

**E-Bid Document**

**Request for Proposal**

**for**

**Management, Setup and Operations of 05 Seater Helpline Centre at Greater Noida Industrial Development Authority**

Location: Greater Noida, Uttar Pradesh

May. 2022

**Issued by:**



Greater Noida Industrial Development Authority

Plot No. 01, Sector- Knowledge Park IV

Greater Noida 201308

## Disclaimer

This Bid document for “**Management, Setup and Operations of 05 Seater Helpline Centre at Greater Noida Industrial Development Authority**” contains brief information about the scope of work and selection process for the Successful Bidder. The purpose of the Bid document is to provide the Bidder with information to assist the formulation of their Proposal (“the Proposal”). The services related to Management, Setup and Operations of 05 Seater Helpline Centre at Greater Noida Industrial Development Authority will further be known as “**the Project**”

While all efforts have been made to ensure the accuracy of information contained in this Document, this Document does not purport to contain all the information required by the Bidder. The Bidder should conduct their own independent assessment, investigations and analysis and should check the reliability, accuracy and completeness of the information at their end and obtain independent advice from relevant sources as required before submission of their bid for the competition.

Greater Noida Industrial Development Authority (“GNIDA”), its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restriction or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from, to be incurred or suffered on account of anything contained in this document or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the TOR and any assessment, assumption, statement or information contained therein or deemed to form part of this Bid or arising in any way in this selection process.

GNIDA reserves the right to accept or reject any or all applications without giving any reasons thereof. GNIDA will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the entries to be submitted in accordance with the conditions listed in this Bid.

## Data Sheet

1	Name of the Bid	<b>Management, Setup and Operations of 05 Seater Helpline Centre at Greater Noida Industrial Development Authority</b>
2	Time-period of contract	1 year + 2 year extension based on performance
3	Method of selection	Cost Based Selection (CBS)
4	Bid Processing Fee	INR 6,180 Including GST (Rupees Six thousand one hundred and eighty rupees only - including GST@18%)
5	Ernest Money Deposit (EMD)	INR 50,000/- (INR Fifty thousand only)
6	Performance Security	10% of the Contract Value
7	Financial Bid to be submitted together with Technical Bid	Yes
8	Name of the Authority's official for addressing queries and clarifications	<b>Additional Chief Executive Officer (A)</b> Greater Noida Industrial Development Authority Plot No. 1, Knowledge Park 4, Greater Noida District Gautam Budh Nagar – 201308, Uttar Pradesh Phone: +91 120 2336011 Email: aceoad@gnida.in
9	Bid Validity Period	180 days
10	Bid Language	English
11	Bid Currency	INR
12	<b>Schedule of Bidding Process</b>	
	<b>Task</b>	<b>Key Dates</b>
	Uploading of Bid	18/05/2022
	Bid start Date & Time	28/05/2022
	Last date of receiving queries	31/05/2022, 1700 hrs (IST)
	Pre-bid Conference	02/06/2022, 1400 hrs (IST) <b>Meeting ID: 867 3759 6327; Passcode: 123456</b>
	Bid end Date & Time	13/06/2022, 1700 hrs (IST)
	Opening of Technical Bid	14/06/2022, 1100 hrs (IST)
	Opening of Financial Bid	To be communicated later
	Issuance of Letter of Award (LOA)	Within 15 days of selection of preferred Bidder

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## **1. Section I: General Introduction**

### **1.1. Project Background**

- I. The Greater Noida Industrial Development Authority (“GNIDA” or “the Authority”) intends improve its citizen facing services and envisions to setup-up a Helpline Centre (“Centre”) to provide efficient targeted assistance and issue resolution to greater Noida citizen in matters related to the GNIDA Authority. The Helpline Centre will act as a link between various internal GNIDA departments and the citizen of Greater Noida.

The Helpline Centre, that the Authority intends to set-up at its KP IV office, Greater Noida shall confirm to the following (but not limited to) key objectives:

- The Centre will serve as point of contact for all citizen services w.r.t GNIDA Authority.
- Track cases/issues from end user and provide prompt status updates.
- Analyse the case statistics and provide monthly reports to include (but not limited to):
  - a. Type of cases w.r.t different departments.
  - b. Pending cases and point of delays.

### **1.2. Brief description of the selection process**

- I. GNIDA invites technical eligibility and financial Bids from Bidders to perform the duties and functions set forth in this Bid.
- II. GNIDA intends to select the Bidder through an open bidding process in accordance with the procedure set out herein.
- III. The Financial Bid of only technically eligible Bidders shall be opened.

### **1.3. Communications**

All communications should be addressed to:

**Additional Chief Executive Officer (A)**

Greater Noida Industrial Development Authority  
Plot No. 1, Knowledge Park 4, Greater Noida  
District Gautam Budh Nagar – 201308, Uttar Pradesh  
Phone: +91 120 2336011  
Email: aceoad@gnida.in

## 2. Section II: Terms of Reference

### 2.1. Scope of Work

The Scope of work for the Helpline centre includes but not limited to the following:

#### A. Deployment of Resources:

1. Deploy minimum **12 trained resources** to carry out the functions of the Helpline Centre, including a **Team Manager/ Team Leader**. This Team Manager/ Team Leader will be the point of contact for GNIDA and will be responsible for reporting and management of the works allotted to the team.
2. Deploy a minimum of 5 trained resources to carry out the functions at the Helpline Centre during day shifts (7:00 am to 3:00 pm) minimum of 4 trained resources during evening shifts (3:00 pm to 11:00 pm) & minimum 3 trained resources during night shifts (11:00 pm to 7:00 am)

#### B. Educational qualifications & professional experience:

1. The resources deployed must possess a Graduate or Post-Graduate degree with good spoken and written communication skills in Hindi and English language. The resources shall also have appropriate training in computer operations with minimum 03 (three) years of experience in a similar field. One of the resource shall be responsible for management of the entire team and shall have minimum 05 (five) years of work experience.
2. The selected Contractor shall ensure that the deployed resources are paid minimum wages according to norms and regulations as laid by Government of Uttar Pradesh.

