Reference No. CPF/RFP/2023-24/005, Dtd. 23/03/2024

Request for Proposal

For Multilingual Digital Resource Hub UX Design

CyberPeace Foundation
230/B, Road No.2, Ashok Path, Ashok Nagar,
Ranchi-834002 (Jharkhand)
Introduction: CyberPeace Foundation (CPF) invites qualified and experienced vendor to submit proposals for the “Multilingual Digital Resource Hub UX Design”.

The successful bidder will play a crucial role in designing and restructuring the website of CyberPeace Foundation with development of Learning Management System (LMS) etc.

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<td>RFP Reference No.</td>
<td>CPF/RFP/2023-24/005</td>
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<td>RFP Date</td>
<td>23.03.2024</td>
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<tr>
<td>RFP End Date/Time</td>
<td>28.03.2024, Up to 1300 Hrs.</td>
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<td>Bid Opening Date/Time</td>
<td>28.03.2024, At 1500 Hrs.</td>
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<td>Item Category</td>
<td>Custom RFP for “Multilingual Digital Resource Hub UX Design”</td>
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<td>Time allowed for Technical Clarifications during technical evaluation</td>
<td>2 Days</td>
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<td>Evaluation Method</td>
<td>Total value wise evaluation</td>
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<td>Financial Document Indicating Price Breakup Required</td>
<td>Yes</td>
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Submission Requirements:

Interested parties are requested to submit the following documents:

Cover Letter:

- Brief introduction of the organization and its relevant experience.

Cost Estimate:

The Multilingual Digital Resource Hub is an online platform that will serve as a central hub for all cyber security-related resources for users to gain knowledge. The hub will provide a wide range of resources, including books, PDFs, videos, posters, and other materials. Clear breakdown of costs associated with each aspect of the scope of work and deliverables.

Evaluation Criteria:

Proposals will be evaluated based on the following criteria:

Total Wise L1: L1 will be declared on Total Quote Price with Taxes.

Proposal Submission:

All proposals must be submitted by email to secretariat@Cyberpeace.net no later than 28th March 2024 or send the document through courier at First Floor, L-29| Block L, Connaught Place, New Delhi - 110001

NB: Late submissions will not be considered.

MANPOWER REQUIREMENTS

The agency should be fully equipped with trained and skilled professionals.
Scope of Work & Deliverables

1. Overview of CPC Platform

Cyber Peace Foundation (CPF) is a non-profit organization in India dedicated to promoting global digital literacy, cyber security awareness, and cyber peace. Recognizing the necessity for a digital resource hub and an efficient volunteer management system, CPF aims to achieve its goals of a centralized platform for resource management and cyberpeace volunteer engagement. This project aims to create a comprehensive platform that will provide easy access to necessary resources and engage volunteers in promoting cyber security awareness and digital literacy through a rewarding system.

The Multilingual Digital Resource Hub is an online platform that will serve as a central hub for all cyber security-related resources for users to gain knowledge. The hub will provide a wide range of resources, including books, PDFs, videos, posters, and other materials. CPF will organize the resources into categories, making it easy for users to find the materials they need. The platform will also provide an info center that offers the latest updates on CPF initiatives and cybersecurity news. Non-gated resources are available for the general public, and some resources are exclusively for registered volunteers.

The digital resource hub's overarching goal is to provide easy access to rich resources related to cyber security and digital literacy. The platform will be a valuable resource for students, professionals, and the general public interested in expanding their knowledge of cyber security and digital literacy.

As a part of DRH, volunteer management module will enable CPF to track and incentivize volunteer participation in CPF activities. The module allows volunteers to sign in and participate in activities listed by CPF. Volunteers will upload proofs of their activities, which will be verified by CPF, and receive credits for their verified activities. These credits can be used to claim rewards and certificates.

These credits will help us achieve various milestones in the volunteer journey. CPF will track user and activity data to monitor behavior change through milestones and activities, enabling the organization to measure the impact created by volunteers through CPF initiatives. This tracking system will provide CPF with valuable insights into how its programs are impacting the public and allow the organization to refine its strategies to better achieve its goals. Volunteer success will be celebrated through initiatives like “Volunteer of the Month,” “Active Volunteer,” etc. The platform will also have a space for open discussion between volunteers, which will be monitored by the CyberPeace Secretariat.

