaration.
7	Tax registrations	Valid Goods and Services Tax registration of Uttar Pradesh and Permanent Account Number	Uttar Pradesh GST registration certificate and PAN card, with Form P#5
8	Local presence	The bidder or its proposed original equipment manufacturer shall have an office at Lucknow	Government-issued document evidencing the location, such as Uttar Pradesh GST registration for the premises, or the self-declaration.
9	OEM authorisation	A valid Manufacturer Authorisation Form from the proposed artificial intelligence and machine learning original equipment manufacturer shall be submitted with the bid	Manufacturer Authorisation Form (Form P#4).

9. Bid Evaluation Criteria

9.1 Overall Evaluation

Evaluation proceeds in three sequential stages, and a bid must survive each stage to reach the next. The stages are pre-qualification, which tests institutional capacity on a pass or fail basis; technical evaluation, which scores the substance of the offer out of one hundred marks and admits only those scoring not less than sixty; and commercial evaluation, which scores price and combines it with the technical score to produce the composite ranking.

The method is Quality and Cost Based Selection with a weightage of seventy per cent to quality and thirty per cent to cost.

The evaluation shall be conducted by committees constituted by CREATE. No member of any evaluation committee shall have any interest, direct or indirect, in any bidder, and each member shall sign a declaration to that effect before evaluation commences. The deliberations of the committees shall be confidential and shall be recorded in minutes forming part of the procurement record.

9.1.1 Evaluation of Pre-Qualification Criteria

A bid clearing preliminary scrutiny shall proceed with pre-qualification, where it shall be assessed against each of the eleven criteria at Section 8.1 on a pass or fail basis. The committee shall record, against each criterion for each bidder, the document relied upon and the finding.

9.1.2 Evaluation of Technical Bids

Bids clearing pre-qualification shall be evaluated on the technical scoring matrix at Section 9.1.4, which aggregates to one hundred marks. Only bidders securing not less than sixty marks shall be considered technically qualified and shall have their Commercial Envelopes opened. A bidder scoring less than sixty marks shall be informed, and its Commercial Envelope shall remain unopened and shall be returned or destroyed in accordance with the Portal's procedures.

Marks shall be awarded against evidence in the proposal and against the technical presentation and prototype demonstration, and not against assertion. Where a bidder claims a capability, an experience or an accuracy figure, the committee shall look for the corroborating document — the client certificate, the work order, the completion certificate, the model card, the demonstrated prototype — and shall award marks by reference to what is corroborated.

9.1.3 Criteria for Technical Evaluation

Criterion	Sub-Criteria and Basis of Award	Maximum Marks
Similar project experience	The number and value of comparable artificial-intelligence or Internet-of-Things projects executed for Government or Public Sector clients, and the complexity and scale of those projects. Marks shall have regard to whether the cited project involved continuous ingestion from distributed field sources, the operation of machine-learning models in production against live data, and delivery at multi-district or State scale. Evidence by client certificate, work order or completion certificate in Form T#3.	20
Approach and methodology	Demonstrated understanding of the fourteen use cases and their trigger conditions (10); the proposed solution architecture and its satisfaction of the	25

Criterion	Sub-Criteria and Basis of Award	Maximum Marks
	sovereignty and substitutability requirements (5); the artificial intelligence and machine learning approach and training strategy, including handling of rare events and class imbalance (5); and the Go-Live strategy, including the statistical basis proposed for the go-live determination (5).	
Team composition and curricula vitae	Qualifications and relevant delivery record of the proposed Project Manager or Project Director (5); the strength, depth and relevant experience of the artificial intelligence and machine learning team (5). Assessed against Form T#1 and the attached curricula vitae.	10
Technical presentation and live demonstration	Quality, clarity and responsiveness of the presentation, including the handling of the committee's questions (20); and a working prototype demonstration covering not fewer than two use cases, of which at least one shall be a use case turning on the detection of manipulation rather than of ordinary exceedance (20).	40
Certifications and compliance	Valid ISO 9001:2015 and ISO/IEC 27001:2022 certifications	5
Total		100

9.1.4 Evaluation of Technical Bid

Each member of the technical evaluation committee shall score each bid independently against the matrix above, recording a written justification for the marks awarded under each criterion. The committee shall then meet to reconcile the individual scores; where a material divergence exists between members on a criterion, it shall be discussed and the basis of the reconciled mark recorded. The reconciled score of the committee shall be the technical score of the bidder. The scores, the justifications and the reconciliation shall form part of the procurement record and shall be available to audit.

The technical score of each qualifying bidder shall be denoted T, and the highest technical score among all qualifying bidders shall be denoted Tmax, for the purposes of the composite computation at Section 9.4.

9.1.5 Technical Presentation and Proof of Concept

Every pre-qualified bidder shall make a technical presentation and a prototype demonstration before the technical evaluation committee, with IIIT Lucknow in attendance, on the date notified in the RFP Schedule. Bidder-wise slots shall be intimated by e-mail with not less than three working days' notice. Attendance is mandatory; a bidder which does not attend shall forfeit the twenty marks allotted to this criterion and shall not for that reason alone be disqualified, though it will in practice be unable to reach the qualifying threshold.

9.2 Commercial Bid Opening and Evaluation Process

9.2.1 Bid Opening

The Commercial Envelopes of only those bidders which have secured not less than sixty marks in the technical evaluation shall be opened. The opening shall be conducted at the office of CREATE at Lucknow, on the date and at the time notified, in the presence of such authorised representatives of the technically qualified bidders as choose to attend. A representative attending shall carry a letter of authority from the bidder and proof of identity.

9.2.2 Announcement of Bids

At the opening, the name of each technically qualified bidder, its technical score and the Total Bid Value quoted by it shall be minuted.

9.2.3 Clarifications on Commercial Bids

CREATE may, during evaluation, seek a written clarification from any bidder on any aspect of its technical or commercial bid. The request shall be made in writing and the bidder shall respond in writing within three working days of receipt. A clarification sought and provided under this Section shall not entitle the bidder to alter the substance of its bid or to vary its quoted price, and any purported alteration shall be disregarded. Where a bidder fails to respond within the stipulated period, CREATE shall evaluate the bid on the material before it.

Where a quoted price appears to CREATE to be abnormally low in relation to the estimated cost and to the other bids received, such that a reasonable doubt arises as to the bidder’s ability to perform the contract at that price, CREATE may require the bidder to furnish a detailed cost breakdown substantiating the price. If the bidder fails to substantiate the price to the satisfaction of CREATE, the bid may be rejected. The exercise of this power shall be recorded with reasons.

9.3 Evaluation of Commercial Bids

9.3.1 Commercial Evaluation Process

Commercial bids shall be evaluated on the Total Bid Value, being the sum of Heads A, C and D of Form C#1, exclusive of Goods and Services Tax. The commercial bids shall first be checked for arithmetical accuracy and corrected in accordance with the relevant section of this RFP. The corrected Total Bid Value shall be the price used in the composite computation. The lowest corrected Total Bid Value among the technically qualified bidders shall be denoted Cmin, and the corrected Total Bid Value of the bidder under evaluation shall be denoted C.

9.4 Total Bid Evaluation

The final ranking shall be determined by the Quality and Cost Based Selection method, with a weightage of seventy per cent for the technical score and thirty per cent for the commercial score. The composite score S for each technically qualified bidder shall be computed as follows.

$$S = (T / T_{max} \times 70) + (C_{min} / C \times 30)$$

where S is the composite score of the bidder; T is the technical score of the bidder; Tmax is the highest technical score among all technically qualified bidders; C is the corrected Total Bid Value of the bidder; and Cmin is the lowest corrected Total Bid Value among all technically qualified bidders. Composite scores shall be computed to two decimal places.

The bidder achieving the highest composite score shall be designated H1 and shall be recommended for award of contract. In the event that two or more bidders achieve an identical composite score, the bidder with the higher technical score shall be ranked first; and if the technical scores are also identical, the bidder with the lower Total Bid Value shall be ranked first. The composite scores of all technically qualified bidders shall be published on the CREATE Portal.

10. Process

This chapter governs the conduct of the bid process from publication to the acknowledgement of submission. Its provisions are procedural, but they are not on that account unimportant: the fairness of a public procurement is established as much by the regularity of its process as by the quality of its evaluation, and a deviation from the process prescribed here is capable of vitiating the award.

10.1 Pre-Bid Meeting and Clarifications

A single pre-bid meeting shall be convened at the CREATE, Conference Hall, IIIT Lucknow Campus, Chak Ganjaria, C. G. City, Lucknow – 226 002, Uttar Pradesh on the date and at the time stated in the RFP Schedule. Attendance is optional but is strongly recommended, because the consolidated responses issued after the meeting become part of this RFP and bind all bidders whether or not they attended.

Bidders may submit written pre-bid queries in the format at Form P#9, by e-mail to the Contact Officer named in the Bid Data Sheet, so as to be received not later than the date and time stated in the RFP Schedule. Queries shall identify the clause of the RFP to which they relate, shall state the bidder's reading of the clause and the difficulty it presents, and shall where appropriate propose the amendment sought. A query which merely asks CREATE to confirm what a clause means, without identifying a genuine ambiguity, may be answered by reference to the clause itself.

10.2 Supplementary Information, Corrigendum or Amendment to the Document

CREATE may, at any time before the deadline for submission of bids, and whether at its own instance or in response to a query, issue supplementary information, a corrigendum or an amendment to this RFP. Any such instrument shall be published on the CREATE Portal and on the websites of CREATE and Department, shall form an integral part of this RFP, and shall be binding on all bidders.

Where an amendment is of such a character that bidders require additional time to reflect it in their proposals, CREATE shall extend the deadline for submission accordingly. In any event, an amendment shall be issued not less than seven days before the deadline for submission as then fixed, failing which the deadline shall be extended so as to preserve that interval. No separate individual intimation of an amendment shall be issued, and it is the responsibility of each bidder to monitor the Portal until the deadline; a bidder which submits a proposal without accounting for a published amendment does so at its own risk.

10.3 Cost of Bid Preparation

All costs and expenses associated with the preparation and submission of a bid shall be borne solely by the bidder, including the cost of surveys, studies, site visits, the preparation of the prototype demonstration, attendance at the pre-bid meeting and at the technical presentation, and any subsequent clarification or negotiation meeting. CREATE shall not be liable for, and shall not reimburse, any such cost, irrespective of the conduct or the outcome of the bidding process, and irrespective of whether the process results in an award.

10.4 Submission of Bids

Bids shall be submitted offline at CREATE office, in the two separate envelope format prescribed at Section 7.3, before the deadline stated in the RFP Schedule. The bidder is responsible for ensuring that its submission is complete and that every file has been successfully uploaded; the Portal's record of what was uploaded shall be conclusive.

10.4.1 Late Bids

Bids received after the deadline for submission shall be treated as late bids and shall be rejected without evaluation. Bidders are strongly advised to complete their submission before the deadline.

10.5 Mode of Submission

Bids shall be submitted exclusively in hard printed copy (offline) at the CREATE office by depositing the same in the box marked "AI-IMAS Bid response", in the two-cover sealed format described at Section 7.3. Bids submitted through the CREATE Portal or by any other electronic means, bids sent by post or courier, bids delivered by hand to any location or person other than the designated box marked "**AI-IMAS Bid Submission**" at CREATE, and bids transmitted by e-mail or facsimile shall not be entertained under any circumstances and shall not be opened or evaluated. The sole exception is the original instrument of the Earnest Money Deposit where furnished as a Bank Guarantee or Demand Draft, which shall be delivered in original to the Contact Officer in a sealed cover before the deadline for submission, a copy of the same being enclosed with the Technical Envelope.

