

National Institute of Fashion Technology

(Ministry of Textiles, Govt. of India)

**NIFT Campus, Hauz Khas, Near
Gulmohar Park, New Delhi-110 016**

Tender No :1351(41)/NIFT/Pur-HO//Hiring Agency for counselling/UG and PG/2021

NIFT

TENDER DOCUMENT FOR HIRING THE AGENCY FOR CONDUCTING ONLINE ADMISSION COUNSELLING PROCESS FOR THE UG AND PG PROGRAMMES

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Notice Inviting E-Tender

National Institute of Fashion Technology (NIFT) – Head Office invites Online tenders on a single stage, two bid system under “**Quality cum Cost Based System (QCBS)**” from Firms registered under the Company’s Act, 2013 to select an agency for **Conducting Online Admission Counselling Process for all the UG and PG programmes of NIFT** for the academic year 2022-23. **Manual bids will not be accepted. Tender documents may be downloaded from NIFT website www.nift.ac.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>. Bids shall be submitted online only at CPPP site <https://eprocure.gov.in/eprocure/app> with all necessary statutory registrations, having experience of at least three years in the relevant field and should have provided related services to various reputed Institute / Organisations.**

Table – I: NIT and Eligibility Criteria Document Details.

Sl.	Description	Details
1.	NIT NO.	1351(41)/NIFT/Pur-HO//Hiring Agency for counselling/UG and PG/2021
2.	Availability of Tender Document	<ol style="list-style-type: none">i. A complete set of Bidding Document in English may be downloaded free of cost from CPP Portal (URL: https://eprocure.gov.in/eprocure/app and NIFT, New Delhi website (URL: https://www.nift.ac.in).ii. Corrigendum/addendum, if any, will be published only on the CPP portal and NIFT Website and separate communication will not be sent for the same.iii. Bids should be submitted online only on CPP portal. Manual / physical bids will not be accepted.
3.	Date of Publication of Bid notification on CPP portal and NIFT website	11th August, 2021 at 5.00 P.M.

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4.	Download of Bid Document from Commence	11th August, 2021 at 5.30 P.M.
5.	Pre-Bid Meeting	20th August, 2021 at 2.30 P.M. through Zoom Application Link https://us06web.zoom.us/j/89877853637?pwd=d3BES05rQ2NtNVZsRENqRnR4MFpGUT09 Meeting ID: 898 7785 3637 Passcode: 277442
6.	Presentation	Date, Time and Venue of Presentation will be notified to the technically qualified bidders separately
7.	Last Date and Time for online submission of duly filled in Bids	6th September, 2021 upto 3:00 P.M.
8.	Place of opening of Tender Bids	In the Office of Purchase Officer, IInd floor, (Head Office), NIFT New Delhi
9.	Date and Time of opening of Technical Bids	7th September, 2021 at 3:00 P.M.
10.	Date and Time of the opening Price Bids	Will be notified to the Technically qualified Bidders.
11.	Eligibility Criteria	As per Annexure –I of Technical Bid
12.	Rejection of Tender	Tenders which are incomplete, ambiguous, with conditional clauses/ rates will be rejected.

NOTE:

- i) In case of any correction / addition / alteration / omission in the tender document, the tender bid shall be rejected summarily.
- i) All statutory taxes as applicable shall be deducted at source before payment.
- ii) All documents to be submitted should be self attested by the bidder

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Table of Contents

S.No	Particulars	Page No.
1.	About NIFT	5
2.	Notice Inviting Tender	5-6
3.	Process of Online Registration & Submission of Bids on CPP portal	6-7
4	Introduction of Scope of Work	7-8
5.	Selection Criteria	8
6	Evaluation of Bid	8-11
7.	Document Required from Firm	11-12
8.	Terms and Conditions	12-16
9.	Important Instructions	16-17
10.	Force Majeure	17
11.	Conciliation/Arbitration	17-18
12	Annexure I – Format of Technical Bid	19-20
13	Annexure II – Format of Financial Bid	21
14	Annexure III – Certificate to be submitted by the bidder	22
15	Annexure-IV- Bid Securing Declaration	23
16	Annexure – V Performance Bank Guarantee Format	24-25
17	Annexure – VI Details of Technical & Administrative Personnel to be employed for this work	26
18	Annexure – VII Specification and Scope of Work	27-33
19	Annexure-VIII Undertaking for software application	34

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**NATIONAL INSTITUTE OF FASHION TECHNOLOGY
HAUZ KHAS, NEW DELHI**

**Sub: Notice Inviting online tender under “Quality cum Cost Based System”
(QCBS) for Hiring Agency for Conducting Online Admission Counseling
process for the UG and PG programmes of NIFT**

1. ABOUT NIFT:

National Institute of Fashion Technology (NIFT) was set up by the Ministry of Textiles, Government of India in 1986 which has been accorded statutory status under an Act of Parliament in 2006 (NIFT Act 2006) for the promotion and development of education and research in the field of Fashion Technology.

NIFT provides fashion business education across the country through its network of 17 Campuses. It provides four years undergraduate (UG) program in design and technology, two years post graduate (PG) program in design, fashion management and fashion technology and short duration education program to address the specialised needs of professionals and students in the field of fashion.

NIFT has its Head Office at New Delhi with its campuses located at Bengaluru, Bhopal, Bhubaneswar, Chennai, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Raebareli, Shillong, Srinagar (J&K) and Panchkula.

2. NOTICE INVITING TENDER

National Institute of Fashion Technology (NIFT) – Head Office invites Online tender on a single stage, two bid system under “**Quality cum Cost Based System (QCBS)**” from Firms registered under the Company’s Act, 2013 to select a firm for **Conducting Online Admission Counseling Process for all the UG and PG programmes of NIFT for the academic year 2022-23** with all necessary statutory registrations, having working experience in handling online counselling work for admission in any reputed Institute / Organizations. during the last three years 2017-2018, 2018-2019 and 2019-2020 in the relevant field as per details of Scope of Work attached at **Annexure –‘VII’**.