The hub will include an assessment and certification system that will enable users to test their knowledge and receive certification for their achievements. This system will encourage users to engage more deeply with the content and reinforce their understanding of cyber security concepts. The platform will also provide analytics on user progress and certificate status, allowing users to track their progress and identify areas for improvement.

The volunteer management module’s overarching goal is to incentivize, promote, and track volunteer participation in CPF initiatives, promoting cyber security awareness and digital literacy while monitoring the impact of CPF’s programs.

Another vertical within the dashboard is the Learning Management System where the registered volunteer has to go through mandatory training to access locked courses under LMS. Once they complete the mandatory training, they will be certified and gain access to the entire LMS.

2. About Current Platform

CyberPeace Corps operates an existing platform where users undergo onboarding via a series of screening questions and complete registration by acknowledging cyber oaths. Subsequently, users receive login credentials via email. The platform features provisions for content submission, event participation/organization, reporting fake news, and completing assessments. Volunteers earn points through these activities, positioning them on the volunteer journey ladder. Additionally, the platform grants access to various courses.
2.1. Challenges of Current Platform

2.1.1. Functionality
The platform's functionality is compromised, experiencing bugs, errors, and slow performance. Users face challenges in completing tasks and accessing features, resulting in frustration and a subpar user experience. The risk of user abandonment increases if the platform fails to meet expectations regarding performance and reliability.

2.1.2. User Experience and Design
A poorly designed interface contributes to confusion, making navigation challenging and the overall user experience cumbersome. Users find it difficult to locate features and comprehend how to use the platform effectively. This results in increased bounce rates, low user engagement, and the potential for abandonment. Users are less likely to return if their initial experience is confusing or frustrating.

2.1.3. Engagement
Users struggle to find the platform engaging, resulting in a lack of participation or contribution. The absence of interactive features or incentives contributes to low engagement, leading to reduced activity on the platform. This diminishes its effectiveness in connecting volunteers with opportunities.

2.1.4. Onboarding
The onboarding process is complex, lengthy, or unclear, leaving new users feeling overwhelmed or uncertain about how to get started. This complexity contributes to high dropout rates during onboarding, as potential users abandon the platform before fully exploring its capabilities.

2.1.5. Content Organization
Poorly organized content on the platform makes it difficult for users to find relevant information or volunteer opportunities. The lack of categorization or search functionality may contribute to this challenge, causing users to miss out on valuable opportunities or become frustrated while navigating the platform.

Summary of challenges in current process
• Too much time consuming
• Very bad User experience and design
• Too many questions which might increase drop off
• Unclear about the next steps
3. Target Audience

3.1. Public
All individuals who have visited any of the various CyberPeace domains (cyberpeace.org, cyberpeace global, cyberpeace corps) and have become aware of our volunteer program. They can choose to fill out a registration form to participate.

3.2. Registered Members
Any individual (public) who has completed the form, obtained credentials, and gained access to the induction program, including course content and assessments.

3.3. Volunteer
A registered member becomes a volunteer post completion of the mandatory induction program and expressing interest. The comprehensive framework consists of three primary segments: Consume, Act, and Engage.

Volunteers have the ability to:

Consumption / Awareness
1. Access exclusive resources made only for volunteers
2. Enroll in courses to upskill themselves and earn certificates

Act
1. Participate in various activities and accumulate points for level progression
2. Report instances of fake news by themselves or validate a news reported by a fellow volunteer
3. A volunteer can also contribute to the digital resource hub

Engagement
1. Actively participate in the community forum

4. Solution Framework
To address the problems, we’re proposing a 2 structure offering that’ll help us revamp the platform and give a better experience to our Target Audience.

4.1. Website/Landing Page
For all the digital native Brands, the website has become the face and primary touchpoint for our audience in the new normal. A thoroughly planned website can act as a lead magnet for our business in helping us with leads connecting to the Sales Module which we can further nurture to convert. It will help the user understand the brand and the offerings of the platform.

4.2. Product Design
The product design will look into the current user flows, re-work the User Experience (UX) and User Interface (UI) of the platform. With the current understanding of the requirements of the user groups G system, we are envisioning to the entire content information can be segmented into 3 broad categories of Engage, Consume and Evaluate.

4.2.1. Engage
This will be available to the general public before starting the onboarding process. This will include a curated set of content including Blogs, PDFs, infographics, videos etc. This will be available on the landing page.

