REQUEST FOR PROPOSAL

(Bidding Terms & Draft Agreement)

FOR

Onboarding of Feedback Collection Agency for

States’ Startup Ranking 2020

Dated: 23rd July 2021

Invest India

Invest India is the National Investment Promotion and Facilitation Agency of India and acts as the first point of reference for investors in India.
Contents

Disclaimer .............................................................................................................................................. 5

SECTION 1: LETTER OF INVITATION .................................................................................................... 7

SECTION 2: INSTRUCTIONS TO BIDDERS ..................................................................................... 10

Important Dates: ................................................................................................................................... 11

Data Sheet ............................................................................................................................................... 11

Preface ..................................................................................................................................................... 21

2.1 Introduction ..................................................................................................................................... 22

2.2 Documents as a part of RFP .......................................................................................................... 22

2.3 Fraud / Corruption ......................................................................................................................... 23

2.4 Only one Proposal ......................................................................................................................... 24

2.5 Proposal Validity ........................................................................................................................... 24

2.6 Clarification and Amendment of RFP Documents ......................................................................... 24

2.7 Preparation of Proposals ............................................................................................................. 25

2.8 Bid Processing Fees ....................................................................................................................... 25

2.9 Pre-Qualification Criteria ............................................................................................................. 26

2.10 Technical Proposal ...................................................................................................................... 26

2.11 Financial Proposals .................................................................................................................... 27

2.12 Conflict of Interest ...................................................................................................................... 27

2.13 Conflicting activities .................................................................................................................... 28

2.14 Conflicting assignments ............................................................................................................... 28

2.15 Ownership Rights ...................................................................................................................... 28

2.16 Conflicting relationships ............................................................................................................ 28

2.17 Negotiations .................................................................................................................................. 29

2.18 Performance security .................................................................................................................. 29

2.19 Confidentiality .............................................................................................................................. 29

2.20 Authorization of signatory: ........................................................................................................ 30

2.21 Submission, Receipt, and Opening of Proposals ......................................................................... 30

2.22 Proposal Evaluation ..................................................................................................................... 34

2.23 Evaluation of Technical Proposals ............................................................................................... 34

2.24 Public Opening and Evaluation of Financial Proposals .............................................................. 35

2.25 Combined Evaluation .................................................................................................................. 35

2.26 Information .................................................................................................................................... 36

2.27 Taxes .............................................................................................................................................. 37

2.28 Award of Contract ....................................................................................................................... 37

2.29 Pre-Qualification Checklist ......................................................................................................... 38

SECTION 3: TECHNICAL PROPOSAL- STANDARD FORMS ................................................................. 41
6.2.4 Companies’ Personnel ........................................................................................................ 86
6.2.5 Obligations of Invest India ................................................................................................. 87
6.2.6 Payments to the Agency ....................................................................................................... 87
6.2.7 Deductions .......................................................................................................................... 89
6.2.8 Fairness and Good Faith ....................................................................................................... 90
6.2.9 Settlement of Disputes .......................................................................................................... 90
6.2.10 Jurisdiction ......................................................................................................................... 91
6.2.11 Liquidated Damages ........................................................................................................... 91
6.2.12 Performance security ......................................................................................................... 92
6.2.13 Confidentiality .................................................................................................................. 93
6.2.14 Taxes .................................................................................................................................. 93
6.2.15 Contract Price .................................................................................................................... 93
6.2.16 Transfer of Contract .......................................................................................................... 93
6.2.17 Miscellaneous provisions .................................................................................................. 94
6.2.18 Payment Terms .................................................................................................................. 94
Bank Guarantee Format ............................................................................................................... 96
**Disclaimer**

1. This Request for Proposal ("RFP") is issued by Invest India, a joint venture between the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Industry Associations and State Governments of India.

2. The information contained in this RFP or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of Invest India or any of its employees or advisors, is provided on the terms and conditions set out in this RFP.

3. This RFP is not a contract and is not an offer by Invest India to the prospective bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by Invest India, in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for Invest India, its employees or advisers to consider the objectives, technical expertise and particular needs of each party, who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

4. Information provided in this RFP to the bidders is on a wide range of matters and is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Invest India accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the laws expressed herein. Invest India, its employees and advisers make no representation or warranties and shall have no liability to any person including any bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, claims, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained herein or deemed to form part of this RFP or arising in any way in this selection process. Invest India accepts no liability of any nature, whether resulting from negligence or otherwise, however caused, arising from reliance of any bidder upon the statements contained in this RFP.

5. Invest India is entitled, in its absolute discretion, but without being under any obligation, to update, amend or supplement the information, assessment or assumption contained in this RFP. The issue of this RFP does not imply that Invest India is bound to select a bidder or to appoint the selected bidder, as the case may be, for this project and Invest India
reserves the right to reject all or any of the proposals of any bidder, without assigning any reason whatsoever.

6. Invest India or its authorized officers / representatives / advisors reserve the right, without prior notice, to change the procedure for the selection of the selected bidder or terminate discussions and the delivery of information at any time before the signing of any agreement for the project, without assigning reasons thereof.

7. The RFP does not address concerns relating to diverse investment objectives, financial situation, and particular needs of any party. The RFP is not intended to provide the basis for any investment decision and each bidder must make its / their own independent assessment in respect of various aspects of the techno-economic feasibilities of the project. No person has been authorized by Invest India to give any information or to make any representation not contained in the RFP.

8. Invest India may terminate the bid process at any time and without assigning any reason and makes no commitments, express or implied, that this process will result in a business transaction with anyone.

9. Any person who, with the intention of gaining any advantage for himself or herself or any other person whether he has made an offer or not, offers any member of the Committee or officer of Invest India a gift or money or other consideration or approaches any member of Invest India in respect to any matter that is before the Committee or that is expected to come before the Committee shall be disqualified from the tendering process.
SECTION 1: LETTER OF INVITATION
Dear Sir,

**Invest India** invites proposals from reputed bidders for **Onboarding of an Agency for Feedback Collection for States’ Startup Ranking 2020**.

A bidder will be selected under the Combined Quality cum Cost Based System method (CQCCBS) with weightages of 70:30 (70% for technical proposal and 30% for financial proposal) and as per procedures described in this RFP.

The content of this RFP enlists the requirements of Invest India. It includes the **Bidding Terms and Draft Agreement** which details out all that may be needed by the potential bidders to understand the financial terms and bidding process and explains the contractual terms that Invest India wishes to specify at this stage. It also consists of a draft agreement that needs to be signed between Invest India and the successful bidder.

The RFP includes the following sections:

- Section 1 - Letter of Invitation
- Section 2 - Instructions to Bidders (including Data Sheet and pre-qualification criteria)
- Section 3 - Technical Proposal - Standard Forms
- Section 4 - Financial Proposal - Standard Forms
- Section 5 - Terms of Reference
- Section 6 - Standard Form of Contract

All interested agencies should inform (within one week of the date of release of RFP) the concerned officer at Invest India:

2.1 that it will submit a proposal

2.2 that it will attend the pre-bid meeting on 27th July 2021, 03:00 pm
This information may be submitted by email to the undersigned.

Nikita Kochhar
Invest India
Vigyan Bhawan Annexe
Maulana Azad Road | New Delhi 110011
M: +91 9999986850
E: procurement@investindia.org.in
Cc to: nikita.kochhar@investindia.org.in

Yours faithfully,

Deepak Bagla
CEO and MD
Invest India
SECTION 2: INSTRUCTIONS TO BIDDERS
Important Dates:

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Issue Date</td>
<td>23rd July 2021</td>
</tr>
<tr>
<td>Pre-Bid Meeting</td>
<td>27th July 2021, 03:00pm</td>
</tr>
<tr>
<td>Last Date for Query Submission</td>
<td>28th July 2021, 06:00pm</td>
</tr>
<tr>
<td>Response to Query Submission</td>
<td>30th July 2021</td>
</tr>
<tr>
<td>Last Date for Bid Submission</td>
<td>13th August 2021, 11:59pm</td>
</tr>
<tr>
<td>Pre-Qualification &amp; Technical Bid Opening</td>
<td>16th August, 2021</td>
</tr>
<tr>
<td>Technical Solution Presentation &amp; Evaluation</td>
<td>18th August 2021</td>
</tr>
<tr>
<td>Financial Bid Evaluation</td>
<td>20th August 2021</td>
</tr>
</tbody>
</table>

Data Sheet

1. Name of the client: **Invest India**, Invest India is the National Investment Promotion and Facilitation Agency of India and acts as the first point of reference for investors in India.

2. Method of selection: **Combined Quality cum Cost Based System (CQCCBS)**

2. Documents as a part of RFP: The RFP consists of the **Bidding Terms and Draft Agreement**. It details out all information that may be needed by the potential bidders to understand the financial terms and various bidding processes and explains the contractual terms Invest India wishes to specify at this stage. It also consists of a draft Agreement that needs to be signed between **Invest India** and the successful bidder.
| 3. Pre-Qualification Criteria | (a) The Bidder/Group Company/ Subsidiary/ Parental Company providing must be either a company or a limited liability partnership registered under the Indian Companies Act 1956/ 2013. The bidder must be registered with the GST Authorities and should have a valid PAN number.  
(Copy of Incorporation, GST and PAN)  
(b) Bidder/Group Company/ Subsidiary/ Parental Company providing must have been in operation for at least five years as on 1st July 2021  
(Incorporation/ Registration Certificate required)  
[DPIIT Recognized Startups are exempt from this criterion]  
(c) The Bidder/Group Company/ Subsidiary/ Parental Company should be profitable in two out of last three financial years (2019-20, 2018-19 and 2017-18)  
(Audited Financial Statements for 2019-20, 2018-19 and 2017-18 OR Certificate from the chartered accountant)  
[DPIIT Recognized Startups are exempt from this criterion]  
(d) The Bidder/Group Company/ Subsidiary/ Parental Company should be operating with an aggregate of at least 200 Full Time Equivalents (FTEs) on company payroll for its Indian Call Center as on date of RFP  
(HR Certificate)  
[DPIIT Recognized Startups are exempt from this criterion] |
(e) The Bidder should have call Center process facility/infrastructure in Delhi/NCR. (Undertaking by the authorized signatory on company’s letterhead)

(f) As on date of submission, the Bidder should not be involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this contract. (Undertaking by the authorized signatory on company’s letterhead)

(g) The bidder shall not be debarred if they have been convicted of an offence under the Prevention of Corruption Act, 1988; or the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract. (Undertaking by the authorized signatory on company’s letterhead)

(h) The bidder should have a minimum turnover of Rs.2 crores per annum in two of last three financial years. (CA Audited certificate and income tax returns for last 3 years)

[DPIIT Recognized Startups are exempt from this criterion]

(i) The bidder should not have been blacklisted by any Government or PSU enterprise or Sponsored organizations in India as on the date of the RFP. (Self-Declaration certified by authorized signatory of the bidder on company’s letterhead)

(j) Bidder should provide an undertaking for providing adequate data and information security. (Undertaking by the authorized signatory on company’s letterhead)
(k) The Bidder/Group Company/ Subsidiary/ Parental Company providing BPO/Call Center services must have registered itself with Department of Telecommunication (DoT)/ TRAI.
(Copy of DOT/TRAI Certificate/License for the proposed site)

(l) The bidder must have successfully completed at least 2 projects of similar nature** in last 3 years with at least 1 project having a minimum order value of INR 20 lakh.
(Copy of work order/Contract for each of the mentioned assignments required)

[DPIIT Recognized Startups are exempt from this criterion]

** Product sales, Sales lead generation, Sales support, Customer satisfaction surveys, Product launches, Outbound calling, Outward calling, State/Central Single Window systems, Tax helplines, BFSI, Techno-Regulatory, Application Processing etc.

Documentary proof with respect to the above criteria is essential without which the proposal will be rejected. Technical and Financial evaluation will be done only for the bidders satisfying the above criteria.

In case Invest India requires, the bidder will facilitate in the following:

a. Examination of project implemented.
b. Provide 3 references from prior customers

4. **Bid Processing Fees and Bid Security Declaration:**

The Bidder must submit a non-refundable Bid Processing Fees of INR 10,000 + 18% GST = INR 11,800 in Indian Rupees in the form of NEFT/RTGS.

NEFT details given below.