#### C. Service Delivery Time:

1. The selected Contractor shall ensure that during any working day the number of deployed staff should remain as prescribed in the bid-document (i.e. 12). In case of absence of one staff for a period more than 01 day, a replacement shall be provided immediately by the selected Contractor.
2. Enquiries, complains and suggestions related to various sections of GNIDA shall be attended, entered and resolved by the helpline staff at all times on all days 24 hours a day and 7 days a week (24\*7) including on Government holidays or on prior instruction by the Authority on special occasions., as per the below-mentioned shifts:
  - a. Morning Shift: 7:00 am to 3:00 pm – Resource to be deployed- 5
  - b. Evening Shift: 3:00 pm to 11:00 pm – Resource to be deployed- 4
  - c. Night Shift: 11:00 pm to 7:00 am- Resource to be deployed- 3
3. **24\*7 helpline for the Authority (3 SHFITS)**. All staff must be present during Saturday & Sunday.

#### D. Working space & infrastructure requirements:

1. Only working space, furniture and electricity facility will be provided to the selected Contractor by GNIDA. For all other equipment like landline telephones (05 lines with hunting facility at Help Line Centre of GNIDA Greater Noida, Mobile Phone (for SMS), Computers, Printers, Server, Networking, Web based CRM Software, etc. shall be arranged and maintained by the selected Contractor.

#### E. General specifications & services to be provided by selected Contractor

1. Develop/deploy CRM software to track cases, documentation of inbound queries/grievances and outbound responses.

2. The CRM software shall have the provision to customize requirements/prerequisites for unique citizen services based on requirements of different internal departments. The Standard Operating Procedures for every service handled by the Helpline Centre will have to be approved by all department of the Authority within two (2) weeks of signing of contract.
3. The core functions to be handled by the Helpline Centre includes but not limited to the following:
  - a. Authorities' central complaint & grievances point:
    - i. Receive inbound queries, complaints & grievances via telephonic call, SMS, WhatsApp & e-mail and further route these once a day to respective departments.
    - ii. Provide every end user with a received confirmation acknowledgment with a unique tracking number.
    - iii. Provide services to end users to get prompt status update based on their unique reference number.
    - iv. Respond to queries/complaints via telephonic call, SMS, WhatsApp or E-mail in accordance with SOPs agreed with the Authority.
    - v. Forward/escalate if the inquire is out of the scope of the Helpline staff as per approved SOPs agreed with the Authority.
    - vi. Weekly follow-ups with the respective departments on behalf of the end user for case/enquiry resolutions/response.
  - b. Hand holding support for accessing online only services (30 average)
    - i. The Helpline Centre shall provide assistance to end user to operate online only GNIDA services.
    - ii. Assistance in filling forms and completing prerequisites as per SOP agreed by concerned departments.
    - iii. Online services for which assistance shall be provided by Helpline Centre are as follows:

Sr.	Services
1	Additional Courses Permission
2	Adjustment of Payment
3	Building Plan Submission
4	Calculation/verification/updates of deposits
5	Cancellation of Transfer of Plot/Flat
6	Change in Constitution (CIC)
7	Change in Directors
8	Change in Name
9	Change in Project
10	Change in Shareholders/Trustees
11	Change of Address
12	Change of Address sub-Lease
13	Complaints in pradhikaran diwas
14	Drinking Water/sewage connection

Sr.	Services
15	Extension of Validity of Transfer Memorandum
16	Grant of Extention For Implementation of the Project
17	Issue of Duplicate Papers
18	Issue of Functional Certificate
19	Joint Name
20	KYA Updation
21	Land allotment
22	Lease Deed (Builder Allottee)
23	Lease Deed Execution
24	Map surrender certificate
25	Mortgage of mart
26	Miscellaneous services
27	Mortgage Permission
28	Mortgage Permission Closure/Withdrawal/Cancellation
29	Mortgage Permission for project Loan (Builder Allottee/lessee
30	Mortgage permission O.C. Commercial Allottee for their shop byer commercial
31	Mortgage Permission To Builder's Sub-lessee/sub-Allottee
32	Mortgage Permission (collateral)
33	Mutation (Death Case)
34	Mutation After Transfer
35	Name Correction
36	No Dues certificate
37	One Time Payment
38	Permission of Commercial Activities
39	Possession
40	Refund of Excess Amount
41	Removal of Joint Name from Allotment
42	Rent Permission
43	Reschedulement of Payment
44	Restoration of Allotment
45	Sub lease farm house
46	Sub-Lease Deed of Flat/office/shops/byers
47	Surrender of Plot/Flat
48	Time Extension for Construction
49	Time Extension for Lease Deed
50	Transfer of institutional plot/premises
51	Transfer of marts
52	Transfer of plot/premises on death of the allottee
53	Transfer of Property
54	Transfer of sublease Office Space
55	Transfer/mutation of sublease office space on death of allottee



- c. Any complaints received through Mitra App and WhatsApp will be punched by these resources/ agency in the Mitra App Portal.
- d. Electronic Private Automatic Branch Exchange (EPABX):
  1. Queries related to specific department or urgent complaints like encroachment, unauthorized construction etc. shall be routed to the concerned department for prompt disposal and response as per agreed SOPs.
- e. Information dissemination w.r.t. but not limited to the following:
  1. Prerequisites for NOCs
  2. Rules & regulations
  3. Office orders
  4. Standard operating procedures
  5. Map approval procedures
  6. Possession, mutations & Transfers
  7. RTI procedures/status
  8. Citizen Charter
  9. Land acquisition status
- f. Log complaints/suggestions with respect to improvement of working of GNIDA shall also be documented by the Helpline resources.
- g. Maintain a list of Frequently Asked Questions approved by the concerned department and weekly update the list based on on-going Tender notices. Auction notices, Draw notices & other Public notices issued by GNIDA.
- h. Maintain an updated list of documents/information data tables provided by the Authority on a day to day basis for quick response to the callers.
- i. Helpline staff shall register & resolve all inbound enquires related to new Schemes launched by GNIDA, eligibility status, draw status and refund status etc.
- j. Instructions given by Reporting officer/Competent authority of Greater Noida Industrial Development Authority will be strictly performed by agency.

#### **F. Technical Specifications**

1. The Contractor shall deploy a web enabled CRM/ Customer support system for handling all incoming queries received through Phone/ SMS/ E-Mail/ WhatsApp. The Contractor shall have access to GNIDA website for all information w.r.t. Greater Noida Industrial Development Authority.
2. The software shall have the provision to customize requirements/prerequisites for unique citizen services based on requirements of different internal departments. The Standard Operating Procedures for every services handled by the Helpline Centre will have to be approved by the concerned department of the Authority within two (2) weeks of signing of Contract. Standard Operating Procedure may be updated by the Authority any time during the tenure of the Contract.
3. The selected Contractor shall deploy an auto messaging, reminding, warning and monitoring system software for GNIDA for quickest and error-free disposal of Helpline related tasks.
4. The Contractor shall execute the voice messages to/from the GNIDA officials and callers.