The intent of this content is to give an overview about Cyberpeace related information through various formats. This will help users to generate interest to be part of the volunteer group to access more resources as well as take part in activities.
4.2.2. Consume

The content or information listed under this umbrella term will be available only to the registered volunteer who completed the onboarding process, registration and assessment. Once they become part of the volunteer pool they will be able to engage through writing blogs, organising or participating in events, accessing short G long term courses, conducting discussions and surveys etc.

4.2.3. Evaluate

Evaluation part is entirely managed by CyberPeace Secretariat. They are entitled to accept applications, evaluate assessments, request to conduct events, monitor open discussions etc. Evaluation happens entirely online through the platform.

[In Image] Birds eye view of the Product Modules
5. **Recommended Design Process**

1. **Understanding the stakeholders of the platform**
   - Identify and analyze the stakeholders involved in or affected by the dashboard. This includes users, administrators, and any other key individuals or groups. Understand their roles, needs, and expectations to tailor the dashboard to their requirements.

2. **User interviews with stakeholders to understand the existing challenges**
   - Conduct interviews with stakeholders to gather firsthand insights into their experiences, challenges, and expectations. This step aims to understand the pain points and requirements directly from those who will use or benefit from the dashboard.

3. **Create a problem statement and decide parameters to measure at the outcome**
   - Study & analysis of competitors in the current space
   - Based on the information gathered, formulate a clear problem statement that outlines the challenges to be addressed. Define measurable parameters or key performance indicators (KPIs) that will be used to evaluate the success of the dashboard once implemented.

4. **User Flow**
   - Develop user flows that map out the journey users will take within the dashboard. Define the steps users will go through to accomplish specific tasks, ensuring a logical and intuitive progression through the interface.

5. **Information Architecture**
   - Plan the structure and organization of information within the dashboard. Define the hierarchy of content, features, and functionalities to create a clear and efficient user experience.

6. **Wireframing**
   - Create wireframes to represent the skeletal structure of the dashboard. These low-fidelity visual representations focus on layout and basic interactions, providing a foundation for the design before incorporating visual elements.

7. **UX Copy**
   - Craft clear and concise copy for the user interface. Ensure that labels, instructions, and any text elements contribute to a positive user experience by being informative and easy to understand.

8. **Concepts & Visual Direction**
   - Develop visual concepts and establish the overall design direction for the dashboard. Consider color schemes, typography, imagery, and other visual elements that align with the brand and enhance the user interface.

9. **User Interface Design**
   - Create high-fidelity user interface designs based on the approved wireframes and visual concepts. Pay attention to details, aesthetics, and the overall look and feel of the dashboard to create an engaging and visually appealing interface.

10. **Design System**
    - Develop a design system that includes a consistent set of design elements, styles, and components. This ensures visual coherence across the entire dashboard and facilitates scalability and maintainability.

11. **Interactions**
    - Define interactive elements and behaviors within the dashboard. This includes transitions, animations, and responses to user actions, enhancing the overall user experience.

12. **Documentation**
    - Document design decisions, rationale, and guidelines. Create a comprehensive design document that serves as a reference for developers, ensuring a smooth transition from design to development.

13. **Development Handover**
    - Provide developers with the necessary design assets, specifications, and documentation for the implementation of the dashboard. Collaborate closely with the development team to address any questions or clarifications.
6. System Modules

System Modules can be categorised into 2 broad categories of Volunteer View and Secretariat (Admin) View.

6.1. Volunteer View

6.1.1. Onboarding module

The Onboarding Module refers to the set of processes and features designed to welcome and integrate new users into the system effectively. It encompasses a series of steps and interactions aimed at guiding users through the initial stages of registration, familiarizing them with the platform’s features, and ensuring a positive first-time experience. The primary goal of the onboarding module is to facilitate a smooth and engaging introduction for users, ultimately leading to their successful integration into the platform.

Leads are generated from various sources including CyberPeace Website Engage Form, CyberPeace Corps Landing Page, Social media etc where the leads will complete the registration process G assessment and get onboarded. The onboarding module primarily consists of Registration form, email confirmation, welcome message and walkthrough of the platform.

6.1.2. Learning Management System (LMS)

LMS module is divided into pre- mandatory training and post mandatory training. Pre Mandatory training consists of features with the accessibility for start training as well as a preview of locked courses. Users have the liberty to do the training offline or online. Post completion, volunteers are obliged to submit the supporting proof of documents. Post submission, volunteers will receive a notification via email/SMS/whatsapp with the evaluation update and they will be able to access the certificate and other courses in LMS.

