

***Special Limited Tender “for Hiring services of 50 contractual manpower through a PSU” in I4C-MHA***

**Government of India  
Ministry of Home Affairs  
Indian Cyber Crime Coordination Centre (I4C)  
5<sup>th</sup> Floor, NDCC-II Building, Jai Singh Road, New Delhi- 110001**

The information provided by the bidders in response to this Tender Document will become the property of I4C (MHA) and will not be returned. I4C reserves the right to amend, rescind or reissue this Tender Document and all amendments will be advised to the bidders and such amendments will be binding on them. This document is prepared by I4C (MHA) for hiring services of 50 Nos contractual manpower through a PSU in I4C.

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**Notice Inviting e-Tender (NIT)**

1. MHA has implemented a scheme 'Indian Cyber Crime Coordination Centre (I4C)' with the objective of setting up a national cybercrime coordination centre as an effective apparatus to handle all issues related to cybercrime in the country. I4C is acting as a nodal point in the fight against cybercrime. It has been established at 5<sup>th</sup> Floor, NDCC-II Building, Jai Singh Road, New Delhi. This office itself will be working location for all services and supply unless shifted elsewhere.
2. **Online** bids are invited under one bid system for **"hiring services of 50 Nos contractual manpower through a PSU in I4C"**.
3. Tender documents may be downloaded from the CPPP e-Procurement Portal <https://eprocure.gov.in/eprocure/app> or the Ministry of Home Affairs website [www.mha.gov.in](http://www.mha.gov.in) as per the schedule as given in **CRITICAL DATE SHEET** as under:

**CRITICAL DATE SHEET**

<b>Published Date</b>	<b>21.02.2023</b>
<b>Bid Document Download Start Date</b>	<b>21.02.2023</b>
<b>Bid Submission Start Date</b>	<b>21.02.2023</b>
<b>Bid Document Download End Date</b>	<b>15.03.2023</b>
<b>Bid Submission End Date &amp; Time</b>	<b>15.03.2023 &amp; 04.00 PM</b>
<b>Bid Opening Date</b>	<b>16.03.2023</b>
<b>Pre Bid Meeting (Date, Time &amp; Venue)</b>	<b>23.02.2023, 04.00 PM</b> <b>At Indian Cyber Crime Coordination Centre (I4C), 5<sup>th</sup> Floor, NDCC-II Building, Jai Singh Road, New Delhi- 1</b> <b>Contact number- 011 23438207</b> <b>Email-id: gouthamkumar.kandle@gov.in</b>

4. Manual bids shall not be accepted except for the original documents/instruments as mentioned in this tender.

5 The Bidder should fulfil the following eligibility criteria :

**A. Work Experience:**

Company should have provided in **one single project with minimum 50 no's similar professionals**/ manpower in any of the last three FYs i.e. 2019-2020, 2020-2021 & 2021-22 in Government of India/State Government/ PSUs/Corporations of Government of India & State Government.

**Or**

**Two projects with cumulative of 50 no's similar professionals**/ manpower in any of the last three FYs i.e. 2019-2020, 2020-2021 & 2021-22 in Government of India/State Government/ PSUs/Corporations of Government of India & State Government.

**Or**

**Three projects with cumulative of 50 no's similar professionals**/ manpower in any of the last three FYs i.e. 2019-2020, 2020-2021 & 2021-22 in Government of India/State Government/ PSUs/Corporations of Government of India & State Government.

*" Similar professionals/ manpower " shall mean providing outsource manpower in the field of IT related service / ITeS/ Forensic/ ICT/ Software Systems Development/ (Cyber Security/ Implementation /IT support in Government of India/State Government/ PSUs/Corporations of Government of India & State Government)/ IT FMS/ Technical documentation services / Multimedia/ Mass communication / Legal services to Govt. Office/Department. The past experience in similar nature of work should be supported by certificates issued by the client's organization.*

**B. Financial Strength:**

- i. Average Annual Turnover of the PSU from IT related service / ITeS/ Forensic/ ICT/ Software Systems Development/ (Cyber Security Implementation and support in Government of India/State Government/ PSUs/Corporations of Government of India & State Government)/ IT FMS/ Technical documentation services / Multimedia/ Mass communication / Legal services in the last three FY i.e. 2019-2020, 2020-2021 & 2021-22 should be above **Rs 3.81 Crores**. The requisite Turn Over shall be duly certified by a Chartered Accountant with signatures and registration number.
- ii. **Net Worth** of the PSU as on 31<sup>st</sup> March of previous Financial Year i.e. 2021-22 should be **positive**. The bidders are required to upload and submit page of summarized Balance Sheet (Audited) and also page of summarized Profit & Loss Account (Audited) for last three years.
- iii. The bidder should have a valid labour licence, ESI and PF registration, PAN/TAN NO.
- iv. The bidder should have filed income tax returns for the last 3 financial years i.e.. 2019-2020, 2020-2021 & 2021-22.

6. Bids shall be submitted online only at CPPP website:

<https://eprocure.gov.in/eprocure/app>.

7. Bidders are advised to follow the 'Special Instructions to the PSUs/Bidders for the e-submission of the bids online' available through the link 'Help for PSUs' at the e-Procurement Portal <https://eprocure.gov.in/eprocure/app>
8. Bidder shall not modify the downloaded tender form including downloaded price bid template in any manner. In case any tender form/Price bid template is found to be tampered with/modified in any manner, such bid will be summarily rejected, Bid Security would be forfeited, and bidder would be liable to be banned from doing business with I4C, MHA.
9. Bidders are advised to check the website [www.mha.gov.in](http://www.mha.gov.in) and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum, addendum, or amendment to the tender document.
10. **Bid Security:** 3% as per GFR-2017.
11. **Bid Opening:** Bids will be opened as per date/time mentioned in the **Tender Critical Date Sheet**. The results of the bid and the bidder selected for supplying the services will be notified later on.

**12. Submission of Tender:**

- 12.1 The tender shall be submitted online with both bid details viz., Technical bid /Financial bid should be submitted together.
- 12.2 **Bidding details and Financial Bid:** Signed and scanned copies of the following documents are to be uploaded by the bidder along with the Technical and Financial Bid:
- 12.3
- Signed and scanned copy of **Form-I** after filling in all information asked for about the firm.
  - Signed and scanned copy of Bid Security (EMD) as per clause 10 above.
  - Signed and scanned copy of Bank account details in **Form-II** along with a cancelled cheque.
  - Price Bid in **BoQ\_HRNIT.xls** format.
  - Signed and scanned copy of Financial Bid Undertaking in the **Form- III**.
  - The Bidder will submit signed and scanned copies of documents as mentioned in Clause 5 above.

**Note: 1. Bidder shall not modify the downloaded financial bid template in any manner.** In case Bid is found to be tampered/ modified in any manner, it will be rejected outright, Bid Security would be forfeited, and bidder would be liable to be banned from doing business with I4C, MHA.

2. Bid documents may be scanned with 100 dpi with black and white option

which helps in reducing size of the scanned document.

13. **Contact Information:** For any clarifications, Bidder may contact:

**The Chief Executive Officer (I4C)**  
Indian Cyber Crime Coordination Centre (I4C)  
Ministry of Home Affairs,  
5<sup>th</sup> Floor, NDCC-II Building, Jai Singh Road, New Delhi-110001,  
Ph: 011-23438207, 23438208.

## **2. INSTRUCTIONS FOR ONLINE BID SUBMISSION**

**2.1 General Instructions:** The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal i.e: <http://eprocure.gov.in/eprocure/app> using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

### **2.2 REGISTRATION:**

- a. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal by using the “Online Bidder Enrolment” option available on the home page. Enrolment on the CPP Portal is free of charge.
- b. During enrolment/ registration, the bidders should provide the correct/ true information including valid email-id & mobile no. All the correspondence shall be made directly with the PSUs/ bidders through the email-id provided.
- c. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- d. For e-tendering, possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY /nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/ SmartCard.
- e. Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- f. Only one valid DSC should be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure safety of the same.
- g. Bidders can then log into the site through the secured login by entering their user ID/ password and the password of the DSC/ eToken.

### **2.3 PREPARATION OF BIDS:**

- a. For preparation of bid, Bidders shall search the tender from published tender list available on site and download the complete tender document and should take into account corrigendum if any published before submitting their bids.
- b. After selecting the tender document same shall be moved to the ‘My favourite’ folder of bidders account from where bidder can view all the details of the tender document.

- c. Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidders shall note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- d. Any pre-bid clarifications if required, the same may be obtained online through the tender site, or through the contact details given in the tender document.
- e. Bidders should get ready in advance the bid documents in the required format (PDF/xls/rar/dwf/jpg formats) to be submitted as indicated in the tender document/schedule. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing the size of the scanned document.
- f. Bidders can update well in advance, the documents such as experience certificates, annual report, PAN, EPF & other details etc., under “My Space/ Other Important Document” option, which can be submitted as per tender requirements. This will facilitate the bid submission process faster by reducing upload time of bids.

#### **2.4 SUBMISSION OF BIDS:**

- a. Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time.
- b. Bidder should prepare the Tender Fee and EMD as per the instructions specified in the NIT/ tender document. The details of the DD/BC/BG/ others physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- c. While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accept the same in order to proceed further to submit their bid.
- d. Bidders shall select the payment option as offline to pay the Tender Fee/ EMD and enter details of the DD/BC/BG/others.
- e. Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.
- f. Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.
- g. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing the size of the scanned document. For the file size of less than 1 MB, the transaction uploading time will be very fast.
- h. If price quotes are required in XLS format, utmost care shall be taken for uploading Schedule of quantities & Prices and any change/ modification of the price schedule shall render it unfit for bidding.



- i. Bidders shall download the Schedule of Quantities & Prices i.e. Schedule-A, in XLS format and save it without changing the name of the file. Bidder shall quote their rate in figures in the appropriate cells, thereafter save and upload the file in financial bid cover (Price bid) only.
- j. Bidders shall submit their bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
- k. After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the bidders shall take print out of system generated acknowledgement number, and keep it as a record of evidence for online submission of bid, which will also act as an entry pass to participate in the bid opening.
- l. Bidders should follow the server time being displayed on bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.
- m. All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology.