5. The platform used for customer support should be run on independent technology.
6. Recording facility of voice calls should be available in customer support system.
7. High level SSL security is required in customer support system.
8. Data base containing predefined questionnaire (FAQ) feature should be available in the CRM. FAQs will have to be updated regularly, minimum once every month to ensure correct & updated information is available with the Helpline staff as per the approved Standard Operating Procedures.
9. The customer support system should be on scalable technology.
10. The selected Contractor will create Data structures/Tables to enable Greater Noida Industrial Development Authority for the purpose of monitoring.
11. The selected Contractor will also make a mechanism to generate trends of complaints & queries separately at the end of every month so that GNIDA shall be able to improve its functioning in better ways.
12. The whole system should work on two way online reporting model.

## 2.2. Timeline of engagement

#	Deliverable	Timeline (t=0) from execution of agreement
1	Finalize Standard Operating Procedures & FAQs	2 weeks from execution of agreement
2	Commencement of all the activities as per ToR	3 weeks from execution of agreement

- I. The period of work shall be of one (1) year from the date of execution of agreement and it may be extended for a further maximum period of two (2) years (by 1- year increments) after reviewing the performance of selected Contractor on mutual consent.

## 2.3. Attendance and biometric

- I. Daily Biometric attendance of the Helpline staff is mandatory, the machine for this purpose is installed at GNIDA office complex. In case of default, a penalty for Rs.750 per day per staff may be imposed on the Contractor. In case of absence of one or more staff for a period more than 02 days, a replacement shall be provided immediately by the Contractor.

## 2.4. Payment Terms

- I. The Helpline Centre payments will be paid on Quarterly basis after adjusting for penalty (if any) as per person-month cost given by the bidder. The Cost will be computed by multiplying the number of persons deployed every month (during 3 shifts) with that of cost of per person-month rate.
- II. Bidder shall submit all the reports as mutually agreed between GNIDA and bidder, after respective period before the payment of that period. These reports may include but not limited to-
  - a. SLA Compliance Reports
  - b. Inbound call details
  - c. Outbound call details
  - d. Staff related report
  - e. Any other reports as and when requested by GNIDA
- III. The payment will be made after the go-live.

## 2.5. Service Level Agreements and Penalties

- Service disruption is defined as the events and parameters due to which Call Centre services are completely/ partially unavailable. The service disruption parameters are defined below:

Sr.	SLA Parameter	Target Parameter	Description	Penalties
1.	Attendance	100%	Measured as attendance of all resources deployed for the Helpline Centre. Attendance via biometric machine installed by	In case of default, a penalty for Rs. 750/- per day per staff may be imposed on the contractor. In case of absence of one or more staff for a period more

			GNIDA.	than 02 (two) days, a replacement shall be provided immediately by the Contractor.
2.	Helpline Centre Availability	99%	Measured as total down time minutes/ Total minutes in a month. For example, if there were 2 hours in July when a customer's call could not have been answered, availability will be $[100 - (120 / (31 \text{ days} \times 24 \text{ hours} \times 60 \text{ minutes})) \times 100] = 99.73\%$	Penalties will be lived as per the following tables: <ul style="list-style-type: none"> <li>• &lt;99% &amp; &gt;=98% Penalty as 0.5% of the Monthly Payment towards Helpline Centre cost.</li> <li>• &lt;98% &amp; &gt;=96% Penalty as 1% of the Monthly Payment towards Helpline Centre Cost.</li> <li>• &lt;96% &amp; &gt;=94% Penalty as 2% of the Monthly Payment towards Helpline Centre cost.</li> </ul>

### **3. Section III: Instructions to Bidders**

#### **A. General instructions**

##### **3.1. Number of Proposals and respondents**

- I. No Bidder or its Associate shall submit more than one Proposal, in response to this RFP. A Bidder applying individually or as an Associate shall not be entitled to submit another Proposal. .

##### **3.2. Proposal preparation cost**

- I. The Bidder shall bear all costs associated with the preparation and submission of the proposal. GNIDA will not be responsible and liable for any costs, regardless of the conduct or outcome of the proposal.
- II. All papers submitted with the bid are neither returnable nor claimable.

##### **3.3. Right to accept and reject any or all the Proposals**

- I. Not with standing anything contained in this RFP Document, GNIDA reserves the right to accept or reject any bid and to annul the bidding process and reject all the bids, at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reason.
- II. GNIDA reserves the right to reject any Proposal if:
  - i. At any time, a material misrepresentation is made or discovered, or
  - ii. The Bidder does not respond promptly and diligently to requests for supplemental information required for the evaluation of the Proposal
  - iii. Rejection of the Proposal by GNIDA as aforesaid would lead to the disqualification of the Bidder. If such disqualification/ rejection occurs after the bids have been opened and the best bidder gets disqualified/ rejected, then GNIDA reserves the right to:
  - iv. Either invite the next best Bidder to match the Proposal submitted by the best Bidder; or
  - v. Take any such measure as may be deemed fit in the sole discretion of GNIDA, including annulment of the bidding process.

##### **3.4. Amendment of RFP Document**

- I. At any time prior to the Proposal Due Date, the Authority, for any reason, whether at his own initiative or in response to a clarification requested by eligible Bidder, may modify the RFP Document by issuance of an addendum. The addendum will be sent in writing to all eligible Bidders to whom the revised RFP Document has been supplied.
- II. In order to provide the Bidders a reasonable time to examine the Addendum, or for any other reason, GNIDA may, at its own discretion, extend the Proposal Due Date.

### **3.5. Data Identification and collection**

- I. It is desirable that the Bidder submits its Proposal after verifying the availability of the data, information and/ or any other matter considered relevant.
- II. It would be deemed that by submitting the Proposal, the Bidder has:
- III. Made a complete and careful examination and accepted the RFP Document in total;
- IV. Received all relevant information requested from GNIDA and:
- V. Made a complete and careful examination of the various aspects of the scope of work including but not limited to:
  - i. Site
  - ii. Type of project
  - iii. Existing data or any relevant information;
  - iv. All other matters that might affect the Bidder's performance under the terms of this RFP Document.
- VI. GNIDA shall not be liable for any mistake or error on the part of the Bidder in respect of the above.