A/c Name: INVEST INDIA STARTUP HUB,
A/C No: 3697027212
| **IFSC Code:** CBIN0280298 (0-ZERO) | **MICR Code:** 110016007  
**Account Type:** Current  
*Name of the Bank & Address:* Central Bank of India, Ashok Hotel, Chanakyapuri, New Delhi  
The bidder must also submit a bid security declaration *on company's letterhead signed by authorized representative*) in lieu of EMD to comply and adhere with all terms and conditions of the RFP. |
|---|---|
| 5. Technical and Financial Proposals requested: | Yes  
Name, objectives, and description of the assignment: As detailed in TOR (Section 5) |
| 6. Pre-bid meeting: | Date: 27th July 2021  
Time: 03:00 pm  
Mode: Virtual Meeting  
Meeting number: 1706058243  
Meeting Link: [https://investindiavc.webex.com/webappng/sites/investindiavc/meeting/download/6d8ee99211f946378778e489f44273ca?siteurl=investindiavc&MTID=mc66630924eb6238378414226b6b3a20e](https://investindiavc.webex.com/webappng/sites/investindiavc/meeting/download/6d8ee99211f946378778e489f44273ca?siteurl=investindiavc&MTID=mc66630924eb6238378414226b6b3a20e)  
Contact details for pre-bid meeting:  
Nikita Kochhar  
Invest India.  
Vigyan Bhawan Annexe  
Maulana Azad Road | New Delhi 110011 |
Bidders may confirm their participation in the pre-bid meeting to the above person.

| 7. | Clauses on fraud and corruption in the Contract: | Clause 3 of Section 2 |
| 8. | Number of days during which clarifications to be sought before the Bid submission date: | 5 working days. No clarifications will be entertained during the last five working days before the last date of submission of the bid. |
| Address for requesting clarifications is: | Nikita Kochhar  
Invest India.  
Vigyan Bhawan Annexe  
Maulana Azad Road | New Delhi 110011  
M: +91 9999986850  
E: procurement@investindia.org.in  
Cc to: nikita.kochhar@investindia.org.in |
| 9. | Language(s) of the submitted proposals: | **English**  
The Contract to be signed with the successful Agency shall be written in the English language, which shall be the language that shall govern the contractual relations between **Invest India** and the successful Agency. |
<p>| 10. | (i) Without diluting the concept of total responsibility of the Agency awarded the Contract, short listed Agency/entity may associate with other short-listed Agency: Prior approval of <strong>Invest India</strong> required. | Yes |
|     | (ii) Reports that are part | English |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>of the assignment must be written in the following language(s):</td>
<td></td>
</tr>
<tr>
<td>11. Training is a specific component of this assignment:</td>
<td>Yes</td>
</tr>
<tr>
<td>12. Taxes: Amounts payable by the <strong>Invest India</strong> to the Agency under the Contract shall be the Contract price inclusive of all taxes and duties and after deductions indicated in clause 6.2.7</td>
<td>As per Clause 2.27 of Section 2</td>
</tr>
<tr>
<td>13. Bidder to state cost in the national currency:</td>
<td>Cost to be stated in Indian Rupees</td>
</tr>
<tr>
<td>14. Proposals must remain valid for one hundred twenty (120 days) after the submission date, i.e., until:</td>
<td>Date: 11&lt;sup&gt;th&lt;/sup&gt; December 2021</td>
</tr>
</tbody>
</table>
| 15. Address to submit proposal by the Agency: | **Nikita Kochhar**  
Invest India.  
Vigyan Bhawan Annexe  
Maulana Azad Road | New Delhi 110011  
M: +91 9999986850  
E: [procurement@investindia.org.in](mailto:procurement@investindia.org.in)  
Cc to: [nikita.kochhar@investindia.org.in](mailto:nikita.kochhar@investindia.org.in) |
| 16. Proposal submission date: | Not later than the following date and time:  
Date: 13<sup>th</sup> August 2021  
Before: 11:59 pm (Indian Standard Time) |
### Technical Evaluation:

<table>
<thead>
<tr>
<th>Description of each evaluation criteria:</th>
<th>Maximum Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relevant Experience</td>
<td><strong>25</strong></td>
</tr>
<tr>
<td>Experience in Outbound calling in regional languages (other than English &amp; Hindi)</td>
<td>10</td>
</tr>
<tr>
<td>Team Profile</td>
<td><strong>30</strong></td>
</tr>
</tbody>
</table>

#### Relevant Experience:
- The bidder must have successfully completed at least 2 projects of similar nature in last 3 years with at least 1 project having a minimum order value of INR 20 lakh each.
- No of Assignments Executed of Similar Nature: 0 to 2
  - No. Assignments: 2 to 4: 15 (0)
  - No. Assignments: 5 to 7: 10 (5)
  - No. Assignments: 8 and over: 15 (10)

#### Experience in Outbound calling in regional languages (other than English & Hindi):
- Number of Languages: 0-10: 10 (0)
- Number of Languages: 11-12: 8 (4)
- Number of Languages: 13-15: 10 (8)
- Number of Languages: 16 and above: 10 (10)

#### Team Profile:
- Resumes of team members with details of Education Qualification, implementation of similar assignments, relevant services carried out in the last 3 years.
- The breakdown of the marks is as follows:
  - Project Lead (max 4 Marks)
  - Outbound Calling and Online Feedback Collection: Team Leader (max 3 Marks)
  - Outbound Calling and Online Feedback Collection: 14 Resources (Hindi, Regional Languages and English) (max 1.5 Marks each)
  - Training: Trainer (max 2 Marks)

Note: Refer to minimum Experience and qualification provided under Section 5
### Understanding of TOR, Methodology and Work Plan

<table>
<thead>
<tr>
<th>Description</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrated level of understanding of the project, its purpose, scope, and plan for performing the required services as detailed in scope of work, technical and functional requirements in the bid, during the entire lifecycle of the project.</td>
<td>10</td>
</tr>
<tr>
<td>Comprehensiveness and robustness of Project Plan (level of detail of activities, risk mitigation and practicality). This criterion will be evaluated based on the following parameters:</td>
<td>25</td>
</tr>
<tr>
<td>(i) Comprehensiveness of plan with respect to all activities that need to be undertaken to meets the requirements specified in the scope of work.</td>
<td></td>
</tr>
<tr>
<td>(ii) Quality of support including adeptness.</td>
<td></td>
</tr>
<tr>
<td>(iii) Resource planning and allocation</td>
<td></td>
</tr>
<tr>
<td>(iv) Data collection, timely reporting</td>
<td></td>
</tr>
<tr>
<td>(v) Initiative and innovation</td>
<td></td>
</tr>
<tr>
<td>Appropriateness of prescribed time frames and relatedness to the current project. (Based on work order of assignments enclosed along with the technical proposal, marks will be assigned.)</td>
<td>(10)</td>
</tr>
</tbody>
</table>

**Total** 100

The bidder will be required to make presentation on its Proposal covering all the above points, the date and time for which will be intimated individually.

#### 18. Financial Evaluation:

- Financial bids of technically qualified bidders shall be opened i.e., those who score minimum 70 Points out of 100 Points in technical evaluation.
- The financial quotation (FTE Rate in INR/ Month) for each category will be aggregated and the total amount will be considered as the financial bid.
- 100 Points will be awarded to the bidder with the Lowest Total Financial Bid Quotation (LTFBQ) and rest of the bidders will be awarded points inversely proportional to the LTFBQ.
Formula: \[-\frac{(LTFBQ/TFBQ) \times 100}{LTFBQ}: \text{Lowest Total Financial Bid Quotation}\]
\[TFBQ: \text{Total Financial Bid Quotation}\]

**NOTE:** All Financial Proposals must be capped below ₹40,00,000/- (all inclusive) for a period of approximately 3 months.

19. **Combined Evaluation:**

- The Technical evaluation score that will be considered will be the simple average score of the entire committee.
- Technical Scores will be assigned and will have a weightage of 70%. The Financial Proposals will be allotted a weightage of 30%.
- The total score shall be obtained by weighing the technical and financial scores and adding them up. Based on combined weighted technical and financial score, the bidder shall be ranked in terms of total score obtained.
- The proposal obtaining the highest total combined technical and financial score will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3, etc. The bidder securing the highest combined marks will be considered for award of the contract.

20. **Address for correspondence:**

Nikita Kochhar
Invest India.
Vigyan Bhawan Annexe
Maulana Azad Road | New Delhi 110011
M: +91 9999986850
E: procurement@investindia.org.in
Cc to: nikita.kochhar@investindia.org.in

21. **Return of unopened financial proposals**

The financial proposals of those bidders that do not meet the minimum qualifying criteria or considered non-responsive to the RFP shall be discarded within 30 days of the completion of technical evaluation process.

22. **Terms of Payment**

The financial bid is to be submitted as per **Financial Bid Proposal Sheet, Form Fin 2.** The terms of payments are as below:
### Milestone based payment as per the financial bid amount.

**Note:** The Monitoring Committee will conduct a monthly review of the project activities and deliverables to gauge output and to approve activities for the forthcoming period.

The Performance Bank Guarantee may be discharged at the final payment stage.

<table>
<thead>
<tr>
<th>23. Commencement of assignment:</th>
<th>On the date and at the location specified in the LOA/Contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>24. Expected Timelines:</td>
<td></td>
</tr>
<tr>
<td>(i) Recruiting additional employees.</td>
<td>Within 1 week after intimation by Invest India team over email</td>
</tr>
<tr>
<td>(ii) Training for contact center operations</td>
<td>Within 1 week from signing of contract</td>
</tr>
</tbody>
</table>

**Preface**

Invest India is set up as a nonprofit venture under the DPIIT, Ministry of Commerce and Industries, Government of India. Operationalized in early 2010, the Agency has been set up as the dedicated investment promotion agency (IPA) for attracting investments into the country in a structured, focused, and comprehensive manner.

**Invest India** is the first point of reference for foreign investors, and investment promotion and facilitation constitute the core mandate of the Agency. Its services include providing quality input and support services to Indian and overseas enterprises — through granulated, sector- and state-specific information, assistance with location identification, expedition of regulatory approvals, facilitation of meetings with relevant government officials, organization of investment road shows and roundtables, and aftercare services that include initiating remedial action on problems faced by investors by involving the government department concerned.
2.1 Introduction

2.1.1 Invest India named in the Data Sheet will select a bidder in accordance with the method of selection specified in the Data Sheet.

2.1.2 The shortlisted bidders are invited to submit a proposal in two parts - the technical part and the financial part sealed separately, as specified in the Data Sheet, for services required for the assignment named in the Data Sheet. Late bids i.e., bids received after the specified date in the data sheet will not be considered. The Proposals submitted will be the basis for signing the contract with the selected bidder.

2.1.3 The Bidders are required to familiarize themselves with the local conditions and take them into account while preparing their proposals. To obtain first-hand information on the assignment and local conditions, bidders are advised to attend a pre-bid meeting as specified in the Data Sheet. Attending the pre-bid meeting is optional. Bidders should contact Invest India’s representative named in the Data Sheet to obtain additional information on the pre-bid meeting.

2.1.4 Bidders shall bear all costs in connection with the preparation and submission of their proposals, attending pre-bid meeting, etc.

2.1.5 Invest India may accept or reject any proposal in its discretion and may ask for any additional information or vary its requirements, add to or amend the terms, procedure and protocol set out in RFP for bonafide reasons, which will be notified to all the Bidders invited to tender. Further Invest India hereby reserves its right to annul the selection process at any time prior to the contract award without incurring any liability towards the Tenderers.

2.2 Documents as a part of RFP

2.2.1 The Request for Proposal (RFP) document for the project consists of the following sections:

- Section 1 - Letter of Invitation
- Section 2 - Instructions to Bidders (including Data Sheet and Pre-Qualification criteria)
- Section 3 - Technical Proposal - Standard Forms
- Section 4 - Financial Proposal - Standard Forms
- Section 5 - Terms of Reference
- Section 6 - Standard Form of Contract
2.2.2 The prospective bidders are expected to examine all instructions, forms, terms, project requirements, and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the prospective bidder’s risk and may result in rejection of the proposal.

2.3 Fraud / Corruption

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

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

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

“Collusive practices” means a scheme or arrangement between two or more bidders with or without the knowledge of Invest India, designed to establish prices at artificial, noncompetitive levels.

“Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or affect the execution of a Contract. Invest India will reject a proposal for award if it comes to know that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract in question; and

2.3.2 Invest India will terminate the Contract, if already awarded and will declare the bidder ineligible, either indefinitely or for a stipulated period, to be awarded a Contract, if at any time it determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Contract.

2.3.3 Bidders shall be aware of the provisions on fraud and corruption prescribed in the specific clauses in the General Conditions of Contract.
2.3.4 Bidders shall furnish information on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal with details of name and address of agents, amount, and purpose, during contract execution as per details in the Financial Proposal submission form (Section 4).

2.4 Only one Proposal

2.4.1 Bidders will submit only one proposal. If a Bidder submits or participates in more than one proposal, all such proposals shall be disqualified.

2.5 Proposal Validity

2.5.1 The Data Sheet indicates how long Bidders’ proposals must remain valid after the submission date. During this period, Bidders shall ensure the availability of professional staff nominated in the Proposal. Should the need arise, Invest India may request Bidders to extend the validity period of their proposal further by 60 days. Bidders who agree to such extension shall confirm that they maintain the availability of the professional staff nominated in the Proposal, or in their confirmation of extension of validity of the Proposal, Bidders could submit new staff in replacement, which would be considered in the final evaluation for Contract award. Bidders, who do not agree, have the right to refuse to extend the validity of their proposals.

2.6 Clarification and Amendment of RFP Documents

2.6.1 Bidders may request for clarifications on any part of the RFP documents up to the number of days indicated in the Data Sheet before the proposal submission date. Any request for clarification must be sent in writing, or by standard electronic means to Invest India’s address indicated in the Data Sheet. Invest India will respond in writing, or by standard electronic means and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Bidders. Should Invest India deem it necessary to amend the RFP because of a clarification, it shall do so by the following procedure.

2.6.2 At any time before the submission of Proposals, Invest India may amend the RFP by issuing an addendum in writing or by standard electronic means. The addendum shall be uploaded on the Invest India website and will be binding on them. To give Bidders reasonable time in which to take an amendment into account in their Proposals, Invest India may, if the amendment is substantial, extend the deadline for the submission of Proposals.
2.6.3 **Pre-bid meeting**: Pre bid meeting will be held as specified in the Data Sheet for clarifying issues and doubts, if any, concerning the subject matter of study. Inputs from the prospective bidders will also be sought if considered necessary.

2.7 **Preparation of Proposals**

2.7.1 The Proposal as well as all related correspondence exchanged by the bidders and Invest India, shall be written in the language(s) specified in the Data Sheet.

2.7.2 In preparing their Proposal, bidders are expected to examine in detail all the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.

2.7.3 Language: Documents to be issued by the bidders, as part of this assignment must be in English.

2.7.4 The Bid may be signed either by the Principal Officer of the Agency or his duly Authorized Representative, in which case the bid shall be accompanied by a certificate of authority. A bid which does not fulfill this criterion will be treated as non-est and will be liable to be rejected.