11. Award of Contract

11.1 Notification of Award

CREATE shall issue a Letter of Intent to the H1 bidder within fifteen days of the opening of the Commercial Envelope, subject to the receipt of such regulatory or administrative approvals as may be required. The Letter of Intent shall identify the scope awarded, the contract value, the contract term and the conditions to be satisfied before execution of the Master Services Agreement. The issue of a Letter of Intent does not itself constitute a concluded contract; the contract is concluded on execution of the Master Services Agreement.

The Earnest Money Deposit of each unsuccessful bidder shall be returned within thirty days of the issue of the Letter of Intent, without interest.

11.2 Proposals

The proposal submitted by the Successful Bidder, as clarified during evaluation and as recorded in the minutes of any negotiation, shall form part of the contract documents and shall be incorporated into the Master Services Agreement. Where the proposal offers a capability, a service level, a resource commitment or an accuracy standard exceeding that required by this RFP, the higher commitment shall bind the Successful Bidder. Where the proposal is inconsistent with this RFP, this RFP shall prevail, save where CREATE has expressly accepted the bidder's formulation in writing.

The order of precedence among the contract documents shall be: the Master Services Agreement and its schedules; the corrigenda and consolidated pre-bid responses issued under Section 10.2; this RFP; the Letter of Intent; and the Successful Bidder's proposal. A document earlier in this order shall prevail over a document later in it to the extent of any inconsistency.

11.3 Signing of Contract

The H1 bidder shall accept the Letter of Intent in writing within seven days of its date, shall furnish the Performance Bank Guarantee in accordance with Section 6.7, and shall execute the Master Services Agreement within fifteen days of the date of the Letter of Intent. The Master Services Agreement shall be substantially in the form annexed to the contract documents, subject to such modifications as CREATE may reasonably require to reflect the outcome of the evaluation and any accepted clarification.

11.4 Failure to Agree with Terms and Conditions of the RFP

Failure by the H1 bidder to accept the Letter of Intent within the stipulated period, or to furnish the Performance Bank Guarantee in the required form and amount, or to execute the Master Services Agreement within the stipulated period, or to agree to the terms and conditions of this RFP as reflected in the Master Services Agreement, shall constitute sufficient ground for the forfeiture of its Earnest Money Deposit and for its debarment from future procurements of CREATE, IIIT Lucknow and Department for such period as may be determined.

On such failure, CREATE shall be entitled, without prejudice to any other right, to invite the bidder ranked H2 to accept award at its own quoted price, and failing that the bidder ranked H3, or to annul the process and re-tender, as it considers appropriate in the circumstances. No bidder shall acquire any right by reason of the failure of the H1 bidder.

11.5 Disqualification

A bid shall be liable to disqualification, at any stage of the process and notwithstanding that it may previously have been found responsive, on any of the following grounds: material misrepresentation of fact in the bid, or the submission of a document which is false, forged or misleading; a conditional bid, or a bid containing a reservation or qualification to the terms of this RFP; a non-conforming bid which fails to meet a mandatory technical requirement; the inclusion of pricing information in the Technical Envelope; debarment or blacklisting of the bidder by any Central or State Government, Public Sector Undertaking, statutory body or multilateral agency as on the date of bid submission; failure to submit a valid Earnest Money Deposit in the correct amount, or to establish entitlement to exemption; non-disclosure of a conflict of interest under Section 11.6; the submission of more than one bid contrary to Section 7.1; any attempt to influence, canvass or bring pressure to bear upon any officer of CREATE, IIIT Lucknow or Department in connection with the evaluation; and any corrupt, fraudulent, coercive, obstructive or collusive practice within the meaning of Section 12.3.

Where disqualification occurs after the award of contract, CREATE shall be entitled to terminate the contract for default, to invoke the Performance Bank Guarantee, to recover any sums paid in respect of work not accepted, and to pursue such further remedies as are available at law.

11.6 Conflict of Interest

A bidder shall declare, at the time of bid submission, any and all circumstances which could reasonably give rise to a conflict of interest, including but not limited to the following: a past or current engagement with CREATE, IIIT Lucknow or Department, or with any of their officers, as client, consultant or adviser within the preceding five years; the employment, in a decision-making role, of any current officer of CREATE, IIIT Lucknow or Department, or of any person related to such an officer; ownership or effective control of the bidder by an entity which stands to benefit financially from the outcome of this procurement; participation by the bidder, or by an affiliate of the bidder, in the preparation of the Detailed Project Report, the Functional Requirements Specification, the Core Scope document or this RFP; a relationship with another bidder such that the independence of the two bids is or may be compromised, including common ownership, common directors, or an arrangement as to price; and any other circumstance materially analogous to the foregoing.

A bidder in doubt as to whether a circumstance requires disclosure shall disclose it. Disclosure does not of itself disqualify; it enables CREATE to assess whether the circumstance can be managed and, if so, on what terms. Failure to disclose, by contrast, shall constitute grounds for disqualification and, where a contract has been awarded, for termination for default.

11.7 Right to Terminate the Bid Process

CREATE reserves the absolute right, at its sole discretion and without assigning any reason, to accept or reject any bid in whole or in part; to annul the procurement process at any stage before the execution of the Master Services Agreement; to reject all bids; to award the contract in whole or in part or in phases; and to negotiate with the H1 bidder on any aspect of the technical or commercial proposal which it considers material. The exercise of any of these rights shall not give rise to any liability to any bidder, nor to any obligation to inform any bidder of the grounds for the action taken. No bidder shall, by reason of the submission of a bid, acquire any right against CREATE in respect of the award of contract.

11.8 Earnest Money Deposit (EMD)

Each bidder shall submit an Earnest Money Deposit in the sum of ₹18,00,000 (Rupees Eighteen Lakh only). The Earnest Money Deposit may be furnished in any of the following modes: a Bank Guarantee issued by a scheduled commercial bank in the format at Form C#2, valid for not less than two hundred and ten days from the date of opening of the Technical Envelope; a Demand Draft drawn in favour of CREATE and payable at Lucknow; or electronic payment through the CREATE Portal. Where furnished as a Bank Guarantee or Demand Draft, the original instrument shall be delivered to the Contact Officer in accordance with Section 10.6.

Bidders qualifying as Micro, Small and Medium Enterprises holding a valid Udyam registration, and Startups holding valid recognition from the Department for Promotion of Industry and Internal Trade, shall be entitled to exemption from the Earnest Money Deposit in accordance with the applicable notifications of the Government of India and the Government of Uttar Pradesh, subject to the submission of the supporting registration or recognition documents with the Technical Envelope. A claim to exemption unsupported by a valid and current registration shall be treated as a failure to furnish the Earnest Money Deposit.

The Earnest Money Deposit shall not bear interest. It shall be returned to unsuccessful bidders within thirty days of the issue of the Letter of Intent, and to the Successful Bidder on its furnishing the Performance Bank Guarantee and executing the Master Services Agreement.

11.9 Forfeiture of the EMD

The Earnest Money Deposit shall be liable to forfeiture in any of the following circumstances: where the bidder withdraws or modifies its bid after the deadline for submission and during the period of bid validity; where the bidder is found to have engaged in a corrupt, fraudulent, coercive, obstructive or collusive practice within the meaning of Section 12.3; where the bidder has made a material misrepresentation of fact, or has submitted a false, forged or misleading document; where the bidder has failed to disclose a conflict of interest required to be disclosed under Section 11.6; where the H1 bidder fails to accept the Letter of Intent, to furnish the Performance Bank Guarantee, or to execute the Master Services Agreement within the stipulated periods; and where the bidder refuses to accept an arithmetical correction made in accordance with Section 7.4.3.

Forfeiture shall be without prejudice to any other right or remedy available to CREATE, including debarment from future procurements and, where the circumstances warrant, referral to the competent investigating authority.

12. Compliance

12.1 Validity of the Proposal

Each bid shall remain valid and open for acceptance for a period of one hundred and eighty days from the date of opening of the Technical Envelope. A bid valid for a shorter period shall be rejected as non-responsive. During the period of validity a bidder shall not withdraw or modify its bid, vary its quoted price, or alter the composition of its proposed team save with the prior written consent of CREATE. CREATE may, before the expiry of the validity period, request bidders to extend it; a bidder may decline without forfeiting its Earnest Money Deposit, but a bidder which agrees shall correspondingly extend the validity of its Earnest Money Deposit instrument and shall not be permitted to modify its bid.

12.2 Acceptance of the Proposal

The award of contract under this RFP shall be at the sole discretion of CREATE. Submission of a bid constitutes acceptance by the bidder of all the terms and conditions of this RFP, including the annexures, the forms and every corrigendum and consolidated pre-bid response issued under Section 10.2. No bidder shall, by reason of the submission of a bid, acquire any right against CREATE in respect of the award of contract, and CREATE shall be under no obligation to award the contract to the bidder offering the lowest price or to any bidder at all.

12.3 Fraud and Corruption

CREATE requires bidders and the Development Partner to observe the highest standard of ethics during the procurement and the execution of the contract. For the purposes of this provision, and consistently with the guidelines of the Central Vigilance Commission and with the usage of Indian public procurement, the following expressions bear the meanings given to them. A "corrupt practice" means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the action of a public servant or of any person concerned in the procurement. A "fraudulent practice" means any act or omission, including a misrepresentation, which knowingly or recklessly misleads, or attempts to mislead, a party in order to obtain a financial or other benefit or to avoid an obligation. A "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of any party, in order to influence improperly the actions of that party. An "obstructive practice" means the destruction, falsification, alteration or concealment of evidence material to an investigation, the making of a false statement to an investigator, or the threatening or harassing of a party to prevent it from disclosing its knowledge of matters relevant to an investigation. A "collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including the influencing improperly of the actions of another party or the artificial manipulation of price.

Any bidder or Development Partner found to have engaged in any such practice shall be liable to disqualification from this procurement, to debarment from future procurements of CREATE, IIIT Lucknow and Department for such period as may be determined, to forfeiture of its Earnest Money Deposit and Performance Bank Guarantee, to termination of any contract awarded to it, and to referral to the competent investigating authority. Every bidder shall execute the Integrity Pact at Annexure 5 and submit it with the Technical Envelope.

12.4 Clarification on RFP Response

CREATE may, at any stage of the evaluation, seek written clarification from a bidder on any aspect of its response, and may require the bidder to produce the original of any document submitted in copy. The bidder shall respond in writing within three working days of receipt of the request, or within such longer period as CREATE may allow. A clarification may explain or evidence a matter as it stood at the deadline for submission; it may not supply a qualification, a document or a commitment which the bidder did not possess or make at that date, and it shall not entitle the bidder to alter the substance of its bid or its quoted price. Where a bidder fails to respond within the stipulated period, CREATE shall proceed to evaluate the bid on the material before it, and the bidder shall have no ground of complaint.

12.5 Alignment with the General Financial Rules and Make in India

This procurement is conducted in accordance with the principles enshrined in the General Financial Rules, 2017, in particular the principles of economy, efficiency, transparency, fair and equitable treatment of bidders and promotion of competition, and, consistently with Rule 160, through electronic means on the CREATE Portal. It is conducted in a manner consistent with the procurement rules of IIIT Lucknow as applicable to CREATE, and with the applicable procurement guidelines of the Ministry of Electronics and Information Technology.

