NATIONAL COOPERATIVE CONSUMERS' FEDERATION OF INDIA LTD.

3, SIRI INSTITUTIONAL AREA, AUGUST KRANTI MARG, NEW DELHI-110016

Website: www.nccfindia.com Tel.: 011-41006852

TENDER

Ref. No. NCCF/TENDER/2026-27

NATIONAL COOPERATIVE CONSUMERS' FEDERATION OF INDIA LTD. (NCCF) INVITES TENDER

FOR APPOINTMENT OF AGENCY FOR ISO/IEC 27001:2022 GAP ASSESSMENT, INTERNAL AUDIT AND ISMS CERTIFICATION-READINESS SUPPORT SERVICES

NOTICE OF DISCLAIMER

i. The information contained in this TENDER document or subsequently provided to intending Applicant(s) whether verbally or in documentary form by or on behalf of National Cooperative Consumers Federation of India Ltd. (NCCF) or any of its employees or officers (referred to as "NCCF Representative") is provided on the terms and conditions set out in this TENDER document and all other terms and conditions subject to which such information is provided.

ii. No part of this TENDER and no part of any subsequent correspondence by NCCF, or NCCF Representatives shall be taken either as providing legal, financial or other advice or as establishing a contract or contractual obligations. Contractual obligations would arise only if and when definitive agreements have been approved and executed by the appropriate parties having the authority to enter into and approve such agreements.

iii. The TENDER document has been prepared solely to assist prospective applicants in making their decision for TENDER. NCCF does not purport this information to be all-inclusive or to contain all the information that prospective applicants may need to consider in order to submit a TENDER.

iv. Neither NCCF nor NCCF representatives make any claim or give any assurance as to the accuracy or completeness of the information provided in this TENDER document. Interested applicant(s) are advised to carry out their own investigations and analysis.

v. This TENDER document is provided for information purposes only and upon the express understanding that such parties will use it only for the purpose set forth above.

vi. The information and statements made in this TENDER document have been made in good faith. Interested applicants should rely on their own judgments in participating in this TENDER.

vii. The TENDER document has not been filed, or approved in any jurisdiction. Recipients of this document should inform themselves of and observe any applicable legal requirements.

viii. NCCF reserves the right to reject all or any of the applications submitted in response to this TENDER at any stage without assigning any reasons whatsoever.

ix. All applicants are responsible for all costs incurred by them when evaluating and responding to this document and any negotiation costs incurred thereafter.

x. NCCF reserves the right to modify, suspend, change or supplement this Tender at any stage. Any change to this Tender document shall be uploaded on NCCF website.

xi. Mere submission of a Tender does not ensure selection of the applicants as Successful applicants.

1. INVITATION FOR PROPOSAL

National Cooperative Consumers' Federation of India Ltd. (NCCF) invites sealed proposals from eligible and experienced information security audit / ISMS advisory agencies for undertaking ISO/IEC 27001:2022 gap assessment, internal audit/readiness assessment and
certification-readiness support services for NCCF.

The selected agency shall assess NCCF's Information Security Management System (ISMS) against the applicable requirements of ISO/IEC 27001:2022, identify gaps and non-conformities, support remediation and prepare NCCF for an independent certification audit by a competent certification body.

The selected agency shall not be deemed to be the certification body merely by virtue of being appointed under this Tender. Any certification audit and certification decision shall be undertaken independently by a competent and appropriately accredited certification body.

NCCF intends to strengthen its information security governance and align its Information Security Management System (ISMS) with ISO/IEC 27001:2022. NCCF therefore intends to appoint a competent audit agency for the assignment.

The selected agency shall assess NCCF's ISMS against ISO/IEC 27001:2022 and support closure of identified gaps and certification readiness.

2. IMPORTANT DATES

Particular	Date / Time
Date of publication/uploading of Tender	24.07.2026
Last date and time for submission of bids	31.07.2026 at 11:00 AM
Opening of Technical Bids	31.07.2026 at 2:00 PM
Opening of Financial Bids	31.07.2026 at 5:00 PM

Bidders shall submit the Technical Bid and Financial Bid in separate sealed envelopes, placed in one outer sealed cover clearly marked: "Bid for ISO/IEC 27001:2022 Gap Assessment, Internal Audit and Certification-Readiness Support Services".