2.8 **Bid Processing Fees**

2.8.1 The Bidders must submit a Nonrefundable Bid processing fees INR 10,000 + 18% GST = INR 11,800 in the form of RTGS/NEFT along with a technical proposal.

2.8.2 The Bid processing fees shall be in Indian Rupees only. The Bid processing fees receipt shall be attached with the proposal.

2.8.3 Proposals not accompanied by Bid Processing fees and bid security declaration will not be considered for Technical and Financial evaluation.

2.8.4 All bids must also be accompanied by a Bid Security declaration (on company’s letterhead signed by authorized representative) confirming to adhere with terms and conditions of the RFP. In case the bidder withdraws or modifies the bid they shall be suspended for a period 2 years from participating in future bids at Invest India.

2.8.5 Unsuccessful Bidder’s Bid Processing Fees will not be discharged / refunded after the RFP process.
2.9 Pre-Qualification Criteria

2.9.1 A pre-qualification criterion will be applied to shortlist the bidders for technical and financial evaluation. The criteria are as mentioned in the Data Sheet.

2.9.2 Documentary proof for pre-qualification criteria is essential without which the proposal will be rejected. Technical and Financial evaluation will be done only for the bidders who have submitted Nonrefundable Bid processing fees and Bid Security Declaration and are satisfying the above pre-qualification criteria.

2.10 Technical Proposal

2.10.1 Bidders are required to submit an original Full Technical Proposal in an email to procurement@investindia.org.in [cc to nikita.kochhar@investindia.org.in] with the subject “Technical Bid - *AGENCY NAME* - Onboarding of Feedback Collection Agency for States’ Startup Ranking 2020”. The Data Sheet indicates the format of the Technical Proposal to be submitted. Submission of the wrong type of Technical Proposal will result in the Proposal being deemed non-responsive. The Technical Proposal shall provide the information indicated in the following paras from (a) to (g) using the attached Standard Forms (Section 3).

   a. Format of letter to be submitted by the Bidder along with the Proposal, Bidder’s Authorization and Bidder’s Detail (Form TECH-1 of Section 3)

   b. A brief description of the Bidders’ organization and an outline of recent experience of the Bidder, assignments of a similar nature are required in (Form TECH-2 of Section 3). For the assignment, the outline should indicate the names of Professional staff who participated, duration of the assignment, Contract amount, and bidder’s involvement. Information should be provided only for those assignments for which the bidder was earlier awarded Contract as an individual Agency or as a lead partner in a Consortium. Assignments completed by individual Professional staff working privately or through other Companies cannot be claimed as the experience of the bidder, or that of the Agency’s associates, but can be claimed by the Professional staff themselves in their CVs. Bidders should be prepared to substantiate the claimed experience, if so, requested by Invest India.

   c. Comments and suggestions may be proposed on the Terms of Reference including workable suggestions that could improve the quality/ effectiveness of the assignment. The bidder, however, should not make any deviation from the Terms
of Reference, which reduces the scope of services. (Form TECH-3 of Section 3). The bidder may suggest their own methodology, work plan over and above the ones detailed in the project report.

d. A description of the approach, methodology, and work plan for performing the assignment covering the following subjects: technical approach and methodology, work plan, activity schedule, organization, and staffing schedule. Guidance on the content of this section of the Technical Proposals is provided under (Form TECH-4 of Section 3).

e. The work plan should be consistent with the Work Schedule which will show in the form of a bar chart, the timing proposed for each activity. The team composition by area of expertise, the position that would be assigned to each staff team member, and their tasks (Form TECH-5 of Section 3).

f. Comments, if any, on the Standard form of Contract as given in Section 3 of the RFP may be given as per Form TECH 6. However, Invest India is not bound to accept any/all suggestions proposed and may reject any such suggestion.

g. Information on conflicting activities, if any, should be given as per Form TECH-7.

2.10.2 The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information shall be declared non-responsive.

2.11 Financial Proposals

2.11.1 The bidder should submit the financial bid as per the format indicated in FORM FIN 2 in a separate file with password protected document.

2.11.2 The quote should be in Indian Rupees and should be inclusive of all taxes as applicable. The Financial Proposal shall be prepared using the attached Standard Form (Section 4).

2.12 Conflict of Interest

2.12.1 Invest India’s policy requires that bidders should provide professional, objective, and impartial advice and at all times hold Invest India’s interests paramount and strictly avoid conflicts with other assignments or their own corporate interests.
2.12.2 Without limitation on the generality of the foregoing, Companies, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances.

2.13 Conflicting activities

2.13.1 A firm that has been engaged to provide goods, works, or services for a project, and each of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, and each of its affiliates, shall be disqualified from subsequently providing goods, works or services for such preparation or implementation.

2.14 Conflicting assignments

2.14.1 Neither consultants (including their personnel and sub-consultants) nor any of their affiliates shall be hired for any assignment that, by its nature, may conflict with another assignment of the consultants. As an example, consultants hired to prepare engineering design for an infrastructure project shall not be engaged to prepare an independent environmental assessment for the same project, and consultants assisting a client in the privatization on public assets shall neither purchase nor advise purchasers of, such assets. Similarly, consultants hired to prepare Terms of Reference (TOR) for an assignment shall not be hired for the assignment in question.

2.15 Ownership Rights

2.15.1 Ownership of all new artifacts (data, reports, presentations, and other publications) will rest with Invest India, and it will have the right to resell/ implement the same with any other organization.

2.16 Conflicting relationships

2.16.1 The bidder (including its personnel) that has a business or family relationship with a member of Invest India’s staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment, (ii) the selection process for such assignment, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to Invest India throughout the selection process and execution of the Contract.
2.16.2 Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of Invest India, or that may reasonably be perceived as having this effect. Failure to disclose the said situations may lead to the disqualification of the bidder or the termination of its Contract.

2.17 Negotiations

2.17.1 No negotiations will be allowed. However, after the bidder is finally selected, the detailed work-plan and sequence of activities will be finalized in consultation with Invest India.

2.18 Performance security

2.18.1 For the due performance of the assignment in accordance with the terms and conditions specified, the selected Agency shall on the day or before signing the contract which shall not be later than 30 (thirty) days from the issue of the Letter of Award, furnish to Invest India a performance security in the form of an irrevocable Bank Guarantee for an amount equal to three percent (3%) of cost mentioned in the financial bid. This performance guarantee will be released after successful completion of the whole Project.

2.18.2 The Bank Guarantee/s shall be in favor of Invest India, issued by any nationalized or scheduled Indian Bank, approved by the Reserve Bank of India. The Bank Guarantee/s shall be on the Proforma, which shall be furnished by Invest India.

2.18.3 It is expressly understood and agreed that the performance security is intended to secure performance of entire contract. It is also expressly understood and agreed that the performance security is not intended to cover all the damages detailed / stipulated in various clauses in the Contract document.

2.18.4 Should the assignment period, for whatever reason be extended, the bidder, shall at his own cost, get the validity period of Bank Guarantee in respect of performance security furnished by him extended and shall furnish the extended / revised Bank Guarantee to Invest India before the expiry date of the Bank Guarantee originally furnished.

2.19 Confidentiality

2.19.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the Proposals or to other persons not officially concerned with the process. The undue use by any bidder of
confidential information related to the process may result in rejection of its Proposal and adversely affect its prospects.

2.20 Authorization of signatory:

2.20.1 The Bid may be signed either by the Principal Officer of the Agency or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Representative or the Principal Officer. The Principal Officer/authorized representative of the Agency shall sign the proposal and initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the Bid.

2.21 Submission, Receipt, and Opening of Proposals

2.21.1 The original proposals need to be submitted via email to procurement@investindia.org.in [Cc to nikita.kochhar@investindia.org.in] and must be addressed to:

Nikita Kochhar
Invest India
Vigyan Bhawan Annexe
Maulana Azad Road | New Delhi 110011
M: +91 9999986850

2.21.2 It is proposed to have the following E-file System for this bid:

a. E-file 1:
   i. RTGS/NEFT for Nonrefundable Bid Processing Fees
   ii. Technical Bid
   iii. Bid Security Declaration (on company’s letterhead signed by authorized representative)

b. E-file 2: Financial Bid (encrypted with password)
2.21.3 Details of the contents of the envelopes are given in the following table:

<table>
<thead>
<tr>
<th>E-file 1: Bid Security declaration</th>
<th>• The Bidder must submit a <em>Non-Refundable Bid Processing Fees</em> which shall be in the form of RTGS/NEFT in Indian Rupees only.</th>
</tr>
</thead>
</table>
| Bid Processing Fees, Pre-Qualification Proposal & Technical Proposal | Nikita Kochhar  
Invest India.  
Vigyan Bhawan Annexe  
Maulana Azad Road | New Delhi 110011  
M: +91 9999986850  
E: [procurement@investindia.org.in](mailto:procurement@investindia.org.in)  
Cc to: [nikita.kochhar@investindia.org.in](mailto:nikita.kochhar@investindia.org.in) |
| • The *Pre-Qualification Proposal* shall be prepared in accordance with the requirements specified in the data sheet of this RFP. The Pre-Qualification Proposal should be submitted in softcopy. The words “Pre-Qualification Proposal – Invest India Onboarding of Feedback Collection Agency for States’ Startup Ranking 2020” shall be written on the softcopy which shall be emailed to [procurement@investindia.org.in](mailto:procurement@investindia.org.in) and cc to [nikita.kochhar@investindia.org.in](mailto:nikita.kochhar@investindia.org.in). |
| • The *Technical Proposal* shall be prepared in accordance with the requirements specified in S. No. 2.10, Data Sheet and in the Tech forms in Section 3 prescribed in this RFP. The Technical Bid should be submitted via email on the below mentioned ID on or before the bid submission due date- [procurement@investindia.org.in](mailto:procurement@investindia.org.in); [Cc to nikita.kochhar@investindia.org.in](mailto:nikita.kochhar@investindia.org.in) |
| • The first e-file needs to contain the Agency name and Nonrefundable Bid Processing fees and bid security declaration. |
| • The second e-file must contain Prequalification proposal. |
2.21.4 Invest India shall not be responsible for misplacement, loss or premature opening of the mail if not named clearly. This circumstance may be a case for proposal rejection. If the Financial Proposal is not submitted in a separate file with password protection duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

### E-file 2:
Financial bid

- The Financial bid shall be submitted in a password protected e-file over email as per the format prescribed in Section 4 of this RFP.
- The Financial bid shall be submitted on Soft Copy only.
- The words “Financial bid- Onboarding of Feedback Collection Agency for States’ Startup Ranking 2020” shall be written on the soft copy. The soft copy shall be signed by the authorized signatory using appropriate measures on all the pages before being put in the e-mail and soft copy must contain digital signature on all pages. The e-file should also be named “Financial bid- Onboarding of Feedback Collection Agency for States’ Startup Ranking 2020.”

Note: E-file must be password protected or else will lead to rejection of the bid and passwords need to be disclosed only at the time of opening of the financial bid.

### Email

Both E-file 1 and E-file 2 should be attached in the email which shall be mailed. The e-mail must clearly indicate the name of the project (“Proposal for Onboarding of Feedback Collection Agency for States’ Startup Ranking 2020”)

This email shall be sent to procurement@investindia.org.in [Cc to nikita.kochhar@investindia.org.in] on or before the due date and time 13th August 2021, 11:59 pm.

The email shall be received by Invest India by 13th August 2021, 11:59pm. Proposals received after the given deadline will not be accepted.
2.21.5 The Proposals must be sent to the email id indicated in the Data Sheet and received not later than the time and the date indicated in the Data Sheet. Any proposal received after the deadline for submission shall be disqualified.
2.22 Proposal Evaluation

2.22.1 From the time the Proposals are opened and up to the time the Contract is awarded, the bidders shall not contact Invest India on any matter related to its Technical and/or Financial Proposal. Any effort by bidder to influence Invest India in the examination, evaluation, ranking of Proposals, canvassing in any form or recommendation for award of Contract, may result in the rejection of the bidder’s proposal.

2.22.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

2.23 Evaluation of Technical Proposals

2.23.1 Proposals which are not supported by adequate proof of the Signatory’s Authority or are not accompanied by a Bid security declaration and Nonrefundable Bid Processing Fees will not be evaluated.

2.23.2 The Evaluation Committee shall evaluate the technical proposals only for those bidders who satisfy the pre-qualification criteria as referred in Clause no. 3 of data sheet. The technical proposals will be evaluated based on their responses to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Evaluations will be based on documentary evidence submitted by the bidder with respect to pre-qualification / evaluation / selection criteria. Each responsive proposal will be given a technical score (Ts). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet. The Technical proposals which are unsigned, and incomplete shall not be evaluated.

2.23.3 The proposal shall be rejected if bidder does not fulfill the eligibility criteria, or the validity period of the proposal is less than 120 days.

2.23.4 During the process of evaluation of the technical proposal, the bidder will be required to make presentation on its Proposal covering Experience/ Technical Proposal including Implementation Methodology, Team Composition, Work Schedule, and Activity Schedule. The date and time of the presentation will be intimated individually.
2.24 Public Opening and Evaluation of Financial Proposals

2.24.1 After the technical evaluation is completed, the qualified bidders shall be informed about the time and location for opening the Financial Proposals. Bidder’s attendance at the opening of Financial Proposals is optional but it shall be recorded and signed by all present.

2.24.2 Financial Proposals shall be opened publicly in the presence of the technically qualified bidders’ representatives who choose to attend. The name of the bidders whose technical proposal is found responsive (i.e., identified benchmark) shall be read out. The Financial Proposal of the bidders who meet the minimum qualifying marks will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals of the bidders who meet the qualifying mark as indicated in the Data Sheet shall be then opened, and the quotes read aloud and recorded.