Post Mandatory training module will include features like, provisions to choose between different courses, separate section for achievements including progression, my learnings and my certificates.

6.1.3. My Profile

The My Profile Module refers to the section where users can manage and personalize their individual accounts and presence on the platform. It serves as a centralized space for users to input, review, and modify their personal information, preferences, and settings, contributing to a more tailored and user-centric experience.

It includes key features like Account Information, Profile Customization, Notification Preferences, Preferences and Settings, Security Settings, Connected Accounts, Activity, History, Badge Showcase, Analytics and Insights.
6.1.4. Community Module
The Community Feed Module is a dynamic space within the platform where users can engage in discussions, share updates, and interact with each other's content. It serves as a central hub for community building and collaboration. Key features include, Content sharing, Open forums for discussions. Entire module will be monitored by admins.

6.1.5. Resources
The Resources Module is a centralized repository where users can access educational materials, documents, articles, and other valuable content relevant to the platform. Volunteers will also have the provision to contribute in resources by engaging in activity which will earn them points.

6.1.6. Report Module
This module is for the users to access information about fake news/ false information as well as contribute to the same.

6.1.7. Notification Module
The Notification Module is responsible for alerting users about important updates, activities, and events within the platform. It enhances user engagement and keeps users informed. It will give real time updates and timely alerts categorised on the basis of activity, LMS, resources etc.

6.1.8. Activity Vertical Module
All activities that volunteers can participate in the platform are categorised under 4 main verticals of Inclusion G Outreach, Policy Advocacy G Cyber Diplomacy, Innovation G Research, Collaboration G Connect. Volunteers will be able to access resources, participate in events/ workshops, report fake news/ misinformation and organise community engagement activities.

6.2. Secretariat View
Please note, this is a section that is yet to be discussed. Hence a refined version of modules can be developed post discussion.

The Secretariat Module will mainly consist of super admin dashboard, Content Management, Volunteer Management, Evaluation Process, Activity Management, Technical G Non Technical assistance to the volunteers.
## 7. Deliverables

### 1. Project Discovery & Research
- ✔ Business Needs Analysis
- ✔ Competitor Analysis
- ✔ User Persona Creation
- ✔ Scope Definition

### 2. UX Design
- ✔ Sitemap
- ✔ Information Architecture
- ✔ Wireframe
- ✔ User Flow Diagrams & Validations
- ✔ Low Fidelity Design

### 3. Content & SEO
- ✔ Content Review
- ✗ Content Plan Creation
- ✔ UX Writing
- ✗ SEO Audit
- ✗ SEO Optimisation

### 4. Visual Direction
- ✔ Creative Concept & Direction
- ✔ UI Design System
- ✔ Media Production
- ✔ High Fidelity Clickable Prototype
- ✔ Screen Responsive Adaptations
- ✔ Interactivity
- ✗ Usability Testing
8. Changes, Revisions & Approvals
In case of a retainer, there is no limit or cap on the number of revisions as the engagement is based on the number of hours and not for the deliverable or the revisions made. The mapped out timeline has been prepared considering a maximum of 2 revisions in our process for each step. Any additional revisions shall delineate the timeline and may affect delivery of the final deliverables which may not be bound within the scope of work. It is understood that approvals for every design draft given in written formats are necessary for Become™ to initiate any subsequent step in the process. It is also accepted that a design draft, once approved, can’t have any additional revisions without disrupting the timeline and separate billing.

9. Purchase or Deployment of other tools & services
Certain deliverables of the project may require travel to the premises of the Client for meetings, data collection or presentation, the services of other third party creators - stock images, video footages, analysis tools, social media strategy, social media execution, etc. - and timely purchase of the same is necessary for the project to be proceeded without delay. It is understood that the cost of travel & stay and purchases of required tools are not covered in the pricing mentioned in this SOW and shall be billed separately as per actuals.

10. Finalisation of the Teams
Both the Client and the Agency have the onus to finalise the details of their teams (including but not limited to the list of final decision-makers) dedicated to this particular project before the commencement of the project.

10.1.1. Addition of a new decision-maker after the commencement of the project and any subsequent change in agreed-upon ideas or concepts will be considered as a Change Request to the planned scope.