- a) The Tenderers are advised to follow the instructions provided in the Terms and Condition for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/epocure/app>. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Firm who has downloaded the tender from

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the NIFT Website www.nift.ac.in and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, shall not tamper modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered / modified in any manner, tender will be completely rejected and Firm, and tenderer is liable to be banned from doing business with NIFT.

b) Disclaimer

The tender is not an offer by the National Institute of Fashion Technology (NIFT), but an invitation to receive bids from reputed companies. No contractual obligation whatsoever shall arise from the tender process until and unless a formal contract is signed and executed by a duly authorised officer of NIFT.

c) The counselling will be for approximately 15,000 candidates for 10 UG & PG academic programmes. NIFT intends to select a firm to execute online Admission Counselling, its administration, website creation, registration, document verification, allotment of seats, collection and refund of counselling fees as per requirement. The system shall comprise:

- i. Creation of a website for online registration.
- ii. Online two level document verification.
- iii. Providing software and training for operation of software for online document verification and seat allocation based on preferences filled by candidate and common merit rank achieved.
- iv. Conduct of mock and final counselling.
- v. Provision for multiple rounds of counselling.
- vi. Creation of an integrated payment module to enable candidates to pay fees, generate receipts and process refunds.
- vii. Customised report generation.

3. PROCESS OF ONLINE REGISTRATION AND SUBMISSION OF BIDS ON <https://eprocure.gov.in/eprocure/app>

a) The process of online submission of bids are available on CPP portal for bidders. The tender document can be downloaded from the NIFT's official website i.e. www.nift.ac.in and also from <https://eprocure.gov.in/eprocure/app>. The bids will be submitted in a two bid system ONLINE ONLY with a Technical Bid and a Financial Bid. Physical bids will not be accepted. Online submission of technical bid as per prescribed Performa as per **Annexure - I**

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b) The interested bidders are advised to read carefully the entire tender document and Scope of Work before submitting their tender. The tender documents not received online in prescribed format and / or are found incomplete in any respect will summarily be rejected. The Technical Bids will be opened on **7th September, 2021** at **3:00 PM.** in the presence of such bidders who may wish to be present, either in person or through their authorised representatives (duly supported with authorisation letter).

c) The online financial bid will be opened on a date which will be communicated to only those bidders who are found to be technically qualified after evaluation of technical bids.

d) In case of any further clarification required relating to this tender, the same can be sought from the following officers of NIFT: -

- i. DD (Admissions), National Institute of Fashion Technology, Head Office, Near Gulmohar Park, Hauz Khas, New Delhi – 110016 Phone No. 011-26542061. Email ID admissions@nift.ac.in(For Scope of Work).
- ii. Assistant Director (Purchase), National Institute of Fashion Technology, Head Office, Near Gulmohar Park, Hauz Khas, New Delhi – 110016. Phone No. 011-26542071/26542176 and email id :purchase.ho@nift.ac.in (For tender submission related queries).

e) A pre-bid online meeting to explain the scope of work and to resolve queries of the participating companies / agencies will be organized by NIFT on **20th August, 2021 at 2:30 P.M.** Queries should be mailed to DD (Admissions) by **18th August, 2021** on admissions@nift.ac.in

4. INTRODUCTION- SCOPE OF WORK:

The scope of work has been divided into:-

a) Pre-Counselling process

- i. Development/deployment of customised software
- ii. Training
- iii. Trial Run
- iv. STQC certification

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7

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b) Counselling Process

- i. Registration
- ii. Document verification
- iii. Mock Seat Allotment
- iv. Final Seat Allotment
- v. Admission
- vi. Vacant Seat Generation for next round
- vii. Allotment of vacant seats in each round of counselling
- viii. Number of counselling rounds as required.

c) Post Counselling Process:-

- i. Withdraw Option
- ii. Collection of Fees
- iii. Report generation
- iv. Resolution of Queries

Detailed Scope of Work is as per **Annexure VII**

5. SELECTION CRITERIA OF BIDDER

The selection of the firm will be based on Quality cum Cost Based Selection (QCBS). There will be 70% weightage for technical evaluation and 30% for Financial Evaluation. The Company should provide full support to NIFT for evaluation of the counselling process and software's cyber security which should be completed within two weeks from the start of Technical Evaluation.

a) Technical Bid: (As per Annexure – I)

All the relevant documents as asked in the Technical Bid as per Annexure – I should be submitted. Only those bidders will be technically qualified who submit all required documents and secure 60% marks and above on evaluation of their Technical Bids by the duly constituted Technical Evaluation Committee..

b) Financial Bid : (As per Annexure – II) : The financial bids of only those Bidders who have been found to be technically suitable / eligible will be opened.

6. EVALUATION OF BID:

- a) Out of 100 marks the weightage in evaluation will be given as under : -
- i. 70% of the marks will be awarded for Technical Evaluation.
 - ii. 30% marks will be awarded for Financial Evaluation.

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b) The Technical bids will be evaluated as per technical criteria given below. The shortlisted bidders / companies would be required to make presentations/demonstration to the Technical Evaluation Committee of officers constituted by NIFT for the purpose.