The Public Procurement (Preference to Make in India) Order, 2017 issued by the Department for Promotion of Industry and Internal Trade, and the subsequent notifications issued by the Ministry of Electronics and Information Technology in respect of eligible items, shall apply to this procurement. A bidder claiming the status of a Class-I local supplier or a Class-II local supplier shall furnish, with its Technical Envelope, a declaration of the percentage of local content, supported where the value of procurement exceeds the prescribed threshold by a certificate of the statutory auditor or a cost accountant. A false declaration of local content shall be treated as a fraudulent practice within the meaning of Section 12.3.

Restrictions applicable under Rule 144(xi) of the General Financial Rules, 2017 in respect of bidders from countries sharing a land border with India shall apply, and every bidder shall furnish the prescribed certificate as to registration with the Competent Authority where applicable. Given the sovereignty and data-residency requirements of this engagement, bidders should note that compliance with these restrictions will be examined with particular care.

13. Terms & Conditions

13.1 Withdrawal of Bids

A bidder may modify or withdraw its bid at any time before the deadline for submission by following the procedure prescribed on the CREATE Portal, and no consequence shall attach to such modification or withdrawal. After the deadline for submission and during the period of bid validity, a bid shall be irrevocable; a bidder which purports to withdraw or modify its bid during that period shall forfeit its Earnest Money Deposit and shall be liable to debarment from future procurements of CREATE, IIIT Lucknow and Department.

13.2 Confidentiality and Intellectual Property Rights

13.2.1 Confidentiality

All information disclosed by CREATE, IIIT Lucknow or Department to a bidder or to the Development Partner in connection with this RFP or the resulting contract, and all data of every description processed on or generated by the platform, is confidential. The bidder and the Development Partner shall hold such information in confidence, shall use it solely for the purpose of preparing a bid or of performing the contract as the case may be, shall disclose it only to those of its personnel who require it for that purpose and who are bound by equivalent obligations, and shall not disclose it to any third party without prior written consent. These obligations survive the conclusion of the bid process and the expiry or termination of the contract, and continue for a period of five years thereafter or for so long as the information retains its confidential character, whichever is longer. Every bidder shall submit the Non-Disclosure Undertaking at Annexure 6 with its Technical Envelope, and the Development Partner shall execute a full Non-Disclosure Agreement and a Data Processing Agreement at or before execution of the Master Services Agreement.

13.2.2 Intellectual Property Rights

All intellectual property created by the Development Partner specifically for the AI-IMAS engagement shall vest exclusively in Department, and the Development Partner shall have no residual right, title or interest in it. This vesting extends to, and is not limited to: all source code, in every branch and with its full commit history; all machine-learning model architectures, weights, checkpoints and hyperparameter configurations; all training, validation and evaluation datasets, together with the annotations applied to them; all model cards and evaluation reports; all technical, architectural, design and operational documentation; the dashboards, the mobile application and all user-interface designs and assets; all integration artefacts, adapters and interface specifications; and all DevOps scripts, deployment pipelines and infrastructure-as-code. The Development Partner shall execute such further assurances as Department may require to perfect that vesting, and shall procure equivalent assignments from its employees, contractors and sub-contractors. Consistently with the exit provision of the Memorandum of Understanding, the platform inclusive of all its layers shall be owned by the State Government.

The Development Partner shall place all source code and model artefacts in escrow with an escrow agent acceptable to CREATE, on terms providing for release to Department on the expiry of the Operations and Maintenance Phase, on earlier termination however arising, and on the occurrence of an insolvency event in relation to the Development Partner. The escrow deposit shall be updated at every release and shall be verified annually.

The Development Partner shall not, in any event, impose vendor lock-in of any kind, whether through proprietary protocols, closed data formats, undocumented interfaces, hardware dependency, or licensing terms which condition continued use upon continued payment. Licences procured under this contract shall be perpetual, such that Department retains the right to use the platform notwithstanding non-renewal of annual maintenance. Third-party open-source components incorporated into the platform shall be governed by their respective licences, and the Development Partner shall maintain a Software Bill of Materials identifying every such component and its licence, shall furnish it at each release and on demand, and warrants that no component is incorporated under a licence whose terms are inconsistent with the vesting of intellectual property provided for in this Section or with the Department's unrestricted use of the platform.

13.2.3 Use of Documents and Information

This RFP and all materials furnished in connection with it remain the property of CREATE. A bidder shall use them solely for the preparation of a bid in response, shall not reproduce or distribute them for any other purpose without prior written consent, and shall on demand return or certifiably destroy them. Neither the Development Partner nor any of its personnel shall, during the term of the contract or after its expiry, publish, disclose or use for any purpose other than performance of the contract any document, data, drawing, specification, statistic or other information furnished by or on behalf of CREATE, IIIT Lucknow or Department, without prior written consent.

The Development Partner shall not use the name, logo or insignia of CREATE, IIIT Lucknow, Department or the Government of Uttar Pradesh, nor refer to this engagement in any publicity, marketing material, case study, press release, conference presentation or client reference, without the prior written consent of CREATE and, where the subject matter concerns the Department, of Department. Research publication arising from the engagement is permitted only to IIIT Lucknow and only with the prior permission of Department, in accordance with the Memorandum of Understanding.

13.2.4 Indemnification

The Development Partner shall indemnify, defend and hold harmless CREATE, IIIT Lucknow and Department, and their respective officers, employees, advisers and agents, from and against any and all claims, demands, actions, suits, proceedings, losses, damages, costs and expenses, including reasonable legal fees, arising out of or in connection with: any infringement or alleged infringement of a third-party intellectual property right by the platform or by any component of it; any act or omission of any personnel deployed by the Development Partner; any claim by a third party arising out of the Development Partner's performance or non-performance under the contract; any breach by the Development Partner of the Digital Personal Data Protection Act, 2023 or of the confidentiality obligations set out in this chapter; and any claim arising from a defect in goods supplied under the contract.

Where the platform or any component of it is held, or is in the Development Partner's reasonable opinion likely to be held, to infringe a third-party right, the Development Partner shall at its own cost and at CREATE's election either procure for Department the right to continue using the component, or replace or modify it so that it becomes non-infringing while retaining functional equivalence, without degradation of performance and without interruption to the regulatory function.

13.2.5 Performance Bank Guarantee

The Development Partner shall furnish, before the signing of the Master Services Agreement, a Performance Bank Guarantee in favour of CREATE in the sum of three per cent of the total contract value, issued by a scheduled commercial bank in the format at Form C#3 and valid up to sixty days beyond the scheduled end of the Operations and Maintenance Phase. The Guarantee shall be unconditional and irrevocable and shall be payable on first written demand without demur, protest or reference to the Development Partner. Where the contract term is extended, the Development Partner shall procure a corresponding extension of the Guarantee not less than thirty days before its expiry, failing which CREATE shall be entitled to invoke it. The Guarantee shall be returned within sixty days of the acceptance of the exit and handover pack in accordance with Section 5.2.1, subject to the settlement of any claim then outstanding.

13.2.6 Payment

Payment shall be made in accordance with Chapter 6. Every payment is made against certified delivery and is subject to the deduction of liquidated damages, service-level credits and statutory deductions then due. No payment made under this contract, and no certification of a milestone, shall constitute acceptance of defective work or a waiver of any right, and CREATE shall be entitled to require the rectification of a defect subsequently discovered notwithstanding that the milestone in which it arose has been certified and paid.

13.2.7 Prices

Prices shall be firm and fixed for the duration of the contract, subject only to the statutory-levy adjustment provided for at Section 6.6. The quoted price shall be deemed to include all costs of performance, whether or not separately itemised, including travel, accommodation, communication, insurance, licence fees, third-party charges, warranty, and the cost of all rectification and regression work. No claim shall lie for an item which the Development Partner has omitted from its price but which is necessary to the delivery of a requirement of this RFP.

13.2.8 Taxes and Duties

Prices are exclusive of Goods and Services Tax, which shall be payable additionally at the statutory rate against a valid tax invoice. Tax Deducted at Source and any other statutory deduction shall be effected at source by CREATE, and a certificate in the prescribed form shall be issued. The Development Partner shall remain compliant in its filings under the Goods and Services Tax legislation throughout the term, and CREATE shall be entitled to withhold payment where a default in filing by the Development Partner denies CREATE or the Department the input tax credit to which it would otherwise be entitled.

13.2.9 Resolution of Disputes

The parties shall first endeavour to resolve any dispute arising out of or in connection with the contract through amicable discussion between designated senior representatives, who shall meet within fifteen days of a written notice of dispute. A dispute which is not resolved within sixty days of that notice shall be referred to arbitration under the Arbitration and Conciliation Act, 1996 as amended. The arbitral tribunal shall consist of three arbitrators, one appointed by each party and the third, who shall preside, appointed by the two so appointed. The seat and venue of arbitration shall be Lucknow and the language of the proceedings shall be English. The award shall be reasoned and shall be final and binding. Each party shall bear its own costs and an equal share of the costs of the tribunal unless the tribunal directs otherwise.

Pending the resolution of a dispute, the Development Partner shall continue to perform its obligations under the contract, and CREATE shall continue to make payments not in dispute. Neither party shall suspend performance by reason of a dispute, and the continuity of the regulatory function which the platform supports shall not be interrupted on that account.

13.2.10 Governing Language

The governing language of the contract, and of all notices, certificates, reports and correspondence under it, shall be English. Where a document is issued in Hindi, a certified English translation shall accompany it, and in the event of inconsistency the English text shall prevail. User-facing interfaces, training material and notices to facility operators shall nevertheless be provided in both English and Hindi as required by Chapter 5.

13.2.11 Applicable Law

The contract shall be governed by and construed in accordance with the laws of India. Subject to Section 13.2.9, the courts at Lucknow shall have exclusive jurisdiction over any matter arising out of or relating to the contract.

13.3 Term, Termination and Consequences

The contract shall commence on the date of execution of the Master Services Agreement and shall continue for thirty nine months, comprising three months of implementation and thirty-six months of operations and maintenance, unless terminated earlier in accordance with this Section.

CREATE may terminate the contract for convenience upon ninety days’ prior written notice, in which event the Development Partner shall be paid for work certified up to the date of termination together with the reasonable, documented and unavoidable cost of demobilisation, but shall have no claim for anticipated profit on the unperformed balance. Either party may terminate for default upon thirty days’ prior written notice on the occurrence of a material breach by the other which remains uncured at the expiry of the notice.

On termination for default by the Development Partner, CREATE shall be entitled, in addition to any other remedy available at law, to invoke the Performance Bank Guarantee, to recover accrued liquidated damages, to procure the balance of the work from another source and to recover the excess cost of doing so, and to require the immediate delivery of the exit and handover pack together with ninety days of transition support at no charge. On termination however arising, the intellectual property vesting at Section 13.2.2 shall be unaffected, the escrow shall be released to Department, and the Development Partner shall deliver up all data, credentials, keys and documentation in its possession and shall certify the destruction of any copy retained.

13.4 Limitation of Liability

The aggregate liability of the Development Partner to CREATE and to the Department under or in connection with the contract, whether in contract, tort including negligence, breach of statutory duty or otherwise, shall not exceed the total contract value. This limitation shall not apply, and liability shall be unlimited, in the case of: infringement of third-party intellectual property rights; wilful misconduct, fraud or gross negligence; breach of the confidentiality obligations and any liability which cannot lawfully be limited. Neither party shall be liable for indirect or consequential loss, save that a regulatory penalty, an adverse costs order, or a direction of the National Green Tribunal or of a court suffered by the Department by reason of the failure or compromise of the evidentiary pipeline shall be treated as a direct loss recoverable within the limit above.