2.24.3 Financial proposals of only those bidders will be evaluated, who secure a minimum of 70% marks in the technical evaluation. The proposal with the lowest total bid value as given in FORM FIN 2 shall be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their total bid value.

2.25 Combined Evaluation

2.25.1 Based on the criteria in clause No. 19 of Data Sheet-Section II the combined score shall be obtained by weighing the technical and financial scores in the ratio of 70:30 and adding them up. Based on combined weighted score for technical and financial, the bidder shall be ranked in terms of total score obtained. The proposal obtaining the highest combined score in evaluation will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3, etc. The bidder securing the highest combined marks will be considered for award of the contract.

Example:

As an example, the following procedure will be followed. The minimum qualifying marks for technical qualifications are 70 and the weightage of the technical bids and financial bids is kept as 70:30. If in response to the RFP, 3 proposals, A, B & C are received. The technical evaluation committee awards them 75, 80, and 90 marks respectively. The minimum qualifying marks are 70. All the 3 proposals are, therefore, found technically suitable and their financial proposals will be opened after notifying the date and time of bid opening to the successful participants. If the evaluation committee examines the financial proposals and the quoted total bid values are as under:
Using the formula LTBV / TBV, where LTBV stands for Lowest Total Bid Value and TBV stands for Total Bid Value, the committee will give them the following points for financial proposals:

<table>
<thead>
<tr>
<th>Proposal</th>
<th>Total Bid Value</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Rs.120</td>
<td>100 / 120 = 83</td>
</tr>
<tr>
<td>B</td>
<td>Rs.100</td>
<td>100 / 100 = 100</td>
</tr>
<tr>
<td>C</td>
<td>Rs.110</td>
<td>100 / 110 = 91</td>
</tr>
</tbody>
</table>

In the combined evaluation, thereafter, the evaluation committee will calculate the combined technical and financial score as under:

- Proposal A: $75 \times 0.70 + 83 \times 0.30 = 77.4$ points.
- Proposal B: $80 \times 0.70 + 100 \times 0.30 = 86$ points.
- Proposal C: $90 \times 0.70 + 91 \times 0.30 = 90.3$ points.

The three proposals in the combined technical and financial evaluation will be ranked as under:

- Proposal A: 77.4 points: H3
- Proposal B: 86 points: H2
- Proposal C: 90.3 points: H1

Proposal C at the total bid value of Rs.110 will, therefore, declared as winner and recommended for approval, to the competent authority.

In the event of a tie in the final scores, the agency having the lower financial quote amongst the two would be given preference.

### 2.26 Information

2.26.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the Proposals or to other persons not officially concerned with the process. The undue use by any bidders of confidential information related to the process may result in the rejection of its Proposal and may adversely affect its prospects.
2.27 Taxes

2.27.1 The bidder shall include in Bid Price all local taxes and duties as applicable on amounts payable by the Agency under the Contract. All taxes, duties, and other impositions as applicable in India shall always be deemed to be included in the Financial Proposal.

2.27.2 The Financial Proposal shall include all commercial implications and all applicable taxes should also be included in the Financial Proposal.

2.27.3 Bid/Contract price shall remain fixed for the entire Contract period.

2.28 Award of Contract

2.28.1 The bidder securing the highest combined score will be considered for award of Contract.

2.28.2 Invest India shall award the Contract to the selected bidder by issue of Letter of Award (LOA) and notify the same on Invest India website.

2.28.3 The selected bidder is expected to commence the assignment on the date and at the location specified in the LOA/Contract.

2.28.4 If the selected bidder does not sign the Contract within the stipulated period or does not submit the Performance Guarantee within time, the LOA may be cancelled and the bidder securing the next higher combined marks will be considered for award of Contract.
### 2.29 Pre-Qualification Checklist

<table>
<thead>
<tr>
<th>Pre-Qualification Criteria and Supporting Documents</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>a.</strong> Is your organization registered as a company or a limited liability partnership under Companies Act 1956/2013. Do you have a GST registration with valid PAN number</td>
<td>X / √</td>
</tr>
<tr>
<td>Attach copy of GST Registration, PAN Card and Incorporation</td>
<td></td>
</tr>
<tr>
<td><strong>b.</strong> Is your organization registered and has been in operation for at least five years as on 1st July 2021?</td>
<td></td>
</tr>
<tr>
<td><em>[DPIIT Recognized Startups are exempt from this criterion]</em></td>
<td></td>
</tr>
<tr>
<td>Attach Incorporation/ Registration Certificate or any other supporting document.</td>
<td></td>
</tr>
<tr>
<td><strong>c.</strong> Do you have a dedicated manpower size of at least 200 Full Time Equivalent people?</td>
<td></td>
</tr>
<tr>
<td><em>[DPIIT Recognized Startups are exempt from this criterion]</em></td>
<td></td>
</tr>
<tr>
<td>Attach list of employees undertaking the work along with designation and qualification on company’s letterhead signed by authorized representative</td>
<td></td>
</tr>
<tr>
<td><strong>d.</strong> Was your company profitable in two out of last three financial Years (2019-20, 2018-19, 2017-18)</td>
<td></td>
</tr>
<tr>
<td><em>[DPIIT Recognized Startups are exempt from this criterion]</em></td>
<td></td>
</tr>
<tr>
<td>Attach the audited account balance sheet/ P&amp;L Sheet for last three financial years</td>
<td></td>
</tr>
<tr>
<td><strong>e.</strong> Do you have call center process facility/infrastructure in Delhi/NCR?</td>
<td></td>
</tr>
<tr>
<td>Undertaking by the Authorized Representative on the company letterhead</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
</tbody>
</table>
| f. | Have you successfully completed at least 2 projects of similar nature in last 3 years with at least 1 project having a minimum order value of INR 20 lakhs?  

*[DPIIT Recognized Startups are exempt from this criterion]*  

Copy of Work order/contract for the above-mentioned projects. |
| g. | Have you ever been involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this contract?  

Undertaking by the Authorized Representative on the company letterhead |
| h. | Have you ever been convicted of an offence under the Prevention of Corruption Act, 1988; or the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract?  

Undertaking by the Authorized Representative on the company letterhead |
| i. | Do you have a minimum turnover of Rs.2 crores per annum in two of last three financial years?  

*[DPIIT Recognized Startups are exempt from this criterion]*  

CA Audited certificate and income tax returns for last 3 financial years |
| j. | Have you ever been blacklisted by any Government or PSU enterprise or Sponsored organizations in India as on the date of the RFP?  

Undertaking by the Authorized Representative on the company letterhead |
<table>
<thead>
<tr>
<th>k.</th>
<th>Will you provide an undertaking for providing adequate data and information security?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Undertaking by the Authorized Representative on the company letterhead</td>
</tr>
<tr>
<td>l.</td>
<td>Does the Bidder/Group Company/ Subsidiary/ Parental Company providing BPO/Call Center services have registration with Department of Telecommunication (DoT)/ TRAI.</td>
</tr>
<tr>
<td></td>
<td>(Copy of DOT/TRAI Certificate/License for the proposed site)</td>
</tr>
<tr>
<td>m.</td>
<td>Have you attached the INR 10,000 + 18% GST = INR11,800/- NEFT/RTGS for Nonrefundable Bid Processing Fees</td>
</tr>
<tr>
<td></td>
<td>Copy of Transaction</td>
</tr>
<tr>
<td>n.</td>
<td>Have you attached a copy of Bid Security Declaration (on company’s letterhead signed by authorized representative)</td>
</tr>
<tr>
<td></td>
<td>Copy of Letter</td>
</tr>
</tbody>
</table>

**Documentary proof is essential without which the proposal will be rejected. Technical and Financial evaluation will be done only for the bidders satisfying the above criteria.**

DPIIT recognized Startup Certificate must be provided by the bidder if claiming exemption.
SECTION 3: TECHNICAL PROPOSAL-
STANDARD FORMS
<table>
<thead>
<tr>
<th>TECH FORMS</th>
<th>FORM NAME</th>
<th>X / √</th>
<th>Mention list of all supporting documents attached (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>TECH-1</td>
<td>Letter of proposal submission (see Form Tech 1A)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bidder’s Authorization Certificate (see Form Tech 1B – in case ------)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bidder Details (Form Tech 1C)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TECH-2</td>
<td>Bidder’s organization and experience</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(A). Bidder’s organization</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><em>[DPIIT Recognized Startups are exempt from this criterion]</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(B). Bidder’s experience</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TECH-3</td>
<td>Comments or suggestions on the Terms of Reference</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TECH-4</td>
<td>Description of the approach, methodology &amp; work plan for performing the assignment/ job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TECH-5</td>
<td>Team composition and task assignments/ jobs</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(A). Summary of project team / team composition</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(B). Curriculum Vitae (CV) for proposed professional staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TECH-6</td>
<td>Comments/ modifications suggested on Draft Contract</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TECH-7</td>
<td>Information regarding conflicting activities and wrong declaration thereof</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Form Tech 1A: Letter of Proposal Submission

To
Invest India,
First Floor, Vigyan Bhawan Annexe,
Maulana Azad Road, New Delhi – 110 011

Dear Sir/Ma’am,

We, the undersigned, offer to provide the complete solutions for Feedback Collection Agency for States’ Startup Ranking 2020, in accordance with your Request for Proposal dated 23rd July 2021. We are hereby submitting our proposal, which includes this Technical Proposal, and also the Financial Proposal as indicated in Clause 2.10 and 2.11 of Section 2 of the RFP.

We undertake the total responsibility for performance of the contract, if awarded to us.

We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

We understand that Invest India is not bound to accept any proposal it receives.

Yours faithfully,

*Authorized Signatory [In full and Designation]:
Name and Title of Signatory:
Name of Bidder:
Address:

* NB: Authorization in form of power of Attorney is required on a non-judicial Stamp Paper.
Form Tech 1B: Bidder’s Authorization Certificate

To,

Invest India,

First Floor, Vigyan Bhawan Annexe,

Maulana Azad Road, New Delhi – 110 011

<Bidder’s Name> __________________________, <Designation> ______________
is hereby authorized to sign relevant documents on behalf of the Agency in dealing with proposal of reference <Reference No. & Date> __________________. <Bidder’s Name> is also authorized to attend meetings and submit technical & financial information as may be required by you in the course of processing above said proposal.

Thanking you,

Authorized Signatory.

____________________________

<Agency Name>

Seal
### Form Tech 1C: Bidder Details

<table>
<thead>
<tr>
<th></th>
<th>Agency Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Agency Name</td>
<td></td>
</tr>
<tr>
<td>1.2</td>
<td>Details</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Address</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone number</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Website</td>
<td></td>
</tr>
<tr>
<td>1.3</td>
<td>Contact Person: <em>Chief Executive/Head of Operations</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Name</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Designation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mobile Number</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td>1.4</td>
<td>Contact Person: <em>Project Leader</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Name</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Designation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mobile Number</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax</td>
<td></td>
</tr>
</tbody>
</table>
Sub.: Declaration for not furnishing GST number

I/We, (name of the business entity), do hereby declare that I/We am/are not registered under the Goods and Service Tax Act, 2017 as (select & fill below for the relevant reason)

i. I/We deal in/supply the category of goods or services
   .......................................................... (Describe the nature of the services/goods) which are exempted under the Goods and Service Tax Act, 2017.

ii. I/We have the annual aggregate turnover below the taxable limit as specified under the Goods and Services Tax Act, 2017.

iii. I/We are yet to register ourselves under the Goods and Services Tax Act, 2017.

I/We hereby also confirm that if anytime during any financial year I/we decide or require or become liable to register under the GST, I/we undertake to provide all the requisite documents and information.

I/We request you to consider this communication as a declaration for not requiring to be registered under the Goods and Service Tax Act, 2017.

Thanking you,

For name of the business entity

(Name & Designation of the Authorised Signatory)

(Stamp of the Business entity)
Form Tech 2: Bidder’s Organization and Experience

(A) - Bidder’s Organization

[Provide here a brief description of the background and organization of your Agency/entity and each associate for this assignment. The brief description should include ownership details, date and place of incorporation/registration of the agency, objectives of the agency etc.]

<table>
<thead>
<tr>
<th>Years</th>
<th>2017-18</th>
<th>2018-19</th>
<th>2019-20</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turnover (INR)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Attach Incorporation/Registration Certificate, Audited Account Sheets/ P&L Sheets. [DPIIT Recognized Startups are exempt from this criterion]

(B) - Bidder’s Experience

Using the format below, provide information on each assignment/job for which your agency, had legally contracted either individually as a corporate entity or as one of the major partners within an association, for carrying out assignment/job similar to the ones requested under this assignment/job (exact assignment/job details may be submitted).
Note: Please provide documentary evidence i.e., copy of work order, Contract for each of above-mentioned assignment. The experience shall not be considered for evaluation if such requisite support documents are not provided with the Proposal.
Form Tech 3: Comments and Suggestions on the understanding of the Terms of Reference

On the Terms of Reference

Suggest and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the assignment/job (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point and incorporated in your Proposal inter-alia indicating the charges/amounts for proposed additions/deletions.

However, Invest India is not bound to accept any/all suggestions proposed and may reject any such suggestion.
Form Tech 4: Description of Approach, Methodology & Work Plan for Performing the Assignment/Job

[Technical approach, methodology and work plan are key components of the Technical Proposal].