The bid shall be submitted to: The General Manager, NCCF of India Ltd., NCUI Complex, 3, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi – 110016.

For clarification, bidders may contact the IT In-charge at the official NCCF IT email address (it@nccfindia.com).

NCCF may, at its discretion, extend the bid submission deadline by issuing a corrigendum or notice on the NCCF website. Bidders shall be responsible for regularly monitoring the NCCF website for amendments, clarifications, corrigenda and extensions.

3.NOTICE OF DISCLAIMER

- The information contained in this document is provided solely to assist prospective bidders in preparing their proposals. It shall not be construed as legal, financial or other professional advice or as creating any contractual obligation on NCCF.
- NCCF does not represent that the information contained herein is exhaustive. Bidders shall undertake their own assessment and due diligence before submission of the proposal.
- NCCF reserves the right to accept or reject any or all proposals, cancel the process, modify the scope, seek additional information, or amend the timelines without assigning any reason, subject to applicable rules and procedures.
- All costs incurred by bidders in preparing and submitting proposals shall be borne by the bidders.
- Any amendment, corrigendum or extension shall be published on the NCCF website and bidders are advised to monitor the website regularly.

4.DEFINITIONS

"NCCF" means the National Cooperative Consumers' Federation of India Ltd., including its Head Office, branches, authorized officers and successors.

"Bidder" means the firm/entity submitting a proposal.

"Selected Agency/Consultant" means the bidder whose proposal is accepted by NCCF. "Work Order" means the written order issued by NCCF for performance of the Services.

"Services" means all services, deliverables, assessments, audits, reports, advisory assistance and related activities specified in this Tender and the Work Order.

"Confidential Information" includes all information relating to NCCF's systems, data, applications, infrastructure, operations, employees, vendors, finances, security architecture, vulnerabilities, credentials, records and business affairs.

"Certification Body" means an independent competent certification body responsible for undertaking the certification audit and making the certification decision.

5.ABOUT NCCF

NCCF was established on 16 October 1965 as the apex body of consumer cooperatives in the country and is registered under the Multi-State Cooperative Societies Act, 2002, as amended. NCCF operates through its Head Office and branch network across India.

NCCF is also engaged as a Central Nodal Agency in procurement of agricultural commodities from farmers under Government schemes, and is accordingly strengthening its information security governance in line with ISO/IEC 27001:2022.

6.BACKGROUND AND REQUIREMENT

NCCF intends to strengthen its information security governance and align its ISMS with ISO/IEC 27001:2022. The selected agency shall undertake ISO/IEC 27001:2022 gap assessment/audit, review the ISMS framework, support remediation and prepare NCCF for the applicable certification audit process.

7.OBJECTIVES OF THE ASSIGNMENT

- To assess NCCF's information security governance and ISMS against ISO/IEC 27001:2022.
- To identify non-conformities, observations, vulnerabilities and compliance gaps and recommend corrective and preventive actions.
- To support NCCF in closing ISO/IEC 27001:2022 gaps and achieving certification readiness.

