ASSAM ELECTRICITY GRID CORPORATION LIMITED

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CIN: U40101AS2003SGC007238
Phone: 0361-2739520 Email: infosec@aegcl.co.in

“Tender for selection of consultancy services for preparation of ISMS (Information Management Security Services) for migration from ISO/IEC 27001:2013 to ISO/IEC 27001:2022.

BID IDENTIFCATION NO:
NOTE/AEGCL/MD/IT/27001:2022/ISMS/177/17/08/2026/BID

Tender Fees: Rs. 500.00

Tender Inviting Authority

Sd/-
Chief General Manager (T&C And Comm)
Bijulee Bhawan, Paltan Bazar
Assam, AEGCL

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Section -1

Instructions to Bidders (ITB)

This section specifies the procedures to be followed by Bidders in the preparation and submission of their Bids. Information is also provided on the submission, opening, and evaluation of bids and on the award of contract.

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1. Tender Document

The bidder shall submit the techno commercial & price bid through e-tendering portal https://assamtenders.gov.in. All documents as required by this bidding document shall be scanned and uploaded in the portal. Price schedule should be submitted in the format provided in the online portal. Bidder must go through the document checklist provided in this bidding document and submit all required documents. Bidders are also requested to submit the information in the format provided in this bidding document where applicable. In addition to the online bid submission, (i) Original copy of EMD (if submitted in the form of BG) (ii) Duly filled and signed tender submission form and (iii) Authorization letter of bid signatory must be submitted in a sealed envelope superscribed with the name of bidder, full address, IFB reference, name of work etc. at the office of the Managing Director, Assam Electricity Grid Corporation Ltd, Bijulee Bhawan, Paltan Bazar Guwahati-781001 one hour prior to bid submission end date and time. In case these documents are not received, the bid shall be summarily rejected.

2. Query on the Bidding Document

Prospective bidder may submit queries, if felt necessary, requesting clarification of any bid clause. Such queries must be submitted in the e-tendering portal latest by the Tender clarification end date and time mentioned in the Bid Data Sheet. Purchaser shall clarify to the extent felt necessary or issue corrigendum for any amendment required in the bidding document. Such corrigendum/clarification shall be made available in the e-tendering portal and official website of AEGCL, www.aegcl.co.in. Any query submitted outside the e-tender portal viz. email, or in physical letters, shall not be entertained.

3. Clarification of Bids

To assist in the examination, evaluation, and comparison of the Technical and Price Bids, and qualification of the Bidders, the Purchaser may, at its discretion, ask any Bidder for a clarification of its bid. Any clarification submitted by a Bidder that is not in response to a request by the Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing. No change in the substance of the Technical Bid or prices in the Price Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the evaluation of the bids. If a Bidder does not provide clarifications of its bid by the date and time set in the Purchaser's request for clarification, its bid may be rejected.

4. Pre-Bid meeting

AEGCL shall organize a Pre-Bid meeting on the queries submitted (by stipulated date & Time) by the Bidders on the scheduled date and time at AEGCL. AEGCL may incorporate any changes in the based on acceptable suggestions received during the interactive pre-bid meeting or as deemed necessary to achieve the scope of work. The

decision of AEGCL regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any circumstances.
The Pre-Bid meeting will be held as per the date mentioned in the Bid document. The bidder may also attend the Pre-Bid meeting through Video Conferencing mode. Link of which shall be uploaded in the e-tender portal as well as AEGCL HQ website https://www.aegcl.co.in. To participate in the pre-bid meeting through Video Conferencing, Bidders are requested to send the representative details (Name, Designation, Email ID, Phone) at infosec@aegcl.co.in to facilitate participation in the Video Conferencing.

Only two persons for each intending bidder's organization will be allowed to attend the Pre-Bid Meeting.

AEGCL may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidders, modify the bid document by an amendment. The same will be posted on AEGCL website/E-procurement Portal.

The bidder shall follow the detailed schedule given below in the table:

1	Bid start date & time:	12:00 Hrs of 25.08.2026
2	Receipt of Queries (***Queries received after mentioned date & time will not be entertained under any circumstance***)	Start date & Time: 12:00 Hrs of 25.08.2026 End date & Time: 12:00 Hrs of 31.08.2026 Queries must be submitted in the e-tendering portal latest by the receipt of queries end date and time mentioned as per **Form I of Section 3**.
3	Pre-bid meeting	12:00 Hrs of 31.08.2026
4	Bid Submission start date & time	11:00 Hrs of 05.09.2026
5	Bid submission end date & time	14:00 Hrs of 14.09.2026
6	Opening of Bid	12:00 Hrs of 16.09.2026

5. Bid Validity

The validity of bid shall be for 180 (One Hundred Eighty) days from the date of bid submission end date. In exceptional circumstances, AEGCL may request the bidders for a specified extension of the period of validity of the bids and/or the Performance Guarantees and/ or Earnest Money Deposits. The bidders shall comply with such requests.

6. Earnest Money

The bid must be accompanied with earnest money against the works to be deposited

a) in the form of Bank Guarantee (BG) of Nationalized or scheduled Bank. The scan copy of the BG must be uploaded in the e-tender portal.

b) Online through E-Tender portal.

EMD (Rs.)	INR 59,000.00 (Fifty Nine Thousand Only).

The EMD should be submitted along with Techno-Commercial bid. The EMD will remain valid for a period of 30 days beyond the date of bid validity. The earnest money will be released to the unsuccessful bidders on finalization of the bid. The EMD to the successful bidder will be released on submission of Security Deposit after execution of the contract agreement.

7. Deviations, Reservations, And Omissions:

During the evaluation of bids, the following definitions apply:

a) "Deviation" is a departure from the requirements specified in the Bidding Document;

b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Document; and

c) "Omission" is the failure to submit part or all of the information or documentation required in the Bidding Document.

8. Purchaser's Right to accept any Bid, and to Reject any or all Bids:

The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders. In case of annulment, all bids submitted and specifically, bid securities, shall be promptly returned to the Bidders.

9. Documents Required to accompany the Bid

The bidder shall upload the bid on the designated website. The documents to be uploaded are as follows:

a. Technical Proposal

b. Financial Proposal

10.Prices

Bidders shall quote for the entire service on a 'single responsibility' basis exclusive of the applicable GST stating the total bid price such that the total bid price covers all the contract obligations mentioned in Scope of work through e- tender portal. GST shall be paid as per the prevailing rate. Prices quoted by the bidder shall be firm and not subject to adjustment during the performance of the contract to reflect changes in the cost of labour, material, time, etc.

Prices shall be quoted in Indian Rupees only.

11.Eligibility Criteria

The bidder should meet the following requirements in order to be eligible to compete for the award of the tendered work. AEGCL reserves the right to contact, verify information, references and date etc, submitted by the bidder without any further reference to the bidder.

Sl No.	Eligibility Criterion	Requirement	Proof / Documents Required
1	**Legal Status & Registration**	• Registered company / firm / LLP under Indian law • Valid GSTIN and PAN in the name of the bidding entity • The Bidder should have operations in India for last 5 years.	a) Certificate of Incorporation / Partnership Deed / LLP Agreement b) GSTIN Certificate
2	**Financial Turnover**	• Average annual financial turnover of Rs. 8,85,000/- (Rupees Eight Lakh Eighty-Five Thousand Only) • Last 3 financial years (FY 2022-23, FY 2023-24, FY 2024-25).	a) Audited Balance Sheets and P&L Statements for the relevant FYs b) CA-certified Turnover Certificate (UDIN mandatory) c)ITR Acknowledgments for corresponding Assessment Years
3	**Own ISO 27001 Certification**	The bidder's own organization must hold a valid ISO 27001:2022 certificate issued by an accredited Certification Body (IAF/NABCB recognized)	Valid ISO 27001:2022 Certificate (copy)
4	**Project Experience — ISMS / ISO 27001**	• Experience having successfully completed similar works during last 7 years ending last day of the month previous to the one in which applications are invited should be either of the following:	a) Work Order / Contract Agreement copy b) Completion Certificate / Client Satisfaction Letter from the client organization