You are suggested to present your Technical Proposal divided into the following three chapters:

a). Technical Approach and Methodology,

b). Work Plan, and

c). Organization and Staffing

a). **Technical Approach and Methodology**: In this you should explain your understanding of the objectives of the Assignment/job, approach to the Assignment/job, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt for query handling and highlight the compatibility of those methodologies with the proposed approach. The bidder should explain methodology adopted for handling queries and maintaining database. Bidder should clearly indicate how they will be using their existing knowledge and past experience of query handling and reporting to add value in the project.

b). **Work Plan**: The Bidder should propose and justify the main activities of the Assignment/job, their content and duration, phasing and interrelations, MIS reporting and governance mechanism including the format/template of the reports, the number of reports and the frequency of reports that would be shared with Invest India. The vendor would be expected to provide details on the IVR Setup, CRM, call monitoring software etc. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final deliverables should be included here.

c). **Organization and Staffing**: The Bidder should propose and justify the structure and composition of the team. Bidder should list the main disciplines of the Assignment/job, the key expert responsible, and proposed technical and support staff.
<table>
<thead>
<tr>
<th>S. No</th>
<th>Name</th>
<th>Position</th>
<th>Nature of Tasks which will be Performed by him/ her</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. (B) - Format of Curriculum Vitae (CV) For Proposed Key professional staff.

1. **Proposed Position** [i.e., team leader, trainer – life skills, trainer – business etc.]:

2. **Name of Firm** [Insert name of firm proposing the staff]:

3. **Name of Staff** [Insert full name]:

4. **Date of Birth**: ___________ **Nationality**: ________________

5. **Education** [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]: ________________

6. **Membership of Professional Associations**: ________________

7. **Other Training** [Indicate significant training since degrees under 5 - Education were obtained]: ________________

8. **Employment Record** [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

   From [Year]: _____ To [Year]: ______

   Employer: ______________________

   Positions held: ___________________
<table>
<thead>
<tr>
<th>9. Detailed Tasks Assigned</th>
<th>10. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>[List all tasks to be performed under this assignment]</td>
<td>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 10.]</td>
</tr>
<tr>
<td></td>
<td>Name of assignment or project: ____________________________</td>
</tr>
<tr>
<td></td>
<td>Year: ____________________________</td>
</tr>
<tr>
<td></td>
<td>Location: ____________________________</td>
</tr>
<tr>
<td></td>
<td>Client: ____________________________</td>
</tr>
<tr>
<td></td>
<td>Main project features: ____________________________</td>
</tr>
<tr>
<td></td>
<td>Positions held: ____________________________</td>
</tr>
<tr>
<td></td>
<td>Activities performed:</td>
</tr>
</tbody>
</table>

12. Certification:
I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

__________________________________________ Date: ____________
[Signature of staff member or authorized representative of the staff] Day/Month/Year

Full name of staff member: ____________________________

Full name of authorized representative: ____________________________

Form Tech 6: Comments/ Modifications Suggested on Draft Contract
Here the Bidder shall mention any suggestion / views on the draft Contract attached with the RFP document. The Bidder may also mention here any modifications sought by him in the
provisions of the draft Contract indicating the changes claimed for such modifications. This information shall be used for evaluation and at the time of the contract signing.

However, Invest India is not bound to accept any/all modifications sought and may reject any such request of modification.
Form Tech 7: Information regarding Conflicting Activities and Wrong Declaration thereof

Are there any activities carried out by your Agency which are of conflicting nature? If yes, please furnish details of any such activities. If no, please certify as under:

We hereby declare that our Agency, our associate / group Agency are not indulged in any such activities which can be termed as the conflicting activities. We also acknowledge that in case of misrepresentation of the information, our proposals / Contract shall be rejected / terminated by Invest India without any compensation which decision shall be binding on us.

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Agency:

Address:
SECTION 4: FINANCIAL PROPOSAL-
STANDARD FORMS
To: Invest India,

Dear Sir

We, the undersigned, offer to provide the Assignment/job for [Feedback Collection Agency for States’ Startup Ranking 2020] in accordance with your Request for Proposal dated [23-07-2021] and our Technical Proposal. Our attached Financial Proposals (in one sealed envelope) is for the sum of [Insert amount(s) in words and figures]. This amount is inclusive of all taxes. We hereby confirm that the financial proposals are unconditional, and we acknowledge that any condition attached to financial proposal shall result in rejection of our financial proposals.

Our Financial Proposals shall be binding upon us up to expiration of the validity period of the Proposal, i.e., till 11-12-2021.

Name and Address, Amount and Purpose of Commission and Gratuity to be paid to the Agents relating to the Proposal and Contract execution, if we are awarded the Contract are listed below.

We understand that you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:
Name and Title of Signatory:
Name of Agency:
Address:
Form Fin 2: Lump sum Cost as per TOR of Section 5

BID PROPOSAL SHEETS

Name of the work: Feedback Collection Agency for States’ Startup Ranking 2020

Quotes submitted towards providing complete solutions to Invest India, the National Investment Promotion and Facilitation Agency of India and acts as the first point of reference for investors in India, in accordance with the scope of work and terms & conditions mentioned under Scope of Services in clause 5.2, Section 5.

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Scope of Work</th>
<th>INR</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TOTAL BID VALUE (exclusive of all taxes)

GST @

TOTAL BID VALUE (inclusive of all taxes)

(The amount should be inclusive of all Taxes and for the entire scope of services)

Note:
- The prices stated in the Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks, and payments for any other intellectual property rights.
- For the purpose of evaluation for Selection of Bidder, the total cost inclusive of taxes of all the above will be considered.
- Bidder must submit their financial bid for the total scope of work.
- The prices stated should be on fixed basis for the entire project.

Signature of the Authorized Signatory

Place: Name:
Date: Designation:

Name & Address of the Bidder:
SECTION 5: TERMS OF REFERENCE

5.1 Introduction

5.2 Scope of Work

5.3 Terms of Payment
5.1 Introduction

5.1.1 About Invest India

Invest India is set up as a nonprofit venture under the DPIIT, Ministry of Commerce and Industries, Government of India. Operationalized in early 2010, the Agency has been set up as the dedicated investment promotion agency (IPA) for attracting investments into the country in a structured, focused, and comprehensive manner.

Invest India is the first point of reference for foreign investors, and investment promotion and facilitation constitute the core mandate of the Agency. Its services include providing quality input and support services to Indian and overseas enterprises — through granulated, sector- and state-specific information, assistance with location identification, expedition of regulatory approvals, facilitation of meetings with relevant government officials, organization of investment road shows and roundtables, and aftercare services that include initiating remedial action on problems faced by investors by involving the government department concerned.

5.1.2 Project Details

Startup India team conducts States’ Startup Ranking Exercise every year with the objective of evaluating state governments based on initiatives undertaken by them to actively promote the startup ecosystem in their state. In States' Startup Ranking 2019, a total of 22 States and 3 Union Territories participated. Evaluation Committee comprising independent experts from the Startup ecosystem assessed the responses across various parameters. 6000 survey responses were collected in 11 different languages to empathetically connect with beneficiaries to get a real pulse at the implementation levels.

After the successful completion of a rigorous evaluation process, results of States’ Startup Ranking 2019 were announced on 11th September 2020, through a virtual felicitation ceremony. The results were declared by Shri Piyush Goyal, Hon’ble Minister of Minister of Commerce & Industry, Consumer Affairs & Food & Public Distribution and Textiles, in the presence of preeminent dignitaries Shri Hardeep Singh Puri, Hon'ble Minister of for Housing and Urban Affairs and Minister of Petroleum, and Shri Som Parkash, Hon’ble Minister of State for Commerce and Industry.
The felicitation ceremony was accompanied by the release of a National Report which highlighted the vision, trajectory, methodology, and the future roadmap of the States' Startup Ranking Exercise. The distinctive role of all participating States and Union Territories were also emphasized through the release of individual state reports highlighting their key strengths, impactful policies, and detailed reform area-wise assessments, allowing for a comprehensive analysis of their startup ecosystems. Additionally, a compendium of good practices was released, highlighting the enormous path-breaking efforts made by states.

In lieu of the above mentioned, Invest India is seeking an agency to assist in the Feedback Collection for States’ Startup Ranking 2020.

5.2 Scope of Work and Deliverables

Invest India proposes to avail the services for Outreach Support of an agency, which shall predominantly help in collecting online and telephonic feedback from beneficiary startups for States’ Startup Ranking 2020, for a period of 3 months, subject to extension. The hired agency will be responsible for establishing, operating, and managing the end-to-end Telephonic and Online Feedback Collection for the States’ Startup Ranking Exercise. The Feedback Collection Agency shall understand the business processes of the States' Startup Ranking 2020 and various service requirements.

The States’ Startup Ranking 2020 aims to evaluate States and UTs in a balanced and transparent manner and thus evaluates states based on documentary evidence of compliance on action points by the State/UT Government, as well as feedback collected from the beneficiary startups. The beneficiary feedback is included to evaluate on-ground implementation of schemes and initiatives and evaluating the direct benefits startups have been receiving.

The Feedback Collection agency will be expected to collect responses from beneficiary startups to assess if the support has been provided by the respective state governments for specific pointers in the States’ Startup Ranking Framework 2020.

**Beneficiary startups** may be defined as startups which have availed incentives/ benefits/support from the state government in the Period of Consideration for States’ Startup Ranking
2020 (1st October 2019 to 31st July 2021). The details of claimed beneficiary startups will be provided by state governments in a pre-decided format.

**Successfully Completed Survey** may be defined as establishment of connection with the beneficiary startup, followed by them filling up the form/ answering the relevant questions on the call.

Feedback Collection Agency shall design the overall approach for feedback collection operations, which will include but not be limited to the following:

- A detailed plan including timelines for setup of Outreach Support.
- Defining various procedures related to call handling, call routing, email/online questionnaire, chat handling, and interface required for States’ Startup Ranking feedback dashboard.
- Reporting requirements.

**Business Services:** The business services that shall be provided by the selected Feedback Collection Agency can be broadly categorized as:

- Making outbound phone calls
- Creating and sharing online questionnaires for collecting beneficiary responses
- Reporting and sharing responses collected through outbound calls and online questionnaires.
- Comprehensive data analysis for all the responses

The proposed exercise is expected to be conducted for the following broad categories of questions that will be aimed at obtaining feedback from beneficiary startups on different types of support provided by state governments:

- Questions related to availing incentives provided by state government – Qualifying whether specific benefits or incentives have been availed by startups from the State Government (As a women entrepreneur or grassroots innovator, have you availed any special benefits or incentives from X State, are you receiving or have you received incubation support from the X State government)
- Questions related to form of support provided by state government – Identifying the type of support provided by State Government to the beneficiary startups (If you
have availed support, please select the form of incubation support received from X State)

- Questions related to duration of Support provided by state government – Evaluating duration of specific support provided to beneficiary startups (What is the average number of hours per month spent by a mentor for your startup)


**Target Group and Proposed Process**

- The feedback collection exercise aims to automate the process of collection of primary data using web-platform and telephonic interviews. The feedback collection agency shall adhere to utilizing an adequate system for ensuring authentication and protection of database and ensuring objectives of conducting the exercise are met.

- The feedback collection agency shall record all the telephonic interviews and online responses for necessary verification and validation that may be required for managing feedback collection quality.

- The selected agency must provide the collected data in the prescribed format developed and designed by Invest India. This shall be done daily by the feedback collection agency on a virtual portal provided by the agency.

- The target group for the feedback collection would be Startup Beneficiaries across Participating States and Union Territories in States’ Startup Ranking 2020. (A total of 22 states and 3 UTs participated in States’ Startup Ranking 2019)

- The survey will be conducted in two phases. Phase I includes feedback through an online mechanism and telephonic feedback on initial data provided by States and Union Territories. Phase II (if required, based on the outcome of phase I) includes beneficiary feedback collection for the additional data received from States and Union Territories, post clarifications stage.
Minimum Responses for Phase I: -

- A random sample of 50 beneficiaries among the claimed startup beneficiaries as provided by the state will be taken for collection of feedback for Category A states and UTs*. In case the number of beneficiaries is less than 50, no feedback will be taken.
- For Category B States/UTs, the criteria of at least 50 beneficiaries will not be insisted upon.
- In case of an action point where there is no minimum beneficiary criterion, all claimed beneficiaries up to a maximum of 50 will be selected for feedback.
- The agency is expected to undertake continued telephonic and online feedback collection to meet adequate requirements of minimum responses per each Action Point and Category.
- Responses received from the online questionnaire and phone calls would be considered at par and will be of equal weightage.


Minimum Responses for Phase 2: -

- For States and Union Territories that provide additional data in the round of clarifications requested, an identical exercise will be undertaken with the new entries in the list of beneficiaries.
- The agency is expected to undertake continued telephonic and online feedback collection to meet adequate requirements of minimum responses per each Action Point and Category.

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Description</th>
<th>Timeline (Tentative)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milestone 1</td>
<td>The signing of the agreement.</td>
<td>23rd August 2021</td>
</tr>
</tbody>
</table>
### Milestone 2: Completion of Phase 1

Completion of the collation of all online, telephonic feedback responses, **AND** submission of tabulated data in excel spreadsheets along with hard copies of fully completed online and telephonic questionnaires, recording of the telephonic conversation and acceptance thereof by Invest India.

**20th** September 2021

### Milestone 3: Acceptance of all feedback collection findings by Invest India and Completion of Project

Acceptance of all feedback collection findings by Invest India and Completion of Project.

**18th** November 2021

---

Invest India shall have the copyright and other related rights over survey responses and all the material collected by the agency during the course of the exercise.

5.2.1 Languages Supported

The team should be able to collect feedback in at least the following languages: English, Hindi, Tamil, Telugu, Malayalam, Marathi, Bengali, Urdu, Kannada, Odia, Gujarati.