8.SCOPE OF WORK

8.1 ISO/IEC 27001:2022 AUDIT, GAP ASSESSMENT AND CERTIFICATION READINESS

- Conduct an initial gap assessment of NCCF's existing information security framework against ISO/IEC 27001:2022 requirements and applicable Annexure A controls.
- Review and assist in defining the ISMS scope, context of the organization, interested parties, information security objectives and governance structure.
- Review/assist in preparation or updating of the ISMS manual, information security policies, procedures, standards and records.
- Review information asset inventory, asset classification, risk assessment methodology, risk register, risk treatment plan and Statement of Applicability (SoA).
- Assess controls relating to access management, HR security, supplier security, cryptography, physical security, operations security, network security, secure development, incident management, business continuity and compliance.
- Conduct internal audit/readiness assessment against ISO/IEC 27001:2022 and provide a detailed non-conformity and gap closure report.
- Support NCCF in remediation tracking, evidence preparation, management review readiness and closure of identified gaps.
- Assist NCCF in responding to observations/queries raised during the certification process. The statutory/independent certification decision, where applicable, shall remain with the competent accredited certification body.
- Conduct interviews, document review, configuration/evidence verification and sample-based testing at NCCF Head Office and other locations/systems, as required.
- The selected agency shall not represent or hold itself out as the ISO/IEC 27001:2022 certification body for NCCF unless separately appointed for such purpose and legally/accreditationally competent to do so. Any certification audit and certification decision shall be undertaken solely by an independent and appropriately accredited certification body. The selected agency shall not influence, pre-determine or guarantee any certification outcome. The selected agency shall remain responsible for the accuracy and quality of its assessment and advisory deliverables.
- The bidder shall disclose whether it, its parent, subsidiary, associate, group entity, proposed personnel or subcontractor has any existing or proposed relationship with any certification body that may create an actual or potential conflict of interest. NCCF may reject or replace any bidder/personnel where, in its reasonable opinion, such relationship may compromise independence, objectivity or confidentiality.
- Prepare a detailed audit plan for NCCF approval before commencement;
- Identify the sampling basis and justify the sample selected;
- Maintain an evidence register;
- Distinguish clearly between non-conformity, observation, opportunity for improvement, risk and recommendation;
- Identify the applicable ISO/IEC 27001:2022 clause/control against each finding;
- Assign risk rating and priority to each finding;
- Identify the responsible NCCF function for corrective action;
- Conduct validation of corrective actions and supporting evidence;
- Provide a final closure report;

- Not make any material change to NCCF's policies, systems or security controls without NCCF's written approval.

8.2 DELIVERABLES

All deliverables shall be subject to review and acceptance by NCCF. NCCF may communicate deficiencies, omissions or required corrections within a reasonable period. The selected agency shall rectify such deficiencies at no additional cost within the time specified by NCCF. Acceptance of a deliverable shall not relieve the selected agency of liability for latent defects, errors, omissions, inaccurate findings or breach of contract subsequently discovered.

S. No.	Deliverable	Indicative Output
1	Inception Report	Detailed methodology, audit plan, information/evidence request list and timeline
2	ISO 27001 Gap Assessment	Clause/control-wise gap assessment against ISO/IEC 27001:2022
3	ISMS Documentation Review	Reviewed/updated policies, procedures, risk documents and Statement of Applicability
4	ISO Internal Audit/Readiness Report	Non-conformities, observations and certification-readiness status
5	Final Consolidated Report	Management summary, residual risks and recommended action plan

9. METHODOLOGY AND WORK PLAN

The bidder shall submit a detailed methodology and work plan covering the approach, audit phases, sampling methodology, locations/systems to be covered, proposed team, evidence requirements, reporting mechanism, remediation validation and realistic completion timelines. The methodology shall ensure independence, confidentiality, integrity of evidence and minimal disruption to NCCF operations.

10. TIMELINES

- The selected agency shall commence the assignment within 7 days from the date of issue of the Work Order or as directed by NCCF in writing.
- The bidder shall propose a detailed activity-wise timeline for completion of the ISO/IEC 27001:2022 assessment.
- Delay attributable to the selected agency may attract action/penalty in accordance with the Work Order and tender conditions.

11. ELIGIBILITY CRITERIA

- The bidder should have at least 3 years of experience in information security audit/ISMS advisory services internal audit or certification-readiness services.
- The bidder should have experience in ISO/IEC 27001:2022 gap assessment, internal audit, ISMS implementation support or certification-readiness assignments. Preference shall be given for assignments with Government Departments, PSUs, autonomous bodies or cooperatives.
- The proposed audit team should include suitably qualified and experienced information security professionals (e.g., ISO 27001 Lead Auditor/Lead Implementer). Relevant certifications/qualifications shall be disclosed in the Technical Proposal.
- The bidder shall submit a tabular summary of relevant assignments with client, scope, year and documentary proof/work order/completion certificate, subject to confidentiality restrictions.
- The bidder must not be blacklisted/debarred by any Central/State Government Department, PSU or other Government authority. An undertaking shall be submitted in the prescribed format.
- The bidder shall disclose any actual or potential conflict of interest.
- The bidder shall be a legally constituted entity capable of entering into a binding contract in India.
- The bidder shall submit documentary evidence, such as work orders, completion certificates or client certificates. NCCF may verify such credentials independently.
- The bidder shall disclose its constitution, registration details, PAN, GST registration and other applicable statutory registrations.
- The bidder shall not be undergoing insolvency, liquidation or winding-up proceedings.
- The bidder shall not have been convicted for offences involving fraud, corruption, bribery, cybercrime or professional misconduct, subject to applicable law.
- The bidder shall disclose all pending material litigation, regulatory proceedings and disciplinary proceedings which may materially affect its ability to perform the contract
- The Bidder shall submit all relevant and material documents in support of its eligibility. cyber-security and data-protection
- The bidder shall demonstrate adequate information-security safeguards for protection of NCCF information and shall maintain appropriate administrative, technical and physical security controls. The bidder shall ensure that all personnel accessing NCCF information are bound by confidentiality obligations and have a legitimate need-to-know
- No NCCF data shall be uploaded to public cloud platforms, artificial intelligence tools, external repositories, personal devices or third-party systems without the prior written approval of NCCF.
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12. BID VALIDITY