13.5 Force Majeure

Neither party shall be liable for any failure or delay in the performance of its obligations to the extent that the failure or delay is caused by an event of Force Majeure, being an event beyond the reasonable control of the affected party and including acts of God, war, hostilities, civil unrest, epidemic, pandemic, government-mandated shutdown, fire, flood and natural disaster. The affected party shall notify the other within seven days of the occurrence, shall furnish particulars of the effect on its obligations, and shall use all reasonable efforts to mitigate that effect. Obligations shall be suspended for the duration of the event and the affected milestone dates extended correspondingly. Where an event of Force Majeure continues for more than one hundred and twenty consecutive days, either party may terminate the contract on thirty days' notice, in which event the Development Partner shall be paid for work certified to the date of termination and the exit obligations shall apply.

13.6 Assignment, Sub-contracting and Change in Control

Given that the Limited Tender is restricted to the highly specialised ecosystem of startups incubated by CREATE, the Development Partner may, after informing CREATE, may subcontract or engage suitably qualified OEMs, technology providers, system integrators or other specialised partners for logically separable components of the Scope of Work. For example, an AI platform or software licence may be procured from the relevant OEM, while implementation, integration, customisation, support or other specialised services may be undertaken by an experienced technology partner.

The Development Partner shall remain the Prime Contractor and overall point of coordination for the Project. However, where any material or specialised component of the Project is assigned to a subcontractor, OEM or strategic partner, such entity shall assume direct responsibility and accountability for the successful, timely and satisfactory delivery of the scope assigned to it, including the applicable technical specifications, milestones, service levels, quality standards, security requirements, integration requirements and performance outcomes.

The Development Partner shall ensure that a written agreement or undertaking is executed with each such subcontractor/partner incorporating obligations corresponding to the requirements applicable to the assigned scope under this Contract. CREATE may, where it considers the subcontractor/partner critical to successful project implementation, require such entity to provide a direct undertaking in favour of CREATE confirming its responsibility for the relevant scope.

The Development Partner and the relevant subcontractor/partner shall be responsible for ensuring effective coordination and integration of their respective responsibilities. The subcontractor/partner shall not merely provide advisory or manpower support but shall be accountable for the deliverables and outcomes specifically entrusted to it.

The Development Partner shall remain responsible to CREATE for overall project coordination, integration and contractual performance. However, responsibility for any failure, delay, defect, non-performance or failure to achieve the agreed deliverables within the scope assigned to a subcontractor/partner shall also extend to such subcontractor/partner in accordance with its contractual obligations and direct undertaking, if applicable.

Approval or consent by CREATE to any subcontracting or partnering arrangement shall not, by itself, relieve the Development Partner of its contractual obligations. At the same time, such approval shall not absolve the relevant subcontractor/partner of its contractual responsibility for the scope and outcomes specifically assigned to it.

The Development Partner shall ensure that no subcontractor/partner is engaged in a manner that effectively transfers the entire Project or the core responsibilities of the Development Partner. The Development Partner shall continue to maintain overall project management and coordination capability and shall remain the principal interface with CREATE.

13.7 Notices and Entire Agreement

Notices under the contract shall be in writing and shall be delivered by hand, by registered post or by e-mail to the addresses notified by the parties, and shall be effective on delivery or, in the case of e-mail, on the first business day after transmission provided no delivery failure is received. The Master Services Agreement, together with the documents incorporated by reference in the order of precedence at Section 11.2, constitutes the entire agreement between the parties and supersedes all prior representations and understandings. No variation shall be effective unless in writing and executed by the authorised signatories of both parties under the change-control procedure.

14. Annexures

14.1 Annexure 1 — Requirements Compliance Document

The bidder shall state its compliance against each requirement below. Where compliance is stated as Partial, the bidder shall describe precisely the extent of the gap and the means and timeline by which it will be closed; an unexplained Partial shall be read as non-compliance. Where compliance is stated as Yes, the bidder shall give a cross-reference to the page and section of its Technical Bid at which the substantiating material appears. A compliance statement which is not substantiated in the Technical Bid may be disregarded by the evaluation committee.

Part A — Functional Requirements: Use Cases

Requirement	Compliance (Yes / No / Partial)	Reference in Proposal and Remarks
UC-BMW-01 — Pickup at HCF and central storage: enforced scan through the unified Department mobile application at central storage and at pickup; Bluetooth weighing-scale integration for automatic weight capture; QR or barcode scan carrying HCF identity and waste category; offline-first operation with local caching and automatic synchronisation; automatic start of the 24-hour and 48-hour countdowns.		
UC-BMW-02 — Transport intelligence: ingestion of AIS-140 compliant telematics by push API; continuous geofencing against the 75-kilometre permitted service radius; immediate high-priority alert on jurisdictional breach; detection of unregistered halts exceeding 30 minutes; retention of route history for audit.		
UC-BMW-03 — Unloading integrity: enforced rescan at the unloading bay with IoT weighing-scale capture; automatic computation of weight variance between pickup and receipt, category-wise across Yellow, Red, White and Blue; alert on variance exceeding 10 per cent; alert on absence of rescan within 24 hours.		
UC-BMW-04 — Treatment scan: enforced scan before treatment; automatic computation of elapsed time from pickup; critical 48-hour breach alert with automatic compilation of the complete chain of custody; correlation of the treatment scan with equipment operating data to verify actual treatment.		
UC-BMW-05 — Incinerator stack emission monitoring: continuous AI classification of plume opacity as clear, grey or black from the stack camera feed; concurrent ingestion and analysis of OCEMS telemetry including chamber temperatures, PM, SO_2, NOx, CO and CO_2; critical sensor-tampering alert on detection of black smoke concurrent with compliant telemetry; automated evidence package combining video and sensor logs.		
UC-BMW-06 — Incinerator operating hours: ingestion of sub-meter ON/OFF state, runtime and energy consumption; correlation of energy with reported treatment volumes and OCEMS data; falsified-log alert where treatment is logged while the incinerator draws no power; energy-per-kilogram metric and trend.		

Requirement	Compliance (Yes / No / Partial)	Reference in Proposal and Remarks
UC-BMW-07 — Segregation at HCF wards (Priority-2): AI detection of waste deposited in a bin of the wrong colour category; supervisor alert; bin fill-level detection at 80 per cent.		
UC-BMW-08 — Routing to correct treatment stream (Priority-2): AI detection and tracking of bag colour and category by treatment zone; routing-violation alert with video evidence.		
UC-BMW-09 — Autoclave operation monitoring (Priority-2): optical character recognition of the autoclave display for temperature, pressure and cycle duration; sterilisation gate blocked and alert raised where temperature is below 121°C, pressure below 15 psi or cycle duration below 45 minutes.		
UC-STP-01 — Continuous outlet parameter monitoring: ingestion of 15-minute OCEMS telemetry for pH, BOD, COD, TSS and flow; evaluation against facility-specific Consent to Operate limits and CPCB standards; dynamic four-band severity scoring by magnitude and duration; manual capture module and SCADA integration for Total and Fecal Coliform, free residual chlorine and UV intensity or transmissivity; automated evidence package; geotagged state-wide dashboard.		
UC-STP-02 — Algorithmic reconciliation of laboratory and telemetric data: LIMS API ingestion and manual lab-data capture module; timestamp-aligned comparison of laboratory and sensor values; statistical variance computation; tampering alert on breach of the variance limit; automatic classification of flatlining beyond two hours, zero-drift and implausibly clean readings as spoofing signatures; court-ready evidence package.		
UC-STP-03 — Visual AI at the outlet: computer-vision classification of water clarity as clear, slightly turbid, highly turbid, sludge carryover or foam; cross-correlation with OCEMS; critical sensor-tampering or treatment-failure alert on mismatch; confidence score; timestamped snapshot and short video clip; hashed video evidence.		
UC-STP-04 — Equipment running hours: ingestion of sub-meter ON/OFF state, runtime and power draw from aeration blowers and pumps; correlation with inlet flow; treatment-bypass alert where flow is present and blowers are OFF beyond 30 minutes; power-to-flow correlation log in the evidence package.		
UC-STP-05 — Visual AI at the inlet (Priority-2): detection of dye or abnormal colouration concurrent with a sudden pH excursion; industrial-dumping alert with confidence score and video clip.		

Part B — Platform Modules

Requirement	Compliance (Yes / No / Partial)	Reference in Proposal and Remarks
Alert and notification engine: multi-source alert generation including multi-modal fusion; four-tier severity classification as Critical, High, Medium and Low; service-level-linked acknowledgement and escalation ladder; delivery by SMS, e-mail, dashboard and mobile push; deterministic plain-English verdict accompanying each alert.		
Compliance and enforcement engine: automatic generation of show-cause notices with facility particulars, violation description and statutory citation auto-populated; computation of Environmental Compensation on the CPCB formula EC = PI × N × R × S × LF as a draft for officer review; digital signature by eSign or DSC under the Information Technology Act, 2000; response-management workflow.		
Data ingestion and integration: high-throughput event-driven pipeline supporting not fewer than nine field data-stream types and the external systems listed in the Integration Scope; REST/JSON, MQTT, Kafka, Modbus TCP, OPC-UA, RTSP and ONVIF adapters; per-source rate limiting; source-of-truth ledger recording provenance of every datum.		
AI and ML inference: computer vision, optical character recognition, time-series anomaly detection and statistical reconciliation; model registry with version control, approval workflow and drift monitoring; model cards for every deployed model; inference serving sized to the state-wide load.		
Reporting and analytics: statutory Form II and Form IV generation under the Bio-Medical Waste Management Rules, 2016; monthly enforcement report; annual state report; ad hoc reporting; export to PDF and XLSX; scheduled e-mail delivery.		
User and access management: role-based access control for not fewer than seven roles — Administrator, Chairman, Head Office Officer, Regional Officer, JRF or data-entry user, Facility Operator and HCF staff; multi-factor authentication for Administrator and issuing-officer roles; row-level jurisdictional restriction; complete audit log of read and write operations.		
Case management: end-to-end tracking of every show-cause notice through the states Open, Pending Response, Under Review and Closed; linked evidence bundle; response upload by the facility; Environmental Compensation tracking to realisation.		
Mobile field application: Android 10 and above and iOS 14 and above; offline-first with durable sync queue; QR and barcode scanning; Bluetooth Class-II scale pairing; automatic GPS capture; role-based menus; English and Hindi; digital signature capture on prescribed workflows.		
Audit and WORM evidence vault: write-once-read-many storage; SHA-256 cryptographic hashing of every evidence bundle; retention aligned to the applicable statutory limitation period; access-audit trail; export in a form admissible before the National Green Tribunal.		
Dashboards: eight distinct role-tailored experiences comprising the state-wide executive dashboard, the BMW dashboard, the STP dashboard, the Regional Officer dashboard filtered by jurisdiction, the JRF and data-entry dashboard, the facility operator dashboard,		

Requirement	Compliance (Yes / No / Partial)	Reference in Proposal and Remarks
the HCF staff dashboard and the Control Room video-wall composite; geospatial map view with colour-coded compliance status; real-time filterable alert feed; facility compliance scorecards and health cards.		