5.2.2 Selection of Manpower

The Feedback Collection Agency will be responsible for competent team selection, basic training, and logistic plan of the team to execute the work. The proposed team shall have 14 members for outbound calling and online feedback collection for verifying beneficiary responses and information.

5.2.3 Duration of the project

The feedback collection process is envisaged to be completed in a total duration of 12 weeks.

5.2.4 Systems

The Feedback Collection Agency must provide all infrastructure including hardware systems, operating systems, and security measures for both staffing and systems including but not limited to the following:

- Cloud Telephony Integration (CTI) Server, CTI Solution including Automated Call Distributor, Queuing, Call Recording and Monitoring, Reporting, and other
functionalities as included in industry-standard Call Center Solutions. The CTI should be able to integrate with call center solutions.

- CRM Application
- Anti-virus system
- SMS server with the facility to send automated messages to startup beneficiaries informing them of the status of their survey response and other relevant information.
- Personal computers (including relevant licensed software) without USB and other copying facilities.
- Headphones
- PRI connections
- Authorized internet connections
- Furnished building with required floor space with workstations, cubicles, chairs provided to suit a typical call-center set-up.
- Lighting and air-conditioning
- Security systems – access control system, CCTV, security guards
- Power backup and UPS
- The system should have the capability of management and execution of effective outbound calls back to states’ startup ecosystem beneficiaries where required.
- The operational data such as calls, Chat, emails, etc. being generated during the operational period will be properly stored and archived for at least 180 days as per the industry standard practices to be used as per the requirement. At no point shall any data related to States’ Startup Ranking 2020 be ported outside the geographical limits of the country.
- The feedback collection agency would be held solely responsible for ensuring the safety of all the center employees. The agency would be expected to provide facilities for transportation of employees to and from the feedback collection agency location.
Note: Any component (service/hardware/software) that is not explicitly mentioned in the section above is to be provided by the Feedback Collection Agency, if required, for completion of the objective of the RfP.

5.2.5 Outbound calling and online feedback collection team

Training of Team: Training of Feedback Collection Agents and Supervisors is an important activity that needs continued attention throughout the life span of the project. The basic concept and methodology adopted for the conduct of the feedback collection exercise would be finalized by the client. The training, Standard Operating Procedure, and guidelines for undertaking the online and telephonic feedback collection will be provided by Invest India.

The training will commence within one week of the opening of the financial bid. Considering the restrictions due to the COVID19 scenario, training through a virtual platform may be allowed.

Any other activities which are incidental to the successful completion of the feedback collection exercise would form the responsibility of the Feedback Collection Agency.

Broad requirements from the team are given below:

- **Outbound Domestic Calling**
  - Outbound domestic calling to beneficiaries of State Startup Incentives
  - Enquiring whether beneficiaries have availed specific benefits or incentives from the States
  - Enquiring whether startups have benefitted from any public procurement relaxations/ exemptions/programs through State government
  - Enquiring attendance at acceleration programs or pitching/networking events supported by the State Government
  - Enquiring on time spent by mentors on the startup
  - Ensure to answer all calls and call back the beneficiaries in case of a call dropped because of heavy call volume
Developing FAQs and cheat sheets with standard responses

- **Online Feedback Collection**
  - Online questionnaires to beneficiaries of State Startup Incentives
  - Enquiring whether beneficiaries have availed any specific benefits or incentives from the States
  - Enquiring whether startups have benefitted from any public procurement relaxations/exemptions/programs through State government
  - Enquiring attendance at acceleration programs or pitching/networking events supported by the State Government
  - Enquiring on time spent by mentors on the startup
  - Ensure to share online questionnaires with each beneficiary
  - Developing FAQs and cheat sheets with standard responses

5.2.6 Management and Reporting Team

- Prepare standardized responses and knowledge base for outbound calling and online feedback collection.
- Prepare and regularly update documents such as FAQs/presentations/database/queries.
- Maintain logs of all grievances, suggestions, and responses.
- Identify metrics to showcase the performance and effectiveness of the team to the highest authorities in the Government of India.
- Develop meaningful reports related to call, online feedback collection, and data handling.
- Any other activities which are incidental to the successful completion of the feedback collection would form the responsibility of the Feedback Collection Agency.

5.2.7 Additional information

- The agency shall share daily, weekly, and monthly reports with Invest India.
The reports would be expected to detail the Key Result Areas identified and their performance against set SLAs. In addition, the feedback collection agency would be expected to provide any additional reporting information requested by Invest India at no additional cost.

The agency shall offer real-time tracking of the calls and online responses from a remote location through desktop and mobile.

All the reports of outbound calling and online questionnaires should be offered on a real-time basis through an online dashboard.

5.3 Service Level Agreement

One time:
Commencement of Services (Go-Live) within 30 days of days from the date of issue of Letter of Intent (LOI)

Operational:

i. Total downtime < 1%

ii. If a call is connected and cannot be completed due to the unavailability of the feedback respondent, there should be a feature of scheduling a call back as per the preferred time.

iii. Average hold time < 30 seconds.

iv. Average Handle Time (AHT) < 240 seconds

v. Interactions Record Percentage > 100%

vi. 100% call recording

vii. Service level minimum 95%

viii. 100% quality auditing for outbound calls

ix. Ensure complete Redundancy (Disaster Recovery and Business Continuity Pan) at all levels.

x. Penalty: 2% of Quarterly payment for not meeting the operational SLA.
5.4 Tentative Key Result Areas

i. The team must project a positive and professional image of the Government of India initiatives through the calls placed.

ii. They should not reveal their identity to callers and must adhere to standard protocols. Maintaining secrecy to the information received through queries is of utmost importance.

iii. The team must provide business intelligence tools (BI) and Analytical Tools for all reports.

iv. The team must on an ongoing basis enhance their knowledge to better address queries posed during feedback collection.

v. The team must strive to continuously improve internal processes to enhance efficiency.

vi. The team must conduct regular knowledge-sharing sessions internally to ensure regular performance improvement.

5.5 Disaster Recovery

The feedback collection agency would be expected to implement disaster recovery measures and ensure no loss of data and disruption of services in case of an unforeseen event occurrence. Ideally, this should involve data collection and maintenance at a location other than the base/primary location and readiness to start operations at short notice at any location other than the base location.

5.6 Payment Terms

The payment would be as per the Financial Bid amount quoted in Form Fin 2.

The terms of payments are as below:

<table>
<thead>
<tr>
<th>Financial Commitment</th>
<th>Mode of Payment</th>
</tr>
</thead>
</table>
| 50%                   | Completion of Phase 1  
|                       | Completion of the collation of all online, telephonic feedback responses, **AND** submission of tabulated data in excel spreadsheets along with hard copies of fully completed online and telephonic questionnaires, recording of the telephonic conversation and acceptance thereof by Invest India |
Acceptance of all feedback collection findings by Invest India and Completion of Project

a) No advance payments shall be made to the vendor.

b) All payments shall be made as per the proposed milestones in the RFP.

c) The vendor for any additional expenses must seek prior approval from Invest India and shall be paid on actuals on receipt of expense bills for the same.

Note 1: The Monitoring Committee will conduct a monthly review of the project activities and deliverables to gauge output and to approve activities for the forthcoming period.

The initial Bank Guarantee may be discharged at the final payment stage.

Note 2: Should the Feedback Collection Agency fail to achieve the minimum number of successfully completed surveys as defined above, where sufficient beneficiary data is provided by the State(s), a penalty of 1% per Action Point per State/UT (For detailed list of Action Points, please refer to the States’ Startup Ranking Framework 2020) of the total Bid Value may be imposed. This penalty will be capped at 25% of the total Bid Value.

5.7 Minimum Educational Qualification

<table>
<thead>
<tr>
<th>S.No</th>
<th>Designation</th>
<th>Education Qualification</th>
<th>Minimum Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Project Leader</td>
<td>Graduate</td>
<td>10+ years of experience in Call Centre services. At least 2 years as Project leader</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Fluency in English and Hindi</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Worked on at least 1 project with Government, PSU, Government Funded institutions.</td>
</tr>
<tr>
<td>2.</td>
<td>Team Leader</td>
<td>Graduate</td>
<td>5+ years of experience in Call Centre services. At least 2 years as team leader</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Fluency in English, Hindi, and local languages</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Worked on at least 1 project with Government, PSU, Government Funded institutions.</td>
</tr>
<tr>
<td></td>
<td>Trainer</td>
<td>Graduate</td>
<td>5+ years of experience in Call Centre services as a trainer or team leader. At least 2 years as a trainer or team leader. Fluency in English, Hindi, and local languages. Worked on at least 1 project with Government, PSU, Government Funded institutions.</td>
</tr>
<tr>
<td>---</td>
<td>---------</td>
<td>----------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>4.</td>
<td>Project Resources</td>
<td>High School Graduate</td>
<td>2+ years of experience in Call Centre services. Fluency in English, Hindi, and local languages. Basic understanding of outbound calling and online feedback collection.</td>
</tr>
</tbody>
</table>
**SECTION 6: STANDARD FORM OF CONTRACT**

**Disclaimer:**
Kindly note this model contract is purely for reference purposes and any changes to same shall be made solely at the discretion of Invest India.

No contractual liability/obligations are created from this model contract.
CONTRACT FOR SERVICES

Between

Invest India

Invest India is the National Investment Promotion and Facilitation Agency of India and acts as the first point of reference for investors in India.

And

[Name of the Agency]

Dated: ______________

For

Onboarding of Feedback Collection Agency for States’ Startup Ranking 2020

(On Non-judicial Stamp Paper)
6.1 Form of Contract

This Contract is made at __________ (place) on the ____________ day of the month and year) between **Invest India**, New Delhi - (hereinafter called **Invest India** of the First Party AND ____________, having its office ______________ (hereinafter called “Agency”) of the Second Party

WHEREAS

(a) The Agency, having represented to **Invest India** that it has the required professional skills, personnel and technical resources, has offered to carry out the services in response to the Tender Notice called ‘Request for Proposal’ dated_________ issued by **Invest India**.

(b) **Invest India** has accepted the Proposal dated ____________ submitted by the Agency to provide the services on the terms and conditions set forth in this Contract.

NOW, THEREFORE IN CONSIDERATION OF THE MUTUAL CONVENANTS HEREIN CONTAINED, IT IS HEREBY AGREED between the Parties as follows:

1. The following Contract documents shall be deemed to form an integral part of this Contract:
   a. **Invest India** General Conditions of Contract;
   b. The Special Conditions of Contract;
   c. The following Appendices:
      i. Description of Services/ Scope of Work
      ii. Reporting Requirements
      iii. Total cost of Services
      iv. Duties of **Invest India**
      v. Format for Performance Bank Guarantee
   d. Agency Proposal dated ___________ read with agreed Minutes dated ______
   e. Letter of Award dated ____________ issued by **Invest India**

2. The mutual rights and obligations of **Invest India** and the Agency shall be as set forth in the Contract, in particular:
   a. The SCOPE OF WORK will be as per Terms of Reference of Section 5.
   b. The activities and the deliverables against each activity would be as per Section 5.
c. The Agency shall carry out and complete the Services within the time frame indicated in RFP in accordance with the provisions of the Contract.

d. The consideration or Contract Price shall be Rs. ___________ inclusive of all taxes.

e. **Invest India** shall make payments to the Agency in accordance with the provisions of the Contract.

f. Detailed terms and conditions of the Contract are contained in the Contract Documents mentioned in Para 1 above. The same are to be read harmoniously.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as on the day and year mentioned above.

Signed by __________________

In presence of

1. For and on behalf of [Invest India]
   (i) [Authorized Representative]
   (ii)

In presence of (Witnesses)

(i)
(ii) [Authorized Representative]
6.2 General Conditions of Contract

6.2.1 General Provisions

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

i. **Invest India** is the National Investment Promotion and Facilitation Agency of India and acts as the first point of reference for investors in India.

ii. “Applicable Law” means the laws and any other instruments having the force of law in India.

iii. “Client” means **Invest India** with which the selected Agency signs the contract for the services.

iv. “Monitoring Committee” (MC) means a Committee constituted to monitor the progress of the assignment which may make judgment giving reasons thereafter as to which shall be recorded in writing.

v. “Agency” means any entity that may provide or provides the Services to **Invest India** under the Contract.

vi. “Contract” means the Contract signed by the Parties and all the Contract documents listed in its Clause 1 of the Contract.

vii. Data Sheet” means such part of the Instructions to bidders used to reflect assignment conditions.

viii. “Day” means calendar day.

ix. “Effective Date” means the date on which this Contract comes into force.

x. “GCC” means these General Conditions of Contract.

xi. “Government” means the Government of India.

xii. “Indian Currency” means Indian Rupees (INR).

xiii. “Instructions to Companies” (Section 2 of the RFP) means the document which provides Companies with all information needed to prepare their Proposals.

xiv. “In writing” means communicated in written form with proof of receipt.

xv. “Liquidated Damages” herein- may be specified as “LD”.

xvi. “Local Currency” means Indian Rupees (INR).
xvii. “LOI” (Section 1 of the RFP) means the Letter of Invitation being sent by Invest India to the shortlisted Companies.

xviii. “LOA” means the Letter of Award issued by Invest India conveying its acceptance of the proposal of the successful Agency.

xix. “Party” means Invest India or the Agency, as the case may be, and “Parties” means both of them.

xx. “Personnel” means professionals and support staff provided by the Companies and assigned to perform the services or any part thereof; “Foreign Personnel” means such professionals and support staff who at the time of being so provided had their domicile outside the country; “Local Personnel” means such professionals and support staff who at the time of being so provided have their domicile inside the country.


xxii. “RFP” means the Request for Proposal prepared by Invest India for the selection of Companies.

xxiii. “Services” means the work to be performed by the Agency pursuant to the Contract.

xxiv. “Third Party” means any person or entity other than Invest India, or the Agency.