TECHNICAL EVALUATION CRITERIA (In the relevant area and as evaluated by the Technical Evaluation Committee constituted for the purpose by NIFT)

<u>S.N.</u>	<u>Evaluation Parameter</u>	<u>Maximum Marks</u>	<u>Marking Scale</u>
1.	Average Annual Turnover of the last three financial year 2017-2018, 2018-2019 and 2019-2020.	10	Turnover 25 lakhs and below : 0 marks Turnover above 25 and upto 50 lakhs : 6 marks Turnover above 50 and upto 100 lakhs : 8 marks Turnover above 100 lakhs : 10 marks
2.	No. of years of work experience in handling online counselling work for admission in any reputed Institute / Organisations in the relevant field.	10	Less than 3 years: 0 marks Above 3 and upto 4 years : 5 marks Above 4 and upto 5 years : 6 marks Above 5 and upto 7 years : 8 marks Above 7 years: 10 marks
3.	Presentation/ Demonstration The firm/company will be required to give a demonstration and / or presentation clearly giving details of their capabilities and methodology to conduct the counseling. The venue will be intimated later.	60	➤ Company Profile and experience, ➤ Plan to execute the Counseling Work of NIFT, ➤ Innovativeness, quality of software deliverables, timelines, past history, ➤ Software development and execution of the software, Approach and methodology, Software system proposed.

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4.	Work experience in handling online counselling work for admission in any reputed Institute / Organisations. during the last three years 2017-2018, 2018-2019 and 2019-2020 in the relevant field.	10	Conducted online Counseling of : <ul style="list-style-type: none"> ● Less than 10000 candidate : 0 marks ● 10000 and upto 15000 candidate in each process : 6 marks ● Above 15000 and upto 25000 candidate in each process : 8 marks ● Above 25000 candidate in each process : 10 marks
5.	Firm should own the source code of the application software and should be capable to modify as per security requirement of NIFT	10	Self-Declaration from the authorised signatory for ownership of source code and willingness to customise it for NIFT as per Annexure-VIII
Maximum Marks = 100			

c) Procedure for ranking:

- i. The total marks obtained by a bidder shall be allocated 70% weightage for the Technical bid and 30% weightage will be assigned to the financial bid.
- ii. Financial Bid with lowest cost will be assigned a financial score of 100 and other bids will be given marks inversely proportional to the increase in cost over the lowest bids.
- iii. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.
- iv. The bid with the highest marks on combination of marks from the technical and financial bids will be awarded the contract for conducting online Counselling for the Academic Year 2022-23 for NIFT.

EXAMPLE : Minimum qualifying marks for technical qualifications as 60. The weightage of the technical bids and financial bids was 70 : 30. Three proposals i.e. A, B and C were received and marks awarded by the committee were 70, 74 and 79 marks respectively in the technical evaluation. All the three proposals found technically qualified and their financial proposals were opened and quote price as under : -

- A. Rs.120
- B. Rs.100
- C. Rs.110

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Formula

FS = (Fmin/Fb) x 100 (rounded off to 2 decimal places), where

FS = Normalized Financial Scores for the bidder under consideration

Fmin = Lowest absolute Financial quote received

Fb = Absolute financial quote by the bidder under consideration

A. $(100/120) \times 100 = 83$ points

B. $(100/100) \times 100 = 100$ points

C. $(100/110) \times 100 = 91$ points

Combined Technical and Financial Score (TS x 70 + FS x 0.30):-

Proposal A : $70 \times 0.70 + 83 \times 0.30 = 73.90$ Points

Proposal B : $74 \times 0.70 + 100 \times 0.30 = 81.80$ Points

Proposal C : $79 \times 0.70 + 91 \times 0.30 = 82.60$ Points

The Bidder with the highest Composite Score(s) would be awarded the contract.

7. Documents Required (Technical Eligibility Criteria) :

Tender shall be accompanied by the relevant documents including the following **(Annexure– I):-**

- i. The proof of Annual turnover of **Rs. 25 Lakhs or above** per year for the last three financial years 2017-2018, 2018-2019 and 2019-2020 in the form of the Audited Financial Statement duly certified by Chartered Accountant (Submit Scanned copy online).
- ii. Firm registered under the Company's Act, 2013. (Submit scanned copy online).
- iii. The Firm must have working experience in handling online counselling work for admission in any reputed Institute / Organisations . during the last three years 2017-2018, 2018-2019 and 2019-2020 in the relevant field (submit scanned copy of work order / completion certificate). A list of organisations where the firm has provided / is providing the services covered in the tender document may also attach the scan copy online).

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- iv. The Firm must have conducted two online counselling work of at-least 10,000 candidates in each process during the last 03 years in any reputed Institute / Organisations. **(Submit scanned copy of work order / completion certificate).**
- v. Copy of Registration Certificate in support of GST Nos./PAN No. and Validity etc. (Submit Scanned copy online).
- vi. The Firm must have ISO 27001/CMMI level 3/ CMMI level 5 certification for the software security.
- vii. As per OM no. F9/4/2020-PPD, GOI Ministry of Finance, Deptt. of Expenditure, Bid Securing Declaration is required to be submitted by bidder in lieu of Bid Security/EMD. **(Format attached at Annexure – IV)**
- viii. NSIC/MSME are required to submit the certificate issued by the concerned department (like-NSIC/MSME etc.) (Submit Scanned copy online).
- ix. The bidder shall have to declare that he has not been debarred from participation in tender anywhere in NIFT HO and its Campuses and have not been blacklisted by any Govt. /Semi Govt./Institute/organisation in the last five years. **(submit certificate as per Annexure – III)**. If, it is subsequently established or found that the bidder has given any false information or facts or has suppressed facts or manipulated the documents etc. the Earnest Money Deposit or the Security Deposit, as the case may be, will be forfeited and no excuse/grievances whatsoever will be entertained thereafter.
- x. Certificate stating that the Firm owns the source code of the application software and is capable of modifying it as per requirement of NIFT. (as per **Annexure-VIII**)
- xi. The firm should have in-house technical personnel to maintain software and data used. Details of personnel as per **Annexure-VI**

8. Terms and Conditions:

- i. The Technically qualified Firm will be intimated through e-mail for opening of their financial bid.
- ii. The Firm must enclose all required document and if not enclosed, NIFT reserves the right to reject tender of those firms. The decision of the NIFT will be final and shall be binding on tenderers.