10.1.2. The designated decision-maker(s) are expected to be a part of the briefing call & other important calls. These calls will be intimidated by SPoC well in advance.

11. Acceptance Criteria for Deliverables
It is understood that the deliverables have no standard acceptance criteria due to the inherent subjectivity in perceiving the creative output. No deliverable shall be deemed defective or untenable on subjective basis.
GENERAL TERMS AND CONDITIONS

Contract Duration: The contract shall be valid for a period of two (02) years from the date of award of the contract and may be extended further, subject to satisfactory performance of the agency on the same terms and conditions and the requirements of CPF.

Exclusivity of the selected resources: The selected resources shall be deployed exclusively on the project awarded through this contract and shall not be deployed on any other project till the end of the contract or a written approval of the CPF SPOC, whichever is earlier.

Payment Milestones: Payment shall be made within the week of signing the agreement.

Amendments to RFP: At any time prior to the last date for receipt of applications, CPF may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFP document by an amendment. In order to provide prospective applicants reasonable time to take the proposed amendments into account while preparing their proposals, CPF may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFP. Any such amendment shall be communicated to the service providers.

Conflict of Interest: CPF requires that service provider provides professional, objective, and impartial analysis and data, and at all times hold the CPF’s interest’s paramount, strictly avoid conflicts with other Assignment/jobs or their own corporate interests and act without any consideration for future work.

Ownership Rights: Ownership of all new artifacts (data, reports, presentations and other publications) generated during the course of the assignment or otherwise with respect to the assignment, will rest with CPF and it will have the right to resell/implement the same with any other organization.

Ethics: CPF requires that the bidders participating in the selection process adhere to the highest ethical standards, both during the selection process and throughout the execution of the Contract. In pursuance of this policy, CPF defines, for the purpose of this paragraph, the terms set forth as applicable to both the parties:

“corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value (whether in cash or kind) to influence the action of a public official in the selection process or in Contract execution.

“fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a Contract.

“collusive practices” means a scheme or arrangement between two or more bidders with or without the knowledge of CPF, designed to establish prices at artificial, non-competitive levels.

“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. CPF will reject a proposal for award if it comes to know that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question; and
CPF will terminate the Contract, if already awarded and will declare the bidder ineligible, either indefinitely or for a stipulated period of time, to be awarded a Contract, if at any time it determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Contract.

**Termination of Contract**

**Termination for Default**
CPF reserves the right to terminate/short close the contract, without prejudice to any other remedy for breach of contract, by giving 15 days' notice if the agency fails to perform any obligation(s) under the contract and if agency, does not cure their failure within a period of 7 days (or such longer period as CPF may authorize in writing) after receipt of the default notice from CPF.

**Termination for Insolvency**
CPF may at any time terminate the contract by giving written notice without compensation to the agency, if the agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to CPF.

**Termination for Convenience**
CPF may by written notice sent to agency, terminate the contract, in whole or part, at any time for its convenience. However, the payment shall be released to the extent to which performance of work executed as determined by agency till the date upon which such termination becomes effective.

**Intellectual Property Rights:**
CPF will own all the intellectual property resulting out of services being performed under this contract.

All the rights relating to the Trade Marks and Copy Rights in respect of work generated by the selected service provider(s) on behalf of CPF and paid for by CPF shall vest with CPF. Provided that CPF would reimburse the Service Provider for any sums of money paid for the assignment / licensing of the copyright by way of fees, charges, or otherwise as provided by the guidelines, regulations, rules, or policies of any professional body or association, with prior approval from CPF. In order to perform the services, the service provider must obtain at its sole account, the necessary assignments, permits and authorizations from the title holder of the corresponding patents, models, trademarks, names or other protected rights and shall keep CPF harmless and indemnify CPF from and against claims, proceedings, damages, costs and expenses (including but not limited to legal costs) for and/ or on account of infringements of said patents, models, trademarks names or other protected rights. All documents, report, information, data etc. collected and prepared by the service provider in connection with the scope of work submitted to CPF will be property of CPF. The service provider shall not be entitled, either directly or indirectly, to make use of the documents and reports given by CPF for carrying out of any services with any third parties. The service provider shall not, without the prior written consent of CPF be entitled to publish studies or descriptive articles, with or without illustrations or data, in respect of or in connection with the performance of services. The Service Provider shall not use or publish its logo or brand name/name in any of the data/ documents/ report/ information/ content/materials in connection with the scope of work. The pre-existing intellectual property of the service provider used in deliverables shall remain vested with the service provider. Anything developed during the course of the project shall be owned by CPF.

**Companies' Personnel:** The service provider shall employ and provide at its own cost such qualified and experienced Service Provider as are required to carry out the Services. Their salaries, claims, insurance, damages, compensation, travel etc. will be the liability of the service provider(s) and CPF will in no way be responsible for any such claims/ damages.
**Rejection of Application:** The application is liable to be rejected if:

- Not in prescribed forms and/or not containing all required details;
- Received after the expiry of due date and time;
- Missing of any supporting document(s) with the Proposal.

**Disclaimer:**

CPF shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.

CPF reserves the right

1. To reject any/all applications without assigning any reasons thereof;
2. To terminate the RFP process at any time, without assigning any reasons thereof;
3. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of CPF without assigning any reasons thereof;
4. To include any other item in the Scope of work at any time after consultation with applicants or otherwise.
5. To select multiple organizations for the project for allocation of work if it meets the essential criteria for qualification.

**Written Undertaking:** CPF may at any time require the service provider and its employees/advisors/professionals/Contractors, to whom confidential information may be disclosed in the course of execution of contract, to give a written undertaking in the form of a deed reasonably accepted to CPF and relating to the use and non-disclosure of the confidential information relating to CPF or any Government Department or relating to any Ministry and or such other information that CPF suggests to be confidential. Upon receiving a request aforesaid the service provider must promptly arrange for all such undertakings to be given to CPF.

**Knowledge Transfer:** Subject to any qualification or provision to the contrary in the statement of work, the service provider must provide the following assistance to the CPF on termination or expiration of this Contract: transferring or providing access to the CPF to all information stored by whatever means held by the service provider or under the control of the service provider in connection with this Contract; and making Specified Personnel / employees and Agency Personnel available for discussions with the CPF as may be required. The time, length and subject of these discussions will be at the sole discretion of the CPF, provided that any matter discussed is not considered to reveal any commercial-in-confidence information of the service providing firm.

**Force Majeure:** Neither party shall be held responsible for non-fulfilment of their respective obligations due to the exigency of one or more of the force majeure events such as but not limited to Acts of God, war, flood, earthquakes, strike, lockouts, epidemics, pandemics, riots, civil commotion etc., provided on the occurrence and cessation of any such events. The affected party thereby shall give a notice in writing to the other party within one week of such occurrence or cessation. If the force majeure conditions continue beyond six months, the parties may then mutually decide about the future course of action.

**Force Majeure shall not include**

1. Any event which is caused by the negligence or intentional action of a Party or by or of such Party’s agents or employees, nor
2. Any event which a diligent Party could reasonably have been expected both to take into account at the time of the signing of the Contract and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.
iii. Insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.

**Indemnity:** The service provider undertakes to indemnify CPF from and any losses that CPF may incur due to any deficiency in services rendered by the service provider or any instance of corruption or improper payment.

**Subletting of Work:** Sub-letting of work will be permitted based on the clear intimation to CPF and the approval of the CPF SPOC. However, final liability shall rest with the selected service provider.

**Maintenance of Confidentiality:** The service provider must not divulge any confidential information and assure that reasonable steps are undertaken to provide for the safe custody of any and all confidential information in its possession, and to prevent unauthorized access thereto or use thereof; any deviation to this clause must be immediately reported to CyberPeace Foundation.

The selected service provider will be required to sign a mutually agreed Non-Disclosure Agreement (NDA) with CPF.

**Removal of Data:** The service provider must ensure that its employees/professionals' subcontractors and/ personnel do not:

i. Remove any data or allow any data concerned with this contract to be removed from the places as notified / directed by CPF; or

ii. Take any Data or allow any data to be taken outside of India, without CPF's prior written consent.

**Taxes & Duties:** The service provider shall be liable to pay all direct and indirect taxes, duties, fees and other impositions levied under the laws of India.

**Validity of Proposals:** The proposals shall remain valid for a period of 90 days from the last date of submission. In exceptional circumstances, CPF may solicit the bidder's consent to an extension of the period of validity. The request and the responses there to shall be made in writing. A bidder consenting to such request will not be required nor permitted to modify its Proposal.

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Jai Kumar  
Secretary  
CyberPeace Foundation  

Date: 23.03.2024