## **B. Preparation and Submission of Proposals**

### **3.6. Language of e-Bid**

- I. The e-Bid prepared by the Bidder, as well as all correspondence and documents relating to the e-Bid exchanged by the Bidder and the Authority shall be written either in English or Hindi language. The correspondence and documents in Hindi must be accompanied by embedded/separate Hindi font files. Only English numerals shall be used in the e-Bid.

### **3.7. Documents constituting the e-Bid**

**The e-Bid prepared by the Bidder shall comprise the following components:**

**a) Technical e-Bid- Technical e-Bid will comprise of :**

- i) **Fee details** - Details of Bid processing fee and prescribed EMD
- ii) **Eligibility details**- Includes copies of required documents in PDF format justifying that the Bidder is qualified to perform the contract if his/her bid is accepted and the Bidder has financial & technical capability necessary to perform the contract and meets the criteria outlined in the Qualification requirement and technical specification and fulfill all the conditions of the contract.

**b) Financial e-Bid –** Financial Bid as per the prescribed format given in Appendix 5.6

#### **2.1.1 Documents establishing Bidder's Qualification**

- i) The Bidder shall furnish, as part of its technical e-Bid, documents establishing the Bidder's qualification to perform the contract if its e-Bid is accepted. The documentary evidence should be submitted by the Bidder electronically in the PDF format.

- ii) The documentary evidence of Bidder's qualification to perform the contract if its e-Bid is accepted shall be as per qualification requirements specified in e-Bid document.

### **3.8. E-Bid form**

The Bidder shall complete the e-Bid form and the appropriate price schedule/BOQ furnished in the e-Bid document.

### **3.9. E-Bid currency**

Prices shall be quoted in Indian Rupees only.

### **3.10. Formats and Signing of e-Bid.**

- i) The Bidder shall prepare one electronic copy of the technical e-Bid and financial e-Bid separately.
- ii) The e-Bid document shall be digitally signed, at the time of uploading, by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter's authorization shall be supported by attaching a scanned copy of valid proof of authorization like Power of Attorney/Board Resolution etc.

### **3.11. Deadline for submission of e-Bid**

E-Bid (Technical and Financial) must be submitted by the Bidder at e-procurement website <http://etender.up.nic.in> not later than the time specified on the prescribed date (as the server time displayed in the e-procurement website). The Authority may, at its discretion, extend this deadline for submission of e-Bid by amending the e-Bid document, in which case all rights and obligations of the Authority and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

### **3.12. Submission of e-Bid**

- i) The bid submission module of e-procurement website <http://etender.up.nic.in> enables the Bidders to submit the e-Bid online in response to this e-Bid published by the Authority.
- ii) Bid submission can be done only from the bid submission start date and time till the bid submission end date and time given in the e-Bid. Bidders should start the bid submission process well in advance so that they can submit their e-Bid in time.
- iii) The Bidder should submit their e-Bid considering the server time displayed in the e-procurement website. This server time is the time by which the e-Bid submission activity will be allowed till the permissible time on the last/end date of submission indicated in the e-Bid schedule.
- iv) Once the e-Bid submission date and time is over, the Bidders cannot submit their e-Bid. For delay in submission of e-Bid due to any reasons, the Bidders shall only be held responsible.

#### **The Bidders have to follow the following instructions for submission of their e-Bid:**

- i) For participating in e-Bid through the e-Bidding system it is necessary for the Bidders to be the registered users of the e-procurement website <http://etender.up.nic.in>. The Bidders must

obtain a user login Id and password by registering themselves with U.P. Electronics Corporation Ltd., Lucknow if they have not done so previously for registration.

- ii) In addition to the normal registration, the Bidder has to register with his/her digital signature certificate (DSC) in the e-Bidding system and subsequently he/she will be allowed to carry out his/her e-Bid submission activities. Registering the digital signature certificate (DSC) is a one-time activity. Before proceeding to register his/her DSC, the Bidder should first log on to the e-Bidding system using the user login option on the home page with the login Id and password with which he/she has registered.

For successful registration of DSC on e-procurement website <http://etender.up.nic.in> the Bidder must ensure that he/she should possess class-2/class-3 DSC issued by any certifying authorities approved by controller of certifying authorities, Government of India, as the e-procurement website <http://etender.up.nic.in> is presently accepting DSC issued by these authorities only. The Bidder can obtain user login Id and perform DSC registration exercise given above even before the e-Bid submission date starts. The Authority shall not be held responsible if the Bidder tries to submit his/her e-Bid at the moment before end date of submission but could not submit due to DSC registration problem.

- iii) The Bidder can search for active Bids through "search active tenders" link, select a Bid in which he/she is interested in and then move it to 'My Tenders' folder using the options available in the e-Bid submission menu. After selecting and the Bid, for which the Bidder intends to e-Bid, from "My tenders" folder, the Bidder can place his/her e-Bid by clicking "pay offline" option available at the end of the view Bid details form. The Bidder should keep all the documents ready as per the requirements of e-Bid document in the PDF as per formats given in the RFQ cum RFP document.
- iv) After clicking the 'pay offline' option, the Bidder will be redirected to terms and conditions page. The Bidder should read the terms & conditions before proceeding to fill in the Bid fee and EMD offline payment details. After entering and saving the Bid fee and EMD details form so that "bid document preparation and submission" window appears to upload the documents as per technical and financial schedules/packets given in the Bid details. The details of the RTGS should tally with the details available in the scanned copy and the date entered during e-Bid submission time otherwise the e-Bid submitted will not be accepted.
- v) Next the Bidder should upload the technical e-Bid documents for fee details (e-Bid fee and EMD), Qualification details. Before uploading, the Bidder has to select the relevant digital signature certificate. He may be prompted to enter the digital signature certificate password, if necessary. For uploading, the Bidder should click "browse" button against each document label in technical and financial schedules/packets and then upload the relevant PDF files already prepared and stored in the Bidder's computer. The required documents for each document label of technical and financial schedules can be clubbed together to make single different files for each label.



- vi) The Bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. during the above process, the e-Bid document are digitally signed using the DSC of the Bidder and then the documents are encrypted/locked electronically with the DSC's of the bid openers to ensure that the e-Bid documents are protected, stored and opened by concerned bid openers only.
- vii) After successful submission of e-Bid document, a page giving the summary of e-Bid submission will be displayed confirming end of e-Bid submission process. The Bidder can take a printout of the bid summary using the "print" option available in the window as an acknowledgement for future reference.
- viii) Authority reserves the right to cancel any or all e-Bids without assigning any reason.