## **2.5 ASSISTANCE TO BIDDERS:**

- a. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk.

**3: General Conditions of Contract (GC)**

**3.1 Definitions:** Unless the context otherwise requires, the following terms whenever used in this contract have the following meanings:

3.1.1 'I4C' shall mean Indian Cyber Crime Coordination Centre (I4C), Ministry of Home Affairs, New Delhi, with office situated at 5<sup>th</sup> Floor, NDCC-II Building, Jai Singh Road, New Delhi- 110001.

3.1.2 'Bidder' shall mean the PSU who participates in this tender and submits its bid.

3.1.3 'PSU'/ 'Agency'/ 'Firm' shall mean the successful bidder i.e PSU in this tender and shall include its legal representatives, successors.

3.1.4 'Performance Security' shall mean monetary guarantee furnished by the successful bidder for due performance of the contract concluded with it.

**3.2 Notices:** Any notice, instruction, or communication made pursuant to this Contract shall be in writing and shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed or when sent by registered post to such Party at the address specified in the Technical Bid.

**3.3 Taxes and Duties:** The PSU shall be liable to pay such direct and indirect taxes, duties, fees and any other tariff levied under the applicable laws of India.

**3.4 Fraud and Corruption**

**3.4.1 Definitions:** For the purpose of this clause, the terms set forth below have meanings as follows:

- i. "Corrupt practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;
- ii. "fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;
- iii. "collusive practices" means a scheme or arrangement between two or more PSUs, with or without the knowledge of I4C, designed to establish prices at artificial, non-competitive level;

- iv. “coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;

#### **3.4.2 Termination of the Bid**

- i. I4C may terminate the contract if it determines at any time that representatives of the PSU were engaged in corrupt, fraudulent, collusive or coercive practices during the tender process or the execution of that contract, without the PSU having taken timely and appropriate action satisfactory to I4C to remedy the situation;
- ii. I4C may also sanction against the PSU, including declaring the PSU ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the PSU has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract.

#### **3.5 Commencement and Expiration of Contract**

- i. **Effectiveness of Contract:** This Contract shall come into force and effect on the date (the “Effective Date”) as specified in the Special Conditions. In case effective date is not so stipulated, the contract shall be effective from the date it is signed by both parties.
- ii. **Expiration of Contract:** Unless terminated earlier pursuant to Clause GC 3.10 hereof, this Contract shall expire at the end of such time after the Effective Date as specified in the Special Conditions.

3.6 **Entire Agreement:** This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for any other statement, representation, promise agreement not set forth herein.

3.7 **Modifications or Variations:** Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. Each Party shall give due consideration to any proposal for modification or variation made by the other Party.

### 3.8 Force Majeure

- 3.8.1 **Definition:** For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstance and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.
- 3.8.2 **Force Majeure shall not include** (i) any event which is caused by the negligence or intentional action of a Party or by or of such Party’s employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.
- 3.8.3 **No breach of Contract:** The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.
- 3.8.4 **Measures to be taken:** A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimise the consequences of any event of Force Majeure.
- 3.8.5 A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

3.8.6 Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

3.8.7 During the period of their inability to perform the Services as a result of any event of Force Majeure, the PSU, upon instructions by I4C, shall either:

- i. Demobilize; or
- ii. Continue with the Services to the extent possible, in which case the PSU shall continue to be paid proportionately and on pro rata basis, under the terms of this Contract.

3.8.8 In case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to ClauseGC 3.19.

3.9 **Suspension:** I4C may, by written notice of suspension to the PSU, suspend all payments to the PSU hereunder if the PSU fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the PSU to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the PSU of such notice of suspension.

### **3.10 Termination of contract**

3.10.1 **By I4C:** I4C may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (i) to (viii) below:

- i. If the PSU fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GC 3.9 hereinabove, within thirty (30) days of receipt of such notice of suspension or within such further period as I4C may have subsequently approved in writing.
- ii. If the PSU becomes insolvent or go into liquidation or receivership whether compulsory or voluntary.
- iii. If the PSU fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GC 3.21.2 hereof.

- iv. If the PSU, in the judgement of I4C, has engaged in corrupt or fraudulent practices in competing for or in executing this Contract.
  - v. If the PSU submits to I4C a false statement which has a material effect on the rights, obligations or interests of I4C.
  - vi. If the PSU places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to I4C.
  - vii. If the PSU fails to provide the quality services as envisaged under this Contract.
  - viii. If I4C, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- 3.10.2 In any event such as at (i) to (vii) above I4C shall give fifteen (15) days' written notice of termination to the PSU, and thirty (30) days' in case of event referred to in (viii) above.

- 3.11 **Cessation of Rights and Obligations:** Upon termination of this Contract pursuant to Clauses GC 3.5(ii) or GC 3.10 hereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GC 3.20 hereof, and (iii) any right which a Party may have under the Law.
- 3.12 **Cessation of Services:** Upon termination of this Contract by notice of either Party to the other pursuant to Clauses under GC 3.10 hereof, the PSU shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner.
- 3.13 **Payment upon Termination:** Upon termination of this Contract pursuant to Clauses under GC 3.10 hereof, I4C shall make the following payments to the PSU:
- 3.13.1 If the Contract is terminated pursuant of Clause 3.10.1(vii), 3.10.1(viii) or 4.10(b), payment for Services satisfactorily performed prior to the effective date of termination;
- 3.13.2 If the agreement is terminated pursuant of Clause 3.10.1(i) to (vi), the PSU shall not be entitled to receive any agreed payments upon termination of the contract. However, I4C may consider payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to I4C.
- 3.14 **Disputes about Events of Termination:** If either Party disputes whether an event specified in paragraph (i) to (vii) of Clause GC 3.10.1 or in Clause GC 3.10.2 hereof has occurred, such Party may, within forty-five (45) days after receipt of notice of termination from the other Party, refer the matter for dispute settlement under Clause GC 3.21.2 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.
- 3.15 **Forfeiture of Performance Security:** In the event of breach of this Agreement, I4C shall have the right to invoke and appropriate the proceeds of the performance security, in whole or in part, without separate notice to the PSU.
- 3.16 **Change in the Applicable Law Related to Taxes and Duties:** If, after the date of this Contract, there is any change in the Applicable Laws of India with respect to taxes and duties, which are directly payable by the PSU for providing the services i.e. service tax or any such applicable tax from time to time, which increases or decreases the cost incurred by the PSU in performing the

Services, then the amount otherwise payable to the PSU under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto.

- 3.17 **Payment:** In consideration of the services provided by the PSU under this Contract, I4C shall make to the PSU such payments and in such manner as is provided in the SC.
- 3.18 **Fairness and Good Faith:** The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.
- 3.19 **Operation of the Contract:** The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the currency of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with Clause GC 3.21.2 hereof.
- 3.20 **Confidentiality:** Except with the prior consent of I4C, the PSU shall not at any time communicate to any person or entity any information acquired in the course of performance of this Contract. By agreeing to enter into this Contract, the PSU also agrees to sign and abide with the Non-Disclosure Agreement.

### 3.21 Settlement of Disputes

- 3.21.1 **Amicable Settlement:** In case dispute arises between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, Clause GC 3.21.2 shall become applicable.
- 3.21.2 **Arbitration:** In the case of dispute arising upon or in relation to or in connection with the contract between I4C and the PSU, which has not been settled amicably, any party can refer the dispute for Arbitration under the Arbitration and Conciliation Act 1996.



- i. Arbitration proceedings shall be held in New Delhi and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- ii. The decision of the arbitrator(s) shall be final and binding upon both parties. The expenses of the arbitrator(s) as determined by the arbitrator(s) shall be shared equally by I4C and the PSU. However, the expenses incurred by each party in connection with the preparation & presentation of their cases shall be borne by the party itself. All arbitration awards shall be in writing and shall state the reasons for the award.

3.21.3 **Jurisdiction of Courts etc.:** The courts/any other Tribunal or Forum in New Delhi alone shall have exclusive jurisdiction with regard to any matter/dispute relating to or arising out this contract.

### 3.22 Miscellaneous

- 3.22.1 All payments, including refund of Bid Security (EMD) will be made electronically.
- 3.22.2 The personnel engaged by the PSU are subject to security vetting by IB and Security check by the I4C Security Staff at any time.
- 3.22.3 All personnel deputed by the PSU should bear upon his/her person due authorisation from the PSU, and should produce the same for inspection in order to be allowed to enter I4C premises, and during their stay within the premises.
- 3.22.4 Within I4C premises, the PSU's personnel shall restrict their activities to performance of this contract.
- 3.22.5 The PSU shall be directly responsible for any dispute arising between him and his personnel and I4C shall be kept indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
- 3.22.6 **The PSU shall be solely responsible for payment of wages/salaries, other benefits and allowances etc. in r/o the personnel deputed for I4C. The PSU should provide the salary to professionals, (post exclusion of GST, Service charges, etc.) not less than as depicted by I4C (mentioned in Section- 7 Form). I4C shall have no liability whatsoever in this regard and the PSU shall indemnify I4C against all claims in this regard.**
- 3.22.7 The PSU shall be fully responsible for theft or burglary or any damage to I4C property directly attributable to any acts of commission or omission on the part of PSU's personnel.