6.2.1.2 Relationship between the Parties: Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between Invest India and the Agency. The Agency, subject to this Contract, has complete charge of Personnel, performing the Services and shall be fully responsible for the Services performed by them on his behalf including salary to its employees.

6.2.1.3 Law Governing Contract: This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable laws of India.

6.2.1.4 Headings: The headings shall not limit, alter or affect the meaning of this Contract.

6.2.1.5 Notices:

6.2.1.5.1 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 against acknowledgement to an authorized representative of the Party to whom the communication is addressed, or when sent by registered post/courier to the addresses specified below.
6.2.1.5.2 A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified below.

Agency: ____________________________________________
Attention: __________________________________________
Address with Communication details: ____________________

6.2.1.6 **Location:** The Services shall be performed at such locations as indicated in the TOR/LOA and, where the location of a particular task is not so specified, at such locations, as **Invest India** may notify in writing.

6.2.1.7 **Authorized Representatives:** Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract or any amendment thereof by **Invest India** or the Agency may be taken or executed by the officials specified below.

Agency: ____________________________________________
Attention: __________________________________________
Address with Communication details: ____________________

The Agency shall issue Power of Attorney in favor of its Authorized Representative.
6.2.1.8 Taxes and Duties: The Agency shall be liable to pay all direct and indirect taxes, duties, fees and other impositions levied under the laws of India, applicable at the time of submission of the Proposal.

6.2.1.9 Fraud and Corruption

6.2.1.9.1 Definitions: It is Invest India’s policy to require that Invest India as well as Companies observe the highest standard of ethics during the execution of the Contract. In pursuance of this policy, Invest India defines, for the purpose of this provision, the terms set forth as follows:

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

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

iii. “Collusive practices” means a scheme or arrangement between two or more Companies, with or without the knowledge of Invest India, designed to establish prices at artificial, noncompetitive levels.

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

6.2.1.9.2 Measures to be taken by Invest India.

i. Invest India may terminate the Contract if it comes to know at any point of time that representatives of the Agency were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of the Contract, without the Agency having taken timely and appropriate action satisfactory to Invest India to remedy the situation after receipt of Notice.

ii. Invest India after issue of Show Cause Notice to Agency may also sanction against the Agency, declaring the Agency ineligible, either indefinitely or for a stipulated period of time, to be awarded a Contract, if it at any point of time comes to know that the Agency has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, any Invest India -financed Contract.
6.2.2 Commencement, Completion, Modification and Termination of Contract

6.2.2.1 Effectiveness of Contract: This Contract shall come into force and effect on the date of acceptance of LOA or signing of the Contract or any future date as specifically stated in the Contract.

6.2.2.2 Unless otherwise terminated under the provisions of any other relevant clauses, this contract shall be deemed to have been completed on completion of the scope of work, deliverables and submission of all the reports and release of final payments.

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

6.2.2.4 Modifications or Variations:

(a) 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. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party and cost implication thereof.

(b) In cases of substantial modifications or variations, a supplementary Agreement between Invest India and Agency is required.

6.2.2.5 Force Majeure

6.2.2.5.1 Definition:

(a) For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government Companies.
(b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or by or of such Party’s agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to consider at the time of the signing of the Contract and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.

(c) Force Majeure shall not include insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.

6.2.2.5.2 No Breach of Contract: The failure of a Party to fulfill any of its obligations hereunder 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 has taken all possible precautions, due care and all Measures, with the objective of carrying out the terms and conditions of this Contract.

6.2.2.5.3 Measures to be taken:

(a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

(b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing sufficient and satisfactory evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

(c) 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.

(d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Agency, upon instructions by Invest India, shall either: (i) Demobilize or (ii) continue with the Services to the extent possible, in which case Invest India on being satisfied shall continue to pay proportionately to the Agency and on pro-rata basis, under the terms of this Contract.

(e) In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause 6.2.9 hereunder.
6.2.2.6 Suspension: Invest India may, by written notice of suspension to the Agency, suspend all payments to the Agency hereunder if the Agency fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Agency to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Agency of such notice of suspension.

6.2.2.7 Termination:

6.2.2.7.1 By Invest India: Invest India may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (h) of this Clause.

(a) If the Agency fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of issued by Invest India, within thirty (30) days of receipt of such notice or within such further period as Invest India may have subsequently approved in writing.

(b) If the Agency becomes insolvent or goes into compulsory liquidation.

(c) If the Agency, in the judgment of Invest India, has engaged in corrupt or fraudulent practices in competing for or in executing this Contract.

(d) If the Agency submits to Invest India a false statement which has a material effect on the rights, obligations or interests of Invest India.

(e) If the Agency places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to Invest India.

(f) If the Agency fails to provide the quality services as envisaged under this Contract. The Monitoring Committee (CMC) formulated to monitor the progress of the assignment may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The CMC may decide to give one chance to the Agency to improve the quality of the services.

(g) If, as the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

(h) If Invest India, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

In such an occurrence Invest India shall give a not less than thirty (30) days’ written advance notice before terminating the Contract of Companies, and sixty (60) days’ in case of the event
referred to in (h) and 100 (hundred) days in case it does not pay the Award amount as per Award against it passed by arbitration.

6.2.2.7.2 By the Agency: The Agency may terminate this Contract, by not less than thirty (30) days’ written notice to Invest India, in case of the occurrence of any of the events specified in paragraphs (a) and (b) of this Clause 6.2.2.7.2.

(a) If Invest India fails to pay any money due to the Agency pursuant to this Contract and not subject to dispute pursuant to Clause 6.2.9 hereof within forty-five (45) days after receiving written notice from the Agency that such payment is overdue.

(b) If, as the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

(c) If Invest India fails to comply with any final decision reached as a result of Arbitration pursuant to Clause 8 hereof.

(d) If Invest India is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Agency may have subsequently approved in writing) following the receipt by Invest India of the Agency’s notice specifying such breach.

6.2.2.7.3 Cessation of Rights and Obligations: Upon termination of this Contract pursuant to Clauses 6.2.2.7 hereof, or upon expiration of this Contract, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause 6.2.3.3 hereof, (iii) the Agency’s obligation to pay Damages or Liquidated Damages permit inspection, copying and auditing of their accounts and records as set forth in Clause 6.2.3.5 hereof, and (iv) any right which a Party may have under the Law.

6.2.2.7.4 Cessation of Services: Upon termination of this Contract by notice of either Party to the other pursuant to Clauses 6.2.2.7.1 or 6.2.2.7.2 hereof, the Agency shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close and vacate the premises of Invest India in a prompt and orderly manner. With respect to documents prepared by the Agency and equipment and materials furnished by Invest India, the Agency shall proceed as provided, respectively.

6.2.2.7.5 Payment upon Termination: Upon termination of this Contract pursuant to Clauses 6.2.2.7.1 or 6.2.2.7.2 hereof, Invest India shall make the following payments to the Agency:
(a) If the agreement is terminated pursuant of Clause 6.2.7.1 (a) to (f), the Agency shall not be entitled to receive any agreed payments upon termination of the Contract. However, Invest India may consider making payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to Invest India. Under such circumstances, upon termination, Invest India may also impose liquidated damages as per the provisions of Clause 9 hereof. The Agency will be required to pay any such liquidated damages and compensation as permissible under Contract Act to Invest India within Thirty (30) days of termination date.

(b) In the event of termination under 6.2.7.1 (g & h), the payment schedule as specified in this contract shall not apply and the costs of work delivered by Agency and the cost of demobilization of Agency teams will be mutually decided and paid by Invest India to Agency.

6.2.7.6 Disputes about Events of Termination: If either Party disputes whether an event specified in paragraphs (a) through (h) of Clause 6.2.7.1 or in Clause 6.2.7.2 hereof has occurred, such Party may, if it chosen within forty-five (45) days after receipt of notice of termination from the other Party, may seek settlement under Clause 6.2.9 hereof.

6.2.3 Obligations of the Agency

6.2.3.1 Standard of Performance: The Agency shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Agency shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to Invest India, and shall at all times support and safeguard Invest India’s legitimate interests in its dealings.

6.2.3.2 Conflict of Interests: The Agency shall hold Invest India’s interest paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments or their own corporate interests. If during the period of this Contract, a conflict of interest arises for any reasons, the Agency shall promptly disclose the same to Invest India and seek its instructions for compliance.

6.2.3.2.1 Prohibition of Conflicting Activities: The Agency shall not engage, and shall cause their Personnel not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.
6.2.3.3 **Confidentiality:** Except with the prior written consent of Invest India, the Agency and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Agency and its Personnel make public the recommendations formulated in the course of, award of Contract and its execution.

6.2.3.4 **Statutory requirements by the Agency:** The Agency is liable to extend the benefits as provided under the various statutory and labor laws and other relevant applicable laws.

6.2.3.5 **Agency’s actions requiring Invest India’s prior approval:** The Agency shall obtain Invest India’s prior approval in writing before making any change or addition to the Personnel listed in Appendix C.

6.2.3.6 **Reporting Obligations:** The Agency shall submit to Invest India the reports and documents (agreed to be submitted between Invest India and Agency) hereto, in the form, in the numbers and within the time periods mutually agreed.

6.2.3.7 **Publications, Reports and Documents Prepared by the Agency to be the Property of Invest India:** All publications and reports, database and other documents prepared by the Agency for Invest India under this Contract shall become and remain the property of Invest India, and the Agency shall, not later than upon termination or expiration of this Contract, deliver all such reports and documents to Invest India, together with a detailed inventory thereof. The Agency may retain a copy of such reports and documents, but shall not use anywhere, without taking permission, in writing, from Invest India and Invest India reserves right to grant or deny any such request. If license agreements are necessary or appropriate between the Agency and third Parties for purposes of development of any such reports, the Agency shall obtain Invest India’s prior written approval to such agreements and Invest India shall be entitled at its discretion to require recovering the expenses related to the development of the report(s) concerned.

6.2.4 **Companies’ Personnel**

The Agency shall employ and provide at its own cost such qualified and experienced Personnel as are required to carry out the Services. Their salaries, claims, insurance, damages, compensation, travel etc. will be the liability of the Agency and Invest India will in no way be responsible for any such claims/damages.
6.2.5 Obligations of Invest India

6.2.5.1 Assistance and Exemptions: Unless otherwise specified, Invest India shall use its best efforts to ensure that it shall:

(a) Provide to the Agency and Personnel any such other assistance to facilitate performance of the Contract.

6.2.5.2 Change in the Applicable Law Related to Taxes and Duties: If, after the date of this Contract, there is any change of rate of levy under the existing applicable Laws of India with respect to taxes and duties, which are directly payable by the Agency for providing the services i.e. service tax or any such other applicable tax from time to time, which increase or decreases the cost incurred by the Agency in performing the Services, then the remuneration and reimbursable expense otherwise payable to the Agency under this Contract shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Clause 6.2.6.1. However, in case of any new or fresh tax or levy imposed after submission of the Proposal the Agency shall be entitled to reimbursement on submission of proof of payment of such Tax or Levy.

6.2.5.3 Payment: In consideration of the Services performed by the Agency under this Contract, Invest India shall make to the Agency such payments and in such manner as is provided by Clause 6 of this Contract.

6.2.5.4 The other duties of Invest India, if any, shall be as mutually agreed between Invest India and the Agency

6.2.6 Payments to the Agency

6.2.6.1 Total Cost of the Services:

(a) The total cost of the Services payable as per the Agency’s proposal to Invest India shall be (INR) ____________________.

(b) The prices stated in the Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights.

(c) Except as may be otherwise agreed under Clause 6.2.2.4 and subject to Clause 6.2.6.1(c), payments under this Contract shall not exceed the amount specified in the contract.
(d) Notwithstanding Clause 6.2.6.1(b) hereof, if pursuant to Clause 6.2.5.2 hereof, the Parties shall agree that additional payments shall be made to the Agency in order to cover any necessary additional expenditures not envisaged in the cost estimates referred to in Clause 6.2.6.1(a) above, the ceiling or ceilings, as the case may be, set forth in Clause 6.2.6.1(b) above shall be increased by the amount or amounts, as the case may be, of any such additional payments.

6.2.6.2 Currency of Payment: All payments shall be made in Indian Rupees.

6.2.6.3 Terms of Payment: The payments in respect of the Services shall be made as follows (Please refer to the detailed Terms of Payment at the end of this Section):

(a) The Agency shall submit the invoice for payment when the payment is due as per the agreed terms. The payment shall be released as per the work-related milestones achieved.

(b) Once a milestone is completed, the Agency shall submit the requisite deliverables as specified in this Contract and such invoice (in triplicate) which falls due as per schedule of payment. Invest India shall release the requisite payment upon acceptance of the deliverables. However, if Invest India fails to intimate acceptance of the deliverables or its objections thereto, within Thirty (30) days of receipt of it, Invest India shall release the payment to the Agency without further delay.

(c) Final Payment: The final payment shall be made only after the final deliverable and a final statement, identified as deliverable, shall have been submitted by the Agency and approved as satisfactory by Invest India. The Services shall be deemed completed and finally accepted by Invest India and the final deliverable and final statement shall be deemed approved by Invest India as satisfactory after ninety (90) calendar days after receipt of the final deliverable and final statement by Invest India, if within such ninety (90) day period, Invest India does not give written notice to the Agency specifying in detail deficiencies in the Services specified, the final deliverable or final statement. The Agency shall thereupon promptly make all necessary corrections, and thereafter the foregoing process shall be repeated. Any extra amount, which Invest India has paid or caused to be paid in accordance with this Clause in excess of the amounts actually payable in accordance with the provisions of this Contract, shall be reimbursed by the Agency to Invest India within thirty (30) days after receipt by the Agency of notice thereof. Any such claim by Invest India for reimbursement must be made within two (2) calendar months after receipt by Agency of a final deliverable and a final statement approved by Invest India in accordance with the above.
(d) For the purpose of payment under Clause 6.2.6.3 (b) above, acceptance means; acceptance of the deliverables by Invest India after submission by the Agency and the Agency has made presentation to Invest India (Mention this if presentation is required) with / without modifications to be communicated in writing by Invest India to the Agency.