Part C — Non-Functional and Service Requirements

Requirement	Compliance (Yes / No / Partial)	Reference in Proposal and Remarks
Rule evaluation cadence not exceeding two minutes across all ingested streams.		
Alert latency from detection to officer console not exceeding two minutes for Critical and High severity and five minutes for Medium and Low severity.		
Dashboard first meaningful paint of three seconds or less at the 95th percentile, on desktop and on mobile-responsive layouts down to 360 pixels of width, in English and Hindi.		
Platform availability of not less than 95 per cent measured monthly on a 24×7 basis, exclusive of notified scheduled maintenance, Department-caused outage and Force Majeure.		
Configurable per use case and per facility class, enabled and disabled by configuration and not by code change.		
Data residency wholly within India and, at steady state, on-premises at Department Headquarters; no transfer of data outside India for any purpose.		
Capability to operate in an air-gapped configuration to secure the immutable evidence store.		
Security audit by a CERT-In empanelled auditor before go-live, with remediation of all High and Critical findings; maintenance and furnishing of a Software Bill of Materials at every release.		
Compliance with the Digital Personal Data Protection Act, 2023, including privacy masking and automated facial blurring, prohibition of cameras in patient-facing zones, data minimisation, consent management and Data Principal rights, as detailed at Annexure 7.		
Complete vesting of intellectual property in Department; perpetual licensing; source code and model artefacts held in escrow; no vendor lock-in through proprietary protocols, closed formats or hardware dependency.		
Role-based training programme in English and Hindi on a train-the-trainer model, with e-learning modules, printed manuals, field quick-reference cards and recorded sessions, and a synthetic-data sandbox maintained for the contract term.		
Documentation set comprising SRS, HLD and LLD, FRS conformance report, OpenAPI 3.0 specifications, canonical data dictionary, deployment topology, operations runbooks, AI model cards, user manuals and release notes.		

14.2 Annexure 2 — AI Platform Technical Compliance

The requirements in this Annexure express the single most important architectural commitment of this programme: that the platform on which a statutory regulatory function will come to depend must remain under the operational control of the State, must be capable of substitution component by component, and must not place the Board in a position where the continuity of enforcement depends on the commercial goodwill of any vendor. They are stated functionally and are deliberately not expressed by reference to any particular product. The bidder shall state full compliance against each line and shall identify, in the remarks column, the specific mechanism by which compliance is achieved; a bare assertion of compliance without identification of the mechanism may be treated as non-compliance by the evaluation committee.

S. No.	Technical Specification	Compliance (Yes / No)	Reference and Remarks
1	The proposed solution shall provide full customer-owned platform sovereignty, open architecture, continuous compliance, in-country evidence retention, and AI governance controls enforceable by Department without dependency on a foreign or vendor-operated control plane for day-two operations.		
2	The AI platform shall be capable of running in an air-gapped environment so as to secure the immutable evidence store.		
3	The architecture shall permit substitution of platform components — storage, databases, identity and access management, AI inferencing, AI models and security information and event management — with equivalent open-source and open-standard technologies, so as to avoid vendor lock-in.		
4	The platform shall provide continuous compliance monitoring, evidence collection and policy enforcement for State security and data-residency requirements.		
5	The platform shall maintain immutable logs and audit evidence within the State boundary.		
6	Data storage shall be based on open standards and shall avoid vendor lock-in.		
7	Licensing shall be perpetual in nature, such that the Department retains the right to use the platform notwithstanding non-payment or non-renewal of annual maintenance.		
8	The platform shall provide an in-built, configurable compliance and regulatory framework with a comprehensive registry including the Digital Personal Data Protection Act, 2023, CERT-In directions and advisories and other applicable sectoral and governmental cybersecurity requirements. It shall continuously assess applicable controls, identify compliance gaps, collect evidence, track risk and generate compliance-posture reports without manual intervention; shall support onboarding and mapping of new or revised regulations, standards and organisational policies to technical and operational controls; and shall provide automated evidence, remediation tracking, audit reporting and historical compliance posture, with all compliance data retained within the sovereign environment.		

S. No.	Technical Specification	Compliance (Yes / No)	Reference and Remarks
9	AI model governance: the inference platform shall maintain a centralised, version-controlled inventory of all deployed models recording model name, version, owner, deployment environment, approval status and approving authority, and production deployment shall be permitted only after formal approval by the designated Technical Committee .		
10	AI network isolation: the platform shall enforce namespace-level network isolation for AI workloads, restricting external communication to explicitly approved and allow-listed sovereign endpoints, with all other external egress blocked by default.		
11	Model and image integrity: the platform shall enforce cryptographic signing and verification of all AI model container images, shall automatically prevent the deployment or execution of unsigned or unverified images, and shall maintain verifiable audit logs of image signing, verification and deployment.		
12	The platform shall support the configuration independently per use case and per facility class, such that alert generation continues while automated enforcement is suppressed, and such that the transition is effected by configuration and recorded in the audit log.		
13	The evidence vault shall be write-once-read-many, shall apply SHA-256 hashing to every evidence bundle, shall maintain a hash chain permitting verification of integrity, and shall preserve that chain across any migration of the platform between environments.		
14	The platform shall expose, to the Department and to IIIT Lucknow, the tooling, pipelines, annotated datasets and evaluation harnesses required to perform model retraining independently of the Development Partner.		

14.3 Annexure 3 — Covering Letter

To be reproduced on the letterhead of the bidder, signed by the authorised signatory and digitally signed with a valid Class-III Digital Signature Certificate.

To,

The Chief Executive Officer

Confederation for Research, Entrepreneurship and Technology Enablement (CREATE)

IIIT Lucknow Campus, Chak Ganjaria, C. G. City, Lucknow – 226 002, Uttar Pradesh

Subject: Submission of Proposal against RFP No. CREATE/AI-IMAS/RFP/2026-27/01 for the Selection of a Development Partner for the AI-Enabled Integrated Monitoring and Analysis System (AI-IMAS).

Sir / Madam,

Having examined the Request for Proposal referred to above, together with all annexures, forms, corrigenda and consolidated pre-bid responses issued thereunder, the receipt of which is hereby duly acknowledged, we, the undersigned, submit our Proposal for the selection of a Development Partner for the design, development, implementation, integration, commissioning and operations and maintenance of the AI-IMAS platform, in conformity with the said Request for Proposal.

We declare and confirm as follows.

1. We have read and understood the entirety of the Request for Proposal and accept without qualification or reservation all its terms and conditions. Our Proposal is unconditional.
2. All information furnished in our Proposal is true, correct and complete to the best of our knowledge and belief, and we undertake to produce the original of any document on demand.
3. We satisfy each of the pre-qualification criteria stated at Section 8.1 and have furnished the supporting documents prescribed against each.
4. We are not debarred, blacklisted or suspended by any Central or State Government, Public Sector Undertaking, statutory body or multilateral agency as on the date of this submission.
5. We have disclosed at Annexure to this letter every circumstance which could reasonably give rise to a conflict of interest within the meaning of Section 11.6, and confirm that there is no such circumstance other than as so disclosed.
6. We have not engaged, and shall not engage, in any corrupt, fraudulent, coercive, obstructive or collusive practice within the meaning of Section 12.3, and we have executed and submitted the Integrity Pact at Annexure 5.
7. Our Proposal shall remain valid and open for acceptance for a period of 180 days from the date of opening of the Technical Envelope, and we shall not withdraw or modify it during that period.
8. We have submitted the Earnest Money Deposit in the sum of ₹18,00,000 in the permitted mode, or have claimed exemption with the supporting documents, as indicated in our Technical Envelope.
9. We accept that all intellectual property created in the course of this engagement shall vest exclusively in the Department, and that we shall retain no residual right, title or interest in it.
10. We accept that all data processed on the platform shall be retained within the territory of India and, at steady state, on-premises at Department Headquarters, and shall not be transferred outside India for any purpose whatsoever.

11. No pricing information of any kind has been included in our Technical Envelope.
12. We accept that CREATE is not bound to accept the lowest priced or any Proposal, and may annul the procurement process at any stage without incurring any liability to us.
13. If our Proposal is accepted, we undertake to furnish the Performance Bank Guarantee and to execute the Master Services Agreement within the periods stipulated in Section 11.3.

We remain, Sir / Madam, yours faithfully,

Date: ______________________ Place: ______________________

Signature of Authorised Signatory: ________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: _______________________

14.4 Annexure 4 — Pre-Qualification Form

The bidder shall complete the table below, and for every criterion shall state the document relied upon and the page of the Technical Envelope at which it appears. The evaluation committee will assess each criterion against the document so identified.

S. No.	Criterion	Complied (Yes / No)	Document Furnished	Page Reference
1	Legal entity registered in India and in existence for not less than five years as on the RFP publication date			
2	Average annual turnover from IT / ITeS of not less than ₹2.5 Crore over FY 2023–24, FY 2024–25 and FY 2025–26 waived off for startups in acceleration phase **or** Proposed software OEM turnover of not less than ₹100 Crore in FY 2025–26			
3	Positive net worth in each of the last three audited financial years			
4	Not fewer than ten technical professionals on rolls			
5	Valid ISO 9001:2015 and ISO/IEC 27001:2022 certifications			
6	Not debarred or blacklisted by any Central or State Government or PSU			
7	Valid GST registration and PAN			
8	Local Presence: Office at Lucknow			
9	Valid Manufacturer Authorisation Form from the proposed AI/ML OEM			

We certify that the particulars furnished above are true and correct, and that the documents referred to are enclosed at the pages indicated.

Date: ________________________ Place: ________________________

Signature of Authorised Signatory: ___________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: ________________________

14.5 Annexure 5 — Integrity Pact

To be executed on non-judicial stamp paper of the value prescribed under the Indian Stamp Act as applicable in Uttar Pradesh, and submitted with the Technical Envelope.

This Integrity Pact is made between the Confederation for Research, Entrepreneurship and Technology Enablement (hereinafter the "Principal"), acting through its Chief Executive Officer, and ______________________________________ (hereinafter the "Bidder"), acting through its authorised signatory, in connection with RFP No. CREATE/AI-IMAS/RFP/2026-27/01.

The Principal commits, for its part, that no employee of the Principal, personally or through a family member, shall in connection with this tender demand, take a promise for or accept any benefit for himself or for a third person; that the Principal shall treat all bidders with equity and reason and shall provide the same information to all bidders; that the Principal shall exclude from the process any bidder in respect of whom there is a justified reason to believe that it has engaged in a practice prohibited by this Pact; and that the Principal shall take disciplinary action against any of its employees found to have violated this Pact.

The Bidder commits, for its part, as follows. The Bidder shall not, directly or through any agent, offer, promise or give to any employee of the Principal, of IIIT Lucknow or of Department, or to any third person, any material or immaterial benefit to which that person is not legally entitled, in order to obtain in exchange any advantage during the tender process or during the execution of the contract. The Bidder shall not enter with any other bidder into any agreement or understanding, whether formal or informal, concerning prices, the submission or non-submission of offers, or any other action restricting competition. The Bidder shall not commit any offence under the Prevention of Corruption Act, 1988 or any other law in force. The Bidder shall, when submitting its Proposal, disclose any and all payments made or to be made to agents, brokers or other intermediaries in connection with the award. The Bidder shall not use, for the purpose of influencing the award, improperly or for an illegitimate purpose, any information or document received from the Principal. The Bidder shall not instigate any third person to commit any act prohibited by this Pact.