**3.22.8 Other than the above terms and conditions the successful bidder has to sign a Memorandum of Understanding (MoU) with I4C, MHA.**

## **SECTION - 4**

### **4. Special Conditions of Contract (SCs)**

- 4.1 **Effective Date:** The contract shall be effective from the date as stipulated in the Letter of Award;
- 4.2 **Contract Period:** The contract will be initially for a period of **01 Year**. Contract may be extended on mutual agreement between selected PSU and I4C-MHA without any extra cost.
- 4.3 **Cost Details & Validity:** The quoted Rate/Cost should be inclusive of applicable taxes except service tax. The Bid submitted against this Tender should remain valid for not less than 180 days from the last date of submission of bid;
- 4.4 **Payment terms:** No advance payment shall be made under any circumstances. Payment will be made on submission of bill on the first day of each month. Service tax shall be paid at the prevailing rate at the time of raising the bills;
- 4.5 **Indemnity:** The successful bidder will be required to furnish the duly filled in Proforma of Indemnity given at Form No- IV. The bidder will indemnify I4C to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. due to any violation;
- 4.6 **Particulars:** That Outsourcing Service Provider will furnish I4C the full particulars of the candidates sponsored, including details like Name, Father's Name, Age, Photograph, Permanent Address, etc. and also ensure that they possess the requisite academic/technical qualifications and experience for rendering the requisite services to I4C;
- 4.7 **Skill Test:** The number of resume to be forwarded to I4C shall be minimum three times & preferably five times of the number of requirements. Before forwarding the resumes to I4C the agency/firm shall carry out a preliminary skill test of the candidates and forward a certificate to this effect also;
- 4.8 **Availability:** The owner/partner/manager of the Outsourcing Service Provider should be available on his own direct telephone (office as well as residence) and also on mobile phone.
- 4.9 **Wages:** The Successful Bidder will follow all the statutory laws in relation to service tax, wages etc.

## **SECTION- 5**

### **5. Schedule of Requirements**

- 5.1 Upon award of the Contract, the successful bidder, referred below as Outsourcing Service Provider/ PSU, shall provide the following services in I4C and deploy resources with essential qualification and experience as mentioned in **Annexure- I (Job Description)**
- 5.2 The number of resume to be forwarded to I4C shall be minimum three times & preferably five times of the number of requirements. Before forwarding the resumes to I4C the agency/firm shall carry out a preliminary skill test of the candidates and forward a certificate to this effect also.
- 5.3 The Outsourcing Service Provider has to ensure the verification of the antecedents of deployed manpower from their Ex-employer and police verification conducted from Delhi Police.
- 5.4 The Outsourcing Service Provider shall supply a copy of confirmation from their employees regarding acceptance of employment at agreed wages in advance.
- 5.5 The outsourced manpower deployed in I4C shall be the employees of the Outsourcing Service Provider. They will have no claim of whatsoever nature including monetary claims or any other claim or benefits from I4C.
- 5.6 The outsourced manpower provided shall be under the direct control and supervision of the Outsourcing Service Provider. However, they shall comply with the oral and written instructions given to them on day to day basis, by the officer(s) authorized by I4C from time to time. They will be bound by office timings, duty, placement, locations, etc., as decided by I4C.
- 5.7 The selected outsourced manpower will be allowed to remain absent from duty prior permission @ 2.5 days per month. I4C shall deduct proportionate amount for absence during the month of outsourced manpower beyond this limit while making payment to the Outsourcing Service Provider each month.
- 5.8 I4C shall have the right to increase/decrease the number of outsourced manpower to be hired as per administrative requirements in future which may be in the range of 1 to 3.
- 5.9 The Outsourcing Service Provider shall be responsible for the discipline and conduct of the outsourced manpower sponsored by them and in case the outsourced manpower lack in discipline and their quality of work deteriorates during the course of their service, the Outsourcing Service Provider shall provide replacement services of suitable outsourced manpower.
- 5.10 I4C shall not undertake any monetary liability other than the agreed contract value payable to the Outsourcing Service Provider. If I4C is required to bear any liability other than the contract value I4C will recover such amount immediately from the following payment due to the outsourced Service Provider or from performance Security as the case may be.
- 5.11 If the Outsourcing Service Provider fails to render any or all the services, for any period during the currency of the contract, I4C shall be at liberty to get the work done from other agencies and deduct the amount incurred on this account from the amount

- payable to the Outsourcing Service Provider.
- 5.12 In case the employees of the Outsourcing Service Provider do not attend the work at any time for whatever reason, the Outsourcing Service Provider shall make alternate arrangements at no extra cost to I4C, so that the daily work of the I4C does not suffer. If no such alternate arrangements are made, proportionate deductions shall be made out of the contracted amount. The I4C shall also be free to make alternate arrangements the cost of which shall be recovered from the Outsourcing Service Provider.
- 5.13 The Outsourcing Service Provider shall make their own arrangement for commuting the outsourced manpower requisitioned, to the I4C's office, wherever located in the areas of New Delhi/Delhi and back.
- 5.14 The Outsourcing Service Provider will be responsible for compliance of all the applicable laws and obligations for the satisfactory performance of the contract.
- 5.15 Any liability arising under Municipal, State or Central Govt. laws and regulations will be the sole responsibility of the Outsourcing Service Provider and I4C shall not be responsible for any such liability.
- 5.16 The Outsourcing Service Provider shall comply with all the rules and regulations regarding safety and security of its employees and I4C will in no way be responsible in any manner in case of any mishap due to non-compliance of such rules and regulations by the Outsourcing Service Provider.
- 5.17 The Outsourcing Service Provider shall not sub-contract the services covered in this contract.
- 5.18 Any loss, theft or damage to the life and/or property of the employees of I4C and/or property of I4C shall be compensated by the Outsourcing Service Provider if the cause of such loss, theft or damage is on account of fault, negligence and/or lapse of the employees of the Outsourcing Service Provider.
- 5.19 The Outsourcing Service Provider shall be responsible for providing amenities as required to be provided under the provisions of Contract Labour (Regulation and Abolition) Act, 1970. In case of failure of the Outsourcing Service Provider to provide such amenities, I4C shall be free to provide the same and I4C shall have right to recover all expenses incurred in providing such amenities from the Outsourcing Service Provider by deduction from the performance Security of the Service Provider.
- 5.20 The Outsourcing Service Provider shall comply with all acts, laws and other statutory rules, regulations, bye-laws, etc., as applicable or which might become applicable to the N.C.T. of Delhi with regard to performance of the work included herein or touching upon this contract including but not limited to Minimum Wages Act, 1948, Delhi Shops and Establishment Act, 1954, ESI Act, 1948, Provident Funds and MP Act, 1952, Workmen's Compensation Act, Payment of Bonus Act, and take such steps as may be deemed necessary in this regard from time to time.
- 5.21 The Outsourcing Service Provider shall be responsible for payment of Provident Fund and other payments due to their employees deployed at I4C.
- 5.22 There will be no enhancement of contract value during the contract period.
- 5.23 It will be the sole liability of the Outsourcing Service Provider to pay the wages, provident fund, ESI, etc., to its employees as applicable under the relevant rules.

## **SECTION - 6**

### **6. BID EVALUATION & AWARD OF CONTRACT**

**6.1 Bank Details:** I4C shall be making all payments electronically. For this purpose, all bidders shall upload scanned copies of the appropriate mandate form containing their bank details.

**6.2 Clarification of Bids:**

- a. To assist in the examination, evaluation and comparison of technical bids, I4C may ask bidders individually for clarification of their bids, including breakdowns of unit prices. The request for clarification and the response shall be in writing, but no change in the price or substance of the bid shall be sought, offered or permitted, except as required to confirm the correction or arithmetical errors discovered by I4C during evaluation of the bids.
- b. Any action on the part of any bidder to influence any I4C officer in the process of examination, clarification, evaluation, and comparison of bids, and decision concerning award of contract, or canvassing in any form, shall make the tender liable for rejection.

**6.3 Bid Responsiveness:**

- a. I4C will determine the substantial responsiveness of each bid with respect to the bid documents. A substantially responsive bid is one which conforms to all terms and conditions of the bid documents without material deviations.
- b. The following deviations will be deemed material deviations:
  - i. Non-submission of appropriate Bid Security;
  - ii. Bid-validity period less than that stipulated in this tender document;
- c. I4C's determination of a bid's responsiveness will be based on the contents of the bid itself without recourse to extrinsic evidence.
- d. A bid determined as substantially non-responsive will be rejected by I4C and shall not be considered beyond tender opening stage by correction of the non-conformity.
- e. I4C may waive any minor infirmity or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

**6.4 EVALUATION OF BID :**

- a. The responsive bids will first be evaluated for technical compliance. Non-submission of essential documents stipulated in para 5 of Section -1 will result in a bid liable for disqualification at technical evaluation stage.

- b. Bids determined to be substantially responsive will be checked by I4C for any arithmetical errors in computation and summation. Where there is discrepancy between rates/amounts given in figures and in words, the rates/amounts given in words will prevail.
- c. I4C shall evaluate the financial bids of eligible bidders to determine the L-1 bidder on the basis of lowest total cost of support services for all items in the financial/price bid form.

#### **Selection of L1 PSU:**

The PSU which quotes the lowest overall cost (L1) on the total amount will be awarded the contract

For example: The fixed salary per month of the manpower as specified= X

Service Charge of the Agency/PSU = A% of X = Y

Total Overall Cost = (X+Y) = Z

The PSU which quotes the lowest overall cost i.e. "Lowest 'Z' will be awarded the contract

### **6.5 AWARD OF CONTRACT:**

- a. **Letter of Award:** I4C will notify the successful bidder by post or by fax or e-mail that his/her bid has been accepted. The notification of award will constitute the formation of the Contract upon the furnishing by the successful bidder of a performance security/security deposit in accordance with clause mentioned at para 6.8 (a) below.
- b. **Letter of Acceptance:** Within 7 days of receipt of notification of award, the successful bidder shall furnish Letter of Acceptance to I4C conveying willingness to accept the work/supply order in accordance with the provisions of this tender and the Letter of Award.
- c. **Selection of Firm:** In case L-1 bidder does not submit Letter of Acceptance as above, I4C may at its discretion issue Letter of Award to the L-2 bidder on L-1 rates. In case, L-2 bidder is not agreeable to provide services on L-1 rates then the contract may be awarded to L-3 bidder on L-1 rates.