(e) If the deliverables submitted by the Agency are not acceptable to Invest India, reasons for such non-acceptance should be recorded in writing; Invest India shall not release the payment due to the Agency. This is without prejudice Invest India’s right to levy any liquidated damages under clause 6.2.10. In such case, the payment will be released to the Agency only after it re-submits the deliverable, and which is accepted by Invest India.

(f) All payments under this Contract shall be made to the bank account of the Agency. Payment may be made using RTGS/ECS. Hence, Agency should provide all details in this regard.

(g) With the exception of the final payment under (c) above, payments made to Agency do not constitute acceptance of the Services nor relieve the Agency of any obligations hereunder, unless the acceptance has been communicated by Invest India to the Agency in writing and the Agency has made necessary changes as per the comments / suggestions of Invest India communicated to the Agency.

(h) In case of earlier termination of the Contract, the payment shall be made to the Agency as mentioned here with: (i) Assessment should be made about work done from the previous milestone, for which the payment is made or to be made till the date of the termination. The Agency shall provide the details of persons reasonably worked during this period with supporting documents. Invest India shall be entitled to adjust/ recover Damages/ Compensation and Liquidated Damages due under the Contract.

6.2.7 Deductions

All payments to the Agency shall be subject to the deductions of tax at source under the relevant provisions of the Income Tax Act, and other taxes and deductions as provided for under any law, rule or regulation. All costs, damages or expenses which Invest India may have paid or incurred, for which under the provisions of the Contract, the bidder is liable, the same shall be deducted by Invest India from any dues to the Agency.
6.2.8 Fairness and Good Faith

6.2.8.1 Good Faith: The Parties undertake to act in good faith with respect to each other’s rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

6.2.8.2 Operation of the Contract: The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will make their best efforts to agree on such action as may be necessary to remove the cause or causes of such non-fairness, but no failure to agree on any action pursuant to this Clause may give rise to a dispute subject to Arbitration in accordance with Clause 6.2.9 hereof.

6.2.9 Settlement of Disputes

6.2.9.1 Amicable Settlement: Performance of the Contract is governed by the terms & conditions of the Contract. In case of any dispute arising between the Parties regarding any matter under the prevailing contract, Party of the Contract may send a written Notice of Dispute to the other Party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within Thirty (30) days after receipt. If that Party fails to respond within Thirty (30) days, or the dispute cannot be amicably settled within Sixty (60) days following the response of that Party, clause 6.2.9.2 shall become applicable.

6.2.9.2 Arbitration: In the case of dispute arising upon or in relation to or in connection with the Contract between Invest India and the Agency, which has not been settled amicably under the provisions of the above clause 6.2.9.1, any Party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to an Arbitral Tribunal consisting of 3 (three) arbitrators, one each to be appointed by Invest India and the Agency, the third arbitrator shall be chosen by the two arbitrators so appointed by the Parties which shall act as Presiding Arbitrator. In case of failure of the two arbitrators, appointed by the Parties to reach a consensus regarding the appointment of the third arbitrator within a period of Thirty (30) days from the date of appointment of the two arbitrators, the Presiding arbitrator shall be appointed by either Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industries or Indian Council of Arbitration (ICA). The Arbitration and
Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these Arbitration proceedings.

6.2.9.3 Arbitration proceedings shall be held in India at New Delhi and the language of the Arbitration proceedings and that of all documents and communications between the Parties shall be English.

6.2.9.4 The decision of the majority of arbitrators shall be final and binding upon both Parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by Invest India and the Agency. All Arbitration awards shall be in writing and shall state the reasons for the award.

6.2.9.5 Notwithstanding any references to arbitration, the parties shall continue to perform their respective work/ obligation under the Contract.

6.2.9.6 All incidental expenditures incurred in relation thereto in preparation, presentation of documents related to the dispute in connection shall be independently borne by the respective parties.

6.2.10 Jurisdiction

6.2.10.1 This agreement/ contract shall be governed and construed in accordance with the laws in force in India, the courts in Delhi being the court of competent jurisdiction.

6.2.11 Liquidated Damages

6.2.11.1 The Parties hereby agree that due to negligence of act of any Party, if the other Party suffers losses, damages the quantification of which may be difficult, and hence the amount specified hereunder shall be construed as reasonable estimate of the damages and the Parties agree to pay such liquidated damages, as defined hereunder as per the provisions of this Contract.

6.2.11.2 The amount of liquidated damages for delay by Agency under this Contract shall not exceed 10 % (Ten Percent) of the total value of the Contract.

6.2.11.3 The liquidated damages for delay by Agency shall be applicable under following circumstances:

(a). If the deliverables are not submitted as per schedule, the Agency shall be liable to pay 1% (One Percent) of the proportional cost of the services related to that deliverable for delay of each week or part thereof.
(b). If the deliverables are not acceptable to Invest India as mentioned in Clause 6.2.6.3 (e), and defects are not rectified to the satisfaction of Invest India within 30 (Thirty) days of the receipt of the notice, the Agency shall be liable for Liquidated Damages for an amount equal to 1% (One Percent) of proportional cost of the services related to that deliverable for every week or part thereof for the delay.

(c). Notwithstanding anything mentioned above, the Agency shall not be made liable for any delay due to non-availability of timely approval, timely review and timely escalation by Invest India or its state level counterparts or any stake holders not directly attributable to the Agency.

6.2.11.4 Notwithstanding anything to the contrary contained in this agreement but subject to the indemnifications specifically agreed to by the Agency herein, in no event shall the aggregate liability of the Agency under this agreement exceed the total cost of services paid to the Agency.

6.2.12 Performance security

6.2.12.1 For the due performance of the program/ project in accordance with the terms and conditions specified in the Letter of Award (LOA) the Agency shall on the day or before signing the Contract which shall not be later than 30 (thirty) days of the issue of the Letter of Award, furnish to Invest India a performance security in the form of an irrevocable and unconditional Bank Guarantee for an amount equal to 3% (Three Percent) of cost for the project (financial bid). This performance guarantee will be released upon fulfillment of all responsibilities for the project. This bank guarantee may be discharged after successful completion of the whole Project.

6.2.12.2 The Bank Guarantee shall be in favour of Invest India, issued by the State Bank of India or any Nationalized or scheduled Indian Bank, approved by the Reserve Bank of India and acceptable to Invest India. The Bank Guarantee shall be in the Proforma acceptable to Invest India.

6.2.12.3 It is expressly understood and agreed that the performance security is intended to secure the performance of entire Contract. It is also expressly understood and agreed that the performance security is not to be construed to cover all the damages detailed / stipulated in various clauses in the Contract document.

6.2.12.4 The performance Bank Guarantee shall be initially valid for six months after the scheduled completion date. It will be discharged by Invest India and returned to the
Companies not later than 3 (three) months following the date of completion of the Agency’s obligations, under the Contract.

6.2.12.5 Should the program/ project period, for whatever reason be extended, the Agency, shall at his own cost, get the validity period of Bank Guarantee in respect of performance security furnished by him extended and shall furnish the extended / revised Bank Guarantee to **Invest India** before the expiry date of the Bank Guarantee originally furnished.

6.2.13 Confidentiality

6.2.13.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Companies who submitted the Proposals or to other persons not officially concerned with the process. The undue use by any Agency of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of the **Invest India**’s antifraud and corruption policy.

6.2.14 Taxes

6.2.14.1 The Agency shall include all local taxes and duties on amounts payable by the Agency under the Contract. All taxes including Service Tax, duties and other impositions as applicable in India shall be included in the Financial Proposals.

6.2.14.2 The Financial Proposal should include all commercial prices inclusive of all the taxes, duties and levies, etc. applicable at the time of submission of Proposals.

6.2.15 Contract Price

6.2.15.1 The financial bid is invited as per the Fin form 2 mentioned in the RFP. The Contract Price is the total bid value of the RFP.

6.2.15.2 Contract price shall remain fixed for the entire Contract period, except changes in the Tax Law, as covered by Clause 6.2.5.2 above.

6.2.16 Transfer of Contract

6.2.16.1 Agency shall not assign or transfer the contract or any part thereof without prior written consent of **Invest India**.

6.2.16.2 Agency shall act as an independent entity fully performing responsible for all services under the contract. It shall maintain complete control over its employees, who shall in no case, represent **Invest India** or act in its name, without its prior written approval.
6.2.17 Miscellaneous provisions

i. “Nothing contained in this Contract shall be construed as establishing or creating between the Parities, a relationship of master and servant or principal and agent.

ii. Any failure or delay on the part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.

iii. The Agency shall notify Invest India of any material change in its status as legal entity, in particular, where such change or winding up proceeding which would impact on performance of obligations under this Contract.

iv. The Agency shall at all times indemnify and keep indemnified Invest India against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Contract.

v. The Agency shall at all times indemnify and keep indemnified Invest India against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its (the Agency's) employees or agents or caused by any action, omission or operation conducted by or on behalf of the Agency.

vi. The Agency shall at all times indemnify and keep indemnified Invest India against any and all claims by Employees, Workman, Companies, suppliers, agent(s), employed engaged or otherwise working for the Agency, in respect of their wages, salaries, remuneration, compensation or the like.

vii. All claims regarding indemnity shall survive the termination or expiry of the Contract.

viii. It is acknowledged and agreed by all Parties that there is no representation of any type, implied or otherwise, of any absorption, regularization, continued engagement or concession or preference for employment of persons engaged by the Agency for any subsequent engagement, service or employment in any capacity in any office or establishment of the Government of India or Invest India.

6.2.18 Payment Terms

The payment would be as per the Financial Bid amount quoted in Form Fin 2.

The terms of payments are as below:

<table>
<thead>
<tr>
<th>Financial Commitment</th>
<th>Mode of Payment</th>
</tr>
</thead>
</table>
Completion of Phase 1
Completion of the collation of all online, telephonic feedback responses, AND submission of tabulated data in excel spreadsheets along with hard copies of fully completed online and telephonic questionnaires, recording of the telephonic conversation and acceptance thereof by Invest India

Acceptance of all feedback collection findings by Invest India and Completion of Project

50%
50%

---

d) No advance payments shall be made to the vendor.
e) All payments shall be made as per the proposed milestones in the RFP.
f) The vendor for any additional expenses must seek prior approval from Invest India and shall be paid on actuals on receipt of expense bills for the same.

Note 1: The Monitoring Committee will conduct a monthly review of the project activities and deliverables to gauge output and to approve activities for the forthcoming period.

The initial Bank Guarantee may be discharged at the final payment stage.

Note 2: Should the Feedback Collection Agency fail to achieve the minimum number of successfully completed surveys as defined above, where sufficient beneficiary data is provided by the state(s), a **penalty of 1% per Action Point per State/UT** (For detailed list of Action Points, please refer to the States’ Startup Ranking Framework 2020) of the total Bid Value may be imposed. This penalty will be capped at 25% of the total Bid Value.
Bank Guarantee Format

BANK GUARANTEE NO. __________________________

Whereas you have entered into a contract signed on certificate no. ____________________________ (for Contract no No_____________) Dated _______ (hereinafter referred to as the said Contract) with M/s _________________________, having its registered office at _______________ (Here in after referred to as the “Service provider”) for supply of items/services as per clause ____________ of the said Contract to the said Service provider and whereas the Service provider has undertaken to produce a performance bank guarantee for (3%) of the project as referred in the Contract which amounts to Rs. ____________ to secure its obligations to the Invest India.

We the bank hereby expressly, irrevocably and unreservedly undertake and guarantee as principal obligors on behalf of the Service provider that, in the event that the Invest India declares to us that the items have not been supplied according to the contractual obligations under the aforementioned Contract, we will pay you, on demand and without demur, all and any sum up to a maximum of Rs. ___________________. Your written demand shall be conclusive evidence to us that such repayment is due under the terms of the said Contract. We undertake to effect payment upon receipt of such written demand.

2. We shall not be discharged or released from this undertaking and guarantee by any arrangements, variations made between you and the Service provider, indulgence to the Service provider by you, or by any alterations in the obligations of the Service provider or by any forbearance whether as to payment, time performance or otherwise.

3. In no case shall the amount of this guarantee be increased.

4. This guarantee shall remain valid for six months after the scheduled completion date of project or until all the store, spares and documentation have been supplied according to the contractual obligation under the said contract or till ____________ whichever is earlier.

5. Unless a demand or claim under this guarantee is made on us in writing or on before the aforesaid expiry date as provided in the above referred Contract or on ____________ whichever is earlier or unless this guarantee is extended by us. All your rights under this guarantee shall be forfeited and we shall be discharged from the liabilities hereunder.

6. This guarantee shall be a continuing guarantee and shall not be affected by and change in the constitution of the Bank or in the constitution of M/s_______________________________.

7. This guarantee shall be governed and construed in accordance with Indian Laws.

8. This guarantee is Non assignable and non-transferable.

9. Notwithstanding anything contained herein above:
a) Our liability under this bank guarantee shall not exceed Rs. ____________________.

b) This bank guarantee shall be valid up to ____________________.

c) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if you serve upon us a written claim of demand on or before ____________ where after all the rights under this guarantee shall be forfeited and we shall be released and discharged from all liabilities there whether the original guarantee is returned.