If the Bidder, before award, has committed a transgression through a violation of the foregoing or in any other form such as to put its reliability or credibility in question, the Principal shall be entitled to disqualify the Bidder from the tender process and to forfeit its Earnest Money Deposit. If the Development Partner has committed such a transgression after award, the Principal shall be entitled to terminate the contract for default, to forfeit the Performance Bank Guarantee, to recover the damage sustained, and to debar the Development Partner from future contracts for a period of not less than two years and not more than five years. The Principal may, in addition, refer the matter to the competent investigating authority.

This Pact is subject to the laws of India, and the courts at Lucknow shall have exclusive jurisdiction. It shall remain in force from the date of its signing until six months after the final payment under the contract, or until the conclusion of the tender process in the case of an unsuccessful bidder.

For and on behalf of the Principal	For and on behalf of the Bidder
|Signature: ____________________ Name: ________________________ Designation: __________________	|Signature: ____________________ Name: ________________________ Designation: __________________

Date: _________________________	Date: _________________________
Witness 1: Name and Signature: _______________	Witness 2: Name and Signature: _______________

14.6 Annexure 6 — Non-Disclosure Undertaking

To be reproduced on the letterhead of the bidder and submitted with the Technical Envelope. The Successful Bidder shall additionally execute a full Non-Disclosure Agreement and a Data Processing Agreement at or before execution of the Master Services Agreement.

We, ____________________________________, having our registered office at ____________________________________, in consideration of being furnished with information in connection with RFP No. CREATE/AI-IMAS/RFP/2026-27/01, undertake as follows.

1. We shall treat as strictly confidential all information of every description disclosed to us by or on behalf of CREATE, IIIT Lucknow or the Department in connection with this procurement, including the Detailed Project Report, the Functional Requirements Specification, facility data, sensor and laboratory data, inspection records, network and architectural information, and all information observed in the course of any site visit.
2. We shall use such information solely for the purpose of preparing and submitting our Proposal and, if selected, of performing the contract, and for no other purpose whatsoever.
3. We shall disclose such information only to those of our employees, officers and advisers who require it for that purpose, and only after binding each of them to obligations of confidentiality no less onerous than those contained in this undertaking. We remain answerable for any breach by any such person.
4. We shall not copy, reproduce, publish, or place such information on any system or medium outside our control, and shall not transfer any such information outside the territory of India.
5. We shall maintain such information with the degree of care that we apply to our own most sensitive commercial information, and in no event with less than reasonable care, and shall apply appropriate technical and organisational security measures to it.
6. On the conclusion of the tender process, if we are unsuccessful, or on the expiry or termination of the contract, if we are successful, we shall return all such information and shall certify in writing the destruction of any copy retained in any form.
7. These obligations shall survive the conclusion of the tender process and the expiry or termination of the contract and shall continue for five years thereafter, or for so long as the information retains its confidential character, whichever is the longer.
8. We acknowledge that damages may not be an adequate remedy for a breach of this undertaking and that CREATE shall be entitled to seek injunctive relief in addition to any other remedy.

Date: ______________________ Place: ______________________

Signature of Authorised Signatory: ________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: _______________________

14.7 Annexure 7 — Statutory and Regulatory Reference List

The instruments enumerated below govern the AI-IMAS engagement. The Development Partner shall design, develop and operate the platform so as to ensure the Department's continuous compliance with each of them, and shall reflect each in the configurable regulatory registry required by Annexure 2.

Instrument	Relevance to AI-IMAS
Bio-Medical Waste Management Rules, 2016, as amended in 2023	Governs segregation into the colour-coded categories Yellow, Red, White and Blue, and the storage, transportation and treatment of biomedical waste; imposes the 48-hour treatment rule; prescribes barcode and manifest tracking; prescribes statutory Form II for application for authorisation and Form IV for the annual report, both of which the platform shall auto-generate.
Water (Prevention and Control of Pollution) Act, 1974	Governs the discharge of effluent into water bodies and is the source of the Board's power to grant Consent to Operate to sewage treatment plants and to enforce effluent-discharge standards.
Air (Prevention and Control of Pollution) Act, 1981, in particular Section 21	Governs emissions to ambient air and is the source of the Board's power to enforce stack-emission standards on incinerators and other combustion equipment.
Environment (Protection) Act, 1986	Parent statute of the Bio-Medical Waste Management Rules and of other subordinate environmental rules; empowers the Board and CPCB to take direct closure and remedial action.
Information Technology Act, 2000	Governs electronic records and digital signatures; the statutory basis for the signing of show-cause notices by eSign or Digital Signature Certificate and for the evidentiary treatment of electronic records.
CPCB Environmental Compensation formula	$EC = PI \times N \times R \times S \times LF$, where PI is the Pollution Index, N the number of days of violation, R the deterrent factor in rupees, S the scale-of-operation factor and LF the location factor; the platform shall automate the computation as a draft and shall require officer review before finalisation.
CPCB General Standards for Effluent Discharge (MoEFCC, 2017)	Effluent discharge limits including sector-specific and location-specific limits and microbiological limits; Fecal Coliform below 230 MPN/100 mL for discharge to sensitive water bodies and below 1,000 MPN/100 mL under the General Standards.
CPCB guidelines on CBWTF operation and on IoT weighing scales	Govern the 75-kilometre service radius, facility operation and the deployment of IoT-based weighing scales at CBWTFs.
AIS-140 (Automotive Industry Standard 140)	Government of India specification for vehicle telematics; all CBWTF transport vehicles within scope shall be fitted with AIS-140 compliant devices and the platform shall ingest their data streams.
CERT-In directions and advisories	Govern cyber incident reporting, log retention and security audit; the platform shall be audited by a CERT-In empanelled auditor before go-live.
ISO 9001:2015	Quality management standard applicable to the Development Partner's development and delivery processes.
ISO/IEC 27001:2022	Information security management standard applicable to the operation of the platform and the protection of confidential information.
ISO/IEC 20000-1:2018	IT service management standard applicable to the Operations and Maintenance Phase.
MeitY guidelines on cloud, security and e-Governance	Govern empanelled cloud service providers, security controls and e-Governance system architecture, including the Government Community Cloud option at Section 5.1.2.

Instrument	Relevance to AI-IMAS
Orders of the National Green Tribunal on BMW and STP compliance	Standing orders, in particular those addressing the flow of untreated sewage into the Ganga and its tributaries, and the requirements as to tamper-evident evidence for admissibility.
General Financial Rules, 2017	Foundational rulebook for public procurement and financial administration; this RFP is issued in conformity with it, in particular Rule 160 on e-procurement and Rule 144(xi) on bidders from countries sharing a land border with India.
Public Procurement (Preference to Make in India) Order, 2017 and MeitY notifications thereunder	Govern the preference available to Class-I and Class-II local suppliers, as applied at Section 12.5.
Prevention of Corruption Act, 1988 and CVC guidelines	Govern the integrity obligations at Section 12.3 and the Integrity Pact at Annexure 5.
Arbitration and Conciliation Act, 1996, as amended	Governs the resolution of disputes under Section 13.2.9.

15. Forms

The forms in this chapter are prescribed formats. A bidder shall use the format as given, shall complete every field, and shall not alter, abridge or reorder a form. Where a field is not applicable the bidder shall so state rather than leaving it blank. Forms bearing the prefix P belong to the Pre-Qualification component and forms bearing the prefix T to the Technical component, and both are submitted in the Technical Envelope; forms bearing the prefix C relate to the commercial and security instruments, of which Form C#1 alone is submitted in the Commercial Envelope.

Form P#1 — Bid Application Form

To be reproduced on the letterhead of the bidder, completed in full, signed by the authorised signatory and digitally signed with a valid Class-III Digital Signature Certificate.

To, The Chief Executive Officer, CREATE, IIIT Lucknow Campus, Chak Ganjaria, C. G. City, Lucknow – 226 002

Reference: RFP No. CREATE/AI-IMAS/RFP/2026-27/01

Sir / Madam,

We, the undersigned, having carefully examined the above-referenced Request for Proposal together with all its annexures, forms, corrigenda and consolidated pre-bid responses, hereby offer to undertake the design, development, implementation, integration, commissioning, state-wide rollout and thirty-six months of operations and maintenance of the AI-Enabled Integrated Monitoring and Analysis System, in full conformity with the said Request for Proposal.

We confirm that our Proposal is unconditional and is submitted without deviation, reservation or qualification of any kind; that our Proposal shall remain valid for 180 days from the date of opening of the Technical Envelope; that we have furnished the Earnest Money Deposit, or have validly claimed exemption, as indicated in our Technical Envelope; that no pricing information of any kind appears in our Technical Envelope; and that we accept that CREATE is not bound to accept the lowest or any Proposal.

We further confirm that if our Proposal is accepted we shall furnish the Performance Bank Guarantee and execute the Master Services Agreement within the periods stipulated, and that we shall commence performance from the date of signature.

Date: ________________________ Place: ________________________

Signature of Authorised Signatory: ___________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: _________________________

Form P#2 — Details of the Bidder

To be reproduced on the letterhead of the bidder, completed in full, signed by the authorised signatory and digitally signed with a valid Class-III Digital Signature Certificate.

S. No.	Particulars	Details to be Furnished by the Bidder
1	Name of the bidding organisation	
2	Legal constitution (company, LLP, partnership, society, other)	
3	Date and place of incorporation or registration	
4	Corporate Identity Number or registration number	
5	Registered office address	
6	Corporate or head office address, if different	
7	Address of the office at Lucknow, or undertaking to establish one within thirty days of award	
8	Permanent Account Number (PAN)	
9	Goods and Services Tax Identification Number (GSTIN)	
10	Udyam registration number, where MSME status is claimed	
11	DPIIT recognition number, where Startup status is claimed	
12	Name, designation, telephone and e-mail of the authorised signatory	
13	Name, designation, telephone and e-mail of the person to whom correspondence on this bid should be addressed	
14	Whether bidding individually or as a consortium; if as a consortium, the name of the Lead Member and of the Consortium Member	
15	Name of the proposed AI / ML platform Original Equipment Manufacturer	
16	Total number of employees on rolls, and number of technical professionals on rolls	
17	Banker’s name, branch, account number and IFSC for receipt of payment	
18	Website address	

Date: _______________________ Place: _______________________

Signature of Authorised Signatory: _________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: ________________________

Form P#3 — Authority Letter / Power of Attorney

To be reproduced on the letterhead of the bidder, completed in full, signed by the authorised signatory and digitally signed with a valid Class-III Digital Signature Certificate.

To, The Chief Executive Officer, CREATE, IIIT Lucknow Campus, Chak Ganjaria, C. G. City, Lucknow – 226 002

Reference: RFP No. CREATE/AI-IMAS/RFP/2026-27/01

We, ______________________________________, hereby certify that by a resolution of the Board of Directors passed at its meeting held on ____________, a certified true copy of which is enclosed, Shri / Smt. ______________________________________, holding the office of ______________________________________, has been duly authorised to sign, submit and negotiate the Proposal of this organisation in response to the above-referenced Request for Proposal, to furnish all documents and undertakings required in connection with it, to attend the pre-bid meeting, the bid opening and the technical presentation, to furnish clarifications, to accept a Letter of Intent, and to execute the Master Services Agreement and all documents ancillary to it.

All acts done by the said authorised signatory in pursuance of this authority shall be binding upon this organisation. The specimen signature of the authorised signatory is attested below.