### **3.13. Late e-Bid**

- i) Bids received by the Authority after the specified time on the Bid Due Date shall not be eligible for consideration and shall be summarily rejected.
- ii) The server time indicated in the bid management window on the e- procurement website <http://etender.up.nic.in> will be the time by which the e-Bid submission activity will be allowed till the permissible date and time scheduled in the e-Bid.
- iii) Once the e-Bid submission date and time is over, the Bidder cannot submit his/her e-Bid. Bidder has to start the bid submission well in advance so that the submission process passes off smoothly. The Bidder will only be held responsible if his/her e-Bid is not submitted in time due to any of his/her problems/faults, for whatsoever reason, during e-Bid submission process.

### **3.14. Withdrawal and resubmission of e-Bid**

- i) At any point of time, a Bidder can withdraw his/her e-Bid submitted online before the bid submission end date and time. For withdrawing the Bidder should first log in using his/her login id and password and subsequently by his/her digital signature certificate on the e-procurement website <http://etender.up.nic.in>. The Bidder should then select "My bids" option in the bid submission menu. The page listing all the bids submitted by the Bidder will be displayed. Click "View" to see the details of the bid to be withdrawn. After selecting the "bid withdrawal" option the Bidder has to click "Yes" to the message "Do you want to withdraw this bid?" displayed in the bid information window for the selected bid. The Bidder also has to enter the bid withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the "Submit" button. The Bidder has to confirm again by pressing "OK" button before finally withdrawing his/her selected e-Bid.
- ii) No e-Bid may be withdrawn in the interval between the deadline for submission of e-Bids and the expiration of period of e- bid validity. Withdrawal of an e-Bid during this interval may result in the forfeiting of Bidder's e-Bid security.

- iii) The Bidder can re-submit his/her e-Bid as when required till the e-Bid submission end date and time. The e-Bid submitted earlier will be replaced by the new one. The payment made by the Bidder earlier will be used for revised e-Bid and the new e-Bid submission summary generated after the successful submission of the revised e-Bid will be considered for evaluation purposes. For resubmission, the Bidder should first log in using his/her login Id and password and subsequently by his/her digital signature certificate on the e-procurement website <http://etender.up.nic.in>. The Bidder should then select "My bids" option in the bid submission menu. The page listing all the bids submitted by the Bidder will be displayed. Click "View" to see the detail of the e-Bid to be resubmitted. After selecting the "bid resubmission" option, click "Encrypt & upload" to upload the revised e-Bids documents.
- iv) The Bidder can submit their revised e-Bids as many times as possible by uploading their e-Bid documents within the scheduled date & time for submission of e-Bids.
- v) No e-Bid can be resubmitted subsequently after the deadline for submission of e-Bids.

### **3.15. Authority's right to accept any e-Bid and to reject any or all e-Bids.**

- i) Notwithstanding anything contained in this e-Bid, GNIDA reserves the right to accept or reject any Bid and to annul the Selection Process and reject all Bids, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- ii) The Authority reserves the right to reject any Bid if:
  - At any time, a material misrepresentation is made or uncovered, or
  - The Bidder does not provide, within the time specified by GNIDA, the supplemental information sought by GNIDA for evaluation of the e-Bid.
- iii) Such misrepresentation/ improper response may lead to the disqualification of the Bidder. If such disqualification /rejection occurs after the e-Bid have been opened and the highest ranking Bidder gets disqualified / rejected, then the Authority reserves the right to consider the next best Bidder, or take any other measure as may be deemed fit in the sole discretion of the Authority, including annulment of the Selection Process.

### **3.16. Period of validity of e-Bid**

- i) e-Bid shall remain valid for 180 days after the date of e-Bid opening prescribed by the Authority. An e-Bid valid for a shorter period shall be rejected by the Authority as non-responsive.
- ii) In exceptional circumstances, the Authority may solicit the Bidder's consent to an extension of the period of e-Bid validity. The request and the response thereto shall be made in writing. A Bidder may refuse the request without forfeiting its e-Bid security. A Bidder granting the request will not be required nor permitted to modify its e-Bid.

### **3.17. Correspondence with the Bidder**

- i) Save and except as provided in this e-Bid, the Authority shall not entertain any correspondence with any Bidder or its Technical Partners in relation to acceptance or rejection of any e-Bid.
- ii) No Bidders or its Technical Partners shall contact GNIDA on any matter relating to his e-Bid from the time of Bid opening to the time contract is awarded.
- iii) Any effort by the Bidder or by its Technical Partners to influence GNIDA in the Bid evaluation, Bid comparison or contract award decisions, may result in the rejection of his Bid.

### **3.18. Earnest Money Deposit**

- i) The Bid document should be accompanied with an Earnest Money Deposit (EMD) of INR as mentioned in the data sheet of this document.
- ii) Any e-Bid not secured in accordance with above shall be treated as non-responsive and rejected by the Authority.
- iii) Unsuccessful Bidder's EMD will be returned promptly as possible after opening of the Price Bid.
- iv) The successful Bidder's e-Bid EMD will be adjusted with Performance Security to be submitted by the Bidder upon signing the contract.
- v) The EMD may be forfeited:
  - a) If Bidder (i) withdraws its e-Bid during the period of e-Bid validity specified by the Bidder on the e-bid form: or (ii) does not accept the correction of errors or (iii) modifies its e-Bid price during the period of e-Bid validity specified by the Bidder on the form.
  - b) In case of a successful Bidder, if the Bidder fails to sign the contract with the Authority.

## **C. Bid Opening**

### **3.19. Opening of technical e-Bid by the Authority**

- i) The Authority will open all technical e-Bids, in the presence of Bidder's representatives who choose to attend on the prescribed date of opening at System cell office Sector-Knowledge Park IV, Greater Noida. The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the date e-Bid opening being declared a holiday for the Authority, the e-bids shall be opened at the appointed time and place on the next working day.
- ii) The Bidder who is participating in e-Bid should ensure that the RTGS of Bid Processing Fee and EMD must be submitted in the prescribed account of GNIDA within the duration (strictly within opening & closing date and time of individual e-Bid) of the work as mentioned in Bid notice, otherwise, in any case, e-Bid shall be rejected.