### **6.6 SIGNING OF CONTRACT:**

- a. Where the contract value is more than Rs.10 lakhs, within 7 days of submission of Letter of Acceptance, the successful bidder shall prepare and submit to I4C the Contract Agreement on the basis of the format provided. After receipt of Performance Security as per clause 6.8 below, I4C shall return the Agreement after scrutiny, and the successful bidder shall get the same engrossed, have the correct amount to stamp duly adjudicated by Superintendent of Stamps and thereafter return the same duly signed and executed on behalf of the successful bidder, all at its own cost, within two weeks from the receipt of the approved Agreement.

## 6.7 PERFORMANCE SECURITY:

- a. The successful bidder should arrange to have performance security amounting to **3%** of the awarded contract value furnished within 7 days of submission of Letter of Acceptance in the case of contracts covered by clause 6.6 (a) above, and within 7 days of submission of draft Contract Agreement in the case of contracts covered by clause 6.6 (b) above.
- b. Subject to any provision elsewhere in the contract regarding forfeiture or appropriation in full or part thereof, the performance security shall be released at the time of expiry / non-renewal / termination of the contract.
- c. The performance security may be either in the form of Demand Draft in favour of **DDO, Ministry of Home Affairs** or as Bank Guarantee in the format at **Form No. -V** of this document.
- d. In case Bank Guarantee is furnished as performance security, the same should be valid by more than sixty (60) days after the expiry of the contract.
- e. In case Bank Guarantee is furnished as performance security, it should be sent to I4C by the concerned Bank, and not by the bidder itself.
- f. The performance security amount is interest free.
- g. I4C has the right to encash/appropriate the whole amount of performance security in accordance with the contract conditions and also to deduct any amount due from the PSU at the time of the termination/expiry of the contract.

## 6.8 BID SECURITY

- a. The bid security/EMD submitted along with the bid shall be refunded to the successful bidder after furnishing of Performance Security.
- b. The bid Security (EMD) is to remain valid for a period of **45 (forty-five)** days beyond the final bid validity period.
- c. Bid Security shall be forfeited in the following circumstances:
  - i. If bidder withdraws bid after opening of bids
  - ii. If bidder fails to accept contract after award
  - iii. If bidder awarded contract fails to furnish performance security within the time limit specified.

**SECTION- 7**

<b>Tender Inviting Authority: INDIAN CYBER CRIME COORDINATION CENTRE (I4C), NEW DELHI</b>						
<b>Name of Work: Hiring services of 50 Nos contractual manpower through a PSU</b>						
<b>Contract No:</b>						
<b>Bidder Name :</b>						
<p align="center"><b><u>PRICE SCHEDULE</u></b></p> <p align="center">(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )</p>						
<b>Sl. No.</b>	<b>Manpower Description</b>	<b>No of Manpower</b>	<b>salary (Per Month)in Lacs</b>	<b>% of service charge to be taken by the service provider on total BoQ</b>	<b>TOTAL AMOUNT (inclusive of all charges, duties and taxes except service tax)(In INR)</b>	<b>TOTAL AMOUNT In Words</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
1	Data Analytics Professional (TOR 15)	4	1.6			
2	Cyber Investigation and Forensic Specialist (TOR 21)	2	1.6			
3	System and Network Administrator(TOR 9)	2	1.2			
4	Malware Researcher (TOR 14)	2	1.6			
5	Vulnerability and Threat Management Professional (TOR 8)	3	1.6			
6	Security Operation Centre Expert (TOR 10)	1	1.6			
7	Cyber Threat Analyst (TOR 22)	7	0.65			
8	Senior Technical Program Manager (TOR 1)	4	2.5			
9	Android / IoT Security Researcher (TOR 3)	2	1.6			
10	Cyber Crime Researcher - BFSI (TOR 16)	2	1.6			



11	Cyber Crime Researcher - Telecom & IoT (TOR 23)	2	1.6			
12	Senior Software Engineer	1	1.6			
13	Dark Web Researcher (TOR 4)	1	1.6			
14	Executive Assistant (TOR 5)	1	1.2			
15	Executive Assistant (Office Expert)	2	0.65			
16	Technical Assistant (NCRP)	3	0.65			
17	Technical Assistant (CFCFRMS)	3	0.65			
18	Technical Assistant (JCCT)	3	0.65			
19	Technical Assistant (NCEMU)	1	0.65			
20	Mass Communication Expert (TOR 17)	1	1.6			
21	Digital Media Outreach expert (TOR 18)	1	1.2			
22	Ecosystem Community Development Professional (TOR 19)	1	1.6			
23	Cyber Law Expert (TOR 20)	1	1.2			
<b>Total in Figures</b>		<b>50</b>				
<b>Quoted Rate in Words</b>						

1. The rates shall be quoted in Indian Rupee only.
2. The price quoted is inclusive of all taxes (except Service Tax), fees, levies, etc. and any revision in the statutory charges, taxes, fees, etc. will be the responsibility of the Bidder.
3. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.
4. The quoted price shall remain firm throughout the tenure of the contract and no revision is permissible for any reason except the statutory obligations.

\_\_\_\_\_  
 (Signature of the Bidder/Authorized representative)

**8. Standard Forms****FORM-I****BIDDER DETAILS**

1	Name of Firm	
2	Address, Telephone, FAX, e-mail	
3	Name & Telephone/Mobile number of contact person	
4	Status of Firm  Sole Proprietorship/ Partnership/Pvt Ltd Co./Ltd Co. etc.	
5	Registration No. of the Firm	
6	Year of establishment of the Firm	
7	Average Annual Turnover during the last three years (i.e. 2019-2020, 2020-2021 & 2021-22)	
8	Valid Labour License No.	
9	ESI & PF registration No.	
10	PAN / TAN No.	
11	Name of five organization satisfactorily executed contract for providing secretarial assistance and technical services during the last three years	
12.	Income Tax Return for last three Assessment years	

**Note: 1. Bidder will submit all the documents as stated in Section-1 of para 5.**

(Signature of Bidder)

**DETAILS OF BANK ACCOUNT**

(RTGS/NEFT facility for receiving payments)

<b>Sl.No.</b>	<b>Particulars</b>	<b>To be filled by the bidder</b>
1.	Name(s) of Account Holder(s)	
2.	Address of Account Holder(s)	
3.	Name of the Bank	
4.	Name and Address of Branch	
5.	IFSC Code	
6.	MICR Code	
7.	Account Number	
8.	Type of Account	

I/We, hereby, declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I/we would not hold I4C responsible.

(Signature(s) of account  
holder(s)) Name(s) of  
Account holder(s)

SIGNATURE OF BIDDER/ Authorized representative

**Financial Bid Undertaking (on letter-head of the bidder)**

**UNDERTAKING**

I submit the Financial Bid for **“hiring services of 50 Nos contractual manpower through a PSU”** for I4C as envisaged in the Tender document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Tender document, and agree to abide by them.

3. I offer the price(s) as indicated in the Financial Bid inclusive of all applicable taxes except Service Tax.

(Signature of the Bidder/Authorized representative)

**[to be filled in by the Successful Bidder only]**

**Form No.-IV**

**Format of Indemnity**

This is to certify that M/s \_\_\_\_\_  
\_\_\_\_\_, who have supplied **hiring services of 50 Nos contractual  
manpower through a PSU** on outsourcing basis to I4C (MHA),  
New Delhi, vide order no.\_\_\_\_  
\_\_\_\_\_ dated \_\_\_\_\_, hereby undertake to indemnify I4C for any  
liability under any law arising out of the engagement of the said outsourced staff.

For M/s .....  
.....

Signature  
Name, seal, designation and  
date.

\*\*\*\*\*

**[to be filled in by the successful**  
**Bidder only]**  
**MODEL BANK GUARANTEE FORMAT FOR**  
**PERFORMANCE SECURITY**

To  
The President of India

WHEREAS

.....(name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of contract no..... dated .....to provide "**hiring services of 50 Nos contractual manpower through a PSU**" to I4C" (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial Bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of .....  
(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the ..... day of ....., 20.....

(Signature of the authorized officer of the Bank)

.....  
.....Name and designation of the officer

.....  
.....Seal, name & address of the Bank and address of the Branch



## **CONTINUED BY MOU AND TERMS OF REFERENCES OF 50 PROFILES**



**To be executed on Non Judicial Stamp Paper of Rs. 100/-**

**AGREEMENT**

This agreement is signed on this day of \_\_\_\_\_ 2023 at New Delhi.

**BETWEEN**

The President of India acting through and represented by **Chief Executive Officer (I4C), Cyber Information Security Division, Ministry of Home Affairs**, Government of India, 5<sup>th</sup> Floor, NDCC-II Building, Jai Singh Road, New Delhi (hereinafter referred to as “**MHA**”, which expression shall include its successors and permitted assigns) of the **FIRST PART**.

**AND**

\*\*\*\*\*PSU\*\*\*\*\*, incorporated under the Indian Companies Act, 1956 having its Head Office at \_\_\_\_\_, and represented by **General Manager**, \_\_\_\_\_ **PSU** (hereinafter referred to as “\*\*\*\*\*PSU\*\*\*\*\*” which expression shall include its successors and permitted assigns) of the **SECOND PART**.

**WHEREAS**, MHA has submitted a proposal for hiring services of 50 Nos contractual manpower i.e. Data Analytics Professional (TOR 15), Cyber Investigation and Forensic Specialist (TOR 21), System and Network Administrator (TOR 9), Malware Researcher (TOR 14), Vulnerability and Threat Management Professional (TOR 8), Security Operation Centre Expert (TOR 10), Cyber Threat Analyst (TOR 22), Senior Technical Program Manager (TOR 1), Android / IoT Security Researcher (TOR 3), Cyber Crime Researcher - BFSI (TOR 16), Cyber Crime Researcher - Telecom & IoT (TOR 23), Senior Software Engineer, Dark Web Researcher (TOR 4), Executive Assistant (TOR 5), Executive Assistant (Office Expert), Technical Assistant (NCRP), Technical Assistant (CFCFRMS), Technical Assistant (JCCT), Technical Assistant (NCEMU), Mass Communication Expert (TOR 17), Digital Media Outreach expert (TOR 18), Ecosystem Community Development Professional (TOR 19), Cyber Law Expert (TOR 20) for MHA from \*\*\*\*\*PSU\*\*\*\*\*.

**AND WHEREAS**, \*\*\*\*\*PSU\*\*\*\*\* has agreed to provide MHA 50 Nos contractual manpower i.e. Data Analytics Professional (TOR 15), Cyber Investigation and Forensic Specialist (TOR 21), System and Network Administrator (TOR 9), Malware Researcher (TOR 14), Vulnerability and Threat Management Professional (TOR 8), Security Operation Centre Expert (TOR 10), Cyber Threat Analyst (TOR 22), Senior Technical Program Manager (TOR 1), Android / IoT Security Researcher (TOR 3), Cyber Crime Researcher - BFSI (TOR 16), Cyber Crime Researcher - Telecom & IoT (TOR 23), Senior Software Engineer, Dark Web Researcher (TOR 4), Executive Assistant (TOR 5), Executive Assistant (Office Expert), Technical Assistant (NCRP), Technical Assistant (CFCFRMS), Technical Assistant (JCCT), Technical Assistant (NCEMU), Mass Communication Expert (TOR 17), Digital Media Outreach expert (TOR 18), Ecosystem Community Development Professional (TOR 19), Cyber Law Expert (TOR 20) to meet day to day office requirement of the MHA in its offices located

in NCR.

**AND WHEREAS**, the manpower provided by \*\*\*\*\*PSU\*\*\*\*\* must be conversant with various usage and analysis of cybercrime. They may be directed to perform various tasks as prescribed and assigned by I4C- MHA from time to time.

**AND WHEREAS**, the agreement is initially up to 31.03.2024 to co-terminus with the I4C scheme period and the agreement may be extended as per requirement the MHA.

**AND WHEREAS**, the requirement of the MHA may increase or decrease in the course of the contract and \*\*\*\*\*PSU\*\*\*\*\* would have to provide additional manpower, if required on the same terms and conditions.

**AND WHEREAS**, \*\*\*\*\*PSU\*\*\*\*\* shall be solely responsible for preparing the contract including the cost of Non-Judicial Stamp Paper.

The terms and conditions are as under:

## 1. DESIGNATION

HIRED EMPLOYEE shall hold the designation of Data Analytics Professional (TOR 15), Cyber Investigation and Forensic Specialist (TOR 21), System and Network Administrator(TOR 9), Malware Researcher (TOR 14), Vulnerability and Threat Management Professional (TOR 8) , Security Operation Centre Expert (TOR 10), Cyber Threat Analyst (TOR 22), Senior Technical Program Manager (TOR 1), Android / IoT Security Researcher (TOR 3), Cyber Crime Researcher - BFSI (TOR 16), Cyber Crime Researcher - Telecom & IoT (TOR 23), Senior Software Engineer, Dark Web Researcher (TOR 4), Executive Assistant (TOR 5), Executive Assistant (Office Expert), Technical Assistant (NCRP), Technical Assistant (CFCFRMS), Technical Assistant (JCCT), Technical Assistant (NCEMU), Mass Communication Expert (TOR 17), Digital Media Outreach expert (TOR 18), Ecosystem Community Development Professional (TOR 19), Cyber Law Expert (TOR 20) in MHA

## 2. PERIOD OF ENGAGEMENT

This will be a contractual position and the initial engagement contract period of hired manpower will be up to 31-3-2024 to co-terminus with the I4C scheme period. However, period may be extended beyond 31-3-2024 as per requirement of MHA and performance of the candidate.

## 3. JOB DESCRIPTION

Enclosed at **Annexure**

## 4. PROFESSIONAL FEE

Designation	Salary Rates (*****PSU*****) (per month)	*****PSU***** charges @9% (per month)	GST @ 18% (per month)	Total Cost to Employer (per month)	No of Man-power required	Total cost Of man-power (per month)	Total cost of manpower (per annum)
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## 5. SELECTION METHOD

\*\*\*\*\*PSU\*\*\*\*\* will provide a list of eligible/ shortlisted candidates for the desired posts along with their credentials and educational qualification in **1:5** ratio. The shortlisted candidates will be scrutinized by committee in MHA. The shortlisted candidates, who will qualify would be selected for engagement through \*\*\*\*\*PSU\*\*\*\*\*

## 6. FACILITIES TO BE PROVIDED

Only basic office space and facilities/ infrastructure in office premises will be provided to the HIRED EMPLOYEE for discharge of their official duties. Selection for the above profiles will not entitle the candidates for any additional benefits such as Transport or Telephone/ Internet facility at residence etc.

## 7. OTHER ENTITLEMENTS:

- a) **LEAVE:** 12 days casual leave in a calendar year, on proportionate basis.
- b) **HOLIDAY:** Hired Professionals shall be entitled for Gazetted Central Government holidays.
- c) **TA/DA:** No TA/DA shall be admissible for joining the assignment or on its completion. However, TA/DA shall be paid in case the HIRED EMPLOYEE is deputed by MHA for official work and the same shall be governed by provisions contained in Department of Expenditure O.M. No:19047/1/2016-E.IV dated 14.09.2017.
- d) **ACCOMMODATION:** No accommodation or HRA will be provided by MHA.
- e) **POWERS:** HIRED EMPLOYEE shall not exercise any statutory, legal or financial powers.
- f) **MEDICAL INSURANCE:** No medical coverage will be given by MHA.

## 8. WORKING HOURS

The HIRED EMPLOYEE shall have to work as per the working hours of MHA. However, depending on the exigency of work, one may be required to come early or sit late to complete the time bound work. No overtime would be paid by MHA.

## 9. CONDUCT

Their conduct should be those becoming of at par with Government servant.

## 10. PERFORMANCE EVALUATION

Their performance will be evaluated on quarterly basis by CIS Division

## 11. TERMINATION OF ENGAGEMENT

Ministry may terminate the engagement of HIRED EMPLOYEE if:

- The person is unable to accomplish the assigned works.
- The quality of the assigned work is not to the satisfaction.
- The person fails in timely achievement of the milestones as decided by MHA.
- The person is found lacking in honesty and integrity.

The termination will be without prejudice to either PARTY's rights accrued before termination.

## 12. REPLACEMENT/ PROVIDING OF SUBSTITUTE

If the performance of a HIRED EMPLOYEE is not found satisfactory (Refer Para-9) or if any HIRED EMPLOYEE leaves the work with or without intimation, \*\*\*\*\*PSU\*\*\*\*\* shall provide a suitable replacement/ substitute at the earliest, on receiving a formal communication from MHA in this regard.

## 13. OTHER TERMS AND CONDITIONS

- a) The CEO (I4C),MHA will ensure that the attendance of all hired employees working in MHA, covered under this agreement, is updated **by 2<sup>nd</sup> of each month** and the same is to be forwarded to the \*\*\*\*\*PSU\*\*\*\*\* through a special messenger latest **by 4<sup>th</sup> of each month** for inviting the bill.
- b) \*\*\*\*\*PSU\*\*\*\*\* has to prepare the bill **within two working days** and the same is to be submitted to the Director (I4C), MHA through a special messenger.
- c) MHA has to endeavor that the payment of the bill is released to the \*\*\*\*\*PSU\*\*\*\*\* **within seven working days** from the date of receipt of the bill.
- d) As per the RPF, the Contractor shall be solely responsible for payment of wages/salaries, other benefits and allowances etc. in r/o the personnel deputed for I4C. **The contractor should provide the salary to professionals, (post exclusion of GST, Service charges, etc.) not less than as mentioned by I4C (mentioned in Terms of Reference (TOR)).** I4C shall have no liability whatsoever in this regard and the Contractor shall indemnify I4C against all claims in this regard.
- e) \*\*\*\*\*PSU\*\*\*\*\* has to ensure that the salary of the HIRED EMPLOYEE is credited to his/ her saving bank account **within one working day** from the date of **receipt of advance payment from MHA.** \*\*\*\*\*PSU\*\*\*\*\* has also to ensure that Tax Deduction at Source (TDS) is carried out and the EPF contribution of the employer and employee is credited to the account of concerned department in time.
- f) GST will be charged extra as applicable from time to time as per notification of the State/ Central Government.
- g) \*\*\*\*\*PSU\*\*\*\*\* and MHA shall adhere to all Central, State Govt. Taxes/ Duties/ Levies/ CESS etc., as applicable, as per rules, from time to time.
- h) Local conveyance or any other payment will not be paid by \*\*\*\*\*PSU\*\*\*\*\* to staff/ HIRED EMPLOYEE provided by \*\*\*\*\*PSU\*\*\*\*\*.

- i) The HIRED EMPLOYEE will be deputed for a **minimum period of 6 months** or till the date of agreement, as specified by the department upon satisfactory performance of HIRED EMPLOYEE evaluated by their immediate Supervisor/ Senior. The period may be extended, on the same terms and conditions or with some additions/ deletions/ modifications, for a further specific period mutually agreed upon by the \*\*\*\*\*PSU\*\*\*\*\* and MHA.
- j) The entire financial liability in respect of manpower services deployed in the MHA other than mentioned in para-4 shall be of the \*\*\*\*\*PSU\*\*\*\*\* and the MHA will in no way be liable.
- k) The HIRED EMPLOYEE shall be required to report to Director (I4C).
- l) In case, HIRED EMPLOYEE is absent on a particular day or comes late/ leaves early on three occasions, proportionate deduction of fee for that day will be effected.
- m) In case, HIRED EMPLOYEE attend office on Saturday/ Sunday/ holiday, he/ she may be provided compensatory holiday as applicable.
- n) \*\*\*\*\*PSU\*\*\*\*\* shall take **maximum 45 days** in deploying the HIRED EMPLOYEE after receiving the work order failing which FIRST PARTY i.e. MHA shall be at liberty to repudiate the agreement after giving short notice.
- o) The personnel deployed by \*\*\*\*\*PSU\*\*\*\*\* in MHA shall not have any claims, whatsoever, like employer and employee relationship, against MHA.
- p) The \*\*\*\*\*PSU\*\*\*\*\* shall be solely responsible for the redressal of grievances/ resolution of disputes relating to hired employee. The MHA shall, in no way, be responsible for settlement of such issues, whatsoever.
- q) The MHA shall not be responsible for any financial loss or any injury to any person deployed by \*\*\*\*\*PSU\*\*\*\*\* in the course of their performing functions/duties, or for payment towards any compensation.
- r) \*\*\*\*\*PSU\*\*\*\*\* shall **claim one month advance** against deployment of total manpower services at MHA for mobilization of manpower after \*\*\*\*\*PSU\*\*\*\*\* submits equivalent amount of **Bank Guarantee**, valid up to 60 days after completion of the contract. The advance amount paid by MHA will be **adjusted in the last month's billing of contract**. Bank guarantee shall be **returned after final settlement** of the contract.
- s) The HIRED EMPLOYEE by \*\*\*\*\*PSU\*\*\*\*\* shall not claim, nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of MHA during the currency or after.
- t) The HIRED EMPLOYEE is required to intimate any change in his/her address/ contact.

#### 14. TAX DEDUCTION AT SOURCE

Tax deduction and Gratuity, if any, to be ensured by \*\*\*\*\*PSU\*\*\*\*\* . No PF etc would be provided by MHA.

#### 15. CONFIDENTIALITY CLAUSE

- a) The HIRED EMPLOYEE would be subject to the provision of Indian Official Secret Act, 1923.
- b) HIRED EMPLOYEE shall not utilize or publish or disclose or part with third PARTY any data or statistics or proceedings or information gathered during the course of this assignment without the written consent of Ministry. **HIRED**

**EMPLOYEE will be required to sign Non-Disclosure Agreement (NDA) with the MHA**

- c) HIRED EMPLOYEE acknowledges expressly, that the confidentiality and secrecy obligations shall be applicable to him during the term of his contract with the MHA and beyond.
- d) The role assigned to the HIRED EMPLOYEE during the contract with MHA includes Information Security responsibilities. This includes maintaining the highest standards of personal conduct, integrity and information security and complying with practices/ protocols, as required by the Information Security Policy of MHA.
- e) On termination of the contract with the MHA, the HIRED EMPLOYEE shall immediately return all information received from MHA or created by him, without retaining any copies or duplicates
- f) In case, the HIRED EMPLOYEE violates an obligation as set forth in this contract, the MHA shall be entitled to seek judicial /law enforcement of such obligation including criminal liability for failing to adhere to terms mentioned aforesaid, but not limited, to specific enforcement by way of an injunction or other means of interim and / or permanent relief.
- g) After completion of the contract, the HIRED EMPLOYEE shall not use any of the Confidential Information and other particulars of the MHA and any other related information in any manner whatsoever in any of his/her assignment.
- h) **Both PARTIES** acknowledge that the other PARTY claims it confidential information as a special, valuable and unique asset and **agrees not to disclose any such confidential information received from the other PARTY to any third PARTY** and shall use the same degree of care to avoid disclosure of confidential information received in due course of their contractual period.

**16. ASSIGNMENT**

The agreement shall be binding upon each of the PARTIES hereto and their respective successors and assignees, but it shall not assign in whole or part by either PARTY without the prior consent of both of the PARTIES.

**17. NOTICE PERIOD FOR AGREEMENT**

During the contract period described above, either PARTY may terminate the employment by giving **one month's** notice to the other PARTY, subject to the release date being approved by the competent authority.

**18. ARBITRATION CLAUSE**

- a) In event of any dispute or difference between the PARTIES hereto, such disputes or differences shall be resolved amicably by mutual consultation.
- b) If such resolution is not possible, then the unresolved dispute or difference shall be referred to arbitration of the sole arbitrator to be appointed by the MHA
- c) The arbitrator shall make; a reasoned decision/award (the "Award") which shall be final and binding on the PARTIES.

- d) During the pendency of Arbitration proceedings, the services as provided by \*\*\*\*\*PSU\*\*\*\*\* shall continue to perform all of their obligations under the Agreement without prejudice to a final outcome of such proceeding .
- e) The seat of Arbitrator shall be at Delhi/New Delhi.

## 19. JURISDICTION

All matters/ disputes arising out of this contract are subject to the exclusive jurisdiction of courts at Delhi only.

## 20. RIGHTS OF MHA

Ministry of Home Affairs reserves the right to cancel and not to proceed in the matter for engagement at any stage without giving any reason, whatsoever.

## 21. CORRESPONDENCE

Any notice against demand, approval, consent or other communications provided or permitted here under shall be in writing and given by personal delivery by registered mail or by ordinary mail, postage prepaid or by telegram, tele-fax and email to the PARTY for which it is intended at its addresses as follows:

For MHA	CEO(I4C), Ministry of Home Affairs, Govt. of India, Room No: 192/A, North Block, New Delhi Tele: 230993486; E-mail: ashok.kmr77@gov.in
For *****PSU*****	General Manager E-mail:*****PSU*****.com

That all or any of the powers vested in the SECONDPARTY under these presents in respect of the grant determination, revocation, cancellation or restoration of this Agreement or recovery of any dues in respect thereof of \*\*\*\*\*PSU\*\*\*\*\* connected therewith shall also be exercised by the FIRST PARTY i.e. **MHA** and the SECOND PARTY shall have no objections,whatsoever, in thisrespect.

IN WITNESS WHEREOF the PARTIES to the agreement have signed this agreement on the day first above mentioned. This agreement has been executed in duplicate and the copy of the same has been retained by both PARTIES.

For and on behalf of:

For and on behalf of:

**Ministry of Home Affairs**  
**Government of India**  
**CIS Division**  
**No.17-A, North Block,**  
**New Delhi**

(\*\*\*\*\*PSU\*\*\*\*\*)  
C\*\*\*\*\*PSU\*\*\*\*\* **Bhawan Room**

**(Authority signature with stamp)**

**Witness:**

**1.**

**2.**

**(Authority signature with stamp)**

**Witness:**

**1.**

**2.**



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## ○ Senior Technical Program Manager (TOR – 1)

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### Key Responsibility

Role of the professional is to lead and coordinate with vertical heads, officials of I4C, cybercrime research team etc. to implement creative ideas, engaging with multiple stakeholders, intermediaries and making data-driven decisions for following verticals each.

**Experience:** Minimum 7 Years

**Salary:** 2.5 Lac per Month

### Manpower Distribution (Vertical Wise)

Vertical	Position
National Cyber Crime Reporting Portal (NCRP)	1
National Cyber Crime Ecosystem Management Unit (NCEMU)	1
Joint Cyber Crime Coordination Team (JCCT)	1
National Cyber Crime Threat Analytics Unit (NC-TAU)	1

	Qualification	Work Experience
<b>Essential</b>	B.E/ B.Tech (Computer Science/Computer Engineering/Information Technology/Electronics / Electronics & Communication/Electronics & Telecommunication) / MCA with First Division or with minimum 60% marks in aggregate from a recognized University/Institution	Relevant Experience in domain Cyber Security/ Cyber Crime in execution and management  Hands-On experience in Cyber Security Audits, Vulnerability Management, Penetration Testing, ISMS Implementations, Cyber Forensics, Cyber Threat Intelligence.
<b>Desirable</b>	Relevant Certification in Cyber Security / Information Security/ Program Management	Experience of working in Cyber Security/ Information security, strategy, planning & policy formulation

○ **Android / iOS Security Researcher (TOR 3)**

---

**Key Responsibilities**

Professional will be responsible for identifying security vulnerabilities in Mobile Apps, perform malware analysis on android / iOS apps reported on various platforms, assist law enforcement agencies in mobile app forensics.

**Experience:** Minimum 5 Years

**Salary:** 1.6 Lac per month

**Manpower Distribution (Vertical Wise)**

Vertical	Position
National Cyber Crime Threat Analytics Unit (NC-TAU)	1
Joint Cyber Crime Coordination Team (JCCT)	1

	Qualification	Work Experience
<b>Essential</b>	B.E/ B.Tech (Computer Science/Computer Engineering/Information Technology/Electronics / Electronics & Communication/Electronics & Telecommunication) / MCA / MBA with First Division or with minimum 60% marks in aggregate from a recognized University/Institution	3 Years experience in Mobile Security Assessment (Android & iOS), Reverse Engineering, Android Malware analysis
<b>Desirable</b>	Relevant Certification in Cyber Security / Information Security	Knowledge of Java, Android Platform, Linux Architecture, Scripting (Python/Ruby etc.)

## ○ Dark Web Researcher (TOR 4)

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### Key Responsibilities

Professional will help researching and investigation matters related to dark web like unlawful content, child pornography (CP), child sex abuse material (CSAM), financial frauds, money laundering etc. from various closed forums, deep/dark web, shallow network, and channels etc.

**Experience:** Minimum 5 Years

**Salary:** Rs 1.6 Lac per month.

### Manpower Distribution (Vertical Wise)

Vertical	Position
National Cyber Crime Threat Analytics Unit (NC-TAU)	1

	Qualification	Work Experience
<b>Essential</b>	B.E/ B.Tech (Computer Science/Computer Engineering/Information Technology/Electronics / Electronics & Communication/Electronics & Telecommunication) / MCA / MBA with First Division or with minimum 60% marks in aggregate from a recognized University/Institution	Minimum 3 years of experience in Dark Web Investigation, Data Leak monitoring, Negotiation etc.
<b>Desirable</b>	Relevant Certification in Cyber Security / Security Operations Center / Incident Response.	Hands-on experience on various dark web /deep web technologies.

## ○ Cyber Law Expert (TOR 20)

---

### Key Responsibilities

Provide Legal inputs for meetings with intermediaries, Ministries, Research on International Cyber Laws, Amendments in IPC, CrPC etc, provide legal assistance to Investigation officers.

**Experience:** Minimum 4 Years.

**Salary:** 1.2 Lacs per month.

### Manpower Distribution (Vertical Wise)

Vertical	Position
National Cyber Crime Ecosystem Management Unit (NCEMU)	1

	Qualification	Work Experience
<b>Essential</b>	Graduate Degree/Post Graduate Degree in LLB/LLM.	Minimum 3 years of leading experience in Trial/High Court related to cyber-crimes.
<b>Desirable</b>	Relevant Certification in Cyber Law/ Information Security with knowledge in IT Act, Evidence Act, Intermediaries Guidelines, RBI – NPCI Liability Guidelines etc.	Assisting Law Enforcement Agencies, Corporates, Individuals in cases pertaining to online financial frauds, social media related crimes, Child Pornography etc.

## ○ Cyber Investigation and Forensic Specialist (TOR 21)

---

### Key Responsibilities

Professional will be responsible to assist Law Enforcement Agencies in complex cyber crimes, research on new modus operandi, provide technical training to Law Enforcement Agencies and assist in cyber forensics.

**Experience:** Minimum 5 Years

**Salary:** Rs 1.6 Lacs per month.

### Manpower Distribution (Vertical Wise)

Vertical	Position
Joint Cyber Crime Coordination Team (JCCT)	2

	Qualification	Work Experience
<b>Essential</b>	B.E/ B.Tech (Computer Science/Computer Engineering/Information Technology/Electronics / Electronics & Communication/Electronics & Telecommunication) / MCA with First Division or with minimum 60% marks in aggregate from a recognized University/Institution	Minimum 3 years experience in domain of cyber forensics / information security.
<b>Desirable</b>	Relevant Certification in Cyber Security / Information Security / Cyber Forensics.	Hands-on experience on forensic tools (data, memory, mobile, network) and analysis.

○ **Vulnerability and Threat Management Professional (TOR 8)**

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Vulnerability Assessment and Penetration Testing Professional will be responsible to perform task of vulnerability management of organization's infrastructure and perform VAPT on application / network infrastructure on need basis. Professional will also be responsible for Information Security Audits as and when required.

**Experience:** Minimum 5 Years

**Salary:** Rs 1.6 Lacs per month.

**Manpower Distribution (Vertical Wise)**

Vertical	Position
National Cyber Crime Threat Analytics Unit. (NC-TAU)	3

	Qualification	Work Experience
<b>Essential</b>	B.E/ B.Tech (Computer Science/Computer Engineering/Information Technology/Electronics / Electronics & Communication/Electronics & Telecommunication) / MCA with First Division or with minimum 60% marks in aggregate from a recognized University/Institution	Minimum 3 years hands-on experience in domain of Vulnerability Management, Application Security Assessment, Information Security Audits.
<b>Desirable</b>	Relevant Certification in Cyber Security / Information Security	Experience in Red Teaming, Securing critical / sensitive IT infrastructure (Banks, Government etc.)

## ○ Executive Assistant (Procurement)- TOR 5

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### Key Responsibilities

Executive Assistant (Procurement) will be responsible to maintain day to day finances, procurement, expenses, utilization of budget, create quarterly expense report etc. in line with allotted budget of I4C.

**Experience:** Minimum 4 Years

**Salary:** Rs 1,20,000 per month

### Manpower Distribution (Vertical Wise)

Vertical	Position
National Cyber Crime Ecosystem Management Unit (NCEMU)	1

	Qualification	Work Experience
<b>Essential</b>	Graduate Degree in any field with minimum 60% marks in aggregate from a recognized University / Institution	Minimum 3 years of experience in handling procurement for Government, GEM Portal etc. for executive assistant (procurement)
<b>Desirable</b>	Knowledge of GFR, updated CVC Guidelines, GEM etc.	Experience in Government Organization.



## ○ Executive Assistant (Office Expert)

---

### Key Responsibilities

Executive Assistant will be responsible for creating presentations, documentations, data entry operations for officers of all verticals. Professional will also be responsible to work on advanced excel, macro programing as and when required.

**Experience:** Minimum 3 Years

**Salary:** Rs 65,000 per month

### Manpower Distribution (Vertical Wise)

Vertical	Position
National Cyber Crime Ecosystem Management Unit (NCEMU)	2

	Qualification	Work Experience
<b>Essential</b>	Graduate Degree in any field with minimum 60% marks in aggregate from a recognized University / Institution	Minimum 2 years of experience in data entry and making presentations. Must be conversant with Excel Programming, Word, Professional Power Point Presentation.
<b>Desirable</b>	Certification in advanced excel, Microsoft office.	Experience in Macro Programming, Excel Automation etc.

## ○ **Technical Assistant (NCRP)**

---

### **Key responsibility**

Professional will be responsible for assisting in day to day activities related to National Cyber Crime Reporting Portal like analyzing number of complaints filed, data pull out, assisting in resolving Law Enforcement Issues related to Portal, ICJS coordination, monitoring logins etc.

**Experience:** Minimum 3 Years

**Salary:** Rs 65,000 per month

### **Manpower Distribution (Vertical Wise)**

<b>Vertical</b>	<b>Position</b>
National Cyber Crime Reporting Portal (NCRP)	3

	<b>Qualification</b>	<b>Work Experience</b>
<b>Essential</b>	Graduate Degree in any field with minimum 60% marks in aggregate from a recognized University / Institution	Minimum 2 years of experience in basic data analytics, general support, ticket management, customer support executive etc.
<b>Desirable</b>	Certification related to basic computing concepts.	Experience in financial / Government sector.

## ○ **Technical Assistant – (CFCFRMS)**

---

Professional will be responsible for managing CFCFRMS platform related operational work like user creation/deletion, query resolution, email replies, onboarding intermediaries, troubleshooting law enforcement issues etc.

**Experience:** Minimum 3 Years

**Salary:** Rs 65,000 per month

### **Manpower Distribution (Vertical Wise)**

<b>Vertical</b>	<b>Position</b>
National Cyber Crime Reporting Portal (NCRP) – CFCFRMS	3

	<b>Qualification</b>	<b>Work Experience</b>
<b>Essential</b>	Graduate Degree in any field with minimum 60% marks in aggregate from a recognized University / Institution	Minimum 2 years of experience in general support, ticket management, customer support executive etc.
<b>Desirable</b>	Certification related to basic computing concepts.	Experience in financial / Government sector.

## ○ **Technical Assistant – (JCCT)**

---

### **Key responsibility**

Professional will be responsible for managing JCCT platform related operational work like user creation for law enforcement agencies, onboarding, linkage analysis, report extraction, troubleshooting portal issues.

**Experience:** Minimum 3 Years

**Salary:** Rs 65,000 per month

### **Manpower Distribution (Vertical Wise)**

<b>Vertical</b>	<b>Position</b>
Joint Cyber Crime Coordination Team (JCCT)	3

	<b>Qualification</b>	<b>Work Experience</b>
<b>Essential</b>	Graduate Degree in any field with minimum 60% marks in aggregate from a recognized University / Institution	Minimum 2 years of experience in general data analysis, remote support, advance excel.
<b>Desirable</b>	Certification related to basic computing concepts.	Experience in financial / Government sector.

## ○ **Technical Assistant – (NCEMU)**

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### **Key responsibility**

Professional will be responsible for assisting outreach professional and technical trainer in organizing awareness campaigns, arrangement of meetings, campaigns etc.)

**Experience:** Minimum 3 Years

**Salary:** Rs 65,000 per month

### **Manpower Distribution (Vertical Wise)**

<b>Vertical</b>	<b>Position</b>
National Cyber Crime Threat Analytics Unit (NC-TAU)	1

	<b>Qualification</b>	<b>Work Experience</b>
<b>Essential</b>	Graduate Degree in any field with minimum 60% marks in aggregate from a recognized University / Institution	Minimum 2 years of experience in organizing large campaigns, executive meetings, remote support. Must have good communication skills
<b>Desirable</b>	Certification related to basic computing concepts.	Experience in Corporate / Government sector.

## ○ **System and Network Administrator (TOR 9)**

---

### **Key responsibility**

Administrator will look after maintaining the configuration and security of server, workstation, network and security devices (Firewall, Proxy etc.) of the department and assist in setting up and maintenance of security operation center.

**Experience:** Minimum 4 Years

**Salary:** 1.2 Lac per month.

### **Manpower Distribution (Vertical Wise)**

<b>Vertical</b>	<b>Position</b>
National Cyber Crime Threat Analytics Unit (NC-TAU)	2

	<b>Qualification</b>	<b>Work Experience</b>
<b>Essential</b>	B.E/ B.Tech (Computer Science/Computer Engineering/Information Technology/Electronics / Electronics & Communication/Electronics & Telecommunication) / MCA with First Division or with minimum 60% marks in aggregate from a recognized University/Institution	Minimum 3 years experience in Server and Network Administration along with configuring security appliances (firewall, NOC, SOC etc.)
<b>Desirable</b>	Relevant Certification in field of Networking, System Administration	Knowledge of Windows & Linux Server Management, Networking and scripting is desired from the candidate.

## ○ Security Operation Center Expert (TOR 10)

---

### Key Responsibilities

Candidate will be responsible to setup security operation center (SOC), creating custom rules and co-relation, and monitoring of the departmental IT infrastructure. Candidate will also assist in Incident Response.

**Experience:** Minimum 5 Years

**Salary:** 1.6 Lacs per month.

### Manpower Distribution (Vertical Wise)

Vertical	Position
National Cyber Crime Threat Analytics Unit (NC-TAU)	1

	Qualification	Work Experience
<b>Essential</b>	B.E/ B.Tech (Computer Science/Computer Engineering/Information Technology/Electronics / Electronics & Communication/Electronics & Telecommunication) / MCA / MBA with First Division or with minimum 60% marks in aggregate from a recognized University/Institution	3 Years Security/Network Operation Center Setup and Operation Experience in Ministries / Private Companies.
<b>Desirable</b>	Relevant Certification in Cyber Security / Security Operations Center / Incident Response.	Experience in configuring Log Rhythm SIEM solution, co-relation, use case development and incident response.