Specimen signature of the Authorised Signatory |_______________________________	Attested by (Director / Company Secretary) |_______________________________ Name: ________________________ Designation: ___________________

Date: _______________ Place: _______________ Common Seal of the Organisation:

Form P#4 — Manufacturer Authorisation Form and Reseller Authorisation Undertaking

Part A is to be reproduced on the letterhead of the Original Equipment Manufacturer and signed by a person competent to bind the OEM. Part B is to be completed by the bidder where it offers products of a manufacturer as a reseller. Failure to submit a valid Manufacturer Authorisation Form shall render the bid liable to outright rejection under Pre-Qualification criterion 11.

Part A — Manufacturer Authorisation Form

To, The Chief Executive Officer, CREATE, IIIT Lucknow Campus, Chak Ganjaria, C. G. City, Lucknow – 226 002

Reference: RFP No. CREATE/AI-IMAS/RFP/2026-27/01

We, ____________________________________, being established manufacturers of ____________________________________ and having our principal place of business at ____________________________________, hereby authorise ____________________________________ (the "Bidder") to submit a Proposal against the above-referenced Request for Proposal in respect of the products and platform components listed below, and to negotiate and conclude a contract with CREATE in relation to them.

We hereby confirm as follows. We shall provide the Bidder with full technical support, product support and escalation access for the entire contract period of thirty-nine months. The products offered are of current production, are not declared end-of-life or end-of-sale, and shall remain supported for not less than the contract period; we shall give not less than twelve months' notice of any end-of-support declaration and shall offer a supported migration path. The licences offered are perpetual in nature and shall be issued or assignable in the name of the Department, such that the right to use survives non-renewal of annual support and subscription. We confirm that the products can be deployed and operated within India without dependency on any control plane operated outside the Department's administrative boundary, and that they support the sovereignty, substitutability and air-gap requirements set out at Annexure 2 of the Request for Proposal. In the event that the Bidder fails to discharge its obligations under the contract in respect of our products, we undertake to provide continuity of support directly, or through an alternative partner nominated by us and acceptable to CREATE, for the balance of the contract period.

S. No.	Product / Component	Version	Licensing Basis (Perpetual / Subscription)
1			
2			
3			
4			

For and on behalf of the Original Equipment Manufacturer — Signature: ____________________ Name: ____________________ Designation: ____________________ Date: ____________ Seal:

Part B — Reseller Authorisation Undertaking

We, ____________________________________, the Bidder, confirm that we are an authorised reseller or partner of the Original Equipment Manufacturers named above, that our authorisation is current and valid as on the date of bid submission, and that we shall maintain it for the duration of the contract. We undertake to supply only genuine products sourced through authorised channels, and not to supply refurbished, grey-market, parallel-imported or end-of-life equipment. We accept that the supply of any product not so sourced shall constitute a material breach entitling CREATE to terminate the contract for default and to invoke the Performance Bank Guarantee.

Date: _______________________ Place: _______________________

Signature of Authorised Signatory: __________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: ________________________

Form P#5 — Undertaking Regarding GST Registration and Compliance

To be reproduced on the letterhead of the bidder, completed in full, signed by the authorised signatory and digitally signed with a valid Class-III Digital Signature Certificate.

To, The Chief Executive Officer, CREATE, IIIT Lucknow Campus, Chak Ganjaria, C. G. City, Lucknow – 226 002

Reference: RFP No. CREATE/AI-IMAS/RFP/2026-27/01

We, ____________________________________, hereby declare and undertake as follows. We hold a valid registration under the Central Goods and Services Tax Act, 2017 and the corresponding State legislation, bearing GSTIN ____________________________, a copy of the registration certificate being enclosed. Our registration is current and has not been cancelled or suspended. We are compliant in all our filings under the said legislation as on the date of this undertaking, and no proceeding is pending against us for default in filing or in payment other than as disclosed below.

We undertake to remain so registered and compliant throughout the term of the contract; to raise tax invoices in the prescribed form and within the prescribed time; to report every supply made under this contract correctly and in the correct tax period so that CREATE and the Department are not denied any input tax credit to which they are entitled; and to indemnify CREATE against any loss, including the loss of input tax credit and any interest or penalty, arising from our default. We accept that CREATE shall be entitled to withhold payment to the extent of any input tax credit denied by reason of our default until the default is rectified.

Disclosure of pending proceedings, if any (state "Nil" if none):

Date: ______________________ Place: ______________________

Signature of Authorised Signatory: ________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: _______________________

Form P#6 — Turnover and Net Worth of the Firm

To be certified by a practising Chartered Accountant, with the membership number and Unique Document Identification Number stated, and supported by audited financial statements for each year. Where the bidder is a consortium, a separate Form P#6 shall be furnished for each member.

Financial Year	Total Turnover (₹ in Crore)	Turnover from IT / ITeS (₹ in Crore)	Net Worth at Year End (₹ in Crore)
FY 2023–24			
FY 2024–25			
FY 2025–26			
Average of the three years			Not applicable

Certificate of the Chartered Accountant

I / We have examined the audited financial statements of ____________________________________ for the financial years 2023–24, 2024–25 and 2025–26 and certify that the figures of total turnover, of turnover from information technology and information technology enabled services, and of net worth stated above are true and correct and are in agreement with the said financial statements. I / We further certify that the net worth of the said organisation was positive in each of the said three financial years.

Signature: ____________________ Name of the Chartered Accountant: ____________________

Firm Name and Firm Registration Number: ____________________ Membership Number: ____________

UDIN: ____________________ Date: ____________ Place: ____________ Seal:

Form P#7 — Experience of the Bidder

One row per project. Each entry shall be supported by a work order, a client completion certificate or a client certificate of satisfactory performance; an entry unsupported by such a document will not be counted. Projects in the Government, Public Sector and regulatory domains, and projects involving continuous ingestion from distributed field sources and the operation of machine-learning models in production, are of particular relevance.

S. No.	Project Name	Client and Sector	Contract Value (₹ Cr)	Duration (From – To)	Status	Relevance: AI/ML, IoT, Scale, Domain
1						
2						
3						
4						
5						

Date: ________________________ Place: ________________________

Signature of Authorised Signatory: ___________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: _________________________

Form P#8 — Declaration Regarding Not Being Debarred or Blacklisted

To be executed on non-judicial stamp paper of the prescribed value and submitted with the Technical Envelope.

To, The Chief Executive Officer, CREATE, IIIT Lucknow Campus, Chak Ganjaria, C. G. City, Lucknow – 226 002

Reference: RFP No. CREATE/AI-IMAS/RFP/2026-27/01

We, ____________________________________, having our registered office at ____________________________________, do hereby solemnly affirm and declare as follows.

1. That our organisation has not been debarred, blacklisted, suspended or declared ineligible by any Ministry or Department of the Government of India, by any State Government or Union Territory Administration, by any Public Sector Undertaking, by any statutory or regulatory body, or by any multilateral or bilateral funding agency, as on the date of submission of this Proposal.
2. That no such order of debarment, blacklisting, suspension or ineligibility is in force against any Director, partner or key managerial personnel of our organisation.
3. That no contract awarded to our organisation has been terminated for default by any public authority within the preceding five years.
4. That no criminal proceeding or proceeding under the Prevention of Corruption Act, 1988 is pending against our organisation or against any of its Directors in connection with any public contract, save as disclosed below.
5. That our organisation is not undergoing insolvency resolution, liquidation or winding up, and no petition to that effect is pending against it.
6. That we are aware that a false declaration under this Form shall constitute a fraudulent practice within the meaning of Section 12.3 of the Request for Proposal, and shall render us liable to disqualification, to forfeiture of the Earnest Money Deposit and Performance Bank Guarantee, to termination of any contract awarded, and to debarment from future procurements.

Disclosure, if any (state "Nil" if none):

Deponent

Date: ________________________ Place: ________________________

Signature of Authorised Signatory: ___________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: _________________________

Verified at _____________ on this ______ day of _____________ 20____ that the contents of the above declaration are true and correct to the best of my knowledge and belief and that nothing material has been concealed therefrom.

Form P#9 — Pre-Bid Queries Format

To be submitted by e-mail to the Contact Officer in editable spreadsheet or word-processing format, so as to be received by the date and time stated in the RFP Schedule. Queries submitted in any other format, received after the deadline, or raised orally, shall not be entertained.

S. No.	Chapter / Section	Page Number	Provision as Stated in the RFP	Query or Amendment Sought, with the Bidder's Reasoning
1				
2				
3				
4				
5				

Name of the bidding organisation: ____________________________________ Contact person and e-mail: ____________________________________

Form P#10 — Declaration of Local Content and Land Border Compliance

To be furnished by every bidder. Part A is to be completed only where the bidder claims preference under the Public Procurement (Preference to Make in India) Order, 2017. Part B is mandatory for all bidders.

Part A — Local Content Declaration

We declare that the goods and services offered by us meet the local content requirement prescribed for a Class-____ local supplier under the Public Procurement (Preference to Make in India) Order, 2017 and the notifications issued by the Ministry of Electronics and Information Technology, the percentage of local content being ______ per cent. The location or locations at which the value addition takes place are: ______________________________________. We are aware that a false declaration of local content shall constitute a fraudulent practice within the meaning of Section 12.3.

Part B — Land Border Declaration under Rule 144(xi) of the GFR, 2017

We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India, and certify that we are not from any such country, or, if from such a country, that we are registered with the Competent Authority, the certificate of such registration being enclosed. We hereby certify that we fulfil all the requirements in this regard and are eligible to be considered. We further certify that we shall not sub-contract any work to a contractor from such a country unless that contractor is registered with the Competent Authority.

Date: _______________________ Place: _______________________

Signature of Authorised Signatory: _________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: ________________________

Form T#1 — Details of Technical Resources Proposed for this Project

A curriculum vitae shall be attached for every named resource, signed by the resource and countersigned by the authorised signatory. Resources named in this Form are key personnel for the purposes of Section 4.2 and shall not be substituted during the first twelve months of the contract without the prior written consent of CREATE.

S. No.	Role	Name of Resource	Qualification	Relevant Experience (Years, and Domain)	Deployment (On-site / Offshore)	Phase and Percentage Allocation
1	Project Manager / Project Director					
2	Solution Architect					
3	AI / ML Lead					
4	AI / ML Engineers					
5	Data Engineers					
6	Backend Engineers					
7	Frontend Engineers					
8	DevOps / Platform Engineers					
9	QA / Test Engineers					
10	Domain Expert (environmental regulation)					
11	Support Desk Engineers (O&M Phase)					

Date: ______________________ Place: ______________________

Signature of Authorised Signatory: ________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: _______________________

Form T#2 — Experience in Executing Similar Projects

One sheet per project, for not more than five projects. Each sheet shall be supported by a work order, a completion certificate or a client certificate of satisfactory performance. Client contact particulars may be verified by CREATE; a bidder submitting this Form consents to such verification.

Particulars	Details
Name of the project	
Name of the client and sector (Central Government, State Government, PSU, regulatory body, private)	
Name, designation, telephone and e-mail of the client reference	
Contract value (₹ in Crore) and the bidder's own share where executed in consortium	
Contract period, with start and completion dates	
Current status (completed, ongoing, terminated) and, if ongoing, percentage complete	
Number of geographies, districts, sites or facilities covered	
Number and nature of AI / ML models deployed in production, and the accuracy achieved	
Nature and number of field data streams ingested, and the protocols used	
External systems integrated with, and the protocols used	
Whether the system generated legally significant outputs such as notices, penalties or evidence, and the evidentiary controls implemented	
Operations and maintenance period undertaken, and the availability achieved against the contracted service level	
Supporting document enclosed (describe) and page reference	

Date: ________________________ Place: ________________________

Signature of Authorised Signatory: ___________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: _______________________

Form T#3 — Compliance Report on the Requirements

The bidder shall complete Annexure 1 and Annexure 2 in full and shall submit them as its compliance report, together with the summary certificate below. Where the bidder proposes a component, product or method equivalent to one named in the indicative bill of materials at Section 4.3, it shall list the substitution in the table below and shall demonstrate functional and performance equivalence.