Proposals shall remain valid for 90 days from the last date of submission. NCCF may request the bidder's written consent for extension of the validity period. A bidder that agrees to such extension shall not be permitted to modify its bid during the extended validity period.

NCCF may reject a bid if:

- It is incomplete;
- Submitted after the deadline;
- Contains conditional pricing;

- Contains material deviations from the Tender;
- Contains false or misleading information;
- Is submitted by an ineligible bidder;
- The bidder has a disqualifying conflict of interest;
- The bidder attempts to influence the evaluation process;
- The financial bid is not submitted in the prescribed format;
- The bidder fails to provide clarification or documents within the prescribed time.

13. EMD & SECURITY DEPOSIT

- EMD (Earnest Money Deposit): Rs. 1,00,000/- EMD will be refunded, without interest, to non-selected bidders within 7 working days of selection of the audit firm. For the successful bidder, EMD amount will be adjusted to the Security Deposit (SD). EMD deposit details is mentioned below-
- EMD shall be exempted only where the bidder is legally entitled to such exemption under the applicable Government policy/rules and submits valid documentary proof of such exemption along with the bid. NCCF reserves the right to verify the validity and applicability of the exemption.
- EMD may be forfeited if the bidder withdraws or modifies its bid during the bid validity period, submits materially false information, or, after selection, fails to execute the required contract or submit the Security Deposit without valid justification.

Payment Method: NEFT/RTGS

- Bank Details – Account Name: MD NCCF; Bank: State Bank of India (SBI); Account No.: 34827894847; IFSC: SBIN0007407; Branch: Asian Games Village Branch (07407)
- Security Deposit (SD): 2% of the total contract value to be submitted by selected firm within 7 days from release of work order by NCCF. The security deposit will be refunded after successful completion of the audit and certification-readiness process as mentioned in the scope.
- The Security Deposit shall be liable to forfeiture, wholly or partly, in the event of breach of contract, failure to perform, abandonment of the assignment, serious confidentiality breach, unauthorized disclosure of NCCF information, fraud, misrepresentation, conflict of interest, wilful misconduct, repeated delay or termination attributable to the default of the selected agency.
- Forfeiture of the Security Deposit shall be without prejudice to NCCF's right to recover any additional loss, damage, cost or expense legally recoverable from the selected agency.

14. TECHNICAL EVALUATION AND FINANCIAL BID

Technical proposals shall be evaluated for eligibility, ISO/IEC 27001 experience, team capability, methodology and proposed timeline.

Firm should submit the financial bid as per Annexure III on their letterhead and kept in a separate sealed envelope.

Financial bids of only technically qualified bidders shall be opened. Award of work shall be made in accordance with the approved NCCF procurement/evaluation methodology stated in the final tender.

The bidder shall quote a firm all-inclusive rate for each component. The quoted rates shall include professional fees, personnel costs, travel, boarding, lodging, local conveyance, equipment, software/tools, documentation, communication, overheads and all other expenses, except GST and statutory taxes expressly shown separately.

NCCF shall not be obligated to utilise the full estimated quantity of branches or the full estimated contract value. Payment shall be made only for Services actually ordered, satisfactorily performed and accepted by NCCF.

15. PAYMENT TERMS

Payment shall be released only against satisfactory completion and acceptance of the relevant deliverable by NCCF.