		a. Three similar completed works costing not less than the amount equal to Rs. 11,80,000.00 or b. Two similar completed works completed works costing not less than the amount equal to Rs. 14,75,000.00 or c. One similar completed works completed works costing not less than the amount equal to Rs. 23,60,000.00 • At-least 1 organization should be from Central / State Govt. institution or PSU • The definition of similar works is referred in note section point no 2 below.	
5	**Key Personnel — ISMS Auditor / Lead Consultant**	• Minimum 3 certified resources of ISO 27001 Lead Auditor / Lead Implementer and at least 1 of them should be CISA / CISSP certified. • Must hold a valid ISO 27001 Lead Auditor certificate from a recognized and IRCA-accredited or equivalent training organization (e.g., BSI, DNV, Bureau Veritas, Intertek, STQC) • These persons should have more than 5 years of experience in ISMS (ISO 27001) implementation.	a) Valid ISO/IEC 27001:2022 Lead Auditor certificate (copy, self-attested) b) CV with details of ISO/IEC 27001:2022 audit assignments c) Certificate of work experience needs to be submitted.
6	**CERT IN Empanelment**	The bidder should be empaneled with CERT-In for IT Security Auditing. For this bidder's name should exist in the current list of CERT-In empaneled organizations.	Copy of valid CERT-In empanelment proof/certificate / letter.
7	**Blacklisted/barred**	No order of blacklist or debarment by the Central or State Government, PSU, Regulatory Body or AEGCL is in force as on date of bid submission.	A self-declaration certificate of non-blacklisting from the authorized signatory should be submitted (notarized).
8	**Self-signed /declaration**	Certificate by authorized signatory confirming acceptance of all bid terms and conditions	Self-signed document by authorized signatory of all bid related document.
8	**Authorization**	Authorization of signatory for the purpose of this bid	Power of Attorney of the authorized signatory executed in stamp paper attested by notary public.

Note: The persons deployed as Team member must have the relevant qualifications and certifications which should be mentioned in the CV.

1. The bidders must comply with all the above-mentioned criteria.

2. The definition of similar works here states as works consisting of ISMS implementation, and ISO/IEC 27001 certification.

3. Joint Venture not applicable.

4. Bidders must ensure that all required documents have been uploaded along with the bid to justify eligibility. Only the bids of those who fulfill all the above eligibility criteria will qualify for further consideration.

5. Photocopies of relevant documents / certificates duly certified by authorized signatory should be submitted as proof in support of the claims made. AEGCL HQ reserves the right to verify / evaluate the claims made by the vendor independently.

6. Upon verification, evaluation / assessment, if in case any information including all documents furnished by the Bidder is found to be false / incorrect, their bid shall be summarily rejected, their EMD shall be forfeited and no correspondence on the same shall be entertained.

12. Evaluation Of Technical Bids

On opening of the Technical Bid, AEGCL will examine the bids to determine whether bids are complete, whether any computational error is observed, whether required Earnest Money Deposit has been furnished or whether the documents are in order.

7. If a Bid or Bids are found not substantially responsive, the same will be rejected by and may not Subsequently be made responsive by the bidder after correction etc.
8. Evaluation of technical bids will be done by an Evaluation Committee constituted by AEGCL based on information/documents submitted by the bidders.

13. Evaluation Criteria

Proposals will be evaluated both on the basis of quality as well as cost. For this Quality Cost Based System (QCBS) method of Bid evaluation shall be adopted. Technical bids shall be evaluated first. The financial bids of technically qualified bidders shall only be opened. Responsive Bids shall only be taken up for evaluation.

14. Evaluation of Technical Bids

Evaluation of technical bids shall be done on QCBS (Quality cost-based selection) mode as per Clause 8 of Section-2

15. Opening of Financial Bid

The shortlisted bidders will be intimated the time and date of opening of Financial Bids. The financial bids of the short-listed bidders will be opened in presence of the bidders or their authorized representative(s) who wish to be present.

16. Evaluation of Financial Bids

The financial bid with lowest quoted total bid price will be given a financial score of 100. Other financial **bids of the bidder shall be given financial score as under:**

(Total Bid price of lowest bidder / Total Bid price of the bidder) X 100

17. Financial and Technical Scores

The total score shall be obtained by weighting the technical and financial scores and adding them. The weight given to the technical and financial proposals are:

a) Technical Proposal – 80%

b) Financial Proposal – 20%

The bidder scoring the highest combined technical and financial score shall be considered as successful bidder.

18. Price bid evaluation process for abnormally low bids:

A. Identification: The following methodology will be practiced for identification and treatment of the Abnormally Low Bids (ALB) in this bid process of AEGCL:

i. Absolute Approach is to be considered when there is fewer than five substantially responsive bidders and if the bid price is 20% or more below AEGCL's cost estimate then AEGCL's bid evaluation committee should clarify the Bid price with the bidder to determine whether the Bid is abnormally low.

ii. Relative approach is to be considered when there are at least 5(five) nos. of substantially responsive bids and the lowest bid price is 20% or more below AEGCL's cost estimate. In this approach, first the Average bid price is determined and then by deducting the standard deviation from the Average bid price, potentially ALB may be determined.

B. In case of an ALB, the bid evaluation committee/appropriate authority of the respective bidders shall undertake the following three stage review process which is as below:

i. To identify ALB as per the steps mentioned in SI no. 23.A.(i) and 23.A.(ii) whichever is applicable.

ii. To seek and analyze the clarifications from the abnormally low Bidder in terms of resource inputs and pricing, including overheads, contingencies and profit margins.

iii. To decide whether to accept or reject the bid.

iv. On acceptance of the bid, whether Additional Performance Security is to imposed on the bidder supplemented by adequate justification.

C. In case of acceptance of ALB with Additional Performance Security:

i. If any abnormally low bid is accepted under point 23.B.(iii) with additional performance security, it is to be noted that the total performance security should not exceed 20% of the total contract value.

ii. The additional performance security shall be treated as part of the original performance security and shall be valid for a period similar to that applicable for remaining contractual period.

iii. Non submission of the additional performance security shall constitute sufficient ground for rejection of the bid and similar assessment shall then be initiated for next ranked bidder if that bidder is also identified as ALB.

19. Points for Discussion / Negotiation

1. Negotiation will include discussion on Financial proposals, proposed plan of work, staffing pattern and bar charts indicating the events and activities, periods to be spent in the field and in the home office, reporting as AEGCL Consultant and other logistics. The negotiation will also include discussion on the inputs required by the bidder from the AEGCL to ensure satisfactory implementation of the assignment.
2. In the event of the successful bidder not responding to further negotiations/clarifications as required for the finalization of the bid, AEGCL reserves the right to reject the bid and forfeit the Earnest Money Deposit.
3. Following the selection of the successful bidder AEGCL may negotiate on the experts named in the proposal. Before award of contract, AEGCL will require specific guarantee from the bidder that the experts included in the bid will be actually available for the assignment. Non availability of the named expert may render the performance of the contract by the bidder vitiated resulting in the termination of the contract and forfeiture of the Earnest Money Deposit and all payment dues to the Consultant.
4. The negotiation will conclude with a review of the draft contract and both AEGCL and the successful bidder will initial the agreed Contract. If the negotiation with the successful bidder as above fails, AEGCL will invite from the short-listed bidders one who has secured the second highest combined score to negotiate a Contract.

20. Award of Contract

The successful bidder shall be required to execute a contract agreement within the time period as specified by AEGCL. Failure on the part of successful bidder to execute contract agreement within the time schedule, as specified by AEGCL, may lead to cancellation of bid and forfeiture of bid security/performance guarantee.

21. Other Important Information

1. The bids will be evaluated by AEGCL to ascertain the technically and commercially competitive responsive bids by awarding weightage for technical competence and commercially lower bids for the complete scope of service/work as detailed in bid documents. Any effort by a bidder to influence AEGCL in the bid evaluation, bid comparison or contract award decision may result in the rejection of the bid(s) of the said bidder(s).
2. AEGCL will notify the successful bidder in writing by Registered letter or by e- mail to be confirmed in writing that his bid has been accepted. The letter of award (LoA) will constitute a part of the contract.
3. The successful bidder will submit their acceptance within 7 working days from the issue of the LoA.
4. The contract commencement day shall be considered from the day of signing of the contract.

22. Signing of the Contract Agreement

Within two (2) weeks of acceptance by the letter of award by the successful bidder, the successful bidder or his authorized representatives shall enter into a Contract Agreement with AEGCL on the prescribed format on Non-Judicial Stamp Paper of the State of Assam of appropriate value.