- iii) The Bidders names and the presence or absence of requisite e-Bid security and such other details as the Authority at its discretion may consider appropriate, will be announced at the opening. The names of such Bidders not meeting the technical specifications and qualification requirement shall be notified subsequently.
- iv) The Authority will prepare minutes of e-Bid opening.

### **3.20. Opening of financial e-Bid**

- i) After evaluation of technical e-Bid, through the evaluation committee the Authority shall notify those Bidders whose technical e-Bids were considered non-responsive to the conditions of the contract and not meeting the technical specifications and qualification requirements indicating that their financial e-Bids will not be opened.
- ii) The Authority will simultaneously notify the Bidders, whose technical e-Bids were considered acceptable to the Authority. The notification may sent by e-mail provided by Bidder.
- iii) The financial e-Bids of technically qualified Bidders shall be opened in the presence of Bidders who choose to attend. The date and time for opening of financial bids will be communicated to the technically qualified Bidders subsequently after completion of technical bids evaluation through e-mail provided by the Bidder. The name of Bidders, percentage price quoted for various items etc. will be announced at the meeting.
- iv) The Authority will prepare the minutes of the e-Bid opening.

## **4. Qualification and Selection Criteria**

### **4.1. Eligibility Criteria**

- I. Bidders must carefully examine the below mentioned Technical eligibility criteria. The Bidder has to meet all the technical eligibility criteria set out in this section to be eligible for financial evaluation.
  - I. The participating Contractor should be registered under company Act 1956/2013 and must be registered in D.O.T/ TRAI/ Registered Telemarketer for call/ help centre operations.
  - II. The participating Contractor should be registered Indian firm in existence for a minimum of 5 years.
  - III. The participating Contractor should have experience of 2 projects of minimum project value of INR 15 Lakhs of handling enquires/complaints/ call centre operations for any Authority/ Govt. Department/ PSU/ Private Companies in last three years.
  - IV. The participating Contractor must have an overall turnover of minimum INR 50 lakhs from all operations and services for the last three years. The copy of the balance sheet and ITR duly certified, shall be attached as proofs.
  - V. The participating Contractor must enclose PAN card, GST details, Company Registration Certificates & other any other applicable certificates (if any).
  - VI. The participating Contractor must submit a notarized certificate certifying that they have not been blacklisted, debarred or penalized by any Government/ Private agencies.

Notes: The bidder shall submit their details, as per enclosed forms. The offers submitted without this documentary proof shall not be evaluated.

### **4.2. Evaluation/Selection Criteria**

- II. The Financial Bid of the Bidder will be opened if the Bidder is eligible as per the above-mentioned eligibility criteria.
- III. Financial Bids shall be opened publicly in the presence of the Bidder's representatives who choose to attend. The Evaluation Committee will correct any computational errors.
- IV. The contract will be awarded to the Bidder who proposes the lowest unit rate (L1) from the Authority on a monthly basis, in their respective Financial Proposal.

### **4.3. Contacting the Authority**

- I. No Bidder shall contact the Authority on any matter relating to his/her Bid, from the time of the Bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Authority, he/she can do so in writing.
- II. Any effort by a Bidder to influence the Authority in its decisions on Bid evaluation, bid comparison or contract award may result in rejection of the Bidder's Bid.
- III. In the event of any information furnished by the Bidder is found false or fabricated, the minimum punishment shall be debarring /blacklisting from Greater Noida works and legal proceeding can also be initiated.

#### **4.4. Award of Contract**

- I. The selection of Bidder will depend on the clearing of eligibility criteria. The final Letter of Acceptance (LoA) will be given to the Bidder who secures L1 in the Financial Bid.
- II. The Authority will award the contract to the L1 successful Bidder whose bid has been determined to be responsive to all the conditions of the contract and meeting the eligibility requirement of the bidding document.

#### **4.5. Notification of award**

- I. Prior to the expiration of the period of Bid validity, the Authority will notify the successful Bidder in writing, by letter/e-mail/fax, that its Bid has been accepted.
- II. The notification of award will constitute the formation of the contract.

#### **4.6. Performance Security**

- I. Prior to award of contract, to fulfil the requirement of performance security during the implementation period, the successful Bidder will deposit Performance Security amount equivalent to the amount as mentioned in the data sheet of this document in the form of Bank Guarantee drawn on any Nationalized Bank in favour of GNIDA valid for six months after completion of the Project.

#### **4.7. Signing of contract**

- I. At the same time as the Authority notifies the successful Bidder that its Bid has been accepted, the successful Bidder shall have to sign the contract agreement with relevant document as mentioned in this Document. The agreement draft along with other related terms and conditions will be same as furnished in this Bid. Any refusal will not be allowed.

## **5. General Condition of Contract**

### **5.1. General Provisions**

#### **5.1.1. Definitions**

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- a) “Contractor” means any private or public entity that will provide the Services to the Authority (“the Client” or “Authority”) under the Contract.
- b) “Contract” means the Contract signed by the Parties and all the attached documents, if any
- c) “Government” means the Government of the Client’s country/state
- d) “Party” means the Client or the Bidder, as the case may be, and “Parties” means both of them

#### **5.1.2. Law Governing Contract**

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.

#### **5.1.3. Language**

This Contract has been executed in English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

#### **5.1.4. Notices**

- 1.4.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed.
- 1.4.2 A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address.

#### **5.1.5. Authorized Representatives**

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Client or the Advisor may be taken or executed by the officials specified in the Contract.

#### **5.1.6. Taxes and duties**

GST shall be paid by the Bidder as applicable.

## **5.2. Commencement, Completion, Modification and Termination of Contract**

### **5.2.1. Effectiveness of Contract**

This Contract shall come into effect from the date the Contract is signed by both Parties. The date the Contract comes into effect is defined as the Effective Date.

### **5.2.2. Commencement of Services**

The Contractor shall begin carrying out the Services not later than 15 days after the signing of this Contract.

### **5.2.3. Expiration of Contract**

Unless terminated earlier pursuant to GC Clause 5.2.6 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the RFP or the Contract.

#### **5.2.4. Modifications or Variations**

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties.

#### **5.2.5. Force Majeure**

##### **i. Definition**

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

##### **ii. No Breach of Contract**

The failure of a Party to fulfil any of its obligations under the Contract shall not be considered to be a breach of, or default, under this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

##### **iii. Extension of Time**

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

##### **iv. Payments**

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Advisor shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

#### **5.2.6. Termination**

Either Party may terminate this Agreement with immediate effect by serving prior written notice to the other party if services are not possible to be rendered as per applicable laws or professional obligations.