Payment may be structured as follows:

SL No	Component	1st Phase	2nd Phase	3rd Phase	Payment Terms
1	. 1. Submission and acceptance of the Gap Assessment Report . 2. Inception Report 3. Submission and acceptance of the ISMS documentation and readiness deliverables 4. Upon completion of internal audit/readiness assessment 5. Upon submission and acceptance of the Final Consolidated Report and closure/transition documentation	NCCF Head Office + Eight (8) Branch offices	Nine (9) Branch offices	Nine (9) Branch offices	1. 35% of total amount after Phase 1. 2. 35% of total amount after Phase 2. 3. 30% after completion of Final Phase and submission of all reports.

NCCF shall have the right to withhold payment in respect of defective, incomplete, delayed or non-conforming deliverables until satisfactory rectification.

No payment shall be made for any additional work, travel, personnel, software, tools or other expenditure unless specifically approved in writing by NCCF.

All payments shall be subject to applicable deductions, including TDS and other statutory deductions, as applicable. GST shall be paid only against a valid tax invoice and subject to applicable law.

Liquidated Damages

In case of delay attributable to the selected agency in completion of any milestone or deliverable, NCCF may levy liquidated damages at the rate of 0.5% of the value of the delayed deliverable for each completed week of delay, subject to a maximum of 10% of the total contract value.
The levy of liquidated damages shall not apply where the delay is solely attributable to NCCF or is caused by a Force Majeure Event, subject to timely notice and mitigation by the selected agency.
NCCF may recover liquidated damages from pending bills or the Security Deposit.

16. Risk and Cost clause

If the selected agency fails to perform the Services, abandons the assignment, materially delays the Services or fails to rectify deficiencies within the prescribed period, NCCF may, after giving notice, arrange for the whole or any part of the balance Services to be performed through another agency or by any other means at the risk and cost of the selected agency.

NCCF may recover from the selected agency the additional expenditure incurred over and above the contract price, together with other legally recoverable losses and costs.

17. Automatic escalation

The quoted rates shall remain firm and fixed during the contract period and any approved extension, unless otherwise specifically agreed in writing by NCCF. No escalation shall be payable on account of increase in salaries, travel costs, inflation, exchange rates or any other reason.

18. TENURE OR EXTENSION TERMS

The appointment shall be for the period specified in the Work Order. NCCF may extend, based on performance and requirement, assign related compliance activities during the contract period. The extension shall be done in writing. NCCF reserves the right to terminate the assignment in accordance with the terms of the Work Order.

19. CONFIDENTIALITY AND DATA SECURITY

- The selected agency shall maintain strict confidentiality of all NCCF system, application, infrastructure, configuration, log and audit information accessed during the assignment.
- No audit evidence or NCCF data shall be copied, retained, transferred or disclosed except to the extent expressly authorized in writing by NCCF and required for the assignment.
- The selected agency and its personnel shall execute confidentiality/non-disclosure undertakings as required by NCCF.
- Any suspected security incident or unauthorized disclosure shall be immediately reported to NCCF. The

selected agency shall:

- Use NCCF information solely for performance of the Services;
- Apply the principle of least privilege;
- Ensure access only to authorised personnel;
- Maintain access logs where technically feasible;
- Not use personal email accounts or personal cloud storage;
- Not disclose audit findings to any third party;
- Not publish NCCF's name, logo, audit results or project details without prior written approval;
- Not use NCCF information for training artificial intelligence or machine-learning models;
- Notify NCCF immediately, and in any event without undue delay, upon discovery of any actual or suspected security incident;
- Cooperate fully in investigation, containment and remediation.

20. DATA RETURN/DELETION

Upon completion or termination of the assignment, the selected agency shall return or securely delete all NCCF data and copies thereof, except to the extent retention is legally required. Any legally retained data shall remain subject to the confidentiality obligations of the contract.

21. Cyber-incident liability

Any cyber-security incident, unauthorized access, loss, disclosure, alteration or compromise of NCCF information caused by or attributable to the selected agency, its personnel or subcontractors shall be immediately notified in writing to NCCF. The selected agency shall, at its own cost, cooperate in investigation, containment, forensic analysis, evidence preservation, remediation and legally required notifications.