Failure on the part of the successful bidder to comply with the requirement of this clause will constitute sufficient ground for the annulment of award and forfeiture of Earnest Money Deposit or Performance Guarantee.

23. Performance Security

An amount of 10% (ten percent) of total contract value will have to be deposited by the successful Bidder as Performance Security in the following manner:

a) Bank Guarantee/DD/Fixed Deposit/electronic transfer to AEGCL HQ 's Bank Account of the amount equivalent to 10% (ten percent) of the total contract value shall be deposited after receipt of L.O.A. and before the execution of the agreement.

Bank Account details of AEGCL HQ is as follows:

Beneficiary name: Assam Electricity Grid PRIN AC

Beneficiary bank: State Bank of India

Current Account No. 10566984188

IFSC Code: SBIN0000221

The Bank Guarantee shall be in the approved format of AEGCL HQ in the form of an irrevocable Bank Guarantee in favor of Assam Electricity Grid Corporation Ltd.

b) The Bank Guarantee shall be issued from a Nationalized/Scheduled Indian Bank and shall become acceptable to AEGCL only after verification by CGM, (F&A), AEGCL which will be remain valid for a minimum period of three months beyond the expected date of completion of the work.

c) In the event of the actual date of completion of the assignment for the consultant being delayed due to any reason the consultant shall have to suitably extend the validity period of the Bank Guarantee.

d) No Bank charges or interest will be payable AEGCL against the Bank Guarantees.

24. Confidentiality

The successful Bidder shall treat the details of the Contract as private and confidential, except to the extent necessary to carry out its obligations under it. The successful Bidder shall not publish any information, drawings or photographs concerning the works, or permit to be published, otherwise disclose any particulars of the Contract in any trade or technical paper or any document or elsewhere without prior consent in writing from competent authority of AEGCL, and subject to any terms and conditions that they may be prescribed. The successful Bidder shall ensure that all the output/ deliverable/ information is considered as confidential.

A Non-**Disclosure *Agreement has to be signed by the successful Bidder prior to commencement of work.***

25. Contractual Failure

In the event of contractual failure of any respect on the part of the successful Bidder, AEGCL shall be entitled to terminate the Contract and forfeit the security deposit/Performance security or any deposit from this or his other contracts towards the recovery of AEGCL's claim for damages arising out of the failure. In addition, AEGCL may black-list or ban the successful Bidder or pending enquiry, suspend him or take any other steps considered suitable.

26. Validity of the Contract

The contract is expected to remain valid for a period of three (3) years from the date of signing of the contract. Upon successful completion of Contract Period, both the parties, if mutually agree, may extend the validity of the Contract by a further period as per requirement of AEGCL on Pro-Rata basis (on Contract Price).

27. Payment Schedule

1. The Consultant Firm shall submit the invoice for payment when the payment is due as per the agreed terms.
2. The Consultant Firm shall submit the requisite deliverables and the Purchaser shall release the requisite payment upon acceptance of the deliverables.

3. AEGCL shall release the payment as per the work-related milestones achieved and as per the percentage detailed below:

    1. **15%** of the contract amount shall be paid after completion of Phase I to IV as per clause 2 of section II
    2. **35%** of the contract amount shall be paid on completion of Phase V as per clause 2 of section II.
    3. **25%** of the contract amount shall be paid after successful completion of surveillance audit I as per clause 2 of section II.
    4. **25%** of the contract amount shall be paid after successful completion of surveillance audit II as per clause 2 of section II.

28. SPECIAL TERMS AND CONDITIONS

(i) In the event of a successful bidder is taken over /bought over by another company, all the obligations and execution responsibilities under the agreement with the AEGCL India, should be passed on for compliance by the new company in the negotiation for their transfer.

(ii) In case of successful bidder(s) is found in breach of any condition(s) of bid, EMD/Security Deposits shall be forfeited, besides debarring and blacklisting the bidder(s) concerned for at least three years, for further dealings with AEGCL - .

(iii) The selected bidder(s)should not assign or sublet the work order as a whole to any other agency in any form. Any such eventuality shall result in termination of work order and forfeiture of Security Deposit/EMD concerning such bidder(s).

(iv) AEGCL may, at any time, terminate the PO by giving written notice to the successful bidder(s) without any compensation, if the engage bidder(s) becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to AEGCL.

(v) No deviations from these terms and conditions will be accepted; violation thereof will lead to rejection of the bid.

(vi) If L1 bidder refuses/fails to accept the Letter of Award (LoA), the offer would be treated as withdrawn and bidder's EMD will be forfeited, besides debarring and blacklisting the bidder for at least three years, for further dealings with AEGCL.

(vii) If the successful bidder refuses/fails to accept the Letter of Award (LoA), the same would be awarded to the next successful bidder.

29. FORCE MAJEURE

If at any time, during the continuance of the engagement, the performance in whole or in part by either party of any obligation under the engagement is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, act of terrorism, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate the engagement, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance, and deliveries under the engagement shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of AEGCL HQ as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the engagement is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the engagement.

30. TERMINATION FOR DEFAULT

(i) Default is said to have occurred

a. If the bidder fails to deliver any or all of the services within the time period(s) specified in the work order or any extension thereof granted by the competent authority.

b. If the bidder fails to perform any other obligation(s) under the contract.

(ii) If the bidder, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from AEGCL (or takes longer period in-spite of what has been authorized in writing), the engagement / work order would stand terminated in whole or in part. In addition to above, the following actions can be taken:

The procurement can be done, upon such services and in such manner, as is deemed appropriate, goods similar to the undelivered services and the defaulting bidder shall be liable for compensation

for any extra expenditure involved towards services to complete the scope of work in totality.

(iii) The work order / engagement can be terminated by giving one month written notice to the bidder, without any compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent.

31. ARBITRATION

1. In case any dispute or difference arises out of or in connection with or the carrying out of works (whether during the progress of the works or after their completion & whether before or after the termination, abandonments or breach of contact) except as any of the accepted matters, provided hereunder, the parties hereto, shall first endeavor to settle such disputes of differences amicably.
2. If both the parties fail to reach such amicable settlement, then either party (The Purchaser or Bidder) may (within 20 days of such failure) give a written notice to

the other party requiring that all matter in dispute or difference be arbitrated upon. Such written notice shall specify the matters which are indifference or differences of which such written notice has been given and no other shall be reoffered to the arbitration of a single arbitrator, to be appointed by both the parties or in case of disagreement as to the appointment of a single arbitrator, to that of two arbitrators, one to be appointed by each party or in case of said arbitrators not agreeing then, to the umpire to be appointed by the arbitrators in writing before entering upon the references. Provisions of Indian Arbitration & Conciliations Act, 1996 or any statutory modification or reenactment thereof and rules framed there under from time to time shall apply to such arbitration.

3. Venue of arbitration shall be Guwahati and only the courts in Guwahati shall have jurisdiction.
4. The arbitrators or arbitrators appointed under this Article shall have the power to extend the time to make the award with the consent of parties.
5. Pending reference to arbitration, the parties shall make all endeavors to complete the work in all respect. Disputes, if any, will finally be settled in the arbitration.
6. Upon every or any such references to the arbitration, as provided herein the cost of and incidental to the reference and Award respectively shall at the discretion of the arbitrator, or the umpire, as case may be.
7. The award of arbitrator or arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Bidder shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence. The Purchaser and the Bidder hereby also agree that arbitration under this clause shall be the condition precedent to any right of action under the contract except for as provided for in the bid.

32. APPLICABLE LAW

(i) The bidder shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

(ii) All disputes in this connection shall be settled in Guwahati (Kamrup Metro) jurisdiction only.

(iii) AEGCL reserves the right to cancel this bid or modify the requirement without assigning any reasons. AEGCL will not be under obligation to give clarifications for doing the aforementioned.

(iv) AEGCL also reserves the right to modify/relax any of the terms & conditions of the bid.

(v) AEGCL, without assigning any further reason can reject any bid(s), in which any prescribed condition(s) is/are found incomplete in any respect.

This bid document is not transferrable. Bidders are advised to study the bid document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications. The response to this bid should be full and complete in all respects. Incomplete or partial bids shall be rejected. Bidders shall bear all costs associated with the preparation and submission of the bid, including cost of presentation and demonstration for the purposes of clarification of the bid, if so desired by AEGCL. AEGCL shall in no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

33. Penalty Clause

If the Consultant fails to complete any milestone/deliverable within the time specified in the Contract or any extension granted in writing by AEGCL, liquidated damages @ 0.5% (half percent) of the total contract value per completed week of delay or part thereof shall be levied, subject to a maximum of 10% (ten percent) of the total contract value.

The liquidated damages shall be recovered from any payment due or that may become due to the Consultant, or from the Performance Security. Levy of liquidated damages shall be without prejudice to the right of AEGCL to terminate the Contract under the clause "Termination for Default" once the said maximum limit is reached.

Delays attributable solely to AEGCL or to the accredited Certification Body, and delays covered under the Force Majeure clause, shall be excluded while computing the period of delay.

34. Security Deposit

The term "Security Deposit", wherever appearing in this bid document, shall mean and refer to the Performance Security furnished under the clause "Performance Security". No separate security deposit or retention money shall be deducted from the bills of the Consultant.

35. Payment Terms

All payments shall be released within 60 (sixty) days of acceptance of the corresponding deliverables and receipt of a valid invoice, subject to availability of fund at AEGCL, subject to statutory deductions, including deduction of tax at source under the Income Tax Act, 1961 and TDS under Section 51 of the CGST/SGST Acts, as applicable. No interest shall be payable by AEGCL on payments withheld on account of disputed invoices or incomplete documentation.

The payment shall be made as per payment schedule clause 27 of Section 1(Information to Bidders).

36. Grievance Redressal and Appeals

A bidder aggrieved by any decision, action or omission of the procuring entity in relation to this procurement may prefer an appeal in accordance with Section 38 of the Assam Public Procurement Act, 2017 read with Rule 26 of the Assam Public Procurement Rules, 2020, within the time limits and in the manner prescribed therein.

37. Code of Integrity and Conflict of Interest

The bidders and the procuring entity shall abide by the Code of Integrity as provided under the Assam Public Procurement Act, 2017, which prohibits, inter alia, corrupt practice, fraudulent practice, anti-competitive practice, coercive practice and obstructive practice. Every bidder shall submit, along with its bid, a declaration that it has no conflict of interest in this procurement and shall promptly disclose any conflict of interest arising subsequently. Breach of the Code of Integrity shall render the bidder liable to rejection of its bid, forfeiture of EMD/Performance Security, debarment and such other action as may be prescribed under the said Act.

38. Insurance and Indemnity

The Consultant shall, at its own cost, maintain adequate insurance cover for its personnel and property deployed on the assignment. The Consultant shall indemnify and hold harmless AEGCL against all claims, losses, damages and expenses arising out of or resulting from the negligence of the Consultant, breach of confidentiality, infringement of any intellectual property rights of third parties, or violation of applicable laws in the performance of the Contract.

39. Limitation of Liability

Except in respect of breach of confidentiality, indemnity obligations, willful misconduct or gross negligence, the aggregate liability of the Consultant under this Contract shall be limited to the total contract value, and neither party shall be liable to the other for any indirect, incidental or consequential loss or damage.

40. Exit Management and Knowledge Transfer

On expiry or earlier termination of the Contract, the Consultant shall hand over to AEGCL all deliverables, documentation, records, credentials and work-in-progress in editable electronic formats, and shall provide knowledge transfer to the personnel nominated by AEGCL for a period of at least 30 (thirty) days at no additional cost. All information belonging to AEGCL held by the Consultant shall be returned or verifiably destroyed, and the confidentiality obligations shall survive the expiry or termination of the Contract.

Section-2

Employer's Requirements/Technical Specification

1. Scope of work

The scope of work of consultant shall include the following-

Phases	Deliverables	Timeline
Assessment and Planning	Gap Analysis Report, Risk Assessment Report, Migration Roadmap	Month One
Implementation	Updated ISMS Documentation, Implemented Controls, Training Sessions	Month two - four
Certification Support	Internal Audit Reports, Corrective Action Plans, Certification Readiness Assessment.	Month five
Maintenance Support	Continuous monitoring reports, updating and reviewing documents and policies, conduction of training programs	Month six to twelve and beyond.

1.1 Summary of activities:

The scope of work for an ISO 27001:2022 implementation at AEGCL HQ will include the following major modules:

a) **Information security management system (ISMS) assessment:** A thorough assessment of the organization's current information security management practices and procedures in order to identify any gaps or areas for improvement.

b) **Policy and procedure development**: Development of a comprehensive set of policies and procedures that align with the ISO 27001:2022 standard and meet the organization's specific information security needs.

c) **Implementation and training**: Implementation of the ISMS, including the policies and procedures developed and training of relevant personnel on the new practices and procedures.

d) **Monitoring and measurement**: The ISMS is monitored and measured on an ongoing basis to ensure it is functioning effectively and meeting the organization's information security needs.

e) **Support during audit**: Onsite support to AEGCL HQ during external audit of the ISMS to ensure compliance with the ISO 27001:2022 standard and obtaining the certification.

f) **Maintenance and continuous improvement**: Continually maintain the ISMS to ensure it remains effective over time and constantly improves the system.

1.2 Detailed Scope of work

The Scope of work would encompass the following activities, commensurate with meeting all the requirements for successfully implementing Information Security

Management System (ISMS) leading to ISO 27001:2022 certification covering the IT equipment & networks for AEGCL HQ .

The Scope of Work would include the following phases:

1.2.1 Phase – I: Activities to be Carried out under Phase I shall comprise of the following:

Initialization Workshop

Proposed suitable training schedules to conduct in-house training for employees on ISO 27001:2022. This session shall cover ISO 27001:2022 security vision, IT & Cyber security principles, critical success factors for IT & Cyber security implementation and measures to improve cyber security awareness.

Based on the scope defined in the scope of work, the consulting firm shall perform a comparative assessment of the existing level of implementation of information security management controls for IT equipment & networks across AEGCL HQ s.

Scope Definition

One of the fundamental aspects for successfully adopting ISO 27001:2022 guidelines and standards is the clear and accurate definition of the scope of the adoption of the ISO 27001:2022 within AEGCL HQ. The consulting firm shall identify and document the scope of ISO 27001 certification and assist the AEGCL HQ in outlining the extent and scope of ISMS.

Gap Analysis

Performing gap analysis of the existing information security policies and procedures with regards to requirements outlined in ISO 27001:2022 standard. The gap analysis shall be carried out against the guidelines of ISO 27001:2022 standard. The outcome shall be discussed with the nominated IT team through a workshop, and input will be obtained on the future courses of the engagement.

Risk Assessment & Risk Treatment

The objective of the Risk Assessment activity is to carry out a review of the information security (IS) risks faced by AEGCL HQ and their relative significance as per ISO 27001:2022 standard & ISO 31000 standard requirement. This phase culminates with identification of the IS risks that may result in compromise of system and classified information. In this phase, the consultant shall conduct IS risk assessment and formalize the IS risk treatment plan, which will serve as the action plan for development of the information security program.

1.2.2 Phase – II: Statement of Applicability (SoA)

SoA identifies the controls that have selected to address the risks that were identified in the risk assessment process. It explains why those controls have been selected, states whether or not they have been implemented, and explain why any controls have been omitted.

The Statement of Applicability is a critique of the objectives and controls applicable to the needs of AEGCL HQ. The consulting firm shall assist in defining and documenting a Statement of Applicability.

Information Security Management System Documentation

The consulting firm shall review the existing information IT & Cyber security policy and other policy document/plan in accordance with the information Security

guidelines outlined by the ISO 27001 standards & Ministry of Electronics and Information Security (MeitY) and assist in update of the policy document, if required (also includes a Cyber Crisis Management Plan (CCMP) as mandated by CERT-In).
The consulting firm shall also prepare ISMS policy, processes and systems and procedures relevant to managing risk and implementation of ISMS for improving information security to deliver results in accordance with the organization's overall policies and objectives as per IT&C perspective. They ensure alignment with relevant laws, such as the Indian IT Act, DPDP Act 2023.
The information security policy document will direct the ISMS implementation at AEGCL HQ and provide guidelines for the development and / or up-dation of the relevant information security and other related procedures and practices.
Further, the consulting firm shall also review the related information security procedures and these procedures shall be formalized by the AEGCL HQ representatives.

Conducting training programs

For AEGCL HQ nominated IT team members and other users to facilitate implementation of ISMS (security policy and procedures).

1.2.3 Phase –III: Implementation of ISO 27001 controls: Program Management of internal Rollout:

Program Management of internal rollout - Procedures and Technical rollout strategy formulation. A core team from the Consulting Agency would manage the entire program of Implementation. The broad activities that are to be supported by the consulting firm are as follows:

- Planning the roll-out activities
- Guiding the AEGCL HQ team to carry out the defined activities.
- Detailed workshops for each policy area to explain and conduct a walkthrough.
- Initiate rollouts, monitor/check progress, and provide the inputs.

1.2.4 Phase – IV: Pre-Certification Review

Pre-Certification Review (Internal Audit)

Consultant will carry out a review post-implementation of information security controls by AEGCL HQ . The Pre-Assessment exercise is to be conducted prior to the Certifying Agency audit and post/during the Implementation Activity.

The Pre-Assessment exercise is also a method of gauging the readiness of client post the Implementation stage vis-à-vis ISO 27001 Certification Requirements.

The following steps are taken as part of the Pre-Assessment

- Review of Documentation
- Review of Training for Users
- Conducting Internal Audit
- Fixing Non-Conformances
- Final Review by AEGCL HQ

1.2.5 Phase – V: Certification under ISO:27001-2022-Certification Assistance

The consulting firm shall provide complete onsite assistance and support to the AEGCL HQ during Stage I (Documentation Audit, which is aimed at documentation readiness) & Stage II Audit (also known as Certification audit, which is aimed at 'Implementation and Effectiveness') of ISO 27001:2022 certification. The consulting firm shall extend onsite support during the certification audit, review, and closure of Non conformances, if any, raised by the accredited certification body within the prescribed time limit and until the site is ISO 27001:2022 certified as per the scope of the third-party Certification body.

2. Deliverables

The deliverables shall be as follows:

SL.	Phases	Description
1	**Phase-I**	1. **ISMS planning, scoping and current state assessment:** Confirm scope to transition from ISO 27001:2013 to ISO 27001:2022. Develop detailed project plan for the transition activity including milestones 2. **Gap Analysis Report**: A report identifying gaps in the existing security controls framework relative to the ISO 27001:2022 standard mapped with corresponding requirements as defined in the NIST SP 800-82/53, ISO 27019. 3. Recommendation for remediation of identified gaps. 4. **Risk Assessment Report**: A report assessing the risk ratings of information assets based on their value, along with identified threats and vulnerabilities. Preparation and submission of risk register and risk treatment plan.
2	Phase-II	2. **Statement of Applicability:** This deliverable will be a document consisting of: i) Summary of Controls applicable based on Risk Assessment; and ii) Reasons for inclusion/exclusion 5. **ISMS Documents**: Review existing (a) ISMS policy (b) ISMS procedure (c) mandatory documents (d) CCMP (e) Information Security Policy (f) Asset

		Register and update the same.
3	Phase-III	Rollout Strategy, Project Plan for Implementation, Implementation Activity Status Reports.
4	Phase-IV	**Pre-assessment / Internal Audit Report**: This deliverable will be provided post implementation of information security controls by IT team of AEGCL HQ. The report will highlight the gaps in existing security controls framework vis- à-vis the ISO 27001 standard. Assistance to closure of the identified gaps.
5	Phase-V	Support, onsite assistance during the external audit of ISO 27001:2022 by the certifying agency
6	Surveillance Audit-I	One year from the certification date of ISO 27001:2022, annual review of implemented ISMS before the annual sustenance review by the certifying agency. Submission of report thereof. The consulting firm shall ensure the readiness and successful completion of surveillance audit(s) of ISO 27001:2022 certifications. Onsite assistance during the external audit of ISO 27001:2022 by the certifying agency.
7	Surveillance Audit-II	Two years from the certification of ISO 27001:2022, annual review of implemented ISMS before the annual sustenance review by the certifying agency. Submission of report thereof. The consulting firm shall ensure the readiness and successful completion of surveillance audit(s) of ISO 27001:2022 certifications. Onsite assistance during the external audit of ISO 27001:2022 by the certifying agency.

The consultant shall provide assistance to AEGCL HQ in –

1. Half yearly review of asset register
2. Half yearly review of risk assessment for in scope departments
3. Half yearly review risk treatment plans
4. Annual review and updating of statement of applicability (SOA)
5. Review and update ISMS awareness training presentation.
6. Conduct 5 ISMS awareness training sessions/ workshops Review and update control monitoring metrics template.
7. Provide adequate training to personnel(s) responsible for maintaining the ISMS for

AEGCL HQ.

8. Review and make changes if required in the existing Cyber Crisis Management Plan (CCMP).

3. Documents to be included:

The documents to be delivered by the consultant shall include, but not limited to the following. Additional documents required to fulfill the needs of ISMS shall also be considered included.

1. ISMS policies
2. ISMS Scope Document
3. SOA
4. ISMS procedures
5. ISMS processes
6. ISMS Asset Register
7. CCMP (Cyber Crisis Management Plan)
8. ISMS User Guidelines
9. Risk management procedure, risk assessment and risk treatment plan
10. Mandatory documents required by latest ISO27001:2022 standard
11. Information Security policy.
12. ISMS Gap assessment reports and checklists
13. Internal audit reports and Internal pre-certification mock assessment report
14. Corrective action and preventive action plans
15. Minutes of the meetings with stakeholders

4. Maintenance:

After completion of the ISMS implementation and certification under the latest ISO27001:2022 standard, consultant will provide services for maintenance of the implemented ISMS. The ISMS maintenance service activities shall include but not limited to:

1. Maintenance of ISMS policies, procedures and relevant documents on quarterly basis.
2. Maintenance of ISMS Asset & Risk Registers on quarterly basis.
3. Performing Risk Assessment and Risk Treatment on quarterly basis.
4. Performing Internal assessments (as per the latest ISO27001:2022standard requirement for ISMS) on half-yearly basis.
5. Review and changes to be done if any of the CCMP document on annual basis.
6. Facilitating and providing necessary coordination and assistance during surveillance audits.
7. Development/fulfillment of any other document/requirement as per the latest ISO/IEC 27001:2022 standard for implementation of ISMS.
8. Defining and monitoring of security metrics on quarterly basis.
9. Assistance to AEGCL HQ in closing the vulnerabilities identified in the VAPT conducted by other parties engaged by AEGCL.
10. Assistance to AEGCL HQ in fulfilment of advisories and guidelines, in taking mitigatory action is response to alerts received by central and state govt agencies.

5. Engagement Plan

All accommodation and travel cost shall be borne by the contractor

Period of engagement		Requirement
Year 1	First five months	Consultant will be working from AEGCL HQ 's premises for at least 1 months.
	Thereafter	Consultant will provide support remotely and work from AEGCL HQ 's premises (as and when required)
Year 2	At least 30 working days onsite	Consultant will provide support remotely and work from AEGCL HQ 's premises (as and when required)
Year 3	At least 30 working days onsite	Consultant will provide support remotely and work from AEGCL HQ 's premises (as and when required)

6. Location Under Scope:

1. **AEGCL HQ**:

Location: Bijulee Bhawan, Paltan Bazar,Guwahati-781001, Assam, India

7. QCBS marking criteria:

Evaluation of technical bids will be done on the basis of the Marks as stated hereunder and will be used by the technical evaluation committee to calculate the technical score of each bidder.

Sl	Sub-Criterion / Parameter	Basis of Assessment / Scoring Guide	Max Marks
A. Firm Credentials & Organizational Capability			**85**
A1	Own ISO 27001 Certification	a) ISO 27001:2022 certificate (accredited CB (IAF/NABCB recognized), current): 15 marks	**15**
A2	Number of Completed ISMS / ISO 27001 Assignments (Govt / PSU / Power Utility /Nationalized Banks/ Critical Infrastructure) in last 5 years.	a) 4 or more qualifying assignments: 30 marks b) 3 qualifying assignments: 20 marks c) 2 qualifying assignments: 15 marks d) 1 qualifying assignment (minimum eligibility): 10 marks	**30**

A3	ISMS Assignment contract value in last 5 years from date of.	e) More than 30 lakhs : 10 marks f) Value 10-30 lakhs : 5 marks	**10**
A4	Experience in Power sector organization of Central or State Govt./ SLDC/ RLDC/ NLDC or Private Power Transmission/ Distribution utilities of India in last 5 years	a) 2 or more: 10 marks b) Less than 2: 5 marks	**10**
A5	Certified resources like ISO- 27001 Lead Auditor; ISO/IEC or CISSP Lead Implementer. (From leading international organization)	1 or more CISSP (organization name) resources: 20 marks 2 or more lead auditor/Implementer:10	**20**
B. Technical Approach & Methodology			**15**
B1	Understanding of Scope — AEGCL HQ / AEGCL HQ Context	Technical documentation demonstrating specific understanding of CEA Cyber Security Guidelines 2021, CERT-In and NCIIPC requirements: 5 marks	**10**
B2	Proposed Work Plan & Project Schedule	Documentation of detailed milestone-wise project schedule with clear deliverable dates, resource allocation, and critical path for achieving ISO 27001:2022 certification within 12 months: 5 marks	**5**
B3	Generic ISO/IEC 27001 scope understanding of AEGCL	Technical documentation demonstrating generic ISO 27001 scope understanding AEGCL specificity: 5 marks	**5**

Note:

1. The Bidder is required to submit the documentary evidence in support of the qualifying and evaluation requirements as specified for this bid. For the purpose of evaluation, ongoing as well as completed assignment shall be considered.
2. If, for any reason beyond the reasonable control of the Consultant, it becomes necessary to replace any of the Personnel, the Consultant shall justify replacement to be made and forthwith provide a replacement a person of equivalent or better qualifications subject to approval of AEGCL.

3. After scrutiny and evaluation of technical bids the bidders who have secured **minimum 60 (Sixty) marks** as per criterion laid down shall be short listed for price bid opening.
4. AEGCL may reject any proposal(s) if they are found to be unresponsive or unsuitable because they represent major deficiencies in complying with the Terms of Reference.

8. Source of Fund:
AEGCL's Own Fund

SECTION-3

BIDDING FORMS AND CHECKLIST DOCUMENTS

(This Section contains the forms which are to be completed by the Bidder and submitted as part of his Bid)

S. No.	Required Documents	Tick
1	Form - A: Proposal Submission Form	
2	FORM - B: Evaluation of Parameters	
3	FROM- C: Description of the Methodology and Work Plan for performing the assignment.	
4	FORM - D: Team Composition of the Firm and Task Assignments.	
5	FORM - E: Format of Curriculum Vitae (CV) of the Professionals to be engaged for the work by the firm	
6	FORM - F: Proposed Time Schedule for the Project Leader and Team members	
7	FORM G: Indicative Price Bid Format	
8	FORM H: Format for Bank Guarantee (Earnest money deposit)	
9	FORM I: Prebid Query Submission Format	
10	Certificate of Incorporation/Partnership Deed/LLP Agreement	
11	Self-attested copy of PAN number	
12	Self-certified copy of the GSTIN registration.	
13	Self-certified copy of non-blacklisting (notarized)	
14	Audited Balance Sheet and Profit & Loss Statement for FY 2022-23/2023-24/2024-25	
15	CA -certified turnover certificate for 3 (three) consecutive financial years (i.e., from FY 2022-23 to 2024-25)	
16	ITR Acknowledgements for FY 2022-23 to 20244-25	
17	Valid ISO 27001:2022 certificate copy	
18	Relevant work orders /Contract Agreement copy	
19	Relevant Completion certificate/client satisfaction letter from the client organization	
20	Valid ISO/IEC 27001:2022 lead auditor/implementer certificate and CISSP/CISA certificate of submitted resource persons	
21	Valid CERT-In empanelment proof/certificate/letter	
22	Self-signed document by authorized signatory of all bid related document.	
23	Copy of the Power of Attorney duly authorized by a Public Notary indicating that persons signing the bid have the authority.	

Form –A

PROPOSAL SUBMISSION FORM

Proposal No. Date:

To,

The Chief General Manager (T&C and Communication)
Assam Electricity Grid Corporation Ltd
Bijulee Bhawan, Paltan Bazar Guwahati 781001, Assam

Sir,

With reference to the present Bid Document, we the undersigned, have examined the Bid Documents, including scope of work as detailed above. We would like to offer the required consultancy services as detailed. In line with the requirement of the Bid Documents, we attach herewith and upload on the E-tender portal of AEGCL the following documents:

S. No.	Required Documents	Tick
1	Form - A: Proposal Submission Form	
2	FORM - B: Evaluation of Parameters	
3	FROM- C: Description of the Methodology and Work Plan for performing the assignment.	
4	FORM - D: Team Composition of the Firm and Task Assignments.	
5	FORM - E: Format of Curriculum Vitae (CV) of the Professionals to be engaged for the work by the firm	
6	FORM - F: Proposed Time Schedule for the Project Leader and Team members	
7	FORM G: Indicative Price Bid Format (To be filled up and submitted in the price bid BOQ)	
8	FORM H: Format for Bank Guarantee (Earnest money deposit)	
9	FORM I: Prebid Query Submission Format	
10	Certificate of Incorporation/Partnership Deed/LLP Agreement	
11	Self-attested copy of PAN number	
12	Self-certified copy of the GSTIN registration.	
13	Self-certified copy of non-blacklisting (notarized)	
14	Audited Balance Sheet and Profit & Loss Statement for FY 2022-23/2023-24/2024-25	
15	CA -certified turnover certificate for 3 (three) consecutive financial years (i.e., from FY 2022-23 to 2024-25)	

16	ITR Acknowledgements for FY 2022-23 to 20244-25	
17	Valid ISO 27001:2022 certificate copy	
18	Relevant work orders /Contract Agreement copy	
19	Relevant Completion certificate/client satisfaction letter from the client organization	
20	Valid ISO/IEC 27001:2022 lead auditor/implementer certificate and CISSP/CISA certificate of submitted resource persons	
21	Valid CERT-In empanelment proof/certificate/letter	
22	Self-signed document by authorized signatory of all bid related document.	
23	Copy of the Power of Attorney duly authorized by a Public Notary indicating that persons signing the bid have the authority.	

Until a formal Contract is prepared and executed between us, this bid, together with your written acceptance thereof in the form of your Notifications of Award shall constitute a Bid Contract between us for all legal purpose.

We understand that you are not bound to accept the lowest or any bid that you may receive or might have received.

We, hereby, declare that the persons or firms interested in this proposal are named herein and that no person or firm other than mentioned herein have any interest in this proposal or in the Contract to be entered into, if the award is made on us. This proposal is made without any connection with any other person, firm or party likewise submitting a proposal of their own, and without any collusion or fraud.

Thanking you,

Yours faithfully (Authorized Signature& Company's

Stamp) (Name & Designation of the Authorized

Signatory)

Name and Address of the Firm

Dated this ………………. day of ……………………
(Bidders may note that no prescribed proforma has been enclosed for Power of Attorney and Bidders may use their own proforma for furnishing the required information with the Bid, if required)

Form –B

EVALUATION OF PARAMETERS

Note: Bidders shall indicate, against each parameter of the evaluation matrix below, the marks claimed along with reference (document name and page number) to the supporting evidence enclosed with the bid. Claims not supported by documentary evidence shall not be considered by the Evaluation Committee.

Sl	Sub-Criterion / Parameter	Basis of Assessment / Scoring Guide	Max Marks
A. Firm Credentials & Organizational Capability			**85**
A1	Own ISO 27001 Certification	a) ISO 27001:2022 certificate (accredited CB (IAF/NABCB recognized), current): 15 marks	
A2	Number of Completed ISMS / ISO 27001 Assignments (Govt / PSU / Power Utility /Nationalized Banks/ Critical Infrastructure) in last 5 years.	a) 4 or more qualifying assignments: 30 marks b) 3 qualifying assignments: 20 marks c) 2 qualifying assignments: 15 marks d) 1 qualifying assignment (minimum eligibility): 10 marks	
A3	ISMS Assignment contract value in last 5 years from date of.	a) More than 30 lakhs : 10 marks b) Value 10-30 lakhs : 5 marks	
A4	Experience in Power sector organization of Central or State Govt./ SLDC/ RLDC/ NLDC or Private Power Transmission/ Distribution utilities of India in last 5 years	a) 2 or more: 10 marks b) Less than 2: 5 marks	
A5	Certified resources like ISO- 27001 Lead Auditor; ISO/IEC or CISSP Lead Implementer. (From leading international organization)	1 or more CISSP (organization name) resources: 20 marks 2 or more lead auditor/Implementer:10	
B. Technical Approach & Methodology			**15**
B1	Understanding of Scope — AEGCL HQ / AEGCL HQ Context	Technical documentation demonstrating specific understanding of CEA Cyber Security Guidelines 2021, CERT-In and	

		NCIIPC requirements: 5 marks	
B2	Proposed Work Plan & Project Schedule	Documentation of detailed milestone-wise project schedule with clear deliverable dates, resource allocation, and critical path for achieving ISO 27001:2022 certification within 12 months: 5 marks	
B3	Generic ISO/IEC 27001 scope understanding of AEGCL	Technical documentation demonstrating generic ISO 27001 scope understanding AEGCL specificity: 5 marks	

Yours faithfully
(Authorized Signature & Company's Stamp) (Name & Designation of the Authorized Signatory) Name and Address of the Firm

FORM – C

DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

1. ***Approach:***

2. ***Methodology:***

3. ***Workplan:***

Yours faithfully
(Authorized Signature & Company's Stamp) (Name & Designation of the Authorized Signatory) Name and Address of the Firm

FORM – D

TEAM COMPOSITION AND TASK ASSIGNMENTS

Key Staff

Sl. No.	Name	Position	Qualification	Task(s) Assigned
1		Project Leader		
2		Team Member 1		
3		Team Member 2		
..		…….		
n		Team Member n		

Yours faithfully

(Authorized Signature & Company's Stamp) (Name & Designation of the Authorized Signatory) Name and Address of the Firm

Dated this__________________________day of____________

FORM – E

FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position:

Name of Firm:

Name of Staff:

Position in the Firm:

Nationality:

Date of Birth:

Years of Experience (Details of relevant works undertaken):

Years of Service with Firm:

Details of the certifications in the relevant field (CISA/CISSP/ISO/IEC Lead Auditor/Lead Implementer certificates/ EC Council certified ethical hacking resources):

Detailed Tasks Assigned:

Details of relevant works undertaken:

[Give an outline of experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations]

Education:

[Summarize college/ university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained]

Employment Record:

[starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client reference, where appropriate]

Languages:

[For each language indicate proficiency, excellent, good, fair, or poor in speaking, reading, and writing]

Declaration:

I, the undersigned, certify that to the best of my knowledge and belief, these data Correctly describe me,my qualifications, and my experience.

Date:______________________________

[Signature of staff member and authorized representative of the Firm] Day/Month/Year

Full Name of the staff member:

Full name of the authorized representative:

FORM - F

PROPOSED TIME SCHEDULE FOR THE PROJECT LEADER AND RESIDENT REPRESENTATIVES

Name	Position	Reports/Activities.	Weeks (In the form of a Bar Chart)
	Project Leader		
	Team Member -1		
	Team Member -2		
	Team Member -3		
	……		
	Team Member - n		

Yours faithfully
(Authorized Signature & Company's

Stamp) (Name & Designation of the

Authorized Signatory)

Name and Address of the Firm:

Dated this____________________________day of_____________

FORM G

Indicative Price Bid Format (To be filled up and submitted in the price bid BOQ)

Note: (i) Item-wise prices shall be quoted for each deliverable listed below and shall be used for bid evaluation and reference purposes only; payments shall be released as percentages of the total contract amount strictly in accordance with the Payment Schedule clause of this document. (ii) Prices shall be quoted in Indian Rupees, exclusive of GST; GST shall be paid extra at prevailing rates. (iii) The Total Amount (excluding GST) shall be the Total Bid Price considered for financial evaluation.

Sl. No.	Services Offered	Qty.	Unit price (in Rs)	Total Amount
PART A	ISMS planning, scoping and current state assessment.	1 lot		
	Gap Analysis & Recommendation for remediation of identified gaps.	1 lot		
	A report assessing the risk Assessment Process and Risk Identification, Risk Treatment plan.	1 lot		
	Statement of Applicability and mandatory ISMS Documents	1 lot		
	Rollout Strategy, Project Plan for Implementation, Implementation Activity Status Reports	1 lot		
	Pre-assessment / Internal Audit and report submission.	1 lot		
PART B	Onsite Support during time of ISO/IEC 27001:2022 certification audit for both 1st and 2nd surveillance audits.	1 lot		
	Review of implemented ISMS, internal audit, report submission, ensure readiness and successful completion of 1st Surveillance Audit.	1 lot		
	Review of implemented ISMS, internal audit, report submission, ensure readiness and successful completion of 2nd Surveillance Audit.	1 lot		
	Total amount excluding GST			

Form H

Format for Bank Guarantee (Earnest money deposit)

Bank Guarantee

(To be stamped in accordance with Stamp Act)

(The non-Judicial Stamp Paper should be in the name of issuing Bank)

Bank's Name:
Address of Issuing Branch or Office:
Email id and phone no for correspondence:
Beneficiary: The Managing Director, AEGCL
Name and Address of Purchaser: 1st Floor , Bijulee Bhawan,Paltan Bazar, Assam Electricity Grid Corporation Limited, Pin:781001, Assam.

Bid No.:

We have been informed that …. name of the Bidder…. (Hereinafter called "the Bidder") intends to submit to you its bid against …Bid ref… for providing consultancy services to AEGCL for Tender for selection of consultancy services for preparation of ISMS (Information Management Security Services) for migration from ISO/IEC 27001:2013 to ISO/IEC 27001:2022.

Furthermore, we understand that, according to your conditions, bids must be supported by a bid guarantee. At the request of the Bidder, we …name of Bank with address…hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of ....am ount in
figures . . . . (. . . amount in words . . . . .) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

(a) has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or

(b) does not accept the correction of errors in accordance with the bid or

(c) having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity, (i) fails or refuses to execute the Contract Agreement, or (ii) fails or refuses to furnish the Performance Security, in accordance with the Bid.

This guarantee will expire:
(a) if the Bidder is the successful Bidder, upon our receipt of copies of the Contract Agreement signed by the Bidder and the performance security issued to you upon the

instruction of the Bidder; and
(b) if the Bidder is not the successful Bidder, upon the earlier of
(i) our receipt of a copy your notification to the Bidder of the name of the successful Bidder; or
(ii) 30 days after the expiration of the Bidder's bid.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

BG expiry date:

BG claim date:
Bank's seal and authorized signature(s)

Note:

1. All italicized text is for use in preparing this form and shall be deleted from the final document. An amount is to be inserted by the Guarantor, representing the EMD amount as per bid.
2. This guarantee shall be valid up to 30 days beyond the bid validity.
3. For BG amount equal to or more than Rs. 50,00,000.00 (Rupees Fifty Lakh), the BG should be signed by two bank officers to be valid.

Address of the banker with email and phone number for correspondence with banker should be clearly mentioned. Any correspondence related to the BG with the banker shall be made to the address mentioned in the BG

FORM I

PREBID QUERY SUBMISSION FORMAT

Pre-Bid Query Format					
SL No.	**Document**	**Clause No./ Pg. No.**	**Clause**	**Query**	**Suggestion**

Section-4

General Conditions of Supply and Erection of AEGCL

This Section 'General Conditions of Supply and Erection, 2009 of AEGCL' is supplied separately and supplementary to Section -6 'Special Conditions of Contract' of this document and can be downloaded from www.aegcl.co.in .

Whenever there is a conflict, the provisions in SCC or the other Sections of this document shall prevail over those in the 'General Conditions of Supply and Erection, 2009 of AEGCL'.

For General Conditions of Supply and Erection, 2009 of AEGCL, the website link is given below https://www.aegcl.co.in/rules-regulations/

Section-5

Contract Forms

PROFORMA OF CONTRACT AGREEMENT

(To be stamped in accordance with Stamp Act)

THIS AGREEMENT made the ________ day of ________________________, _____, BETWEEN

Assam Electricity Grid Corporation Limited (herein after referred to as AEGCL/first party), a corporation incorporated under the laws of Company Act, 1956 and having its registered office at First Floor, Bijulee Bhawan, Paltanbazar, Guwahati-781001, Assam (which expression, shall unless excluded by or repugnant to the context be deemed to include its heir's, legal representative, successors, executors, administrators and permitted assignees and representative) on the one part

AND

…………………………….. (hereinafter called "the Contractor/second party"), a firm having registration no …………………………. (herein after referred to as the contractor/second party), having its registered office at ………………………………………….(which expression, shall unless excluded by or repugnant to the context be deemed to include its heir's, legal representative, successors, executors, administrators and permitted assignees and representative) on the other part.

WHEREAS AEGCL desires to engage contractor for the complete execution of **Tender for selection of consultancy services for preparation of ISMS (Information Management Security Services) for migration from ISO/IEC 27001:2013 to ISO/IEC 27001:2022.** Vide bid no: **NOTE/AEGCL/MD/IT/27001:2022/ISMS/177/17/08/2026/BID Date: 24/08/2026** as detailed in the Contract Document, and the Contractor has agreed to such engagement upon and subject to the terms and conditions hereinafter appearing.

NOW IT IS HEREBY AGREED as follows:

Article 1 Contract Documents

1.1 **Contract Documents**

The following documents shall constitute the Contract between the AEGCL and the Contractor, and each shall be read and construed as an integral part of the Contract:

a) This Contract Agreement and the Appendices hereto
b) Supply Order No: **………………………………..**
c) LoA/NoA No: **…………………………………….**
d) Bid Identification No: **NOTE/AEGCL/MD/IT/27001:2022/ISMS/177/17/08/2026/BID Date: 24/08/2026**
e) Letter of Price Bid or Price Schedules or BoQ submitted by the Contractor.
f) Letter of Technical Bid and Technical Proposal submitted by the

Contractor.

g) General Conditions of Supply and Erection 2009 of AEGCL

h) Technical Specification (Purchaser's Requirements) As per Scope of Work Clause in the bid document.

i) Other completed Bidding Forms submitted with the Letters of Technical and Price Bids

j) Other Technical Particulars (as submitted with respect to the Bid)

k) Performance Bank Guarantee (BG) ………………………………..

l) Any other documents as per bid.

1.2 **Order of Precedence**

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above

1.3 **Definitions**

Capitalized words and phrases used herein shall have the same meanings as are ascribed to them in the bid document.

Article 2 Scope of supplies and deliverables

2.1 The scope of supplies and deliverables shall be as ………………….. of the bid document no : …………………………………………..

2.2 All deliverables must be as per clause ………… of the bid document.

Article 3 Contract Price and Terms of Payment

3.1 **Contract Price**

AEGCL hereby agrees to pay to the contractor the contract Price in consideration of the performance by the Contractor of its obligations hereunder. The contract price shall be of **……………………** inclusive of GST @ 18% as specified in Price Bid Submitted. The Contract Price is **fixed**.

3.2 **Terms of Payment**

……………………………

3.3 **Performance Security**

The Performance Security would be retained by the AEGCL till satisfactory completion of supply, installation and warranty obligations. The Performance Security shall remain valid through 60 days beyond after sales support.

Article 4 Commencement Date and Completion Time

4.1 **Commencement Date**

The Commencement Date upon which the period until the Time for Completion of the Works shall be counted from the signing of the contact agreement.

4.2 **Contract Period**

For a period of 3 year from the contract commencement date.

Article 5 Force Majeure:

As per bid

Article 6 Dispute/ Arbitration

As per bid

Article 7 Other Terms and Conditions

7.1 The bid document along with any corrigendum/query response etc. associated with this tender shall be the binding document for any issues raised or raised in this regard.

IN WITNESS WHEREOF AEGCL and the Contractor have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

Signed by, for and on behalf of AEGCL	Signed by, for and on behalf of the Contractor
[***Signature***]	[***Signature***]
In the presence of [***Signature***]	In the presence of [***Signature***]

PROFORMA OF BANK GUARANTEE FOR CONTRACT PERFORMANCE

(To be stamped in accordance with Stamp Act)

Ref.…………………….. Date

Bank Guarantee No.……………….

Date………………………

To,

The Chief General Manager (T&CC)

Assam Electricity Grid Corporation Ltd

Dear Sir,

In consideration of Assam Electricity Grid Corporation Limited (hereinafter referred to as the 'Owner', which expression shall unless repugnant to the contest or meaning thereof include its successors, administrators and assigns) having awarded to M/s… ………with its registered/Head office at……..…………………………… (Hereinafter referred to as 'ISMS Consultant' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract issued by Owner's Letter of Award No.……………………. dated and the same having been acknowledged by the 'ISMS Consultant', resulting in a Contract bearing No.………………. dated ………………. valued at for (scope of contract) and the 'ISMS Consultant' having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to Rs.…………………………… (in figure) (Rs.) (In words) being. (10%) percent) of the said value of the Contract to the Owner.

We ……………………………………. (Name & Address of Bank), having its Head Office at (hereinafter referred to as the 'Bank'), which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns} do hereby guarantee and undertake to pay the Owner, on demand any all monies payable by the 'ISMS Consultant' to the extent of Rs. …………………… (in figure) (Rs.) (In words) as aforesaid: at any time up to ** (days/month/year) without any demur, reservation, contest, recourse or protest and/or without any reference to the 'ISMS Consultant'.

This shall be extended by the Bank, if required by the Owner, for such period so that the validity of the Bank Guarantee remains in force for a minimum period of 90 (ninety) days beyond the completion of the entire contract period, including the 2nd Surveillance Audit.

Any such demand made by the Owner on the bank shall be conclusive and binding notwithstanding any difference between the Owner the 'ISMS Consultant' or any dispute pending before any Court, Tribunal, Arbitrator or any other authority, The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Owner and further agrees that the Bank Guarantee herein contained shall continue to be enforceable till the Owner discharges this guarantee.

The Owner shall have the fullest liberty without affecting in any way the liability of the Bank under the guarantee, from time to time to extend the time for performance of the Contract by the 'ISMS Consultant'. The Owner shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the 'ISMS Consultant', and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Owner and the 'ISMS Consultant' or any other course or remedy or security available to the Owner. The Bank shall not be released to its obligations under these presents by any exercise by the Owner of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Owner or any other indulgences shown by the Owner or by any other matter or thing whatsoever which under law would, but forth is provision have the effect of relieving the Bank.

The bank also agrees that the Owner at its option shall be entitled to enforce this guarantee against the Bank as a principal debtor, in the first instance without proceeding against the 'ISMS Consultant' and not withstanding any security or other guarantee the Owner may have in relation to the 'ISMS Consultant's liabilities.

Notwithstanding anything contained herein above our liability under this guarantee is restricted to Rs. ……… (in figure) (Rs.) (in words) and it shall remain in force up to and including ………………………………. and shall be extended from time to time for such period as may be required, at the request of M/s ……………… on whose behalf this guarantee has been given.

Dated this ………………… day of …………………... 20 ………………. at ……………...

WITNESS:

________________________ ________________________

(Signature) (Signature)

________________________ ________________________

(Name) (Name)

(Official Address) (Official Address)

Attorney as per power of Attorney No.

…………………………………………………………. Date

………………………….

Notes: The stamp papers of appropriate value shall be purchased in the name of issuing bank.

Annexure II

FORMAT FOR FINANCIAL PROPOSAL SUBMISSION

FINANCIAL PROPOSAL SUBMISSION LETTER

(To be stamped in accordance with Stamp Act)

No. Date

To,

The Chief General Manager(T&CC) , AEGCL

Assam Electricity Grid Corporation Ltd

Dear Sir,

We, the undersigned, offer to provide the consultancy services for [Title of consultancy services] in accordance with your Bid Documents [Date] and our Proposal (Technical and Financial Proposals). Our attached financial proposal is as per the Price Schedule submitted via e-tender portal.

Our Financial Proposal shall be binding upon us subject to the modifications/ alteration/ amendments resulting from Contract negotiations and as per the Bidding Document.

We understand you are not bound to accept any Proposal that you receive.

Yours faithfully

(Authorized Signature & Company's

Stamp) (Name & Designation of the

Authorized Signatory) Name and

Address of the Firm:

Dated this____day of__