## ○ **Malware Researcher (TOR 14)**

---

### **Key Responsibilities**

As a member of the Malware Research Team, the candidate would be responsible for setting up malware lab, malware analysis on various platforms (mobile, windows and linux etc.). to create actionable report and coordinate with the concerned agencies.

**Experience:** Minimum 5 Years

**Salary:** 1.6 Lac per month.

### **Manpower Distribution (Vertical Wise)**

<b>Vertical</b>	<b>Position</b>
National Cyber Crime Threat Analytics Unit (NC-TAU)	2

	<b>Qualification</b>	<b>Work Experience</b>
<b>Essential</b>	B.E/ B.Tech (Computer Science/Computer Engineering/Information Technology/Electronics / Electronics & Communication/Electronics & Telecommunication) / MCA with First Division or with minimum 60% marks in aggregate from a recognized University/Institution	Minimum 3 Year of experience in malware analysis and reverse engineering domain.
<b>Desirable</b>	Relevant certification related to Malware Analysis/Cyber Security.	Experience in incident response (phishing campaigns detection, malware attack, APT etc.)



## ○ Data Analytics Professional (TOR 15)

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### Key Responsibilities

Data Analyst would be responsible for analyzing the data generated out of NCRP, CFCFRMS, JMIS, Social Media Handles etc. and provide visualization, dashboard creation, trend analysis on periodic basis.

**Experience:** 5 Years' Experience

**Salary:** 1.6 Lacs per month.

### Manpower Distribution (Vertical Wise)

Vertical	Position
National Cyber Crime Reporting Portal (NCRP)	1
National Cyber Crime Threat Analytics Unit (NC-TAU)	1
Joint Cyber Crime Coordination Team (JCCT)	1
National Cyber Crime Threat Analytics Unit (NC-TAU)	1

	Qualification	Work Experience
<b>Essential</b>	B.E/ B.Tech (Computer Science/Computer Engineering/Information Technology/Electronics / Electronics & Communication/Electronics & Telecommunication) / MCA with First Division or with minimum 60% marks in aggregate from a recognized University/Institution	3 Year's experience in the field of Data Analytics and Data Science including (not limited to) data correlation, data cleanup, dashboard creation / visualization, OCR etc.
<b>Desirable</b>	Relevant Certification in Data Analytics / Data Science.	Experience with MS-SQL, MongoDB, Power BI, Tableau, Web Scrapping etc. and Perform data profiling, linkage analysis, attribution to identify and abilities to understand anomalies.

## ○ Cyber Crime Researcher – BFSI (TOR 16)

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### Key Responsibilities

Professional will work on research on in loopholes exploited by cyber criminals using various modus operandi, provide technical and policy level suggestions to counter the same in the field of Banking and Financial Services sector. Professional will overlook operation of CFCFRMS and develop investigation approach as and when required.

**Experience:** Minimum 5 years

**Salary:** Rs 1.6 Lac per month.

### Manpower Distribution (Vertical Wise)

Vertical	Position
Joint Cyber Crime Coordination Team (JCCT)	1
National Cyber Crime Threat Analytics Unit (NC-TAU)	1

	Qualification	Work Experience
<b>Essential</b>	B.E/ B.Tech (Computer Science/Computer Engineering/Information Technology/Electronics / Electronics & Communication/Electronics & Telecommunication) / MCA / MBA with First Division or with minimum 60% marks in aggregate from a recognized University/Institution	Minimum 3 years of experience in the field of banking and financial services domain for cyber security/cyber forensics.
<b>Desirable</b>	Relevant Certification in Cyber Security / Security Operations Center / Incident Response.	Understanding of Payment Technologies like UPI, IMPS, AePS etc; relevant RBI – NPCI regulations.

## ○ Cyber Crime Researcher – Telecom & IoT (TOR 23)

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### Key Responsibilities

Professional will work on research on in loopholes exploited by cyber criminals in telecom and using various modus operandi, provide technical and policy level suggestions to counter the same in Telecom & IoT sector.

**Experience:** Minimum 5 years

**Salary:** Rs 1.6 Lac per month

### Manpower Distribution (Vertical Wise)

Vertical	Position
Joint Cyber Crime Coordination Team (JCCT)	1
National Cyber Crime Threat Analytics Unit (NC-TAU)	1

	Qualification	Work Experience
<b>Essential</b>	B.E/ B.Tech (Computer Science/Computer Engineering/Information Technology/Electronics / Electronics & Communication/Electronics & Telecommunication) / MCA / MBA with First Division or with minimum 60% marks in aggregate from a recognized University/Institution	Minimum 3 years of experience in Telecom Security and IoT security.
<b>Desirable</b>	Relevant Certification in Cyber Security / Security Operations Center / Incident Response.	Understanding of telecom infrastructure (4G, 5G), Internet of Things, SIM Box, VoIP etc.

## ○ Senior Software Engineer (TOR)

---

### Key Responsibilities

Professional will work on architecting, code optimization of existing code of various portals of I4C, work on improvement of existing features and processes and assist the team in development issues and bug fixing.

**Experience:** Minimum 5 years

**Salary:** Rs 1.6 Lac per month

### Manpower Distribution (Vertical Wise)

Vertical	Position
National Cyber Crime Threat Analytics Unit (NC-TAU)	1

	Qualification	Work Experience
<b>Essential</b>	B.E/ B.Tech (Computer Science/Computer Engineering/Information Technology/Electronics / Electronics & Communication/Electronics & Telecommunication) / MCA / MBA with First Division or with minimum 60% marks in aggregate from a recognized University/Institution	Minimum 5 years of experience in Software Design and development in reputed company/organization with experience in .NET technology.
<b>Desirable</b>	Relevant Certification Software Development	Understanding of secure coding, code optimization, database management and new web technologies.

## ○ **Mass Communication Expert (TOR 17)**

---

### **Key Responsibilities**

Executing outreach programs for I4C in offline and online mode through collaborations with Universities, NGOs, Industry bodies etc., organize outreach campaigns, and develop innovative contents and plan to increase cyber hygiene in masses.

Experience: Minimum 5 Years

Salary: Rs 1.6 Lac per month.

### **Manpower Distribution (Vertical Wise)**

<b>Vertical</b>	<b>Position</b>
National Cyber Crime Ecosystem Management Unit (NCEMU)	1

	<b>Qualification</b>	<b>Work Experience</b>
<b>Essential</b>	<p>Masters in Mass Communication with minimum 7 years experience.</p> <p style="text-align: center;">OR</p> <p>MBA with Diploma in Mass Communication with 6 year of experience in Government Domain.</p>	<p>Relevant Experience in Publicity and Advertisement/ campaign, collaborations, Public Relations, Print &amp; Digital Media, Short Videos, Radio Jingles etc.</p>
<b>Desirable</b>	<p>Relevant Certification in field of Mass communication &amp; journalism</p>	<p>Experience in executing projects involving mass publicity of an initiative.</p> <p>Minimum 3 years of experience in Publicity and Advertisement/ campaign in Ministries, Government Departments /PSUs/Government Corporations of Central/State/UTs.</p>

○ **Digital Media outreach expert (TOR 18)**

---

**Key Responsibilities**

This role focuses primarily on managing social media campaigns for I4C's social media handle (Cyber Dost), suggest new initiatives / content, increase the reach of cyber awareness through digital marketing skills.

Senior: Minimum 4 years

Salary: Rs 1.2 Lacs per month.

**Manpower Distribution (Vertical Wise)**

Vertical	Position
National Cyber Crime Ecosystem Management Unit (NCEMU)	1

	Qualification	Work Experience
<b>Essential</b>	Graduate Degree in any field with minimum 60% marks in aggregate from a recognized University / Institution	Minimum 3 years of social media marketing and outreach experience on various social media platforms like Google, Facebook, Instagram etc.
<b>Desirable</b>	Relevant Certification in Digital Marketing, Google AdWords, Search Engine Optimization (SEO/SMO), Facebook Marketing, Instagram Marketing etc.	Experience in graphics and video editing.

○ **Ecosystem Community Development Professional (TOR 19)**

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**Key Responsibilities**

Role of the professional will be of technical trainer and develop innovative ways and for increasing digital literacy to prevent cyber-crimes. Professional will lead the initiatives under Cyber Jaakrookta or Cyber Hygiene and conduct technical sessions at Ministries/Departments, Schools, Colleges etc.

**Experience:** Minimum 5 Years

**Salary:** Rs 1.6 Lac per month.

**Manpower Distribution (Vertical Wise)**

Vertical	Position
National Cyber Crime Ecosystem Management Unit (NCEMU)	1

	Qualification	Work Experience
<b>Essential</b>	B.E/ B.Tech (Computer Science/Computer Engineering/Information Technology/Electronics / Electronics & Communication/Electronics & Telecommunication) / MCA / MBA with First Division or with minimum 60% marks in aggregate from a recognized University/Institution	Relevant Experience in domain of Cyber Security / Cyber Crime in execution and management. Technical Training Experience for Senior Management and General Public. Excellent Communication and Presentation skills.
<b>Desirable</b>	Relevant Certification in Cyber Security / Information Security	Experience in upskilling professionals in the field of cyber security / cyber forensics.

## ○ Cyber Threat Analyst (TOR 22)

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### Key Responsibilities

Professional will be responsible to prepare Cyber Digest, create actionable report through OSINT, inputs from National Cyber Crime Reporting Portal, Social Media Handles etc., manage in-house information sharing platform.

**Experience:** Minimum 3 Years

**Salary:** Rs 65,000 per month

### Manpower Distribution (Vertical Wise)

Vertical	Position
National Cyber Crime Reporting Portal (NCRP)	4
National Cyber Crime Threat Analytics Unit (NC-TAU)	3

	Qualification	Work Experience
<b>Essential</b>	Graduate Degree in any field with minimum 60% marks in aggregate from a recognized University / Institution	Minimum 1 years of experience in OSINT, Social Media Analysis, Report Creation, Crime Research
<b>Desirable</b>	Certification related to basic computing concepts, language, cyber security / information security, OSINT.	Experience in financial / Government sector.

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