22. Intellectual property rights

All reports, findings, templates, risk registers, action plans, customized policies, procedures, documentation and other deliverables specifically created for NCCF under the contract shall, upon payment for the relevant accepted deliverable, belong to NCCF, subject to the selected agency retaining ownership of its pre-existing intellectual property, generic tools, methodologies and know-how.
The selected agency grants NCCF a perpetual, royalty-free, non-exclusive right to use, reproduce, modify and internally distribute any pre-existing materials incorporated into the deliverables to the extent necessary for NCCF's operations and compliance purposes.

23. Subcontracting restriction

The selected agency shall not assign, transfer, subcontract or otherwise delegate the whole or any material part of the Services without the prior written approval of NCCF. Approval of any subcontractor shall not relieve the selected agency of any responsibility or liability under the contract.
The selected agency shall remain fully responsible for all acts and omissions of its personnel, agents and approved subcontractors.

24. Force majeure

Neither party shall be liable for failure or delay in performance caused by an event beyond its reasonable control, including natural disasters, war, civil disturbance, epidemic, government restrictions, widespread telecommunications failure or other comparable events, provided that the affected party gives written notice within seven days of becoming aware of the event and takes reasonable steps to mitigate its effects.
Force Majeure shall not excuse payment obligations for Services already satisfactorily performed.
If the Force Majeure Event continues for more than 30 consecutive days, NCCF may terminate the Work Order without liability for future performance, subject to payment for accepted Services actually performed.

25. Dispute Resolution

The parties shall first attempt to resolve any dispute through good-faith discussions between their authorized representatives. If the dispute is not resolved within 30 days, it shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996, as amended. The seat and venue of arbitration shall be New Delhi. The arbitration shall be conducted by a sole arbitrator mutually agreed by the parties. If the parties fail to agree upon the arbitrator, appointment shall be made in accordance with applicable law. The language of arbitration shall be English. Subject to the arbitration clause, courts at New Delhi shall have exclusive jurisdiction.

Nothing shall prevent NCCF from seeking interim or injunctive relief from a competent court for protection of confidential information, data, intellectual property or security interests.

26. FRAUD, CORRUPTION AND CODE OF INTEGRITY

It is required that the Firms submitting Proposal and Agency selected through this process must observe the highest standards of ethics during the process of selection and during the performance and execution of the Work Order. NCCF reserves the right to change the scope of work as and when required which shall be acceptable to the firm/agency.

For this purpose, definitions of the terms are set forth as follows:

- "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of NCCF or its personnel in Work Order executions.
- "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a Work Order, and includes collusive practice among Firms/Consortium of Firms designed to establish Proposal prices at artificially high or non-competitive levels and to deprive NCCF of the benefits of free and open competition.
- "Unfair trade practice" means supply of services different from what is ordered on, or change in the Scope of Work.
- "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of the Work Order.
- NCCF will reject a proposal for award if it determines that the Firm recommended for award has been engaged in corrupt, fraudulent, coercive or unfair trade practices.
- NCCF will declare a Firm ineligible, indefinitely or for a stated period of time, for awarding the Work Order, if it at any time determines that the Firm has engaged in corrupt, fraudulent, coercive or unfair trade practice in competing for, or in executing, the Work Order.

27. GENERAL CONDITIONS

- NCCF may seek additional information or documents from any bidder within a specified period.
- Submission of a bid does not create any right to selection or award.
- If any information or document submitted by a bidder is found false, misleading or materially incomplete, NCCF may reject the bid, cancel the contract and take other appropriate action.
- NCCF may modify the scope to address changes in ISO/IEC 27001:2022 compliance needs.

- In case of ambiguity in interpretation of the tender, NCCF's decision shall be final and binding, subject to applicable law.
- The selected agency shall ensure independence and shall disclose any circumstance that may impair audit objectivity.
- NCCF may modify, increase or reduce the scope of Services by written instruction. Any material change affecting the contract price, timeline or deliverables shall be implemented only through a written amendment or change order approved by the competent authority of NCCF. The selected agency shall not be entitled to any additional payment unless such additional payment has been expressly approved in writing by NCCF.
- NCCF does not guarantee any minimum volume, number of locations, value of work or amount of business under the Tender or Work Order. NCCF may order all, some or none of the proposed Services, subject to the terms of the final contract.
- NCCF reserves the right to reject the bids without assigning the reason.
- In case of any change, the concerned bidder is responsible for checking the website of NCCF for any corrigendum.
- NCCF reserves the right to cancel the tender in totality without assigning any reason.
- NCCF reserves the right to modify, amend the tender at any stage.