##### **i. By the Authority**

The Authority may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (i) of this GC Clause 5.2.6. In such an occurrence the Client shall give a not less than thirty (30) days' written notice of termination to the Contractor.

- a) If the Contractor does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Client may have subsequently approved in writing.
- b) If the Contractor becomes insolvent or bankrupt.
- c) If the Contractor, in the judgment of the Client has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.



- d) If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- e) If the Authority, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- f) If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 5.3 b) hereof.
- g) If the Contractor does not remedy a failure in the performance of their obligations under the Contract, even after repeated written warnings.
- h) If any information provided by the Contractor in the Bid submission is found to be false later on.
- i) If the Contractor creates any encumbrance on the Project Site/Project Facility

ii. **By the Contractor**

The Contractor may terminate this Contract, by not less than thirty (30) days' written notice to the Authority, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (c) of this Clause 5.2.6 (ii):

- a) If, as the result of Force Majeure, the Bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- b) If the Authority fails to comply with any final decision reached as a result of arbitration pursuant Clause 5.3 b) hereof.
- c) If the Authority has unlawfully repudiated the agreement or otherwise expressed its intention not to be bound by this agreement / RFP

### **5.3. Settlement of Disputes**

a) **Amicable Settlement**

The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

b) **Arbitration**

If the Parties are unable to resolve a dispute amicably through discussion on conciliation, the dispute may be referred to Arbitration. CEO of GNIDA shall appoint the Arbitrator. In case dispute is not resolved through arbitration, the dispute can then be brought to the jurisdiction of District Courts Gautam Budh Nagar or Allahabad High Court as the case may be.

### **5.4. Third party Insurance**

- i. The Contractor shall bear the cost, throughout the duration of contract, for a comprehensive general liability insurance covering injury to or death of any person(s), including death or injury caused by the negligence of the selected Contractor or his failure to perform its obligations under the agreement.
- ii. The Contractor shall submit, suitable evidence that the foregoing policy or policies are in effect. In the event of the default i.e. avoiding the insurance cover, selected Contractor agrees and undertakes to indemnify and hold the Authority harmless against all liabilities, losses, damages, claims, expenses suffered by the Authority as a result of such default by the selected Contractor.

## 5.5. Indemnification

To the fullest extent permitted by applicable law and professional regulations, both the parties indemnify each other and their associates and employees against all claims by third parties (including each other's affiliates) and resulting liabilities, losses, damages, costs and expenses (including reasonable external and internal legal costs) arising out of the third party's use of or reliance on any report, deliverable, etc. disclosed to it by or through the parties as part of the regular interactions or for project/s purposes.

## 5.6. Fraud and Corrupt Practices

- i. The Contractor and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this BID, the Authority shall reject a Bid without being liable in any manner whatsoever to the Contractor, if it determines that the Contractor has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Authority shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Processing Fee, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, *inter-alia*, time, cost and effort of the Authority, in regard to the BID, including consideration and evaluation of such Contractor's Proposal.
- ii. For the purposes of this Clause 5.6, the following terms shall have the meaning hereinafter respectively assigned to them:
  - a) "**corrupt practice**" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly, with the Bidding Process or the LoA or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Authority, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) save and except as permitted under the Clause 3.17 of this Bid, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Concession Agreement, as the case may be, any person in respect of any matter relating to the Project or the LoA, who at any time has been or is a legal, financial or technical adviser of the Authority in relation to any matter concerning the Project;
  - b) "**fraudulent practice**" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
  - c) "**coercive practice**" means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process;
  - d) "**undesirable practice**" means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
  - e) "**restrictive practice**" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

## **5.7. Negotiations**

Negotiations may be held at the date, time and address intimated to the qualified and selected Bidder. Representatives conducting negotiations on behalf of the selected Bidder must have written authority to negotiate and conclude a contract.

## **5.8. Obligations of the Contractor**

- i. Any incident of misbehavior or misconduct from the deployed workforce of the Contractor towards the public shall be liable for punishment as decided by the Authority. In case of repetition of similar fault, the Authority may decide to terminate the contract, forfeit the Performance Security and blacklist the Contractor.
- ii. The Contractor shall compensate the Authority for any damage or loss if found in such properties with the replacement value as decided by same. In any case if he fails to pay the amount, the same will be recovered from his security deposit/Bank Guarantee.
- iii. No person shall be employed by the Contractor whose age is below 21 years.
- iv. In case the Contractor is unable to provide services as per the scope of work of this RFP document, the Contractor may be fined up to 20% of total work value.
- v. The Contractor shall follow all the rules and regulation laid by the government, including but not limited to hiring of staff, deployment of equipment, security and safety.

## **5.9. Obligations of the Authority**

- i. Only working space, furniture and electricity facility will be provided to the selected company by GNIDA. All other equipment like landline telephones (05 lines with hunting facility at Helpline Centre of GNIDA Greater Noida, Mobile Phone (for SMS), Computers, Printers, Server, Networking, Web based CRM Software, etc. shall be arranged by the selected company.

## 6. Appendix A

### 6.1. Form 1.1

#### Letter of Proposal

(On Bidder's letter head)

(Date and Reference)

To:

Additional Chief Executive Officer (A)  
Greater Noida Industrial Development Authority  
Plot No. 1, Knowledge Park 4, Greater Noida  
District Gautam Budh Nagar – 201308, Uttar Pradesh

Phone: +91 120 2336011

Email: aceoad@gnida.in

**Sub: Submission of Management, Setup and Operations of 05 Seater Helpline Centre at Greater Noida Industrial Development Authority**

Dear Sir/Madam,

With reference to your BID Document dated DD-MM-YYYY, I/we, having examined all relevant documents and understood their contents, hereby submit our Bid for <Insert project name>

The Bid is unconditional and unqualified.

All information provided in the Bid and in the Appendices is true and correct and all documents accompanying such Bid are true copies of their respective originals.

This statement is made for the express purpose of shortlisting for appointment as the Contractor for the aforesaid Project.

I/We shall make available to the Authority any additional information it may deem necessary or require for supplementing or authenticating the Bid

I/We acknowledge the right of the Authority to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

I/We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.

I/We declare that:

- I/We have examined and have no reservations to the RFP Documents, including any Addendum issued by the Authority;
- I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Clause 5.6 of the Bid document, in respect of any Bid or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and

- I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Bid that you may receive nor to select the Bidder, without incurring any liability to the Bidders of the Bid document;
- I/We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community;
- I/We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates;
- I/We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors/Managers/employees;
- I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by GNIDA in connection with the shortlisting of Bidder or in connection with the Selection Process itself in respect of the above mentioned Project;
- I/We agree and understand that the proposal is subject to the provisions of the BID document. In no case, shall I/we have any claim or right of whatsoever nature if the Project is not awarded to me/us or our Bid is not opened or rejected;
- I/We have studied BID and all other documents carefully and also surveyed the Project site. We understand that, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or concerning or relating to the Selection Process including the award of the Project;
- I/We agree and undertake to abide by all the terms and conditions of the BID Document.

In witness thereof, I/we submit this Bid under and in accordance with the terms of the BID Document.

Date :

Place

Yours faithfully,

(Signature, name and designation of the Authorised Signatory)

(Name and seal of the Bidder)

**6.2. Form 1.2 Details of Bidder**

[Please capture all relevant information]

**Details of the contact person**

Name:  
Designation:  
Telephonic Number:  
Email:  
Address:

**Details of the firm by Bidder:**

Name of the Firm:	
Date of registration of the Firm:	Country:
Address:	
GST No. <i>(Copy of Certificate)</i>	PAN No. <i>(Copy of Certificate)</i>
<i>Copy of certificate of Company registered in India under the Companies Act 1956/ 2013</i> <i>Copy of certificate of Company registered in D.O.T./ TRAI/ Registered Telemarketer for call/ help centre operation &amp; any other applicable certificates (If any)</i>	

On Behalf of (Name of the Bidder)

Signature of the Authorized Person

Name:  
Designation

## 6.1. Form 1.3 Bid Processing Fee & EMD

[Please capture all relevant information]

### A. Bid Processing fees:

Name of firm:

UTR No.:

Bid Processing Fees amount (INR):

Amount in words:

Bank & Branch Name:

Transfer date (DD-MM-YYYY):

### B. Ernest Money Deposit (EMD)

Name of firm:

UTR No.:

Ernest Money Deposit amount (INR):

Amount in words:

Bank & Branch Name:

Transfer date (DD-MM-YYYY):

Total Amount (INR) :

Note: Attached documentary evidence as proof.

On Behalf of (Name of the Bidder)

Signature of the Authorized Person

Name:

Designation

**6.2. Form 1.4 Financial Information**

Please provide financial details for the last three (3) financial years along with necessary supporting documents in the following format.

Financial Year	Annual Turnover (INR)
Total	

Note: Copy of the balance sheet and ITR duly certified, shall be attached as proofs.

On Behalf of (Name of the Bidder)

Signature of the Authorized Person

Name:

Designation



## 6.1. Form 1.5 Project Information

[Use separate sheet for each cited Project]

Bidder Name: [insert full name]

Date: [insert day, month, year]

Project No. [insert number]	Information		
Project Identification	[insert Project name and number, if applicable]		
Award date	[insert day, month, year, e.g. 15 June, 2021]		
Date of Commissioning	[insert day, month, year, e.g. 15 June, 2021]		
Completion date	[insert day, month, year, e.g. 15 June, 2021]		
Project Scope	[insert Project details and scope of works]		
Role in Contract [check the appropriate box]	Sole Developer	Consortium/JV Partner	
Total Project Amount	[insert total Project amount in local currency]		INR [insert total Project amount in INR equivalent]
If partner in a Consortium/ JV, or sub-Concessionaire, specify participation in total Project amount	[insert a percentage amount]	[insert total Project amount in local currency]	[insert total Project amount in INR equivalent]
Employer/ Client's Name:	[insert full name]		
Address:	[indicate street / number / town or city / country]		
Telephone/fax number	[insert telephone/fax numbers, including country and city area codes]		
E-mail:	[insert e-mail address, if available]		

Note: Bidders should provide information on the following:

1. Contracts executed where the work is completed
2. Ongoing contracts/current commitments for which a letter of intent or acceptance has been received
3. Any additional documentary evidence in support of the experience claimed

On Behalf of (Name of the Bidder)

Signature of the Authorized Person

Name:

Designation

## 6.1. Form 2 Financial Proposal Submission Form

[Location, Date]

FROM: (Name of Bidder)

To,  
 Additional Chief Executive Officer (AD)  
 Address: Plot No 1, Knowledge Park IV, Greater Noida,  
 Gautam Budh Nagar, Uttar Pradesh 201308

**Subject: Financial Bid for Management, Setup and Operations of 05 Seater Helpline Centre at Greater Noida Industrial Development Authority**

Dear Sir/Madam,

We, the undersigned, offer to provide the services for the above in accordance with your Bid dated \_\_\_\_\_, and our Bid (Response to Technical eligibility criteria and Financial Bid). Our Financial Bid is as follows:

#	Item Description	Qty	Units	Man Month Rate	Amount without taxes	Amount (in words)
01	Helpline Staff (1 Resource) + Supporting hardware & software including but not limited to voice recording software, EPABX terminal, Computers, Server, printer, Scanner, UPS, CRM software and Networking etc. as per requirements.	12	Unit			
	<b>Total</b>					

The financial proposal submitted is unconditional and fulfils all the requirements of the RFP document. Provisions for the taxes (GST etc.) shall be as per Clause 5.1.6.

We understand that the client reserves the right to negotiate the Financial Bid.

We undertake that our Financial Bid shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Bid, i.e. *180 days from the date of submission of the Bid*.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We understand you are not bound to accept any Bid you receive.

Yours sincerely,

Signature:

Name and title of Signatory:

Name & address of the Bidder

## **6.2. Form 7 Checklist of Documents**

### **1. Checklist of Documents to be submitted online:**

The details of scanned documents to be submitted online within the duration (strictly within date and time of opening & closing of individual Bid) of the work as mentioned in Bid notice, otherwise, in any case, bid shall be rejected.

#### **i) Technical Bid**

- a) Bid Processing Fee & Earnest Money Deposit
- b) Duly filled up Qualification documents (Form 1) appended with the Bids
- c) Pan/GST certificate of the individual/company/firm
- d) Notarized certificate certifying that the Bidder has not been blacklisted, debarred or penalized by any Government/ Private agencies.

#### **ii) Financial Bid**

Financial bid duly filled in all respects in Bid. (Form 2)