Summary of Compliance

Compliance Instrument	Total Lines	Lines Complied	Lines Partial or Not Complied
Annexure 1, Part A — Functional requirements: use cases			
Annexure 1, Part B — Platform modules			
Annexure 1, Part C — Non-functional and service requirements			
Annexure 2 — AI platform technical and sovereignty compliance			

Proposed Equivalent Substitutions to the Indicative Bill of Materials

S. No.	Item in the Indicative Bill of Materials	Equivalent Proposed by the Bidder	Basis of Functional and Performance Equivalence
1			
2			
3			
4			

We certify that the compliance statements furnished at Annexure 1 and Annexure 2 are true and complete, that every statement of compliance is substantiated at the page of our Technical Bid cross-referenced against it, and that we accept that a statement of compliance which is not so substantiated may be disregarded by the evaluation committee.

Date: ________________________ Place: ________________________

Signature of Authorised Signatory: ___________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: _________________________

Form T#4 — Statement of No Deviation

To be reproduced on the letterhead of the bidder, completed in full, signed by the authorised signatory and digitally signed with a valid Class-III Digital Signature Certificate.

To, The Chief Executive Officer, CREATE, IIIT Lucknow Campus, Chak Ganjaria, C. G. City, Lucknow – 226 002

Reference: RFP No. CREATE/AI-IMAS/RFP/2026-27/01

We, ____________________________________, hereby confirm that we have read and understood the entirety of the above-referenced Request for Proposal, including all annexures, forms, corrigenda and consolidated pre-bid responses, and that we accept all its terms and conditions without any deviation, reservation or qualification whatsoever.

We confirm that our Proposal is unconditional; that we have not incorporated, whether expressly or by reference, any standard terms of business of our own; and that any statement in our Proposal which is or could be construed as a deviation from, or a qualification to, the terms of the Request for Proposal shall be treated as withdrawn and of no effect.

We further confirm that we have not included any pricing information of any kind in our Technical Envelope.

Date: ______________________ Place: ______________________

Signature of Authorised Signatory: ________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: _______________________

Form C#1 — Commercial Form

Head A — Software and Platform Licences

S. No.	Description	Qty	Unit	Unit Rate (₹)	Total (₹)
A	Core platform and container orchestration licences (perpetual, in the name of Department)				
	Sub-total, Head A (excluding GST)				(A)

Head B — Cloud Infrastructure - MeitY Empanelled Govt. Community Cloud on Actuals.

Head C — Implementation Services

S. No.	Description	Basis	Total (₹)
C	Go-Live execution at Lucknow, UAT, including calibration post UAT and Statewide rollout across all facilities	Lump sum	
	Sub-total, Head C (excluding GST)		(C)

Head C1 — Misc Services

S. No.	Description	Basis	Role	Total (₹)
C1	Any other services critical/ancillary for project success (enumerate clearly the services role with rates)	Lump sum	Critical/Ancillary	
	Sub-total, Head C1 (excluding GST)			(C1)

Head D — Recurring Charges, Operations and Maintenance Phase for first year

S. No.	Description	Year 1 (₹)
D1	Software support and subscription renewal for all Head A licences	
D2	Application and platform support and maintenance, including the on-site support desk	
	Annual sub-total, Head D (excluding GST)	(D)

Sub-total, Head D (sum of Years 1): (D)

Head E — Recurring Charges, Operations and Maintenance Phase for 2nd & 3rd year

S. No.	Description	Year 2 (₹)	Year 3 (₹)
E1	Software support and subscription renewal for all Head A licences	(E21)	(E31)
E2	Level-2 application and platform support and maintenance, including the on-site support desk	(E22)	(E32)
	Annual sub-total, Head E (excluding GST)		

* Not used in Bid evaluation

Total Bid Value for Evaluation

Particulars	Amount (₹), excluding GST
Head A — Software and platform licences	(A)
Head C — Implementation services	(C)
Head D — Annual Recurring charges O&M – 1st Year	(D)
TOTAL BID VALUE (A + C + D), exclusive of GST	

Total Bid Value in words (Rupees): ____

We confirm that the prices quoted above are firm and fixed for the full term of the contract, are exclusive of Goods and Services Tax only, and include all other taxes, duties, levies, travel, accommodation, insurance, warranty, third-party charges and every other cost of performance. We confirm that we have quoted for the entirety of the scope and that no element of the scope has been omitted. We accept the arithmetical correction provisions at Section 7.4.3.

Date: ______________________ Place: ______________________

Signature of Authorised Signatory: ________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: _______________________

Form C#2 — Bid Security (EMD) Bank Guarantee Format

To be issued by a scheduled commercial bank on non-judicial stamp paper of the prescribed value, valid for not less than 210 days from the date of opening of the Technical Envelope. The original shall be delivered to the Contact Officer in accordance with Section 10.6 and a scanned copy uploaded with the Technical Envelope.

To: The Chief Executive Officer, Confederation for Research, Entrepreneurship and Technology Enablement (CREATE), IIIT Lucknow Campus, Chak Ganjaria, C. G. City, Lucknow – 226 002.

Whereas ____________________________________ (hereinafter the "Bidder") has submitted its Proposal dated ____________ against RFP No. CREATE/AI-IMAS/RFP/2026-27/01 for the selection of a Development Partner for the AI-Enabled Integrated Monitoring and Analysis System (hereinafter the "Proposal");

And whereas it is a condition of the said Request for Proposal that the Bidder furnish a Bank Guarantee by way of Earnest Money Deposit in the sum of ₹18,00,000 (Rupees Eighteen Lakh only);

Now therefore we, ____________________________________ Bank, having our branch office at ____________________________________ (hereinafter the "Bank"), do hereby unconditionally and irrevocably guarantee and undertake to pay to CREATE, on first written demand and without demur, protest, contest or reference to the Bidder, any sum or sums not exceeding in the aggregate ₹18,00,000 (Rupees Eighteen Lakh only), notwithstanding any dispute raised by the Bidder in any proceeding whatsoever.

We agree that the decision of CREATE as to whether the Bidder has committed a breach of any of the conditions of the said Request for Proposal shall be final and binding on us, and that a demand made by CREATE shall be conclusive as to the amount due and payable under this Guarantee. We further agree that no change, addition or modification to the terms of the Request for Proposal, and no forbearance or indulgence granted to the Bidder, shall in any manner release us from our liability under this Guarantee, and we waive the necessity of CREATE proceeding first against the Bidder.

This Guarantee shall remain in full force and effect until ____________ (being not less than 210 days from the date of opening of the Technical Envelope), and unless a demand or claim in writing is made upon us on or before that date all rights of CREATE under this Guarantee shall be forfeited and we shall be released and discharged from all liability hereunder. This Guarantee shall not be affected by any change in the constitution of the Bank or of the Bidder. This Guarantee is not transferable or assignable without the prior written consent of CREATE.

For and on behalf of ____________________________________ Bank

Signature: ____________________ Name: ____________________ Designation: ____________________

Bank Seal and Code Number: ____________________ Branch Address: ____________________

Date: ____________ Guarantee Number: ____________________

Form C#3 — Performance Bank Guarantee Format

To be issued by a scheduled commercial bank on non-judicial stamp paper of the prescribed value, for three per cent of the total contract value, valid up to sixty days beyond the scheduled end of the Operations and Maintenance Phase, and furnished before the signing of the Master Services Agreement.

To: The Chief Executive Officer, Confederation for Research, Entrepreneurship and Technology Enablement (CREATE), IIIT Lucknow Campus, Chak Ganjaria, C. G. City, Lucknow – 226 002.

In consideration of CREATE (hereinafter the "Purchaser") having awarded to ______________________________________ (hereinafter the "Development Partner") the contract for the design, development, implementation, integration, commissioning and operations and maintenance of the AI-Enabled Integrated Monitoring and Analysis System, vide Letter of Intent No. _____________________ dated _____________, at a total contract value of ₹_____________________ (Rupees ______________________________________ only), and the Development Partner having undertaken to furnish a Performance Bank Guarantee for three per cent of the said contract value, being ₹_____________________ (Rupees ______________________________________ only);

We, ______________________________________ Bank, having our branch office at ______________________________________ (hereinafter the "Bank"), do hereby unconditionally and irrevocably guarantee and undertake to pay to the Purchaser, on first written demand and without demur, protest, contest or reference to the Development Partner, any sum or sums not exceeding in the aggregate ₹_____________________, notwithstanding any dispute raised by the Development Partner in any proceeding whatsoever.

We agree that the decision of the Purchaser as to whether the Development Partner has committed a breach of any of the terms and conditions of the contract, and as to the amount of loss or damage caused to or suffered by the Purchaser, shall be final and binding on us, and that a demand made by the Purchaser shall be conclusive as to the amount due and payable under this Guarantee. We undertake to pay the amount demanded notwithstanding the existence of any dispute pending before any court, tribunal or arbitrator, our liability under this Guarantee being absolute and unequivocal.

We further agree that no change, addition or modification to the terms of the contract or to the works to be performed thereunder, no extension of time granted to the Development Partner, and no forbearance or indulgence shown by the Purchaser, shall in any manner release us from our liability under this Guarantee, and we hereby waive the necessity of the Purchaser proceeding first against the Development Partner. This Guarantee shall not be affected by any change in the constitution of the Bank or of the Development Partner, nor by the insolvency, liquidation or winding up of the Development Partner.

This Guarantee shall remain in full force and effect until _____________ (being sixty days beyond the scheduled end of the Operations and Maintenance Phase) and shall be extended by us on demand for such further period as the Purchaser may require. Unless a demand or claim in writing is made upon us on or before that date or such extended date, we shall be released and discharged from all liability hereunder. This Guarantee is not transferable or assignable without the prior written consent of the Purchaser.

For and on behalf of ______________________________________ Bank

Signature: _____________________ Name: _____________________ Designation: _____________________

Bank Seal and Code Number: _____________________ Branch Address: _____________________

Date: _____________ Guarantee Number: _____________________

Form C#4 — Electronic Payment Mandate and Bank Particulars

To be furnished by the Successful Bidder before the release of the first payment, certified by the bidder's bank or accompanied by a cancelled cheque bearing the account holder's name.

Particulars	Details
Name of the account holder, exactly as in the bank record	
Bank name and branch	
Branch address	
Account number	
Account type (current / cash credit / other)	
IFSC	
MICR code	
Permanent Account Number	
GSTIN	
E-mail address for remittance advice	

We authorise CREATE to remit all sums payable under the contract to the account particulars stated above, and undertake to notify CREATE in writing of any change not less than fifteen days before it takes effect. We accept that CREATE shall not be liable for any loss arising from a remittance made to the particulars stated above before the receipt of such notice.

Date: _______________________ Place: _______________________

Signature of Authorised Signatory: __________________________________

Name: ____

Designation: ____

Name and Seal of the Bidding Organisation: ________________________

Certified by the Bank — Signature: _____________________ Name: _____________________ Designation: _____________________ Bank Seal and Date:

— End of the Request for Proposal —