28. Interpretation of the Clauses in the TENDER Document

In case of any ambiguity/dispute in the interpretation of any of the clauses in this TENDER document, NCCF's interpretation of the clauses shall be final and binding on all applicants/parties.

29. Integrity Pact (IP)

Integrity Pact may be an integral part of this TENDER document as and when internally finalized by NCCF. Applicants are requested to check the NCCF website from time to time for any corrigendum.

30. Anti-collusion

The bidder shall not engage in collusive bidding, price-fixing, bid rotation, market allocation or any arrangement intended to restrict competition. If NCCF determines that the bid has been submitted pursuant to collusion or an anti-competitive arrangement, NCCF may reject the bid, forfeit the EMD and take appropriate action in accordance with applicable law.

31. Conflict of Interest

The bidder shall not have any relationship, financial interest, employment relationship, consultancy arrangement or other interest that may reasonably be expected to impair its independence or objectivity. The bidder shall disclose any relationship with NCCF's employees, officers, consultants, vendors or other participants connected with the Tender.
Any undisclosed conflict discovered subsequently may result in rejection, termination, forfeiture of Security Deposit and other appropriate action.

32. Termination clause

NCCF may terminate the Work Order, wholly or partly, by written notice if the selected agency:

1. Fails to commence the Services within the prescribed period;
2. Repeatedly delays or fails to achieve milestones;
3. Submits materially false or misleading information;
4. Commits breach of contract/ terms and fails to cure the breach within the prescribed period;
5. Breaches confidentiality or data-security obligations;
6. Engages in fraud, corruption, collusion or unethical conduct;
7. Becomes insolvent, bankrupt or subject to winding-up proceedings;
8. Undergoes a change in ownership or control materially affecting performance;
9. Suffers a conflict of interest affecting independence;
10. Is blacklisted or debarred by a competent authority in circumstances materially affecting the assignment;
11. Subcontracts or assigns the services without NCCF's prior written approval.

33. Termination for convenience

NCCF may terminate the Work Order, wholly or partly, for administrative, operational, policy or any other reasons, by giving 30 days' written notice. In such event, NCCF shall pay only for Services satisfactorily performed and accepted up to the effective date of termination. The selected agency shall not be entitled to loss of profit, loss of opportunity, anticipated revenue or any other consequential compensation.

34. Consequences of Termination

Upon termination, the selected agency shall:

- Immediately stop using NCCF information;
- Return all documents, data and records;
- Securely delete or destroy copies as directed by NCCF;
- Hand over all work-in-progress and completed deliverables;
- Provide reasonable transition assistance;
- Refund any advance amount relating to unperformed Services;
- Preserve evidence and records as required by NCCF or law.

35. Indemnity clause

The selected agency shall indemnify, defend and hold harmless NCCF, its officers, employees and authorized representatives from and against all claims, losses, damages, liabilities, penalties, costs and expenses, including reasonable legal expenses, arising out of or relating to:

1. Breach of confidentiality;
2. Unauthorised access, use, disclosure, transfer or loss of NCCF data;
3. Negligence, wilful misconduct or fraud;
4. Infringement of intellectual property rights;

5. Violation of applicable law;
6. Claims by personnel, employees, subcontractors or third parties engaged by the selected agency;
7. Inaccurate, materially defective or negligent professional services;
8. Breach of data-security obligations;
9. Any act or omission of the selected agency, its employees, agents or subcontractors.

The indemnity shall survive expiry or termination of the contract.

36. No waiver clause

No failure or delay by NCCF in exercising any right, power or remedy shall operate as a waiver. Any waiver shall be valid only if made expressly in writing by an authorized officer of NCCF.

37. Severability clause

If any provision of the Tender, Work Order or Agreement is held invalid or unenforceable, such provision shall, to the extent necessary, be severed or modified, and the remaining provisions shall continue in full force and effect.