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- iii. The Firm will have to Conduct Online Admission Counselling process for the UG and PG programmes of NIFT as per Scope of Work. Maximum period of contract will be for 03 years. The contract may be extended on a year to year basis after evaluating the performance of the firm on the same terms and conditions.
- iv. The Firm must have ISO 27001/CMMI level 3/ CMMI level 5 certification for software security.
- v. Firm will provide reports and data related to NIFT generated as part of the counselling process as and when required without any extra cost. The right to use of the customised / developed software must be vested to NIFT only.
- vi. The complete Database of the Counselling process will be saved on the server of the firm with back up facility till the completion of online Counselling Work.
- vii. The Firm should appoint at least one liaison officer and one technical person to effectively administer the process with the help of the Admission Department of NIFT without any additional cost.
- viii. For the reference of Tenderers for submission of their bids, NIFT conducted online counselling of approximately 12000 candidates for UG and PG courses for the academic year 2019-2020 and approximately 15000 candidates for 2020-21 .
- ix. Bidder who secured highest composite scores to whom contract is awarded will be required to deposit performance security @ 3% of the contract sum as Demand Draft in favour of “NIFT” payable at New Delhi / Pay Order / FD Receipt / Bank Guarantee (Copy of Format is enclosed at **Annexure V**)/Online payment. This performance security must be deposited within 10 days of the award of the contract. No interest will be paid on the performance security. The performance guarantee should be valid for a period of 60 days beyond the date of contract period.
- x. The amount of Performance Security (refundable) without any interest there on will be returned to the bidder after successful completion of the work and after adjusting dues, if any.
- xi. The date of Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment will be after the date of receipt of the work order.

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- xii. The bids should be valid for at least six months from the date of opening of the tender. In case of the successful bidder, rates quoted shall be valid for the entire period till the work is completed.
- xiii. The bidder will be disqualified from bidding for any contract with NIFT if the bidder is in breach of any obligation under the bid conditions mentioned in the Bid Securing Declaration form attached at **Annexure-IV**.
- xiv. Conditional Bids/Vague offers like “Duties as applicable” shall not be considered.
- xv. **Payment Schedule :-**The payment will be released as per the following schedule on successful completion of the work after submission of proper bill:-
 - a) 30% payment after implementation of software and completion of registration.
 - b) 40% on completion of successful Counselling.
 - c) 30% on completion of admission process & commencement of Academic session.
 - d) No advance payment will be made.
- xvi. (a) The selected Firm should have an already-developed (off-the-Shelf) Online Counselling Software product which can be customised as per the requirement of NIFT with minimal changes in desired time frame **OR** the Firm will develop the required Software as per the Scope of Work within the period of 02 months and submit STQC certification (other equivalent as per GOI guidelines) in next 01 month from the date of receipt of Work Order

(b) If the vendor develops customize software for NIFT counselling the developed software will be delivered to NIFT and should work in standalone mode. If the vendor utilizes already developed off the shelf software then the Vendor will certify that customisations carried out for NIFT and NIFT processes will not be shared / used anywhere else. The version of the software cutomised for NIFT will be provided to NIFT.

(c) All data pertaining to NIFT either shared with the vendor for the process or generated during the process will be confidential with full ownership rights with NIFT. Vendor will deliver the same to NIFT after the process is completed and certify that it has been removed/deleted from all media with the vendor.

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xvii. If the firm violates the contract, the following penalties will be imposed:-

- (i) If delivery and STQC of the Software is not done within the stipulated time, performance security shall be revoked/ forfeited.
 - (ii) If software requirement does not match as per Scope of Work of NIFT, performance security shall be revoked and the firm will be blacklisted. 10% of the work order amount as penalty will be imposed.
 - (iii) In case of violation of any other clause of this tender document, Performance Security or 10% of the amount of the Work Order value will be imposed as a penalty for each violation.
- xviii. The losses to the Institute which are directly attributable to the firm shall be deducted from the bills/ adjusted from the Security deposit.
- xix. The Firm must have working experience in handling online counselling work for admission in any reputed Institute / Organisations during the last three years 2017-2018, 2018-2019 and 2019-2020 in the relevant field.
- xx. The successful Firm must demonstrate at least 2 successful trial runs of the On-line Counselling software within 1 (One) week after the completion of STQC of the Software period as mentioned at para 8 (xvi) above. Failure to adhere to this deadline may result in summary termination of the work order and the balance / total work will be executed through other agencies at the firm's risk and cost and will be governed by the Penalty clause as mentioned in the tender document.
- xxi. The Online Counselling software must be user-friendly and free from glitches.
- xxii. For guiding the applicants, help-desks should be maintained by providing manpower and Internet connection facility by the vendor. Help Line numbers have to be submitted to the NIFT prior to the start of on-line counseling. All costs incurred on this account will be borne by the bidder.
- xxiii. The successful bidder will be responsible to provide information for all RTI and Legal issues related to online admission cum counseling process and data/report management.

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- xxiv. The online counseling process may take maximum 04 months to complete the work and no further cost will be incurred in case of request to increase in time.
- xxv. The price bid of the technically qualified bidders only will be opened after evaluation of technical bids. The combined financial score will be calculated as under:-
- (a) Cost of Software = A
 - (b) Operational Cost of per candidate = B
 - (c) Operational Cost for 10,000 candidate = C (B x 10,000)
 - (d) Total Financial Cost = A + C
- xvi. The contract shall be terminated if:
- a) The service of the Firm is not found satisfactory or the firm changes the rate of contract during the contract period.
 - b) In case the Firm fails to execute the job as per the terms and conditions of the agreement, the balance / total work will be executed through other agencies at the firm's risk and cost.

9. Important Instructions:

- i. The successful Firm shall obtain declaration from their personnel (employed by them for the work in the concerned counselling) that none of them have any near relations (such as children, brother, sister, nephew, nieces of self and spouse) as well as anyone on whom they may have any special interest, appearing for the concerned counselling.
- ii. The successful Firm would be required to follow defined Software Change Management processes to manage changes in the Software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing OA Certification and Deployment.
- iii. The successful Firm must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
- iv. Testing should not be limited to system features and functionality. The system used to conduct the counselling must be tested for performance, security, usability, high availability, business continuity and disaster recovery.
- v. Suitable emergency management plans towards any crisis situation / redundancy of servers, students' data etc should be maintained by the Firm.
- vi. The successful Firm should be able to support the entire solution on a 24x7 basis with a maximum response time of three hours.

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- vii. At any time before the submission of bids, NIFT may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum shall be uploaded on CPP Portal and NIFT website and will be binding on them. The Firm shall acknowledge receipt of all amendments.

10. Force Majeure : - Force Majeure shall mean any cause which is beyond the control of a Party or Parties or the Party invoking force majeure, including but not limited to the following: any law, decree, regulation, order, or request of any governmental authority, nationalization, expropriation, confiscation, requisition, riot, war, hostilities, public disturbance, act of the public enemy, strike, lock out, or other labor dispute, fire, flood, earthquake, storm, explosion, or Act of God. If either Party is prevented from or delayed in carrying out any provision of this Agreement by reason of Force Majeure the Party whose performance is so prevented or delayed, upon prompt written notice thereof to the other Party, shall be excused from such performance to the extent and during the period of such prevention or delay. This clause shall not be available to a Party if such Party fails to use reasonable diligence to remedy by the applicable situation described in above clause hereof with reasonable dispatch or if such applicable situation is caused by such Party.

The party for which it becomes impossible to meet obligations under the Contract due to Force Majeure conditions, is to notify in written form to the other party of the beginning and cessation of the above circumstances immediately, but in any case no later than 10(Ten) days from their commencement. Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority shall be considered as sufficient proof of commencement and cessation of the above circumstances.

If the impossibility of complete or partial performance of an obligation lasts for more than 2 (two) months, either party here to reserves the right to terminate the Contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the contract. Force Majeure will be applicable throughout the contract period.

11. Conciliation/Arbitration

- i. If any dispute(s) or difference(s) of any kind whatsoever arise in between the parties, the parties hereto shall negotiate with a view to its amicable resolution and settlement through a Committee appointed by DG – NIFT which shall include the representative(s) of the opposite party.

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- ii. In the event no amicable resolution or settlement is reached between the parties within 30 days after receipt of notice by one party, then the disputes or differences as detailed above shall be referred to and settled by the sole Arbitrator to be appointed by DG – NIFT with the mutual consent of the other party.
- iii. The Arbitration proceedings shall be in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (as amended or enacted from time to time and in force when the reference is made)
- iv. The venue of the Arbitration shall be New Delhi. The Arbitration proceedings shall be in English Language.
- v. The Arbitrator will give the speaking and reasoned award.
- vi. If there still remains some dispute unresolved, in that event, the same shall be adjudicated by the Courts in Delhi.

Applicable Law and Jurisdiction:

All matters connected with this shall be governed by the Indian Law both substantive and procedural for the time being in force and shall be subject to the exclusive jurisdiction of Indian Court at Delhi.

NIFT reserves the right to annul the bidding process at any time period to award of contract including rejection of any or all bids after the same have been received, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder/s on the ground of NIFT action.

(Admission Department)
NIFT – Head Office

Encl. As above.

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**Technical Bid for Hiring the Agency for Conducting Online Admission Counseling
process for the UG and PG programmes of NIFT**

1. **Name of the Agency / Firm :**
1. **Name of Authorised Person**
(Who signs on the tender document) :
2. **Office Address:**
3. **Phone No. :**
1. **e-mail address :**
2. **Mobile No. :**

Eligibility Criteria for Selection:-

S No.	Document to be submitted	Proof Required
1.	The proof of Annual turnover of Rs. 25 Lakhs or above per year for the last three financial year 2017-2018, 2018-2019 and 2019-2020 in the form of the Audited Financial Statement duly certified by Chartered Accountant.	(Submit scanned copy online)
2.	Firms registration under the Company’s Act, 2013	(Submit scanned copy online)
3.	The Firm must have work experience in handling online counselling work for admission in any reputed Institute / Organisations / of Government of India / etc. during the last three years 2017-2018, 2018-2019 and 2019-2020 in the relevant field. A list of organisations where the firm has currently provided / providing the services covered in the tender document along with a copy of work orders/completion certificate to be submitted online.	(Submit scanned copy online)

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4.	The Firm must have conducted atleast two online counseling work of at least 10,000 candidates in each process during the last 03 years in any reputed Institute / Organizations / of India etc.	(Submit scanned copy of work order / completion certificate)
5.	The Firm must have ISO 27001 / CMMI level 3 / CMMI level 5 certification and / or the software should be STQC compliant.	(Submit scanned copy online)
6.	Copy of Registration Certificate in support of GST Nos./ PAN No. and Validity etc. (Submit Scanned copy online).	(Submit scanned copy online)
8.	NSIC / MSME etc. are required to submit the certificate issued by the concerned authority	(Submit scanned copy online)
9.	The bidder shall have to declare that he has not been debarred from participation in tender anywhere in NIFT HO and its Campuses and has not been blacklisted by any Govt. /Semi Govt./Institute/organization in the last five years. (Submit certificate as per Annexure – III).	(Submit scanned copy online)
10.	The firm should own the source code of the application software and should be capable to modify it as per requirement of NIFT.	(Submit Self-Declaration online as per Annexure-VIII)
11.	The firm should have in-house technical personnel to maintain software and data used.	(Submit copy of the proof online)

Signature of Tenderer: -----

Name of the Authorized Signatory: -----

Name of the Firm: -----

Seal of the Firm: -----

Address: -----

Contact No.:-----

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(Full Signature & Stamp of the Tenderer)

Financial Bid for Hiring the Agency for Conducting Online Admission Counseling process for the UG and PG programmes of NIFT

NIFT Head Office GSTIN. - 07AAATN2067JIZI

S No.	Description	Rate in Rs.	GST in %	Total Price in RS. including GST
1.	Per candidate rate (Operational Cost as per Scope of Work)			
2.	One time Cost of Software with STQC certification (other equivalent as per GOI guidelines) as per Scope of Work			
	Grand Total			

Please Note :-

- The financial score will be calculated as under:-
 - (a) Cost of Software = A
 - (b) Operational Cost of per candidate = B
 - (c) Operational Cost for 10,000 candidate = C (B x 10,000)
 - (d) Total Financial Cost = A + C
- The development of Software is one time cost / process. If the contract is extended for 2nd year onwards, the payment will be released only for operational cost of per candidate on a pro-rata basis as per actual number of candidates appearing for Counseling.
- The Price quoted shall be firm till the completion of the Contract including the period of extension, if any.
- Rates should be quoted in words as wells as in figure. If discrepancy is found in words and in figure than rates written in words would be consider.

Signature of Tenderer :-----

Name of the Authorized Signatory :-----

Name of the Company/Firm :-----

Seal of the Company/Firm :-----

Address :-----

Contact No.:-----

I accept all the above Terms & Conditions

(Full Signature & Stamp of the Tenderer)

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s. _____ have not been debarred from participation in Tender/ Contract in NIFT HO and its Campuses.

It is also certified that M/s. _____ are not blacklisted by any Govt. / Semi Govt. / Institute / organisation.

Yours faithfully

(Signature of the Bidder, with Official Seal)

Name of the Authorised Signatory:

Designation:

Contact details (including E-mail):

Date:

Place:

I accept all the above Terms & Conditions

(Full Signature & Stamp of the Tenderer)

Bid Securing Declaration Form

Date: _____

Tender No. _____

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am/We are in a breach of any obligation under the bid conditions, because I/We

a) Have withdrawn /modified/ amended, impairs or derogates from the tender, my/ our Bid during the period of bid validity specified in the form of Bid;

or

b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity

(i) fail or reuse to execute the contract, if required,

or

(ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/ we are not the successful Bidder, upon the earlier of

(i) the receipt of your notification of the name of the successful Bidder ;

or

(ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

I accept all the above Terms & Conditions

(Full Signature & Stamp of the Tenderer)

Bank Guarantee Format for Furnishing Security Deposit

1. In consideration of National Institute of Fashion Technology, having its Head Office at NIFT Campus, Near Gulmohar Park, HuazKhas, New Delhi – 110016
(hereinafter referred to as NIFT which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to-----with its Registered / Head Office at -----(hereinafter referred to as the ‘Contractor’ which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a contract by issue of NIFT’s Letter of Intent No.-----dated-----and the same having been unequivocally accepted by the contractor resulting in a ‘Contract’ bearing No.-----dated valid at Rs. _____ (Rupees ___ only) for _____ and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to Rs.------(Rupees-----value of the contract to NIFT, we having its Head Office at pression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), do hereby guarantee and undertake to pay NIFT, on demand any and all money payable by the Contractor to the extent of Rs.------(Rupees only) as aforesaid at any time upto without any demand reservation contest, recourse for protest Bank shall be conclusive and binding notwithstanding any difference between NIFT and Contractor or any dispute pending before any Court, Tribunal or any other authority.

1. We, the -----Bank undertake not to revoke with guarantee during its currency without previous consent of NIFT and further agree that the guarantee herein contained shall continue to be enforceable till NIFT discharges this guarantee or which is earlier.
2. NIFT shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance of the contract by the Contractor. NIFT shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner and either to enforce or two forbear to enforce any covenants, contained or implied, in the Contract between NIFT and the Contractor or any other course or remedy or security available to NIFT. The Bank shall not be released of its obligations under this guarantee by any exercise by NIFT of its liberty with reference to the matter aforesaid or any of them or by reason of any other acts of omission or commission on the part of NIFT or any other indulgence shown by NIFT or by any other matters or thing whatsoever which under law would , but for this provision have the effect of relieving the Bank.

I accept all the above Terms & Conditions

(Full Signature & Stamp of the Tenderer)

3. The Bank also agrees that NIFT and its option shall be entitled to enforce this guarantee against the Bank as a principal debtor, in the first instance without processing against the Contractor and notwithstanding any security or other guarantee that NIFT may have in relation to the Contractor's liabilities.
4. This guarantee shall not be affected by any changes in the constitution of Contractor nor shall it be affected by any charges in the constitution of NIFT or by any amalgamation or absorption thereof or therewith but will ensure for and be available to and enforceable by absorbing or amalgamated company or concern.
5. Notwithstanding anything contained hereinabove, our liability under this guarantee is restricted to Rs.-
----- (Rupees only) subject to the clause as stated immediately hereafter.
This guarantee shall remain in force till.
6. This guarantee shall continue and hold good until it is released by NIFT on the application of the Contractor after expiry of the relative guarantee period of the said Contract and after the contractor has discharged all their obligations under the said Contract and produced a certificate from NIFT's representative certifying the due completion of the work under the said contract and submitted 'No-demand Certificate' provided always that unless extended this guarantee shall remain in force till-----
----- should it be necessary to extend this guarantee beyond the said date on account of extension being granted by NIFT to the Contractor in respect of completion of works under the said contract or otherwise, we undertake to extend forthwith the period of the guarantee on NIFT's request till such time as may be required by NIFT.
7. We-----Bank shall be discharged of our liability under the guarantee unless a claim is made by NIFT within 3(three) months from the date of expiry of this Bank Guarantee.

I accept all the above Terms & Conditions

(Full Signature & Stamp of the Tenderer)

Details of Technical & Administrative Personnel to be employed for this work

TABLE-1:

Category	Total Number of regular employee	Number available for this work	Minimum Qualification	Remarks
Technical				
Administrative				

TABLE-2:

S No	Designation	Total number of employees in the category	Number available for this work	Minimum Qualification	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks
1	2	3	4	5	6	7	8

(Signature with date and Seal of Bidders)

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(Full Signature & Stamp of the Tenderer)

SPECIFICATIONS AND SCOPE OF WORK

1) NIFT is looking for a service provider for the successful conduct of its Web-based Online Counselling-2022 for admission to various courses, as listed below, for the academic session 2022-2023.

(a). UG Courses

- i. Bachelor of Design(B.Des)
- ii. Fashion Design(FD)
- iii. Leather Design (LD)
- iv. Accessory Design (AD)
- v. Textile Design (TD)
- vi. Knitwear Design (KD)
- vii. Fashion Communication (FC)
- viii. Bachelor of Fashion Technology (B.F. Tech.) - Apparel Production (AP)

(b). Master Programmes

- i. Master of Design (M.Des)
- ii. Master of Fashion Management (M.F.M)
- iii. Master of Fashion Technology (M.F. Tech.)

2) The details of the seats available for Online Counselling for each course will be made available by NIFT in the form of a “Seat-Matrix”.

3) The Online Counselling software must be user friendly and free from glitches.

4) There are three phases for counselling process:-

I) Pre-Counselling phase II) Counseling phase III) Post Counselling phase

I) PRE- COUNSELLING PHASE:- The work for pre-Counselling stage are as follows:-

a) Development, Deployment and Training:-

- i. The firm should develop and host a registration portal for the registration of the Candidates. The registration will be for all courses run by NIFT both UG and PG.
- ii. The Candidates should be able to upload required documents during the registration.
- iii. Verification of the uploaded documents against standard guidelines of NIFT.

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- iv. A team of personnel from NIFT should be able to undertake document verification online from remote locations based on unique and secure logins for rejected/contentions cases.
- v. Provide online training on all systems and processes to users along with 2 successful trial/mock runs. A user manual is to be created for ready reference. Users required at various points are:
 - a. **At HO:** A team of people from the NIFT Admission system. They are responsible for seat approval process, seat de-categorization, necessary reports generation and upload on NIFT website and coordination between all seventeen campuses.
 - b. **At Campus:** A team led by a nodal officer. They are responsible for document verification, query resolution if any.
 - c. Online training will be provided by the technical team of the development firm before the counselling begins. Technical support will be provided by the development firm throughout the period of counselling.
- vi. The firm should provide step by step audio and video tutorials for describing the usage of the modules to the students/end users.

b) STQC certification:-The Firm needs to ensure STQC certificate (other equivalent as per GOI guidelines) of the system developed for performance and load testing.

c) Super admin:- Admin panel login must be provided with secure passwords. The Admin's should be able to view the entire process in real time and as a series of reports (onscreen and printable) with customised panels for different officials.

II) COUNSELLING PHASE:-Online admission counselling software should provide an interactive interface to the candidates for capturing their campus and course preferences, counselling / admission fee payment online. The allotment process should be automated. The system will be capable of conducting multiple rounds necessary for completing the admission process. The work of counselling process requires the following processes and modules:-

A. Registration:-This module will enable registration of eligible candidates.

a) Online Application

The candidate would be required to apply online through a secure login.

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b) Basic Details.

- i. The basic personal and academic details of the candidates will be captured. Candidates should be able to upload the requisite documents in the prescribed formats.
- ii. The candidate will upload the required documents and pay the registration fees to complete the registration. Candidates may opt to accept a seat under the NRI sponsored category subject to submission of requisite documents for document verification. The option to exercise this must be confirmed while filling the counselling application.

c) Choice/Preference

Candidates will be asked to fill in their choice of academic program in the order of preference. A candidate can enter unlimited preference(s) online.

d) Choice Locking

After a set time the choice should be locked automatically (after a predefined time) if not locked by the candidate. Preference form filling is a time bound activity and all candidates must complete the process within the given time. Preferences once submitted will be editable till finally locked as per the Counselling rules. Provision to enable the candidate to lock preference voluntarily at any given time should be available.

A confirmation message for the registration should be sent on the registered email id of the candidate.

e) Document verification:-All successfully submitted documents and fee will be verified to NIFT. Verification of the uploaded documents and ensuring that the candidate meets all the eligibility criteria should be done online through the designed software. Once verification is confirmed by NIFT the successful candidates will be considered for seat allocation.

f) Seat Allotment:- Based on the candidate's choice of academic program, merit, category and availability of the seats, automatic, software driven allotment of the highest possible academic program is to be made to the candidate.

g) Acceptance of Seat. The candidate now exercises the option to accept the offered academic program. If all the documents are found to be valid and the eligibility criteria are met by the candidate, the allocated seat will be confirmed and the candidate will be notified on the online portal. The candidate will also get the allotment information by SMS/ email. The candidate should be able to generate and take a printout of the Allotment-Letter from the portal by logging in.

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FREEZE, FLOAT AND SLIDE OPTIONS

At the time of accepting the seat online, a candidate should have the option for any one of the following - '**Freeze**', '**Slide**' or '**Float**' for the choice of academic program for subsequent round(s), if any, of the counselling (in case if the candidate has been allocated seat as per his/her first choice, option of slide and float will not be available).

1. **Freeze:** Candidates accept the offered seat and indicate that they are content with the allocated academic program and that they do not want to participate in further rounds of seat allocation. Such candidates will NOT be considered in subsequent rounds of admission.
2. **Float:** Candidates accept the offered seat and indicate that, if admission to an academic program of better/ higher preference in any Institute is offered, they will accept it. Else, they will continue with the currently accepted academic program. Such candidates will be considered in subsequent rounds of admission.
3. **Slide:** Candidates accept the offered seat and indicate that, if admission to an academic program of better / higher preference is offered within the same Institute, they will accept it. Such candidates will be considered in subsequent rounds of admission for only the Campus offered and accepted in the earlier round of counselling.

B. Vacant Seat Generation:- Vacant seats would be generated in real time if there is failure of any candidate to appear for admission in the given time frame or there is admission cancellation due to any reason.

C. Re-allotment of vacant seats:- The seats would be re-allotted based on generated vacant seats and choices given by the candidate in order of merit, category and availability of seats.

D. Withdraw Option:- A candidate, who has already accepted a seat allotted by NIFT, can withdraw the seat by reporting online starting from the beginning of the second round of counselling and upto the penultimate round of seat allocation which will be informed to all prior to commencement of the counselling.

This whole cycle would be repeated till all the vacant seats are filled in a stipulated time. The process may be changed at any time, if required, with the approval of the competent authority.

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III) POST COUNSELLING PHASE:-

1. The software should generate customised reports.
 2. Maintenance of all data for one year to enable answer to queries, RTIs and legal cases.
 3. Details of candidates admitted and their documentation to be forwarded to respective Campuses.
- Apart from the above process the software should also be compatible with the following terms:-
- i. Money transfer and reconciliation report to be provided within 24 hours.
 - ii. Online payment of fees. Generation of receipts, invoices, accounting and reconciliation.
 - iii. Unlimited recording of Academic Program in order of preference and choice modification at any time before the last date prescribed for online counselling.
 - iv. Auto Saving of Entered preferences.
 - v. The candidates would be issued registration slips and SMS/Email confirmation after successful completion of the payment and process.
 - vi. The system should also send alerts through email and SMS to all the concerned candidates for all crucial events. All costs incurred on this account will be borne by the bidder.
 - vii. Auto up gradation, as per requirement, for the next round of Counselling.
 - viii. Display of available seats for the next round of allotment.
 - ix. Preparation of Vacant Seat Matrix for next phase of Seat allotment.
 - x. The software should be capable of accepting online details of the selected candidates and such other reports relating to online counselling as prescribed by NIFT.
 - xi. Preparation of various rank lists for different categories as per the counselling rules.
 - xii. Assign each Candidate with a state code of eligibility based on the counselling rules.
 - xiii. Preparation of PwD Merit List and Allotment of PwD seats based on recommendations of the NIFT Internal Committee.
 - xiv. Un-allotted seats should be merged with respective category seats for allotment in next rounds.
 - xv. Candidates should be able to change preference of academic program after mock allotments.

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- xvi. Preference once locked cannot be changed. Adequate safeguards against accidental locking be included.
- xvii. Provision of up gradation of seats for reserved category candidates.
- xviii. Merging of all unfilled reserved category seats i.e. OBC, EWS and Domicile with the open seats for final allotment in the last round of counselling.
- xix. Allotment of NRI category seats based on counselling rules.
- xx. Allotment of Artisan Category seats based on defined rules.

Time Line-

Time is of the essence in this contract. The TimeLine for important milestones of Online Counselling (which may be modified slightly by NIFT if warranted) shall be as follows:

Particulars	Timeline
Date of issue of the work Order to the successful firm/Service Provider.	T Day
Completion of Customization of the Online Counselling software and Demonstration of at least 2 successful Trial Runs by the successful bidder.	T + 60 days
Date of Publication of NIFT results	D Day
Online Registration for Counselling for all UG and PG Programmes	D + 15 days
First Round of allotment	D + 30 Days
Verification and Payment of Programme Fees for candidates selected in First List	Seven days
Each Subsequent Round	Not later than seven days after the last round

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GENERAL

Help Desk/Tele-call center:

- i. For guiding the applicants, help-desks should be maintained by providing manpower, telephone and Internet connection facility by the firm. The firm should provide at least 3 dedicated phone helplines on all days to assist the candidates for any queries related to counselling between 10:00 am to 6:00 pm.
- ii. Maintain a telecall center to help the applicants undergoing on-line process. The telecall center should have at least 3 supporting lines which are to be manned by duly trained personnel.
- iii. Help Line numbers have to be submitted to the NIFT prior to the start of the online counselling process.
- iv. Query resolution of Candidates.
- v. It is the responsibility of Firm to provide documented inputs and support for handling
 - a) Students queries
 - b) Press interaction
 - c) RTI queries
 - d) Legal issues related to on-line counselling process and data/report management.

Note:- Handle the entire above-mentioned operation with utmost confidentiality, with precautions and in a professional way of high standard. Ensure and expedite all the above activities in consultation with NIFT.

I accept all the above Terms & Conditions

(Full Signature & Stamp of the Tenderer)

UNDERTAKING

I / We hereby certify that the firm own the source code of the application software and will modify it as per the requirement of NIFT.

Yours faithfully

(Signature of the Bidder, with Official Seal)

Name of the Authorised Signatory:

Designation:

Contact details (including Email):

Date:

Place:

I accept all the above Terms & Conditions

(Full Signature & Stamp of the Tenderer)