38. Limitation of liability

Except for liability arising from fraud, wilful misconduct, gross negligence, breach of confidentiality, data breach, unauthorized disclosure or infringement of intellectual property rights, the aggregate liability of the selected agency under the contract may be limited to an amount equivalent to the total contract value. The exclusions from the liability cap shall remain uncapped to the extent permitted by applicable law.

ANNEXURE I – ELIGIBILITY SELF-DECLARATION CHECKLIST

S. No.	Eligibility Criteria	Response (Yes/No)	Supporting Document (Yes/No)
1	Minimum 3 years' information security audit/ISMS advisory experience		
2	ISO/IEC 27001:2022 audit/ISMS experience		
3	Details of proposed qualified audit team		
4	Conflict of interest and non-blacklisting undertaking		
5	EMD details, if applicable		

I/We declare that the above information is true and complete to the best of my/our knowledge and belief.

Signature:

Name & Designation:

Firm Name & Seal:

Date

ANNEXURE II – TECHNICAL PROPOSAL FORMAT

S. No.	Particulars	Response
1	Name and registered address of the firm	
2	Relevant accreditation/registration number and validity, if any	
3	Date of establishment	
4	Head Office and branch locations	
5	Total staff strength	
6	Proposed audit team and qualifications/certifications	
7	ISO/IEC 27001:2022 assignments completed/ongoing	
8	Detailed methodology and work plan	
9	Proposed timeline	
10	Conflict of interest/non-blacklisting undertaking	
11	EMD details, if applicable	

Signature:

Name & Designation:

Firm Name & Seal:

Date:

ANNEXURE III – FINANCIAL BID FORMAT

(To be printed on the bidder's letterhead and submitted in a separate sealed

envelope) To

The Managing

Director NCCF of India

Ltd.

NCUI Complex, 3, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi – 110016

Sub: Financial Bid for ISO/IEC 27001:2022 Audit

Dear Sir/Madam,

I/We hereby submit our Financial Bid for the above assignment:

S. No.	Component	For Head Office Amount (INR)	For Branch (INR/branch)	Approx. 26 Branches Total (INR)
1	ISO/IEC 27001:2022 Gap Assessment and Internal Audit			
2	ISO/IEC 27001:2022 ISMS/Certification Readiness Support			
3	Other approved expenses, if any			
4	GST/Applicable Taxes			
5	Total Amount including taxes			

I/We confirm that the quoted rates cover the scope and deliverables stated in the tender, except items specifically excluded and disclosed in the remarks.

Signature:

Name & Designation:

Firm Name & Seal:

Date:

ANNEXURE IV – COVER LETTER / DECLARATION

To

The Managing Director

NCCF of India Ltd.

NCUI Complex, 3, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi – 110016

Sub: Proposal for ISO/IEC 27001:2022 Audit

Dear Sir/Madam,

We, M/s ______________________________, having our office at ______________________________ and Registration No. _______________, hereby express our willingness to undertake the ISO/IEC 27001:2022 audit/readiness assignment for NCCF.

- All information and statements made in our proposal are true and correct to the best of our knowledge.
- We understand that any material misrepresentation may lead to disqualification or termination of the assignment.
- We understand that NCCF is not bound to accept any proposal and may exercise its rights under the tender conditions.
- The undersigned is duly authorized to submit and negotiate the proposal on behalf of the firm.
- We shall maintain confidentiality and independence throughout the assignment and promptly disclose any conflict of interest.

Thank you,

Signature:

Name & Designation:

Firm Name & Seal:

Date:

ANNEXURE V – UNDERTAKING REGARDING CONFLICT OF INTEREST / BLACKLISTING / NON-DEBARMENT

(To be furnished on appropriate stamp paper, if required by

NCCF) To

The Managing

Director NCCF of

India Ltd.

NCUI Complex, 3, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi – 110016

I/We hereby confirm and declare that M/s is not blacklisted, de-registered or debarred by any Central/State Government Department, Public Sector Undertaking, or other Government authority as on the date of submission of this bid.

I/We further declare that our firm shall abide by the applicable Code of Integrity, maintain audit independence, and has disclosed all actual or potential conflicts of interest in relation to the proposed assignment.

I/We undertake to immediately notify NCCF of any future event of non-compliance, blacklisting/debarment, conflict of interest or other material change affecting our eligibility.

Signature:

Name & Designation:

Firm Name & Seal:

Date: