



सूक्ष्म एवं लघु उद्यम क्रेडिट गारंटी निधि ट्रस्ट

प्रस्ताव के लिए अनुरोध

Request for Proposal (RfP) for Appointment of Consultant to provide Advisory Services for design of policy, operational process, support in creation of appropriate digital platform (UDAAN Portal), identification & on-boarding of member lending institutions and implementation, assistance and support for UDAAN Portal

Credit Guarantee Fund Trust for Micro and Small Enterprises

7th Floor, Swavalamban Bhavan, SIDBI, Avenue-3, Lane-2,
Bandra-Kurla Complex, Bandra (East), Mumbai - 400 051

(RfP No. 445/CGTMSE/2019-20 dated January 24, 2020)

Disclaimer

- 1. This RfP document is not an agreement and is not an offer or invitation by Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE) to any parties other than the applicants who are qualified to submit the bids (“bidders”). The purpose of this RfP is to provide the prospective bidder(s) with information to assist the formulation of their proposals. This RfP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RfP and where necessary obtain independent advice. CGTMSE makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RfP. CGTMSE may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RfP.*
- 2. The information contained in this Request for Proposal document (RFP) or subsequently provided to the Bidders, whether verbally or in documentary or in any other form by or on behalf of the Purchaser or any of its employees or advisors, is provided to the Bidders on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided.*
- 3. This RfP is not an Agreement and is neither an offer nor an invitation by the Purchaser to the 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. The information contained in this RfP has been provided to the best of knowledge of CGTMSE and in good faith. However, the information may not be complete and accurate in all respects and may not be exhaustive. Specifically, the information regarding business processes provided in this RfP is based on the internal decisions taken by the CGTMSE and is expected to undergo changes in future. This RfP includes statements which reflect various assumptions and assessments arrived at by CGTMSE in relation to the project. Information provided in this RFP is on a wide range of matters, some of which depends on the interpretation of law. The information is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.*
- 4. The information contained in this RfP is subject to update, expansion, revision and amendment prior to the last day of submission of the bids at the sole discretion of CGTMSE. In case any major revisions to this RFP are made by CGTMSE within seven days preceding the last date of submission of the Proposals, CGTMSE may, at its discretion, provide reasonable additional time to the Bidders to respond to this RfP. Neither CGTMSE nor any of its officers, employees nor any advisors nor consultants undertakes to provide any Bidder with access to any additional information or to update the information in this RfP.*
- 5. CGTMSE, its employees and advisors make no representation or warranty and shall have no liability of any nature to any person including any Bidder or Vendor under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RfP.*
- 6. It may be clearly noted by the bidder that the RfP rates should be kept valid for one year from the date of bid opening and bidder is bound to deliver at the bided rates for the period of 5 years from the date the agreement. However, the bids for services are requested on basis of proposed UDAAN portal to be launched by CGTMSE; Any deviation in launch of the portal or even cancelling the proposed launch may result in cancellation of this RfP. In any such instance or event, CGTMSE shall have right to cancel this RfP and re-issue a fresh RfP incorporating the changes, even post submission of bids. CGTMSE holds a complete right and discretion in this regard.*

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Important Information

(RfP No.: 445/CGTMSE/2019-20 dated January 24, 2020)

S N	Events	Particulars / Date & Time
1	Name of the Company	Credit Guarantee Fund Trust for Micro and Small Enterprises (hereinafter referred to as "CGTMSE" or "Trust")
2	Purpose	Selection of consultant (service provider) for providing advisory services pertaining to design of policy, operational process, support in creation of appropriate digital platform, identification & on-boarding of member lending institutes and implementation assistance and support for UDAAN Portal.
3	Date of issuance of RFP	January 24, 2020
4	Last date for seeking clarifications for pre-bid meeting	January 27, 2020 at 04:00 p.m.
5	Pre-Bid meeting	January 28, 2020, at 03:00 p.m. CGTMSE, Swavalamban Bhavan, C-11, G Block, Bandra Kurla Complex, Bandra east, Mumbai – 400051
6	Clarification after pre-bid meeting, if any	January 30, 2020
7	Last Date of carrying out modification / corrigendum	January 31, 2020
8	Last date for submission of bids	February 03, 2020 at 3:00 p.m. CGTMSE, 7 th Floor, Swavalamban Bhavan, C-11, G Block, Bandra Kurla Complex, Bandra East, Mumbai – 400051
9	Date and Time of Technical Bid Opening	February 03, 2020 (4.30 pm)
10	Place of opening of Bids	Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE), 7 th Floor, Swavalamban Bhavan, SIDBI, Avenue-3, Lane-2, Bandra-Kurla Complex, Bandra (East), Mumbai - 400 051.

11	Address for communication (Trust)	Chief Operating Officer (COO), Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE), 7 th Floor, Swavalamban Bhavan, SIDBI, Avenue-3, Lane-2, Bandra-Kurla Complex, Bandra (East), Mumbai - 400 051.
12	Tender Cost	₹5,000/- (Rupees Five Thousand only) Tender Cost should be enclosed with the Technical Bid
13	Earnest Money Deposit	₹25,000/- (Rupees Twenty-Five Thousand only) in the form of Demand Draft / Bank Guarantee in favour of CGTMSE payable at Mumbai. EMD should be enclosed with Technical Bid.
14	Bidder Contact Details	Bidder to provide following information: 1.Name of the Company 2.Contact Person 3.Mailing address with Pin Code 4.Telephone number and Fax Number 5. Mobile Number 6. E-mail
15	Date of Commercial Bid Opening	On a subsequent date which will be communicated to such bidders who qualify in the Technical Bid. Representatives of Bidder to be present during opening of Commercial Bid.
16	CGTMSE – Contact Details	Jigar Shah, COO 02267531236 <u>jigar@cgtmse.in</u> Promod Bakshi, DGM 022 67531313 <u>pbakshi@cgtmse.in</u> Bhaumik Shah, Project Head - IT 022 67531261 <u>bhaumik@cgtmse.in</u>

1. Term of RfP Response

1.1. This Request for Proposal (RFP) document has been prepared solely for appointment of service provider for the purpose of providing advisory services pertaining to design of UDAAN Portal policy, Identification & on-boarding of member lending institutes, design of operational processes, support in creation of appropriate digital platform and implementation assistance and support for UDAAN Portal. The RFP document is not a recommendation, offer or invitation to enter into contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Trust and any successful Bidder as identified by the CGTMSE after completion of the selection process as detailed in this document.

1.2. While this document has been prepared in good faith, neither the CGTMSE nor any of its employees make any representation or warranty or shall have any responsibility whatsoever in respect of this document. Any liability is accordingly and expressly disclaimed.

1.3. This document is meant to provide information only and upon the express understanding that the Bidders will use it only for the purpose set out herein.

1.4. The Bidders shall bear all costs associated with the preparation and submission of the Tender including but not limited to additional information required by the CGTMSE, attendance of meeting, etc. and CGTMSE will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the tendering process.

1.5. The Bidders must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact to that information.

1.6. This document would not form basis for any commitment on the part of the CGTMSE. Each Bidder acknowledges and accepts that the CGTMSE may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of agency, not limited to the selection criteria set out in this RFP document. The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as material for any investigation or review to be carried out by the Bidders. The Bidders unconditionally acknowledge by submitting its response to this RFP document that they have not relied on any idea, information, statement, representation or warranty given in this RFP document

1.7. CGTMSE reserves the right to reject any or all the bids without assigning any reasons thereof without incurring any liability to the Bidders or any obligation to inform the affected Bidders on the grounds for the CGTMSE's action or without assigning any reasons, whatsoever. The decision of CGTMSE shall be final, conclusive and binding on all the Bidders/parties directly or indirectly connected with the bidding process and the same shall not be questioned / challenged.

1.8. The CGTMSE may be notified of any omission / discrepancy in the RFP before the closure of bid. If required, the CGTMSE may thereafter modify the RFP. The modified RFP would be

hosted on the CGTMSE's website. Any subsequent modification in the dates/timelines will be at the sole discretion of the CGTMSE.

1.9. CGTMSE reserves the right for carrying out any amendments/ modification/changes including any addendum to this RFP. Such amendments / modifications / changes including any addendum to this RFP shall be notified on the CGTMSE's website www.CGTMSE.in and these will be binding on all the Bidders.

1.10. CGTMSE reserves the sole right to cancel the RfP at any stage without assigning any reason.

1.11. Before tendering, the Bidders are advised to carefully examine the Tender / Bid Documents, Terms & Conditions of Assignment, Specifications and if there is or appears to be any ambiguity, immediately refer the matter to CGTMSE, for clarification.

1.12. Any Tenders / Bids received by CGTMSE after the deadline for submission of tenders prescribed by CGTMSE will be summarily rejected and returned unopened to the Bidders. CGTMSE shall not be responsible for any delay or non-receipt/ non-delivery of the documents.

1.13. From the time the proposals are opened to the time of appointment, Bidders should not contact the CGTMSE or any of its employees or representatives on any matter related to the proposal with a view to influence the examination, evaluation, ranking and appointment. Such an effort shall result in rejection of the bids.

1.14. All submissions, including any accompanying documents, will become the property of the CGTMSE. The Bidder shall be deemed to have licensed, and granted all rights to the CGTMSE to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other bidders and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right of the Bidder in the submission or accompanying documents.

1.15. RFP Validity period: RFP responses will remain valid and open for evaluation according to their terms for a period of at least 180 days from the bid opening date. The CGTMSE shall also have the right at its sole and absolute discretion to continue the assignment/contract with the successful Bidder for future requirements on the rates finalized in this processing for various items/activities as described in the financial bid, or at the price negotiated thereafter, after expiry of current assignment period. In exceptional circumstances, the CGTMSE may solicit the Bidder's consent to an extension period of validity.

1.16. Communication on the RFP: The Bidders are required to direct all communications for any clarification related to this RFP, to the RFP Coordinators mentioned above.

All queries relating to the RFP, technical or otherwise, must be by email only and will be entertained by the CGTMSE only in respect of the queries received up-to the date and time specified in the section "Important Information for RfP".

CGTMSE may, in its absolute discretion seek, but being under no obligation to seek, additional information or material from any Bidders after the closure of RFP and all such information and

material provided will be taken to form part of that Bidders' response.

1.17. Sub-contracting: The CGTMSE expects a single Bidder having in-house capabilities to deliver the scope as per the Terms of Reference. The service provider shall not outsource / sub-contract any part of this contract/assignment. However, need based outsourcing of legal documents may be allowed subject to credibility / reputation of outsourced agency with prior approval from CGTMSE.

1.18. Earnest Money: The bidder shall submit Earnest Money Deposit (EMD) by way of Demand Draft or CGTMSE Guarantee of INR 25,000/- (Rupees Twenty-Five Thousand Only) issued by any Scheduled Commercial Bank in India, in favour of CGTMSE, payable at Mumbai along with the bid documents. In case of unsuccessful bidders, EMD will be returned on completion of selection process. For the successful bidder, EMD will be returned on submission of Performance bank Guarantee.

The earnest money deposit or invoked Bank Guarantee amount of a Service Provider may be forfeited by the CGTMSE if the service Provider / bidder withdraws its bid during the bid validity period.

1.19. Performance Bank Guarantee: The selected Bidder should provide an unconditional and irrevocable Performance CGTMSE Guarantee of INR 75,000/- (Rupees Seventy-five thousand Only) from any Scheduled Commercial Bank in India towards due performance of the contract in accordance with the specifications, terms and conditions of RFP document, within 15 days from the intimation from the CGTMSE as per the format provided in Annexure. The Performance Guarantee shall be kept valid up to 60 days, beyond the contract period. The EMD/CGTMSE Guarantee of the successful bidder / consultant may be forfeited by the CGTMSE, if the service provider / bidder fails to furnish Performance CGTMSE Guarantee within 15 days from the date of selection by the CGTMSE for any reason whatsoever. The cost of performance Guarantee would have to be borne by the successful bidder.

1.20. Public Procurement Policy on Micro and Small Enterprises (MSEs)

- i. CGTMSE is governed by provisions of the Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, GoI.
- ii. These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centre or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs)
- iii. Such MSEs would be entitled for exemption from furnishing tender fee and earnest money deposit (EMD). In case of any issue on the subject matter, the MSE's may approach the tender inviting authority to resolve their grievances.
- iv. Agencies/ Bidders desirous of availing exemptions/ preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST (if applicable) along with the tender/RFP.
- v. Bidder is required to inform its MSME status as per following definition, if applicable.

Enterprise Category	Manufacturing (Original Investment in P&M)	Services (Original Investment in Equipment)
Micro	Up to ₹25 lakh	Up to ₹10 lakh
Small	Up to ₹500 lakh	Up to ₹200 lakh
Medium	Up to ₹1000 lakh	Up to ₹500 lakh

2. Background on CGTMSE

Government of India (GoI) and SIDBI to facilitate credit guarantee support to collateral free / third-party guarantee-free loans to the Micro and Small enterprises. It facilitates access to finance for un-served and under-served geographies, making availability of finance from conventional lenders to new generation entrepreneurs and under privileged, who lack supporting their loan proposal with collateral security and/or third-party guarantee.

CGTMSE introduced the Credit Guarantee Scheme (CGS) for Micro and Small Enterprises (MSEs) which guarantees credit facilities up to INR 200 lakh on digital platform, extended by Member Lending Institutions (MLIs) to those MSE loans, which are not backed by collateral security and / or third-party guarantees. The main objective of the scheme is that lender should give importance to project viability and secure the credit facility purely on the primary security of the assets financed. The other objective is that lender availing guarantee facility should endeavour to give composite credit (term loan and working capital facilities from single agency) to the borrowers.

In order to cover large number of MSEs and improve the ease of delivery, there have been continuous modifications in the product line of CGTMSE. CGTMSE has also introduced some structural changes in the current guarantee schemes, which would make the scheme more attractive to the MLIs and would enable increased credit flow to the MSE Sector. CGTMSE has grown significantly in its 19 years of existence both in terms of volumes of guarantees extended as well as coverage. The trust expects to grow even further given the size of MSE sector in country.

CGTMSE intends to bring the end user MSE borrower closer to the guarantee providing institution while providing the MSE borrower access to multiple MLI's creating a perfect market condition for an entrepreneur access to fund he/she needs to grow his/her business further. To achieve the same, CGTMSE will be creating a portal, UDAAN – which will be a market place for such loans with MLIs as lenders, MSE as borrowers and CGTMSE as guarantee providing agency. This proposed platform will enable greater outreach and expanded set of services to the underserved / unbanked and reduce the overall cost to the borrowers.

Proposals are invited from vendors for providing Advisory Services for design of policy, operational process, support in creation of appropriate digital platform (UDAAN Portal), identification & on-boarding of member lending institutions and implementation, assistance and support for UDAAN Portal

3. Terms of Reference

3.1 Introduction and Project Overview

CGTMSE intends to bring the end user MSE borrower closer to the guarantee providing institution while providing the MSE borrower access to multiple MLI's creating a perfect market condition for an entrepreneur access to fund he/she needs to grow his/her business further. To achieve the same, CGTMSE will be creating a portal, UDAAN – which will be a market place for such loans with MLIs as lenders, MSE as borrowers and CGTMSE as guarantee providing agency. This proposed platform will enable greater outreach and expanded set of services to the underserved / unbanked and reduce the overall cost to the borrowers

CGTMSE was set up in 2000 by Ministry of Micro, Small and Medium Enterprises, Government of India (GoI) and SIDBI (Known as Trust / CGTMSE) which expression unless repugnant to the context or meaning thereof shall mean and include its successors and assigns, intends to issue this bid document, hereinafter called RFP, to eligible Bidders, hereinafter called as 'Bidders' or 'Vendors' or 'Service Provider' or 'Consultant' or 'Firm', to participate in the competitive bidding to provide Advisory Services for Design of policy, Operational process, Support in creation of appropriate digital platform (UDAAN Portal), Identification & On-boarding of Member Lending Institutions and implementation, assistance and support for UDAAN Portal

The Trust, for this purpose, invites proposal from Bidders. Bidder who is interested in participating in this RFP must fulfill the eligibility criteria mentioned at Point no. 4.1 and able to comply the technical specification of service requirements as mentioned in Technical Bid.

Proposed Udaan working Model

Udaan portal intends to bridge the connectivity gap between the borrowers and Trust (CGTMSE) by direct approach methodology. Udaan portal shall be having simple process of gathering key datapoints of borrower through authenticated data sources like GST, ITR, Bureau/s etc., and enable the MLI to initiate their internal credit appraisal process with help of data points provided from UDAAN Portal.

The borrower shall be having option to select the bank and similarly the MLI thereafter shall be conducting the due diligence of the lead / borrower. In case of CGTMSE eligible borrower, Udaan portal shall also issue the provisional guarantee certificate to borrower.

Benefits of Proposed Model

The above model proposed would open a new channel for MLIs for sourcing the MSE borrowers. Since guarantees would be extended up front, MLIs can take their credit decision right at the beginning. A lot of basic information gathering would also be done by Udaan portal, which would ease the costs currently incurred by MLIs along with saving time and efforts in the credit appraisal process and since a risk gradation is also provided, MLIs have access to qualified leads and they can pick the cases as per their risk appetite.

Another larger benefit that the Udaan portal would want to achieve is reach out to the MSE directly and make them aware of the scheme and bridge the credit gap which currently exists in the

country. Trust would leverage the technology to make the process seamless, unbiased and increase the efficiency of the program. The major benefit from cost angle for MLIs is that there is no upfront onboarding / participation fees to be charged to the MLIs. Further, the borrowers shall be availing a discounted guarantee fees for using / submitting their application through UDAAN portal.

3.2 Project Scope of Work

Proposals are invited from vendors to work as consultant to CGTMSE for development of the UDAAN portal

- Provide insights to CGTMSE to improve the efficiency of Udaan Portal as a financial inclusion program
- Provide business (credit and risk prospective) inputs into the development of the Udaan Portal for management of different products to be made available on the portal
- Defining the customer lifecycle journey on the portal. Liaoning with different stakeholders including MLIs while defining the customer life cycle
- Study the existing Guarantee Management System and identify how the guarantees generated through the Udaan portal would fit into the existing Guarantee Management System (GMS)
- Liaoning with the technical team for timely development of the portal. Highlight any key risks and issues impacting the overall timelines and work for resolution of the same
- Bidder would also be responsible for providing ongoing support to resolve any problems associated with Business Requirement Document and explain the same to the technical team
- Identification and development of mitigation plan for all the credit, liquidity and operational risks arising from the portal to the operation of CGTMSE

4. Process of Selection

The process of selection would be as follows:

- a. Issue of RfP
- b. Clarification / Pre-Bid Meeting
- c. Submission of Bids
- d. Opening of Eligibility & Technical Bids
- e. Discussion / Presentations of the firm's meeting eligibility criteria with selection committee - Technical Score
- f. Opening of financial bids of the Bidders that are technically qualified (Technically qualified Bidders will be ones that have scored above the predefined threshold as indicated in this RfP)
- g. Award of contract

4.1 Minimum Eligibility

A list of the qualifying requirements and the supportive documents that need to be submitted are given in table below. Along with these documents, the Bidder must also submit "Undertaking" as per **Annexure I**.

Eligibility Criteria	Supporting Required Letter of acceptance for compliance
The Consultant should have been in existence in India for over 5 years as on the date of RFP with ability to service the client across India and should have an office in Mumbai Metropolitan Region. The Consultant should be a Government Organization/ Public Sector Unit/ Partnership Firm/Private Limited Company/ Limited Liability Partnership Firm/MNC/ Public Limited Company registered or incorporated in India. It should not be an Individual / Proprietary Concern / HUF, etc.	Certificate of Incorporation / Constitutional Documents
The Bidder should be: <ul style="list-style-type: none"> • A company incorporated in India under the Companies Act, 2013 / Limited Liability Partnership (LLP) registered under LLP Act, 2008 and subsequent amendments thereto • Registered with the GSTN 	<ul style="list-style-type: none"> • Copy of Certificate of Incorporation • Copy of Registration Certificates with the GSTN The afore-mentioned documents shall be required from the Bidder.
The Consultant must have experience in providing management consulting services to Public Sector Banks / Private Sector Banks / Foreign Banks / Financial Institutions / NBFCs	Relevant details of the engagement for past 5 years with client certificates. (Annexure II)
The Consultant should have proven track record of providing such advisory services as defined in the scope of this RfP.	A Self certified letter along with supporting evidence thereof.

The Consultant should have in-house capability to take up assignment on its own but not through any associates. Joint / consortium Bids will not be accepted. Also, sub-contracts are not permitted.	Letter of Undertaking (Annexure I)
The Consultant must have earned a professional fee / minimum revenue of INR 5 crore (Rupees Five Crores) from management consultancy / risk consultancy services during any of the two previous financial years out of three, as per audited financial statement. Fee from services other than management consultancy viz audit, tax etc would not be included.	Audited financial statements for last 3 financial years. Suitable certification by Statutory/ Tax Auditors. In case the Consultant provides non-consultancy services also, the fee from consultancy services only will be considered; relevant certificate from Statutory/ Tax Auditors will be required.
The Consultant should not be owned or controlled by any Director or Employee of CGTMSE (or their Relatives)	Self-Declaration by the Consultant on Company's letter head (Annexure IV)
The Consultant should not have been penalized or found guilty in any court of law and the consultant should not have been blacklisted/ debarred by any Central Government Ministry/ CGTMSE/ RBI/ IBA/ Bank / any regulatory authority and not involved in any major litigation that may have impact or compromise the delivery of services required.	Self-Certification by the Consultant on Company's letter head to be provided. However, CGTMSE would have the right to independently verify the same. (Annexure V)
The Bidder should not have been blacklisted by Govt. of India/State Government/ Central PSU/Multilateral / bilateral agencies / and regulators, etc. at the time of bid submission date.	Self-certificate letter undertaking to this effect on company's letter head signed by company's authorized signatory from Bidder.
The Consultant should not have defaulted to any Bank within the jurisdiction of India	A self-certified letter to be submitted.
The Bidder should submit Pre-Contract Integrity Pact as per format provided at Annexure	Pre-contract Integrity Pact duly signed by authorised signatory on non- judicial stamp paper of requisite value (cost to be borne by the Bidder) as per format.

Note:

- a. Documentary evidence must be submitted for each criterion.
- b. Completion Letter/ Reference Letter (Format given) from relevant Senior Executive of the client to be attached for each engagement reference mentioned. Where ever completion letter could not be furnished due to confidentiality reasons, engagement letters would be accepted as documentary proof subject to satisfaction of CGTMSE. Further, completion letters (i.e. the ones obtained by consultants immediately after previous engagements were completed) dated earlier to this RfP would be allowed subject to satisfaction of CGTMSE.
- c. In case the Bidder has undergone corporate restructuring (including merger, demerger, hive

off, slump sale, etc.) in the last three financial years (FY 2015-16, 2016- 17, 2017-18), it may showcase credentials of its erstwhile current entity provided sufficient documentary proof is submitted with the bid to evince that such credentials have accrued to / transferred to are in the name of the bidding entity and the bidding entity is authorized to use such credentials.

d. Apart from the above minimum criteria, the Bidder is also required to give the following information:

Sr No	Document Required
i)	Ownership and nature of entity (public, partnership, subsidiary, etc.)
ii)	Income Tax returns for past three years.
iii)	Board resolution (in case of company) or Power of Attorney authorizing the authorized signatory to sign on behalf of the Bidder.
iv)	Proof of address of registered office(s).
v)	GST Registration Certificate
vi)	Integrity pact as per format at Annexure

e. CGTMSE reserves the right to ask for additional / alternate documents from the Bidder.

f. The Bidders meeting the eligibility criteria as laid out above will be taken forward to the next stage of technical evaluation.

g. Non - submission of any of the specified documents by the Bidder would result in rejection of bid.

4.2 Technical Bid

Technical proposal will include details of overall approach to the areas listed in this RFP along with specific proposals/solution covering the conceptualization, design and implementation stages. The successful Bidder is expected to work with the CGTMSE to ensure early implementation of their recommendations. The format of Technical Bid is given in **Annexure**.

The Technical Bid should be complete in all respects and contain all information required in the document and should lay down all assumptions during preparation of the bid.

4.3 Financial Bid

The Financial bid will contain the financial quote covering total price (inclusive of professional fees, cost of undertaking the assignment, travelling allowance, halting allowance, out of pocket expenses and all other expenses). GST / any other applicable taxes should be excluded. The Bidders will bid for the entire duration of 2 months of the contract. No upward revision in the price would be considered on any count. Relevant price information and the rates should be quoted in Indian Rupees only. The format of Financial Bid is given in **Annexure**.

The Financial bid made by the Bidder should take care of the following points:

- a. The Financial Bid contradicting the Technical Bid (TB) in any manner will be rejected.
- b. Financial Bid containing conditional offers will be rejected.
- c. In case of discrepancy in words and figures, the price quoted in words will be taken as final.
- d. There should not be any hidden costs for the items quoted.
- e. The CGTMSE is not responsible for the arithmetical accuracy of the bid. The Bidders will have to ensure all calculations are accurate.

- f. The CGTMSE at any point in time for reasons whatsoever is not responsible for any assumptions made by the Bidder. The CGTMSE later will not accept any plea of the Bidder or changes in the financial offer for any such assumptions.
- g. Any overwriting, erasure, etc. must be initialed by the authorized person.
- h. It may be noted that the CGTMSE will not pay any other amount and expenses except as indicated above.
- i. The CGTMSE will pay GST as per the rate applicable at the time of making payment. The TDS amount at prevailing rate shall be deducted from the payments to be made to the successful Bidder.
- j. The Bidder shall consider all conditions and difficulties that may be encountered during assignment, while quoting the rate.

5. Submission of Bids

5.1 The response to the RfP

The response to the RfP will be in three parts:

- i. Eligibility
- ii. Technical Bid
- iii. Financial Bid

All the three parts should be submitted at the same time, but in separately sealed envelopes giving full particulars in the manner specified in the points below. The envelopes should reach on or before the timeline mentioned in the Important Information for RFP given at beginning of this RFP.

5.2 RfP response documents

The RfP response documents should be submitted in paper copies of the following:

- i. **Envelope 1:** (2 sets – 1 Original + 1 Photocopy)

A sealed envelope containing full particulars of eligibility criteria (specified in section 4.1) should be super scribed "ELIGIBILITY CRITERIA FOR APPOINTMENT OF CONSULTANT for design of policy, operational process, support in creation of appropriate digital platform, identification & on-boarding of member lending institutes and implementation assistance and support for Udaan Portal"
- ii. **Envelope 2:** (2 sets – 1 Original + 1 Photocopy)

A sealed envelope containing Technical Bid documents (specified in section 4.2) should be super scribed "TECHNICAL BID FOR APPOINTMENT OF CONSULTANT for design of policy, operational process, support in creation of appropriate digital platform, identification & on-boarding of member lending institutes and implementation assistance and support for Udaan Portal." The envelope should contain three sub-envelopes with the following:

 - a. **Sub Envelope 1** should contain the EMD - demand draft OR CGTMSE GUARANTEE (specified in section 1.19) and should be super scribed as "EARNEST MONEY DEPOSIT FOR APPOINTMENT OF CONSULTANT for design of policy, operational process, support in creation of appropriate digital platform, identification & on-boarding of member lending institutes and implementation assistance and support for Udaan Portal"
 - b. **Sub Envelope 2** should contain the hard copy of the Technical Bid documents (specified in section 4.2) and should be super-scribed "TECHNICAL BID FOR APPOINTMENT OF CONSULTANT for design of policy, operational process, support in creation of appropriate digital platform, identification & on-boarding of member lending institutes and implementation assistance and support for Udaan Portal."
 - ✓ Detailed approach, methodology and work plan (including methodology for transfer of skills and capabilities) as per **Annexure VII**.
 - ✓ Details about the team, its composition, and key executives proposed in various roles of the programme, as per proforma for the CGTMSE to compare the quality of teams between different Bidders, Staffing Schedule, team structure and profiles of programme leadership and experts who will be involved in the engagement in various capacities as mentioned in **Annexure VIII**.
 - ✓ Self-Declaration regarding full time professional staff engaged exclusively in consulting services (as per **Annexure VI**).

iii. **Envelope 3**

A sealed envelope containing soft copy of the eligibility criteria and technical criteria submitted in a pen drive and should be super-scribed "SOFT COPY OF ELIGIBILITY CRITERIA & TECHNICAL BID FOR APPOINTMENT OF CONSULTANT for design of policy, operational process, support in creation of appropriate digital platform, identification & on-boarding of member lending institutes and implementation assistance and support for Udaan Portal."

Scan copy in PDF format of all the documents submitted as paper copies to be put on pen drive.

iv. **Envelope 4**

A sealed envelope containing Financial Bid Document (specified in section 4.3) should be super scribed "FINANCIAL BID FOR APPOINTMENT OF CONSULTANT for design of policy, operational process, support in creation of appropriate digital platform, identification & on-boarding of member lending institutes and implementation assistance and support for Udaan Portal."

v. **Envelope 5**

The above FOUR envelopes should be put together in a FIFTH envelope super scribing "**APPOINTMENT OF CONSULTANT for design of policy, operational process, support in creation of appropriate digital platform, identification & on-boarding of member lending institutes and implementation assistance and support for Udaan Portal**"

- vi. The e-mail address and phone/fax numbers of the Bidder should also be indicated on the sealed envelope and all sub- envelopes.
- vii. The proposal should be prepared in English in MSWord / Excel/ PDF format. All correspondence will be in English. All forms may please be filled in Arial 12 Font in double spacing format. The Bid shall be typed in indelible ink and shall be signed by the Bidder or a person or persons duly authorized by the Bidder to bind the Bidder to the contract. The person or persons signing the Bids shall initial all pages of the Bids. Any interlineations, erasures or overwriting shall be valid only if they are initialed by the person signing the Bids. The CGTMSE reserves the right to reject the Bids not conforming to the above.
- viii. The Bidder shall submit the proposals/Bid properly in a file that the papers are not loose. All the pages of the proposals including documentary proofs should be numbered as "Page #".
- ix. It should be noted that in case of any discrepancy in information submitted by the Bidder in hard-copy and soft-copy, the hard-copy will be given precedence.
- x. Only one submission of the RFP response by each Bidder will be permitted. In case of multiple submissions by the Bidder, the first submission made will be given precedence except in conditions indicated at 5.3(iv) of subsequent page.
- xi. Submission of bids by Fax transmission or emails is not allowed and will be considered invalid
- xii. The Bid must be submitted to the CGTMSE at the following
Address: CGTMSE, 7th Floor, Swavalamban Bhavan, SIDBI, Avenue-3, Lane-2, Bandra Kurla Complex, Bandra (East), Mumbai – 400051.

5.3 Rules for responding to this RFP

- i. The Bidders should use the formats prescribed by the CGTMSE in submission of the RfP Response
- ii. All responses received after the due date/ time as mentioned in advertisement would be

considered late and would be liable to be rejected.

- iii. Documents not required as part of the Tender should not be provided.
- iv. All bid responses would be deemed to be irrevocable offers/ proposals from the Bidders and may be accepted by the CGTMSE to form part of final contract between the CGTMSE and the selected Bidder. Unsigned responses would be treated as incomplete and are liable to be rejected. The bids once submitted cannot be withdrawn/ modified after the last date for submission of the bids unless specifically permitted by the CGTMSE.
- v. The CGTMSE reserves the right whether or not to allow/ permit changes in the technical requirements and whether or not to evaluate the offer in case of non- submission of the technical details in the required format or partial submission of technical details.
- vi. The Bidder at no point in time can excuse themselves from any claims by the CGTMSE whatsoever for their deviations in confirming to the terms and conditions and other schedules as mentioned in the RFP circulated by the CGTMSE. The Bidder shall be fully responsible for deviations to the terms & conditions etc. as proposed in the RFP.
- vii. If related parties (as defined below) submit more than one bid then both/all bids submitted by related parties are liable to be rejected at any stage at the CGTMSE's discretion:
 - a. Bids submitted by the holding company and its subsidiary
 - b. Bids submitted by one or more companies having common director/s
 - c. Bids submitted by one or more Limited Liability Partnership (LLP) firms having common partners
 - d. Bids submitted by one or more companies in the same group of promoters/ management
 - e. Any other bid the CGTMSE in the sole discretion decides is in the nature of multiple bids.

6. Evaluation of Bids

6.1 Opening of Bids

The bids received within the prescribed date and time will be opened as per schedule mentioned in the Important Information for RfP given in the beginning of the RfP. During the opening of the bids, the Bidders can depute an authorized representative (only one) to attend the bid opening process. No separate information will be given in this regard to the Bidders for deputing their representatives. The representative has to submit an authority letter duly signed by the Bidder, authorizing him to represent and attend the Bid opening on behalf of the Bidder. The authorized representative present having photo identification, shall sign a register of attendance. However, bids would be opened even in the absence of any or all representatives of the Bidders.

6.2 Preliminary Scrutiny

The CGTMSE will scrutinize the offers received to determine whether they are complete and as per RFP requirement. The Bidders meeting the eligibility criteria will be taken forward to the next stage of technical evaluation.

6.3 (A) Technical Evaluation

The technical bid submitted will be evaluated by a Selection Committee. The Selection Committee would undertake a discussion / presentation with the Bidders on the understanding of the key challenges before the CGTMSE, proposed Approach and Methodology to be adopted, time frame for implementation of activities in the CGTMSE and the proposed team. The technical capabilities and competence of the Bidder should be clearly reflected in the discussion / presentation. The CGTMSE will inform the date, time and venue of the discussion / presentation to the Bidders that have met the eligibility criteria.

Kindly note that the team proposed in the Technical Proposal (in Annexure VIII) will need to necessarily be made available to the CGTMSE for undertaking/ delivery of the assignment. During the course of discussion / presentation, the CGTMSE has the right to interview the proposed personnel, to decide whether to deploy him / her in the project or not. The CGTMSE shall reserve the right to seek the change of Resource personnel in case of need. The CGTMSE reserves the right to review the decision of appointment in the event the CGTMSE is not satisfied with the performance.

Based on the details submitted by the Bidders in the Technical Proposal and the Discussion / Presentation with the Selection Committee of the CGTMSE, the Technical Evaluation of the eligible Bidders will be carried out as furnished below:

Sl. No.	Criteria	Scoring chart	Max. Marks
1	<p>The Consultant firm /Service provider firm/Proposed Team members should have proven track record of providing management consulting services/advisory services in the past to Indian Public-Sector Bank/Private Sector Banks /Foreign Banks/Financial Institutions/NBFCs</p>	<p>Only completed projects will be considered for evaluation. The Consultant has to provide case studies pertaining to relevant engagements undertaken by it in India.</p> <ul style="list-style-type: none"> • Less than 2 projects – 0 marks • 2 to 5 projects for Banks/FIs in last 5 years – 5 Marks • 5 to 10 projects for Banks/FIs in the last 5 years – 7.5 Marks • more than 10 projects for Banks/FIs in the last 5 years – 10 Marks 	10
2	<p>The Consultant /Service provider should have undertaken similar projects in the past</p> <p>Similar projects would mean that consultant has worked on one or more of the following areas as part of a multiple/single project:</p> <ol style="list-style-type: none"> 1) Provided advisory services to Banks/FIs/NBFCs for initiating new line of business 2) Business Process re-engineering for Banks/FIs 3) Provided advisory services for loan origination and appraisal processes. 4) Creation of SOPs for business activities of Banks/FIs 5) Development of web-based platform for seamless credit delivery. 6) Any similar projects, as deemed fit by CGTMSE 	<p>Completed projects will be considered for evaluation. The Consultant has to provide case studies in respect of similar projects undertaken in India.</p> <ul style="list-style-type: none"> • 1 to 2 projects for Banks/FIs/NBFCs in the last 5 years – 5 Marks • 3 to 4 projects for Banks/FIs/NBFCs in the last 5 years – 10 Marks • more than or equal to 5 projects for Banks/FIs/NBFCs in the last 5 years – 15 Marks 	15

3	<p>The Consultant should have in- house capability to take up assignment on its own but not through any associates. Full-time professional staff engaged exclusively in consulting services (Number of staff) in India as on December 31, 2019</p>	<p>>=200 employees: 10 marks >=160 to <200 employees: 8 marks >=120 to <160 employees: 6 marks >=80 to <120 employees: 4 marks >=50 to <80 employees: 2 marks <50 employees: 0 marks</p>	10
4	<p>Relevant experiences of dedicated resources proposed to be carrying-out the assignment; Project Director and Project manager must have at least 2 project experience in BFSI sector, failure to which the marks against this post shall be considered "0".</p>	<p>Period of relevant experience of:</p> <p>1. The Project Director proposed for the undertaking the project: >= 12 years: 15 marks >=9 years and <12 years: 10 marks >=5 years and <9 years: 5 marks < 5 years: 0 marks</p> <p>2. The Project Manager proposed for the undertaking the project: >= 8 years: 10 marks >=6 years and <8 years: 7.5 marks >=4 years and <6 years: 5 marks < 4 years: 0 marks</p> <p>3. Other resource proposed for the undertaking the project: >= 5 years: 5 marks >=4 years and <5 years: 3 marks >=3 years and <4 years: 2 marks < 3 years: 0 marks</p>	30

5	Approach and methodology adopted by the consultant (Document to be submitted along with the presentation which CGTMSE may call upon at its discretion)	Assessment to be based on: <ul style="list-style-type: none"> ✓ Understanding the problem statement ✓ Proposed solution ✓ Understanding and challenges of CGTMSE's operations / scheme ✓ Innovation inputs on segments of existing and new to business credit assessment ✓ Exhaustiveness ✓ Depth of analysis exhibited ✓ Timelines & Deliverables. Shall be evaluated based on details provided in technical response of the Bidder	35
	Total		100

1. The technical bid will be analysed and evaluated, based on which Technical Score shall be assigned to each bid on the basis of parameters mentioned above.
2. The marks awarded by the Selection Committee would be at its sole discretion and final. No plea of revision/reconsideration of the same shall be considered/entertained.
3. Technical Bids receiving score greater than or equal to 70 (cut-off marks) will be eligible for consideration in the subsequent round of commercial evaluation.
4. Based on the scoring in the Technical evaluation, only top 3 Bidders shall be considered eligible for opening of the Commercial bid.
5. If less than 3 Bidders qualify as per technical criteria, CGTMSE reserves the right to short list maximum top 3 Bidders subject to Technical Score of 60.

Note:

- a. Documentary evidence must be submitted for each criterion and undertaking, or declaration made by the Bidder must be on the company letter head and is to be signed by an authorized signatory.
- b. Completion Letter / Reference Letter (Format given in Annexure III) from relevant Senior Executive of the client to be attached for each engagement reference mentioned.

6.3(B) Evaluation of Commercial Bid

1. In this phase, the Commercial Bids as per Annexure X of the top 3 Bidders, who are found technically qualified in previous phase, will be taken for commercial evaluation.
2. The date for opening of commercial bids will be separately advised through e- mail.
3. Technical Score of the technically qualified bids would be announced before the representatives of the Bidders and the commercial bids of those Bidders would be opened for commercial evaluation.

6.4 Final Selection of the eligible bidder

The CGTMSE has adopted a three (3) bid processes in which the Bidder has to submit following bids in separate envelopes at the time of submission of bids as stipulated in this document.

- i. Minimum Eligibility Criteria
- ii. Technical Bid (includes presentation)
- iii. Commercial Bids

The CGTMSE shall evaluate first the 'Eligibility Criteria' bid and based on its evaluation, 'Technical Bids' shall be evaluated at the second stage. 'Commercial bids' shall be opened for only the shortlisted bidders out of technical evaluation. The final selection will be done based on Quality cum Cost Based System (QCBS) wherein Relative Technical Bid Score will get a weightage of 75% and Relative Commercial Bid Score will get a weightage of 25%.

The evaluation by the CGTMSE will be undertaken by a Committee of officials or/and representatives formed by the CGTMSE and its decision will be final.

Normalization - CGTMSE reserves the right to go for normalization process after technical evaluation and accordingly may request all the bidders to submit revised bid (technical or commercial or both) to avoid any possible ambiguity in evaluation process or make apple-to-apple comparison or to bring further transparency in the evaluation process.

Evaluation of Technical Bids

The technical bid will be analysed and evaluated, based on which the Relative Technical Score (RS_{Tech}) shall be assigned to each bid on the basis of parameters mentioned above.

Relative Technical Score (RS_{Tech}) for each agency will be calculated as follows based on above parameters:

$$RS_{Tech} = T / T_{high} * 100$$

Where,

RS_{Tech} = Relative score obtained by the bidder T = Technical score obtained by bidder

T_{High} = Highest Technical score secured among the bidders

Technical Bids receiving a RS_{Tech} greater than or equal to a score of 70 (cutoff marks) will be eligible for consideration in the subsequent round of commercial evaluation.

If less than 3 bidders qualify as per above criteria ($RS_{Tech} \geq 70$), CGTMSE reserves the right to short list maximum top 3 bidders subject to $RS_{Tech} \geq 60$.

Evaluation of commercial bids

Relative Commercial Score (RS_{Com}) for each bidder will be calculated as follows:

$$RS_{Com} = C_{Low} / C * 100$$

Where:

RS_{Com} = Relative score for Commercial Bid of the bidder

C = Commercial bid value of the bidder under consideration

C_{Low} = Lowest commercial bid value out of all the eligible commercial bids obtained.

FINAL SELECTION OF THE ELIGIBLE BIDDER:

Total Relative Score (RS) obtained by each eligible bidder will be calculated as follows:

$$RS = RS_{Tech} \times 0.75 + RS_{Com} \times 0.25$$

The eligible bidder will be selected based on maximum Relative Score (RS) obtained.

The bidder with the highest Relative Score (RS) will be selected for further discussion.

In case of a tie after the commercial evaluation stage, the CGTMSE's decision will be final and will be based on marks scored in the technical evaluation only.

The Bidders shall submit their offers strictly in accordance with the terms & condition of the Tender document.

6.5 Notification of Outcome

CGTMSE will notify the consultant who has been appointed either in writing or by email as soon as practicable, about the outcome of the RFP evaluation process. CGTMSE is not obliged to provide any reasons for any such acceptance or rejection. The decision of CGTMSE shall be final, conclusive and binding on all the Bidders/parties directly or indirectly connected with the bidding process and the same shall not be questioned / challenged.

6.6 Signing of the Contract

The successful Bidder shall be required to enter into a contract with the CGTMSE within 30 days of the award of the contract/PO/LOI or within such extended period as may be specified by CGTMSE, based on terms and conditions as contained in this RFP document and other standards relevant clauses as well as Bidders offer document with all its enclosures, modification arising out of negotiation / clarification, etc.

7. General Terms and Conditions

7.1 Adherence to terms and conditions

The Bidders who wish to submit their responses to this RfP should note that they should abide (in true intent and spirit) by all the terms and conditions contained in the RfP. If the responses contain any extraneous conditions put in by the Bidders, such responses may be disqualified and may not be considered for the selection process.

7.2 Bidder's Responsibilities and Related Conditions

- a. Attention of the Bidders is drawn to the relevant and extant instructions of GoI, GFR issued by Ministry of Finance, guidelines of Central Vigilance Commission (CVC) as applicable to the subject matter of advice / service to be rendered by the Bidder and are required to be complied with.
- b. The Bidder shall, subject to the provisions of the Assignment and with due care, execute the work and take all responsibility, including the supervision thereof and all other things, whether of a temporary or permanent nature, required in and for such execution.
- c. The Bidder shall carry out and complete the work in accordance with prevailing good industry practices and using workmanship of the quality and standards there in specified, provided that where and to the extent some approval of the quality of the standards of workmanship is a matter of opinion, such quality and standards shall be to the satisfaction of CGTMSE.
- d. The Bidder should provide professional, objective, un-biased and impartial inputs, recommendation and advices at all times and hold the CGTMSE's interest paramount and should observe the highest standard of ethics, values, code of conduct and honesty while executing the assignment.
- e. The Bidder carries with him/her/it a certain degree of accountability for any advice or /and any services rendered to the CGTMSE, keeping in view norms of ethical business, professionalism and the fact that such advice or service is rendered for a consideration. The CGTMSE may enforce such accountability in case of improper discharge of contractual obligations / deviant conduct by / of any of the parties to the contract. In this, share of CGTMSE's responsibility, for accepting advice / and services provided by the Bidder, will also be taken into consideration.
- f. The Bidder must act, at all times, in the interest of the CGTMSE and render any advice / service with professional integrity. The Bidder shall always keep in view transparency, competitiveness, economy and efficiency in regard with matters related to the subject of the contract or assignment.
- g. A Bidder is expected to undertake an assignment/project, only in the areas of his/its expertise and where it has capability to deliver efficient and effective advice /services to the client.
- h. The Bidder will have to cooperate fully with any legitimately provided / constituted investigative body conducting enquiry into processing or execution of the consultancy contract / any other matter related with discharge of contractual obligations by the Bidder.

7.3 Sufficiency of Tender

The Bidders shall be deemed to have satisfied itself as to the correctness and sufficiency of the rates and prices before agreeing to the Terms and Conditions. The rates quoted by the Bidders shall be adequate to complete the assignment according to the specification and conditions attached thereto. The Bidders should take into account all conditions and difficulties that may be encountered during the course of assignment and quote the amount, which shall include agreed professional fee/ contract amount without taxes, royalties and other duties and the value and all details of other facilities and services necessary for proper completion of the assignment, except such as may be otherwise provided in the contract document for completion of the assignment.

7.4 Contract / Non-Disclosure Agreement NDA

The selected Bidder will be required to execute the following:

- i. Contract / Agreement which will include all the services and terms and conditions of the services to be extended as detailed here in and as may be prescribed or recommended by CGTMSE; and
- j. Non-disclosure Agreement (NDA)

If the selected Bidder differs / does not agree on any conditions / terms of the contract, the CGTMSE has the right to appoint the next ranked Bidder without any obligation or without assigning any reasons to anyone and shall not be held liable for any losses or damages caused by such action.

Unless and until a formal Agreement is prepared and executed, this Tender (RfP) together with the written acceptance of the Bidder thereof shall constitute binding Terms and Conditions between the parties.

7.5 Project Timelines

1. The Bidder has to complete the project as per the scope mentioned in this RfP within two months period.
2. It is completely at the discretion of CGTMSE to grant an extension of one month to the below mentioned timeline and would be dependent on the emergent circumstance/reason thereof.
3. The reference date for purpose of counting all timelines as mentioned above would be the date of award of the Contract.
4. The CGTMSE will consider the inability of the Bidder to deliver the services within the specified time limit (including time as extended by the CGTMSE, if any), as a breach of contract and would entail the payment of Liquidated Damages on the part of the Bidder.
5. The CGTMSE shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as Liquidated Damages, a sum as specified in Special Terms and Conditions.
6. The Liquidated Damages represent an estimate of the loss or damage that the CGTMSE may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalization, implementation, acceptance etc. of the deliverables) by the Bidder.

7.6 Tenure

The Trust envisages the consultants to be engaged in the program for duration of 2 months. The Trust reserves the right to extend the program on similar commercial terms, beyond the current proposed duration, if it feels that such an extension will be beneficial to the Trust.

The Consultant will be appointed for a period up to two months from the date of appointment, which inter-alia shall include the period of successful implementation. However, this would be subject to satisfactory performance during periodic reviews which would be solely adjudged by CGTMSE. In case the performance of the consultant is deemed unsatisfactory, the contract will be terminated as per the provision of the "termination of contract" clause mentioned in this RfP. CGTMSE, at its discretion, in larger interest of the project may extend the services of Consultant for partnering for a further period of not exceeding 1 month on the same rates and terms and conditions.

7.7 No Commitment to Accept Lowest Financial Proposal by value

CGTMSE shall be under no obligation to accept the lowest price bid or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The CGTMSE reserves the right to make any changes in the terms and conditions of engagement. The CGTMSE will not be obliged to meet and have discussions with any Bidder, and/or to listen to any representations unless there is change in the terms and conditions of engagement.

7.8 Payment terms

CGTMSE will release the payment of the agreed fee to the selected Consultant after deduction of applicable taxes at source. Further, payments will be made based on

achievement of demonstrable results of the envisaged milestones as per the tentative schedule mentioned below:

Sl. No.	Timeline	Amount in %
1	On development of UDAAN policy and acceptance of the same by CGTMSE	25%
2	On development of operating processes for the assignment and acceptance of the same by CGTMSE	25%
3	Identification and development of mitigation plan for all the risks arising from the portal to the operation of CGTMSE	25%
4	On identification and onboarding of MLIs (up to 5) and launch of portal	25%

7.9 Liquidated Damages

CGTMSE will impose Liquidated Damages (LD), if

1. the selected Bidder fails to provide the services to CGTMSE within the agreed time lines and to the satisfaction of CGTMSE.
2. the LD will be 1% of the contract value per week of delay, subject to an overall cap of 10% of bid amount and thereafter, the contract may be cancelled after due notice of 30 days (with cure period of 30 days).

Notwithstanding whatsoever stated in para above, if the selected Bidder fails to adhere to the time schedule or fails to complete the due performance of the obligations under this RFP as per the CGTMSE's satisfaction, then the CGTMSE can repudiate the contract and adjust LD from the selected Bidder.

7.10 Taxes

All applicable taxes on the consultancy fee will be paid by CGTMSE. The Bidder shall be responsible for deposit of all taxes, duties, levies, fees or charges in respect of the works as required for the Assignment to concerned Government authorities. Also, TDS will be deducted from the payments to the Bidder as per applicable laws.

7.11 Statutory authority obligations, notices, fees & charges

The Bidder shall comply with and give all notices required by any Act, any instrument, rule or order made under any Act, or any regulation or byelaw of any relevant authority which has any

jurisdiction with regard to the assignment. The Bidder would comply with all Applicable Laws as they relate to its performance under this RfP/ Agreement to be entered with the successful Bidder. This RfP/ Agreement to be entered with the successful Bidder shall be governed, interpreted by and construed in accordance with the laws of India.

7.12 Compliance with all applicable laws

The Bidder shall undertake to observe, adhere to, abide by, comply with and notify the CGTMSE about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Tender and shall indemnify, keep indemnified, hold harmless, defend and protect the CGTMSE and its employees/ officers/ staff/ personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom.

7.13 Compliance in obtaining approvals/ permissions/ licenses

The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the CGTMSE and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom and the CGTMSE will give notice of any such claim or demand of liability within reasonable time to the Bidder.

7.14 Applicable Law and Jurisdiction of Court

The Contract with the selected Bidder shall be governed in accordance with the Laws of India and will be subject to the exclusive jurisdiction of Courts at Mumbai, India.

7.15 Single Point of Contact

The selected Bidder should have a local office in India and has to provide details of single point of contact viz. Name, designation, address, e-mail address, telephone/ mobile no. etc.

7.16 Authorised Signatory

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the CGTMSE, with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/ Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/ contracts with the CGTMSE. The Bidder shall furnish proof of signature identification for above purposes as required by the CGTMSE.

7.17 Work space and administrative requirements

- a. The key persons identified by the selected Bidder for the project should carry out their activities from CGTMSE's Office located at Mumbai (mainly) or from any other suitable location as provided by the CGTMSE. The Bidder may indicate their administrative requirement to the CGTMSE well in advance. No charges would be applicable to the Bidder

for the same.

- b. In case the CGTMSE permits use of any of its assets, the same shall be solely for the purpose of execution of its obligations under the terms hereof. The Bidder shall, however, not have any right or other interest in any such property, and any possession of property for any duration shall not create any right in equity or otherwise.

7.18 Deployment / Substitution of Program Team Members

- During the program, the consultant would have to deploy adequate resources full time onsite to co-ordinate / manage aforesaid activities in an effective manner and avoid slippage of timelines for carrying out the activities defined in the SOW.
- The consultant must make its own effort, estimate and configure additional need-based resources / subject matter experts as may be required to complete the project in a time bound manner. It shall prepare the deployment plan and factor the cost accordingly in commercial bid.
- Deployment / replacement of any resource in the team will be subject to approval of CGTMSE depending on his/her suitability in the project. CGTMSE reserves the right to reject any resource on the ground of quality /attitude /effectiveness during the project period solely at its own discretion and the bidder should arrange for deployment of alternate resource without delay. The bidder would be responsible for any delay in the project due to such rejection.
- CGTMSE shall have discussion/interaction with the on-site resources before their deployment in the project. Deployment / replacement of any resource in the team will also be subject to approval of CGTMSE depending on his/her suitability in the project.
- All the resources deployed in the project must be on the payroll of the consultant. Consultant should submit a certificate to this effect mentioning the names and designations of the deployed resources duly signed by its authorized official.
- All the full-time on-site resources must be stationed in Mumbai during the entire project period. CGTMSE would not be providing any logistic support to the resources deployed by the consultant.
- The set of resources should have proper mix of experience and skill set to provide directional guidance and effective execution of the project.
- The resources should have prior experience of having worked on the credit guarantee assignments in last 2 years in India and should have sound understanding of the mechanics and operations of credit guarantee scheme
- During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the selected Bidder, as the case maybe, can do so only with the prior written concurrence of CGTMSE and by providing the replacement staff of the same level of qualifications and competence. If the CGTMSE is not satisfied with the substitution, the CGTMSE reserves the right to terminate the contract and recover whatever payments (including past payments and payment made in advance) made by the CGTMSE to the selected Bidder during the course of the assignment pursuant to this RFP besides claiming an amount equal to the contract value as penalty. However, the CGTMSE reserves the unconditional right to insist the selected Bidder to replace any team member with another (with the qualifications and competence as required by the CGTMSE) during the course of assignment pursuant to this RfP.

7.19 Rights in Intellectual Property and Material

All the rights relating to the Trade Marks and Copy Rights in respect of development done by the Bidder exclusively on behalf of CGTMSE and paid for by CGTMSE shall vest with CGTMSE.

In order to perform the services, the Bidder must obtain at its sole account, the necessary assignments, permits and authorizations from the title holder of the corresponding patents, models, trademarks, names or other protected rights and shall keep CGTMSE harmless and indemnify CGTMSE from and against claims, proceedings, damages, costs and expenses (including but not limited to legal costs) for and/ or on account of infringements of said patents, models, trademarks names or other protected rights.

All documents, report, information, data etc. collected and prepared by the Bidder in connection with the scope of work submitted to CGTMSE will be property of the CGTMSE, it shall have every right to use data that may be in the possession of the consultant or its representative in the course of performing services under the agreement that may be entered into. The Bidder shall not be entitled either directly or indirectly to make use of the documents, reports given by CGTMSE for carrying out of any services with any third parties. The Bidder shall not without the prior written consent of CGTMSE be entitled to publish studies or descriptive article with or without illustrations or data in respect of or in connection with the performance of services.

The pre-existing intellectual property of the Bidder used in deliverables shall remain vested with the Bidder.

7.20 Confidentiality

- i. Information provided under this RFP and subsequent Service Agreement (if the Bidder is selected) is confidential and neither Party shall at any time either during the association or at any time thereafter divulge either directly or indirectly to any person(s), firm or company, business entity, or other organization whatsoever, any Confidential Information that the Other Party may acquire during the course of such association or otherwise concerning the Other Party's business, property, contracts, trade secrets, clients or affairs.
- ii. "Confidential Information" means all information that is or has been received by the "Receiving Party "from the "Disclosing Party "and that:
 - a. Relates to the Disclosing Party; and
 - b. Is designated by the Disclosing Party as being confidential or is disclosed in circumstances where the Receiving Party would reasonably understand that the disclosed information would be confidential or
 - c. Is prepared or performed by or on behalf of the Disclosing Party by its employees, officers, directors, agents, representatives or consultants.
 - d. Without limiting the generality of the foregoing, Confidential Information shall mean and include any information, data, analysis, compilations, notes, extracts, materials, reports, specifications or other documents or materials that may be shared by the CGTMSE with the Bidder.
 - e. "Confidential Materials" shall mean all tangible materials containing Confidential Information, including, without limitation, written or printed documents and computer disks or tapes whether machine or user readable.
 - f. Information disclosed pursuant to this clause will be subject to confidentiality for the term of contract plus two years. However, where Confidential Information relates to the CGTMSE's data or data of the CGTMSE customers, including but not limited to the CGTMSE customers or the CGTMSE employees personal data or such other information as the CGTMSE is required and covered by secrecy or such other laws to protect for an indefinite period, such Confidential Information shall be protected by the receiving party for an indefinite period or until such time when the receiving party no longer has access to the Confidential Information and has returned or destroyed all

Confidential Information in its possession.

- g. Nothing contained in this clause shall limit the Bidder from providing similar services to any third parties or reusing the skills, know-how and experience gained by the employees in providing the services contemplated under this clause, provided further that the Bidder shall at no point use the CGTMSE's confidential information or Intellectual property.
- iii. The Parties will, at all times, maintain confidentiality regarding the contents of this RFP and subsequent Agreement and proprietary information including any business, technical or financial information that is, at the time of disclosure, designated in writing as confidential, or would be understood by the Parties, exercising reasonable business judgment, to be confidential.
- iv. The Parties will keep in confidence and not disclose to any third party any and all Confidential Information available to the Parties, whether such information is given in writing or, is oral or visual, and whether such writing is marked to indicate the claims of ownership and/or secrecy or otherwise. Except as otherwise provided in this RFP, the Parties shall not use, nor reproduce for use in any way, any Confidential Information. The Parties agree to protect the Confidential Information of the other with at least the same standard of care and procedures used to protect its own Confidential Information of similar importance but at all times using at least a reasonable degree of care.
- v. The Receiving Party shall, at all times regard, preserve, maintain and keep as secret and confidential all Confidential Information and Confidential Materials of the Disclosing Party and
 - a. not disclose, transmit, reproduce or make available any such Confidential Information and materials to any person, firm, Company or any other entity other than its directors, partners, advisers, agents or employees, sub-contractors and contractors who need to know the same for the purposes of maintaining and supporting the equipment provided as a part of the contract. The Receiving Party shall be responsible for ensuring that the usage and confidentiality by its directors, partners, advisers, agents or employees, sub-contractors and contractors is in accordance with the terms and conditions and requirements of this RFP; or
 - b. unless otherwise agreed herein, use of any such Confidential Information and materials for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its customers or their projects.
- vi. In maintaining confidentiality here under the Receiving Party on receiving the confidential information and materials agrees and warrants that it shall:
 - a. Take at least the same degree of care in safeguarding such Confidential Information and materials as it takes for its own confidential information of like importance and such degree of care shall be at least, that which is reasonably calculated to prevent such inadvertent disclosure.
 - b. Keep the Confidential Information and Confidential Materials and any copies there of secure and in such a way so as to prevent unauthorized access by any third party
 - c. Limit access to such Confidential Information and materials to those of its directors, partners, advisers and agents or employees who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers and agents or employees so involved to protect the Confidential Information and materials in the manner prescribed in this document.
 - d. Upon discovery of any unauthorized disclosure or suspected unauthorized disclosure

of Confidential Information, promptly inform the Disclosing Party of such disclosure in writing and immediately return to Disclosing Party all such Information and materials, in whatsoever form, including any and all copies thereof

- e. The Receiving Party who receives the confidential information and materials agrees that on receipt of a written demand from the Disclosing Party;
- Immediately return all written Confidential Information, Confidential materials and all copies thereof provided to, or produced by it or its advisers, as the case may be, which is in the Receiving Party's possession or under its custody and control
 - To the extent practicable, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers
 - to the extent that the same contain, reflect or derive from Confidential Information relating to the Disclosing Party
 - So far as it is practicable to do so immediately expunge any Confidential Information relating to the Disclosing Party or its projects from any computer, word processor or other device in its possession or under its custody and control.
 - To the extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/ her knowledge, information and belief, having made all proper enquiries the requirements of this Clause have been fully complied with.
 - The rights in and to the data/ information residing at the CGTMSE's premises, including at the Disaster Recovery Centre even in the event of disputes shall at all times solely vest with the CGTMSE.
- f. This shall not be applicable and shall impose no obligation on the receiving party with respect to any portion of Confidential Information which:
- Was at the time received or which thereafter becomes, through no act or failure on the part of the receiving party, generally known or available to the public;
 - Is known to the receiving party at the time of receiving such information as evidenced by documentation then right-fully in the possession of the receiving party;
 - Is furnished by others to the receiving party without restriction of disclosure;
 - Is there after rightfully furnished to the receiving party by a third party without restriction by that third party on disclosure;
 - Has been disclosed pursuant to the requirements of law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, statutory or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the Disclosing Party of such requirement with a view to providing the Disclosing Party an opportunity to obtain a protective order or to contest the disclosure or otherwise agree to the timing and content of such disclosure
 - Was independently developed by the receiving party without the help of the Confidential Information.
- vii. On termination of the RFP and subsequent Agreement, each party must immediately return to the other party or delete or destroy all Confidential Information of the other party and all notes and memoranda (including copies of them) containing Confidential Information of the other party in its possession or control save for that training materials and

Documentation that has been provided to the CGTMSE which is contemplated for continued realization of the benefit of the Services. Notwithstanding the foregoing, Consultant may retain a copy of such information (but which shall not include customer data and Confidential Information) as may be necessary for archival purpose. Where Confidential Information relates to the CGTMSE's data or data of the CGTMSE customers, including but not limited to the CGTMSE customers or the CGTMSE employees personal data or such other information as the CGTMSE is required by Trust secrecy or such other laws to protect for an indefinite period, such Confidential Information shall be protected by the receiving party for an indefinite period or until such time when the receiving party no longer has access to the Confidential Information and has returned or destroyed all Confidential Information in its possession.

- viii. The Confidential Information and materials and all copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party and its disclosure under the contract shall not confer on the Receiving Party any rights whatsoever beyond those contained in the contract.
- ix. Without prejudice to any other rights or remedies which a Party may have, the Parties acknowledge and agree that damages would not be an adequate remedy for any breach of the clause and the remedies of injunction, specific performance and other equitable relief are appropriate for any threatened or actual breach of any such provision and no proof of special damages shall be necessary for the enforcement of the rights under this Clause. Further, breach of this Clause shall be treated as "Material Breach" for the purpose of the contract. The confidentiality obligations shall survive the expiry or termination of the agreement between the Bidder and the CGTMSE.
- x. The CGTMSE shall use the deliverables only for internal use as per the agreement. Disclosure to third parties shall be after removing Bidder's reference, except when the information is required for submission to statutory / regulatory authorities.

7.21 Indemnification

All applicants under the RFP absolutely, irrevocably and unconditionally hereby indemnifies and undertakes to keep CGTMSE and /or its directors, officers, employees, agents, and representatives indemnified and hold harmless for all time from and against all charges, costs, losses, claims, demands, damages, liabilities, obligations, suits, judgments, penalties, proceedings, prosecutions, litigations, or actions, financial or otherwise; at law or equity, including the expenses of defending any claim of liability by any third party, and from and against all actual damages sustained, whatsoever, whether past, or current suffered or incurred by CGTMSE and or its directors, officers, employees, agents and representatives due to reason of (a) breach, misconduct, omission, or (b) negligence on the part of the Bidder and or its directors, employees, in the performance of the Services including, but not limited to, any claim arising out of improper or illegal use or adoption or invasion or infringement of the copyright or intellectual property right. The total liability of the selected Bidder under this clause and contract shall not exceed the cumulative fee paid to the Bidder. The Indemnification shall survive the expiry or termination of the agreement between the Bidder and the CGTMSE.

7.22 Termination

In the event of non-performance of the Bidder as decided by the CGTMSE or any disputes or differences arising between the Parties hereto on any matter / provision set out in this RfP and subsequent Service Agreement for the selected Consultant, the Parties shall try to resolve the matter amicably inter se. The defaulting Party shall be given notice of 30 days to alter the situation and resolve the dispute or reverse the damage caused in any way.

In the event the defaulting Party does not comply with its obligations, on the termination of the RfP No. 445/CGTMSE/2019-20 dated January 24, 2020

notice period, the Other Party shall be at liberty to terminate the Agreement, without further notice, and shall additionally have the right to claim any further rights available under the law, including without limitation, the right to damages.

Upon termination of the Agreement, the Bidder would promptly hand over to CGTMSE all Deliverable Items, including work-in-progress, in "as is where is" condition subject to the mutual settlement of all money due and payable to them being paid. During the period of notification of termination, the Bidder shall complete pending assignments and CGTMSE shall agree to settle the dues in respect of assignments after completion thereof by the Bidder, except if specifically instructed by CGTMSE to act otherwise.

In such case, the payment due to the Bidder would be determined on the basis of the last completed milestone as per the program schedule.

CGTMSE would also have the right to terminate such Service Agreement with one month notice without assigning any reason.

The CGTMSE reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the CGTMSE in any of the following circumstances:

- a. The Bidder becomes insolvent or goes into liquidation voluntarily or otherwise
- b. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid
- c. The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- d. If deductions on account of Penalty exceeds more than 10% of the total contract price.
- e. If the selected Bidder fails to complete the due performance of the contract in accordance with the agreed terms and conditions.
- f. If the selected Bidder gets merged/ taken over by another Bidder.

7.23 Arbitration

i. Amicable Settlement

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with the Contract or the interpretation thereof.

ii. Dispute Resolution

- a. Any dispute, difference or controversy of whatever nature howsoever arising under or out of or in relation to the Contract (including its interpretation) between the Parties, and so notified in writing by either Party to the other Party (the "Dispute") shall, in the first instance, be attempted to be resolved amicably.
- b. The Parties agree to use their best efforts for resolving all Disputes, including those relating to delay caused in completion of project or delay in performance of obligations under the Contract, and arising under or in respect of the Contract promptly, equitably and in good faith, and further agree to provide each other with reasonable access during normal business hours to all non-privileged records, information and data pertaining to any Dispute.
- c. No conflict between the Bidder and CGTMSE will cause cessation of services or payment of fees due to the Bidder. Only by mutual consent the services will be withdrawn.

iii. Resolution of Disputes

- a. It will be the CGTMSE's endeavor to resolve amicably any disputes or differences that may arise between the CGTMSE and the Bidder from misconstruing the meaning and operation of the Tender and the breach that may result.

- b. Any Dispute which is not resolved amicably by conciliation, as provided above, within 30 calendar days from the date of initiation of amicable dispute resolution procedure, shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The Arbitrators shall be chosen by mutual discussion between the CGTMSE and the Bidder OR in case of disagreement each party may appoint an arbitrator and such arbitrators may appoint an Umpire before entering on the reference. The decision of the Umpire shall be final.
- c. The Bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the CGTMSE or unless the matter is such that the work cannot possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.
- d. Arbitration proceedings shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
- e. Notwithstanding anything contained above, in case of dispute, claim & legal action arising out of the contract, the parties shall be subject to the jurisdiction of courts at Mumbai, India only.
- f. Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by e-mail, fax and confirmed in writing to the other party's specified address. The same has to be acknowledged by the receiver in writing. A notice shall be effective when delivered or on the notice's effective date, whichever is later

7.24 Publicity

Any publicity by the Bidder in which the name of the CGTMSE is to be used should be done only with the explicit prior written permission of the CGTMSE.

7.25 Notices and other Communication

If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be sent personally or by certified or registered post with acknowledgement due or courier or email duly transmitted, facsimile/ fax transmission (with hard copy to follow for email/fax), addressed to the other party at the addresses, email and fax number given in the contract.

Notices shall be deemed given upon receipt, except that notices sent by registered post in a correctly addressed envelope shall be deemed to be delivered within 5 working days (excluding Sundays and public holidays) after the date of mailing dispatch and in case the communication is made by facsimile transmission or email, on business date immediately after the date of successful facsimile/ email transmission (that is, the sender has a hard copy of a confirmation page evidencing that the facsimile was completed in full to the correct fax number or email sent to correct email address).

Any Party may change the address, email address and fax number to which notices are to be sent to it, by providing written notice to the other Party in one of the manners provided in this section.

7.26 Written Notice of change in name, form or control of either Party

The Bidder shall provide CGTMSE with prompt 30 days prior written notice of any change in Bidder's name, ownership, or form of organisation. The Bidder shall also provide CGTMSE with prompt written notice and in any event within a period of 30 days of the occurrence of any event, which could jeopardize or materially impact its ability to perform its obligations under this RfP/subsequent Agreement (with the selected bidder) in a timely manner.

7.27 Violation of Terms

The CGTMSE shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the CGTMSE may have at law or inequity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

7.28 Limitation of Liability

- a. Save and except as provided in "Terms of Compensation" and "Termination" herein, neither Party shall be liable to the other for any lost revenue, lost profits or other incidental or consequential damages based on any breach or default under this RfP/ Agreement (with selected bidder).
- b. The Bidder's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, to otherwise), shall be at actual and limited to 50% of the cumulative fee paid to the Bidder by CGTMSE. Bidder's liability in case of claims by the CGTMSE resulting from Willful Misconduct or Gross Negligence of the Bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.
- c. The CGTMSE shall not be held liable for and is absolved of any responsibility or claim/ litigation arising out of the use of any third-party software or modules supplied by the Bidder as part of procurement under the RFP. It is expressly agreed between the Parties that for any event giving rise to a claim, the CGTMSE shall have the right to make a claim (including claims for indemnification under the procurement in this RFP) against the Bidder.
- d. The Bidder shall not be liable for liquidated damages or termination for default, if and to the extent that the delay in performance or other failure to perform its
- e. obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war.
- f. If a Force Majeure situation arises, the Bidder shall promptly notify the CGTMSE in writing of such conditions, the cause thereof and the change that is necessitated due to the conditions. Unless otherwise directed by the CGTMSE in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. CGTMSE may terminate the contract or suspend its performance. In such an event the Bidder shall take such steps, as are necessary, to bring the service to an end, in a cost effective, timely and orderly manner.

7.29 Survival

Any provision of the Contract/ this RFP (if any) which, either expressly or by implication, survive the termination or expiry of the Contract, shall be complied with by the Parties in the same manner as if the Contract/ RFP is valid, subsisting and in full force and effect.

the Clauses titled "Compensation", "Rights in Intellectual Property and Material", "Indemnification", "Confidentiality", and "Limitation of Liability" shall survive and continue in effect and shall ensure to the benefit of and be binding upon both the Parties, their successors and assigns.

7.30 Severability

Each of the above restrictions is separate and severable from the other. Any provision, which is invalid or unenforceable, shall be ineffective to the extent of such invalidity or unenforceability, without affecting in any way the remaining provisions hereof.

7.31 No Agency

The Service(s) of the successful Bidder herein shall not be construed as any agency of CGTMSE and there shall be no principal agency relationship between CGTMSE and the successful Bidder in this regard.

7.32 Corrupt and Fraudulent Practices

As per Central Vigilance Commission (CVC) directives, it is required that Consultants/Suppliers/Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

- a. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution; and
- b. "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the CGTMSE and includes collusive practice among consultants (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the CGTMSE of the benefits of free and open competition.

The CGTMSE reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. The CGTMSE reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time as per the CGTMSE's discretion, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

7.33 Adherence to Standards

The selected Bidder should adhere to all the applicable laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities.

The CGTMSE reserves the right to conduct an audit/ ongoing audit of the consulting services provided by the selected Bidder. The CGTMSE reserves the right to ascertain information from the other CGTMSEs and institutions to which the Bidders have rendered their services for execution of similar programs.

The selected Bidder shall allow the Reserve CGTMSE of India (RBI) or persons authorized by it to access the documents, records of transaction or any other information given to, stored or processed by the selected Bidder relating to this RFP, within a reasonable time failing which selected Bidder will be liable to pay any charges/penalty levied by RBI. The selected Bidder shall allow the Reserve CGTMSE of India to conduct audits or inspection of its Books and account with regard to the CGTMSE or this RFP by one or more of RBI officers or employees or other persons

duly authorized by RBI.

7.34 Conflict of interest

The Bidder engaged should avoid any conflict of interest while discharging contractual obligations and bring, beforehand, any possible instance of conflict of interest to the knowledge of the CGTMSE while rendering any advice / service.

7.35 Sub Contracts

Neither the contract nor any rights granted under the contract can be sold, leased, assigned, or otherwise transferred, in whole or in part, by the selected Bidder without advance written consent of the CGTMSE.

The CGTMSE expects a single Bidder having in-house capabilities to deliver the scope as per the Terms of Reference. However, need based outsourcing of legal documents may be allowed subject to credibility / reputation of outsourced agency with prior approval from CGTMSE.

7.36 Taken / Bought over of Company

Subsequent to the order being placed with CGTMSE, in the event of the Bidder being taken/ bought over by another company, all the obligations and execution of responsibilities under the agreement with CGTMSE (with the selected Bidder) should be passed on for compliance by the new company in the negotiation for their transfer.

7.37 Right to Visit

All records of the Bidder with respect to any matters covered by this Tender document/ subsequent order shall be made available to CGTMSE or its designees at any time during normal business hours, as often as CGTMSE deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.

CGTMSE, including its regulatory authorities like Reserve CGTMSE of India (RBI), etc., reserves the right to verify, through their officials or such other persons as CGTMSE may authorize, the progress of the project at the development /customization site of the Bidder or where the services are being rendered by the Bidder.

The CGTMSE and its authorized representatives, including regulator like RBI shall have the right to visit any of the Bidder's premises with prior notice to ensure that data provided by the CGTMSE is not misused. The Bidder will have to cooperate with the authorized representative/s of the CGTMSE and will have to provide all information/ documents required by the CGTMSE.

7.38 Audit

All records of the Bidder with respect to any matters covered by this Tender document/ subsequent order shall be made available to CGTMSE its authorised personnel, its auditors (internal and external), authorised personnel from RBI / other regulatory & statutory authorities at any time during normal business hours, as often as CGTMSE deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.

7.39 Non-solicitation

The selected Bidder, during the term of the contract and for a period of two years thereafter shall

not without the express prior written consent of the CGTMSE, directly or indirectly:

- a. Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the CGTMSE in rendering services in relation to the contract; or
- b. Induce any person who shall have been an employee or associate of the CGTMSE at any time to terminate his/ her relationship with CGTMSE.

7.40 No Employer Employee Relationship

The selected Bidder or any of its holding/subsidiary/joint-venture/ affiliate/ group/ client companies or any of their employees/ officers/ staff/ personnel/ representatives/ agents shall not, under any circumstances, be deemed to have any employer-employee relationship with CGTMSE or any of its employees/ officers/ staff/ representatives/personnel/agents.

7.41 Vicarious Liability

The selected Bidder shall be the principal employer of the employees, agents, contractors, sub-contractors etc., engaged by the selected Consultant and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the CGTMSE shall accrue or arise, by virtue of engagement of employees, agents, contractors, sub-contractors etc. by the selected Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc. of such employees, agents, contractors, sub-contractors etc. of the selected Bidder shall be paid by the selected Bidder alone and the CGTMSE shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the selected Bidder's employees, agents, contractors, sub-contractors etc. The selected Bidder shall agree to hold the CGTMSE, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the CGTMSE through the action of the selected Bidder's employees, agents, contractors, sub-contractors etc.

7.42 Other Conditions

It is clarified, as and by way of abundant caution that CGTMSE will have all ownership and / or license rights on all the ideas, concepts, proposals, etc. developed by the Bidder during the course of this assignment as specified in the RFP and paid for by CGTMSE.

CGTMSE reserves the right to negotiate any aspect of proposal with any Bidder and negotiate with more than one Bidder at a time after the RFP closes to improve upon or clarify any response or bid proposal.

CGTMSE reserves the right to ask some or all Bidders for clarification of their offer to assist in the scrutiny, evaluation and comparison of offers and based on this, disqualify the Bidder whose clarification is found not suitable for the proposed project.

CGTMSE reserves the right to share the information/clarifications provided in response to RFP by any Bidder, with any other Bidder (s)/others, in any form.

However, CGTMSE, on the specific request of the Bidders, may furnish reasons for rejecting a tender.

7.43 Representations and Warranties

In order to induce CGTMSE to enter into the Contract, the Bidder hereby represents and warrants

as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

- a. That the Bidder is a partnership firm/LLP/company which has the requisite qualifications, skills, experience and expertise in providing the service(s), the technical know-how and the financial wherewithal, the power and the authority to enter into the Contract and provide the service(s) sought by CGTMSE.
- b. That the Bidder is not involved in any major litigation and no litigation or investigation is threatened against the Bidder. That the existing or threatened litigations or investigations do not have an impact of affecting or compromising the performance and delivery of service(s) under the RFP/Contract.
- c. That the representations made by the Bidder in its bid are and shall continue to remain true and fulfill all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the Contract and RFP and unless CGTMSE specifies to the contrary, the Bidder shall be bound by all the terms of the bid. The Bidder has not suppressed any information, which is within the knowledge of the Bidder
- d. That the Bidder meets the requisite eligibility criteria as set out hereinabove and has the requisite professional skills, personnel and resources/authorizations that are necessary for providing / rendering all such service(s) as are necessary to perform its obligations under the bid and this Contract
- e. That the Bidder shall ensure that all assets including but not limited to software's, licenses, databases, documents, etc. developed, procured, deployed and created during the term of the Contract are duly maintained and suitably updated, upgraded, replaced with regard to contemporary and statutory requirements.
- f. That the Bidder shall use such assets of CGTMSE as CGTMSE may permit for the sole purpose of execution of its obligations under the terms of the bid, or the Contract. The Bidder shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.
- g. That the Bidder shall procure all the necessary permissions and requisite authorities approvals, consents, no objections and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon, and shall keep CGTMSE, its directors, officers, employees, representatives, consultants and agents indemnified in relation thereto.
- h. That all the representations and warranties as have been made by the Bidder with respect to its bid and the Contract, are true and accurate, and shall continue to remain true and accurate through the term of the Contract.
- i. That the execution of the service(s) herein is and shall be strictly in accordance and in compliance with all applicable laws, as amended from time to time, the regulatory framework governing the same and the good industry practice.
- j. That there are - (a) no legal proceedings pending or threatened against the Bidder or its team which adversely affect/may affect performance under the Contract; and (b) no inquiries or investigations have been threatened, commenced or pending against the Bidder or its team members by any statutory or regulatory or investigative agencies.

- k. That the Bidder has the corporate power to execute, deliver and perform the terms and provisions of the Contract and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the Contract.
- l. That all the conditions precedent under the Contract has been complied.
- m. That neither the execution and delivery by the Bidder of the Contract nor the Bidder's compliance with or performance of the terms and provisions of the Contract (i) will contravene any provision of any applicable laws or any order, writ, injunction or decree of any court or governmental authority binding on the Bidder (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions, provisions or stipulations of, or constitute a default under any agreement, contract or instrument to which the Bidder is a party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Constitutional Documents (if applicable) of the Bidder.
- n. That the Bidder certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including without limitation stamp duty, registration charges or similar amounts which are required to be effected or made by the Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made by him/her/it.
- o. That the Bidder confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of CGTMSE, which may directly or indirectly have a bearing on the Contract or service(s).
- p. That the Bidder owns, has license to use or otherwise has the right to use, free of any pending or threatened liens or other security or other interests all Intellectual Property Rights, which are required or desirable for the service(s) and the Bidder does not, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. None of the Intellectual Property or Intellectual Property Rights owned or enjoyed by the Bidder or which the Bidder is licensed to use, which are material in the context of the Bidder's business and operations are being infringed nor, there is any infringement or threatened infringement of those Intellectual Property or Intellectual Property Rights licensed or provided to the Bidder by any person. All Intellectual Property Rights (owned by the Bidder or which the Bidder is licensed to use) are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep CGTMSE, its directors, officers, employees, agents, representatives and consultants indemnified in relation thereto.

7.44 Relationship between the Parties

Nothing in the Contract constitutes any fiduciary relationship between CGTMSE and successful Bidder/its team or any relationship of employer - employee, principal and agent, or partnership, between CGTMSE and the successful Bidder.

No Party has any authority to bind the other Party in any manner whatsoever, except as agreed under the terms of the Contract.

CGTMSE has no obligation to the successful Bidder's except as agreed under the terms of the Contract.

All employees/personnel/ representatives/agents etc., engaged by the successful Bidder for performing its obligations under the Contract/RFP shall be in sole employment of the successful Bidder and the successful Bidder shall be solely responsible for their salaries, wages, statutory payments etc. Under no circumstances, shall CGTMSE be liable for any payment or claim or compensation (including but not limited to any compensation on account of any injury / death / termination) of any nature to the employees/personnel/representatives/agent etc. of the successful Bidder.

The successful Bidder shall disclose to CGTMSE in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the successful Bidder or its team/agents/representatives/personnel etc.) in the course of performing the services as soon as practical after it becomes aware of that conflict.

The successful Bidder shall not make or permit to be made a public announcement or media release about any aspect of the Contract unless CGTMSE first gives the successful Bidder its prior written consent

* * *

8. Annexure(s)

Annexure – I: Undertaking regarding agreement of all terms of RfP

(To be submitted on Bidders company letter head)

Date:

To,

CGTMSE, 7th Floor, Swavalamban Bhavan, SIDBI,
Avenue-3, Lane-2, Bandra Kurla Complex, Bandra (East), Mumbai – 400051

Dear Sir,

- 1) Having examined the RFP including all Annexures and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned qualify under the minimum eligibility criteria and offer to supply, deliver, implement and commission ALL the items mentioned in the “Request for Proposal” and the other schedules of requirements and services for CGTMSE in conformity with this RFP.

Sr. No	Particulars	Details
1.	Name of the Bidder	
2.	Registered Address	
3.	Website address	
4.	Nature of entity (partnership/ private/ public etc.)	
5.	Name of Partners / Directors	
6.	Date of Incorporation	
7.	Details of authorized contact person	
	Name	
	Designation	
	Telephone Nos.	
	Mobile No.	
	Email Address	
	Fax No.	

- 2) We confirm that we have the in-house capabilities to complete the assignment mentioned under this RfP on our own and not through any associate.
- 3) We confirm that we have the technical capabilities to deliver all the requirements of the above-mentioned RfP.
- 4) We hereby certify that we have provided all the information requested by the CGTMSE in the format requested for. The information provided is correct and true to the best of our knowledge. In case at any stage, it is found that the information given by us is false / not correct or in a different format, CGTMSE shall have the absolute right to take any action as deemed fit without any prior intimation to us.
- 5) We agree to abide by the terms of this Tender from the date fixed for receiving the same or agreed extended period and it shall remain binding upon us and may be accepted at any time before the expiry of the period.

- 6) If our Proposal is accepted, we undertake to complete and deliver the whole of the works comprised in the RFP; comply with the delivery schedule as mentioned in the RFP and agree to abide by the General Terms and Conditions.
- 7) We agree to abide by this Financial Proposal for 180 days from the date of the Financial Proposal opening and our Offer shall remain binding on us and may be accepted by the CGTMSE any time before expiry of the offer.
- 8) Unless and until a formal Agreement is prepared and executed, this Tender together with our written acceptance thereof shall constitute binding Terms and Conditions between CGTMSE and us
- 9) We understand that the Request for Proposal (RfP) does not commit CGTMSE to reimburse the Participant for any costs incurred in submission of this proposal. All statements in this RfP and any pre-contract negotiations, understandings and agreements resulting from this RfP are preliminary; consequently, CGTMSE has no obligation to us until a written contract is executed.
- 10) We agree that the CGTMSE is not bound to accept the lowest or any Bid the CGTMSE may receive.
- 11) We understand that CGTMSE has the right, without assigning reasons thereof, to
 - a. Reject, amend, and modify any condition contained in the RFP
 - b. Terminate this RfP
 - c. Negotiate with one or more Participants
 - d. Not award the assignment to any of the Participants and / or recommence the entire process.
 - e. Contract with one or more Participants for any reasons whatsoever.
 - f. Modify the requirements and terms of this RfP and request revised proposals from some or all of the Participants.

Signature of Authorised Person or bidder
Full Name & Designation of Authorised Person
Date:

Seal of Bidder

Annexure – II: Format for Relevant Engagements

Please use the format below to provide information for which your firm was legally contracted for carrying out consulting assignment.

(Use separate sheet for each client)

Name of the Client	
Description of the assignment	
Duration of the assignment (in months) as per agreement:	
Date of assignment	
Duration of all the consulting assignments for the client (in Months):	
Number of professional staff provided for consulting Assignments for the client	
Impact achieved	
Contact Details of senior Executive of the Client (Name, Contact Number, email id)	
Names of Key Resources involved in the assignment	

Letter of assignment issued by the client to be attached for each engagement reference mentioned. In the absence of letter of assignment, a reference letter as per Annexure III may be provided.

Signature of Authorised Person of bidder

Full Name & Designation of Authorised Person

Date:

Seal of Bidder

Annexure –III: Format for Reference Letter from Client

(On letterhead of the client duly stamped and signed)

Date: _____
(not older than 1 month)

TO WHOM SO EVER IT MAY CONCERN

This is to certify that the following _____ (Name of the Bidder) has been engaged by us for consulting services for _____ (Caption of the assignment undertaken) for a period of _____ months/ years from _____ (Start date) to _____ (End Date). The assignment was completed by _____ (name of the Bidder) on _____ (date of completion).

Name:

Designation:

Annexure – IV: Declaration: No Ownership or Control of CGTMSE Directors/ Employees (or relatives)

(On letterhead of the bidder duly stamped and signed)

DECLARATION-CUM-CERTIFICATE

TO WHOM SO EVER IT MAY CONCERN

This is to certify that _____(Name of the Bidder) is not a related party to CGTMSE as per the provisions of Companies Act 2013, as amended from time to time.

Name:

Designation:

Date:

Annexure – V: Not penalized or Found Guilty in any Court of Law

(On letterhead of the bidder duly stamped and signed)

DECLARATION-CUM-CERTIFICATE

TO WHOM SO EVER IT MAY CONCERN

This is to certify that the consulting firm/company has not been penalized or found guilty in any court of Law and the firm/ company has not been blacklisted / debarred by any Central Government Ministry / CGTMSE / RBI/ IBA / SEBI / Bank / any regulatory authority

Further, this is to certify that _____ does not have any legal, civil, criminal, taxation and other cases pending against _____ that may have any impact affecting or compromising the delivery of services required.

Name:

Designation:

Date:

Annexure – VI: Number of FullTime professionals

(On letterhead of the consultant duly stamped and signed)

DECLARATION-CUM-CERTIFICATE

TO WHOM SO EVER IT MAY CONCERN

This is to certify that _____(Name of the Bidder) has _____full time professional staff engaged exclusively in consulting services in India as on January 31, 2020.

Name:

Designation:

Date:

Annexure – VII: Approach and Methodology

The Consultancy bidding firm/ company should submit the Approach, Methodology and work plan in one integrated document. The submission should highlight Consultancy firm's analysis of the current issues before CGTMSE and likely solutions to address these. It should highlight the proposed approach and methodology for delivery of the assignment proposed, given the understanding of the CGTMSE.

The approach and work plan should clearly highlight the implementation roadmap. It must also include clearly defined timelines, milestones and deliverables. The scope of work is as defined in the RfP.

Annexure – VIII: Resources and Staffing

Proposed list of dedicated personnel

	Name	Age	Qualification	Total Experience	Experience Relevant to RfP (No. of assignment, assignment name, role in each assignment)	Proposed Role in the Team
	Project Director					
	Project Manager					
	Any other consultant					

A list of dedicated personnel, to be deployed for the assignment to be furnished with details as per the table above (Rows may be increased if the number of to be deployed resources are more). The Bidder shall make a provision for equivalent standby resource in absence of primary resource.

The CGTMSE shall reserve the right to seek the change of resource personnel in case of need.

Signature of Authorised Person of Bidding firm/ company

Full Name & Designation of authorized Person:

Name of the Bidding firm/ company

Date:

Seal of Bidder

Annexure – IX: Technical Bid Format

TECHNICAL PROPOSAL FORMAT

Criteria	Scoring chart	Max. Marks	Documents to be provided
<p>The Consultant firm /Service provider firm/Proposed Team members should have proven track record of providing management consulting services/advisory services in the past to Indian Public-Sector Bank/Private Sector Banks /Foreign Banks/Financial Institutions/NBFCs</p>	<p>Only completed projects will be considered for evaluation. The Consultant has to provide case studies pertaining to relevant engagements undertaken by it in India.</p> <ul style="list-style-type: none"> • Less than 2 projects – 0 marks • 2 to 5 projects for Banks/FIs in last 5 years – 5 Marks • 5 to 10 projects for Banks/FIs in the last 5 years – 7.5 Marks • more than 10 projects for Banks/FIs in the last 5 years – 10 Marks 	10	Project completion certificate
<p>The Consultant /Service provider should have undertaken similar projects in the past</p> <p>Similar projects would mean that consultant has worked on one or more of the following areas as part of a multiple/single project:</p> <ul style="list-style-type: none"> • Provided advisory services to Banks/FIs/NBFCs for initiating new line of business • Business Process re-engineering for Banks/FIs • Provided advisory services for loan origination and appraisal processes. • Creation of SOPs for business activities of Banks/FIs • Development of web-based platform for seamless credit delivery. • Any similar projects, as deemed fit by CGTMSE 	<p>Completed projects will be considered for evaluation. The Consultant has to provide case studies in respect of similar projects undertaken in India.</p> <ul style="list-style-type: none"> • 1 to 2 projects for Banks/FIs/NBFCs in the last 5 years – 5 Marks • 3 to 4 projects for Banks/FIs/NBFCs in the last 5 years – 10 Marks • more than or equal to 5 projects for Banks/FIs/NBFCs in the last 5 years – 15 Marks 	15	Supporting / relevant document certifying / stating deployed resource work credential as required in this point

<p>The Consultant should have in- house capability to take up assignment on its own but not through any associates. Full-time professional staff engaged exclusively in consulting services (Number of staff) in India as on December 31, 2019</p>	<p>>=200 employees: 10 marks >=160 to <200 employees: 8 marks >=120 to <160 employees: 6 marks >=80 to <120 employees: 4 marks >=50 to <80 employees: 2 marks <50 employees: 0 marks</p>	<p>10</p>	<p>HR Head / HR Manager of the company certifying the same on company's letter head</p>
<p>Relevant experiences of dedicated resources proposed to be carrying-out the assignment; Project Director and Project manager must have at least 2 project experience in BFSI sector, failure to which the marks against this post shall be considered "0".</p>	<p>Period of relevant experience of:</p> <p>1. The Project Director proposed for the undertaking the project: >= 12 years: 15 marks >=9 years and <12 years: 10 marks >=5 years and <9 years: 5 marks < 5 years: 0 marks</p> <p>2. The Project Manager proposed for the undertaking the project: >= 8 years: 10 marks >=6 years and <8 years: 7.5 marks >=4 years and <6 years: 5 marks < 4 years: 0 marks</p> <p>3. Other resource proposed for the undertaking the project: >= 5 years: 5 marks >=4 years and <5 years: 3 marks >=3 years and <4 years: 2 marks < 3 years: 0 marks</p>	<p>30</p>	<p>Business Head / HR head to certify the same on company's letter head along with the self-declaration from the resource to be deployed</p>

<p>Approach and methodology adopted by the consultant (Document to be submitted along with the presentation which CGTMSE may call upon at its discretion)</p>	<p>Assessment to be based on:</p> <ul style="list-style-type: none"> ✓ Understanding the problem statement ✓ Proposed solution ✓ Understanding and challenges of CGTMSE's operations / scheme ✓ Innovation inputs on segments of existing and new to business credit assessment ✓ Exhaustiveness ✓ Depth of analysis exhibited ✓ Timelines & Deliverables. <p>Shall be evaluated based on details provided in technical response of the Bidder</p>	<p>35</p>	<p>Word document needs to be submitted covering all the mentioned pointers. An additional .ppt/.pptx file needs to be submitted and needs to be presented if required by CGTMSE</p>
<p>Total</p>		<p>100</p>	

Annexure – X: Financial Bid Format

Bidders should quote prices in the following manner:

S No	Scope of Work	All-inclusive cost (INR)	
		In figures	In words
1	Total Cost for Consultancy		

Yours faithfully,

Authorised Signatory Name:

Designation:

Vendor's Corporate Name Address

Email and Phone #

Annexure – XI: Integrity Pact

PRE-CONTRACT INTEGRITY PACT

(RfP No. _____)

(TO BE EXECUTED ON A NON-JUDICIAL STAMPED PAPER)

General

This pre-bid-pre-contract Agreement (hereinafter called the Integrity Pact) is made at _____ place on ---- day of the month of -----, -----(Year) between Credit Guarantee fund Trust for Micro and small enterprises, having its Head Office at 7th Floor, CGTMSE, SIDBI, BKC, Mumbai – 400 051 (hereinafter called the “BUYER”/CGTMSE”, which expression shall mean and include, unless the context otherwise requires, its successors and assigns) of the First Part and

M/s. _____ represented by Shri _____, Chief Executive Officer (hereinafter called the “BIDDER” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

The BUYER/CGTMSE and BIDDER hereinafter shall be jointly called as the “Parties”.

WHEREAS the BUYER proposes to issue RFP for “**Appointment of Consultant to provide Advisory Services for design of policy, operational process, support in creation of appropriate digital platform (UDAAN Portal), identification & on-boarding of member lending institutions and implementation, assistance and support for UDAAN Portal**” and the BIDDER is willing to offer/has offered the services and

WHEREAS the BIDDER is a private company/public company Government undertaking/ partnership/ registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a corporation set up under an Act of Parliament.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence /prejudiced dealing prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said services/stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption in any form by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

1. Commitments of the BUYER

- 1.1. The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to

the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

12. The BUYER will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
13. All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3. **Commitments of BIDDERS**

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contact stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -

- 3.1. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any officials of the BUYER, connected directly or indirectly with bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.
- 3.3. BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- 3.4. BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5. The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacture/integrator/authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, or has any amount been paid, promised or intended

to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

- 3.6. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with contract and the details of services agreed upon for such payments.
- 3.7. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9. The BIDDER shall not use improperly, for purposes of competition or personal gain or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12. If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative to any of the officers of the BUYER or alternatively, if any relative of the officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender.

The term 'relative' for this purpose would be as defined in Section 2 (77) of the Companies Act, 2013.

- 3.13. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgression

- 4.1. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- 4.2. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations

- 5.1. Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all

or any one of the following actions, wherever required:

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with other BIDDER(s) would continue
- (ii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER
- (iii) To recover all sums already paid by the BUYER, and in case of Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State CGTMSE of India, while in case of a bidder from a country other than India with interest thereon at 2% higher than LIBOR. If any outstanding payment is due to the bidder from the buyer in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- (iv) To encash the advance CGTMSE guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER alongwith interest.
- (v) To cancel all or any other Contracts with the BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER
- (vi) To debar the BIDDER from participating in future bidding processes of the buyer or its associates or subsidiaries for minimum period of five years, which may be further extended at the discretion of the BUYER.
- (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (viii) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with BIDDER, the same shall not be opened.
- (ix) Forfeiture of Performance Bond in case of decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

52. The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (ix) of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

53. The decision of the BUYER to the effect that a breach of the provision of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the independent Monitor(s) appointed for the purposes of this Pact.

6. Independent Monitors

6.1. The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in lines of the Central Vigilance Commission. Please refer to Important Information Section for details.

6.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

6.3. The Monitors shall not be subject to instruction by the representatives of the parties and perform their functions neutrally and independently.

6.4. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

65. As soon as the Monitor notices or has reason to believe, a violation of the Pact, he will so inform the Authority designated by the BUYER
66. The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documents. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality
67. The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings
68. The Monitor will submit a written report to the designed Authority of the BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and should the occasion arise, submit proposals for correcting problematic situations.

7. Facilitation of Investigation

In case of any allegation of violation of any provision of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination. A person signing integrity pact shall not approach the courts while representing the matters to IEM and he/she will wait their/his decision in the matter.

8. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER

9. Other Legal Actions

The action stipulated in this integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings. A person signing this pact shall not approach the courts while representing the matters to IEM and he/she will await his decision in the matter.

10. Validity

- 10.1. The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER, including warranty period, whichever is later in case BIDDER is unsuccessful, this integrity Pact shall expire after six months from the date of the signing of the contract.
- 10.2. Should one or several provisions of the Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.
- 10.3. This pact would be deemed as part of the contract that may be executed between the parties.
11. This pact shall be deemed as part of the contract that may be entered into pursuant to this RFP.

The parties hereby sign this integrity Pact, at _____ on _____

BUYER
Name of the Officer
Designation
CGTMSE
Witness

BIDDER
Chief Executive Officer

Witness

1. _____
2. _____

1. _____
2. _____

Provisions of these clauses would need to be amended / deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.

Annexure – XII: Bank Mandate Form

(To be submitted in Duplicate)

(Please fill in the information in CAPITAL LETTERS. Please TICK wherever it is applicable)

1. Name of Borrower / vendor / supplier: _____ Vendor Code (if applicable) _____

2. Address of the Borrower / vendor / supplier:

City _____ Pin Code _____

E-mail id: _____ Phone No. with STD code: _____

Mobile No.: _____ Permanent Account Number _____

MSE Registration / CA Certificate _____ (if applicable)

3. Particulars of Bank account:

Beneficiary Name			
Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
Account type	Saving	Current	Cash Credit
Account No.	(as appearing in the Cheque book)		
(Code number appearing on the MICR¹cheque supplied by the Bank. Please attach a cancelled cheque of your Bank for ensuring accuracy of the Bank's name, branch name &code and Account Number)			
IFSC CODE ²	For RTGS transfer		For NEFT transfer

4. Date from which the mandate should be effective:

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold CGTMSE responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through **RBI RTGS/NEFT**.

Place : _____

Date : _____

Signature of the party / Authorized Signatory

Certified that particulars furnished above are correct as per our records.

Bank's stamp : Date _____

(Signature of the Authorized Official from the Bank)

N.B.: RTGS/NEFT charges if any, is to be borne by the party

^{1,2:} **Note on IFSC / MICR**

Indian Financial System Code (IFSC) is an alpha numeric code designed to uniquely identify the Bank-branches in India. This is 11 digit code with first 4 characters representing the Bank's code, the next character reserved as control character (presently 0 appears in the fifth position) and remaining 6 characters to identify the branch. The MICR code, (Magnetic Ink Character Recognition) that appears on cheques, has 9 digits to identify the Bank-branch. RBI had since advised all the Banks to print IFSC on cheque leaves issued to their customers. A customer may also contact his Bank-branch and get the IFS Code of that branch.

Annexure – XIII: Non-Disclosure Agreement

(Sample Format – To be executed on a non-judicial stamped paper of requisite value)

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the COMPANY(Bidder), are agreeable to execute “Selection of a **Consultant to provide Advisory Services for design of policy, operational process, support in creation of appropriate digital platform (UDAAN Portal), identification & on-boarding of member lending institutions and implementation, assistance and support for UDAAN Portal.**”

as per scope defined in the **RfP No.: 445/CGTMSE/2019-20 dated January 24, 2020** for CGTMSE having its head office at 7th floor, Swavalamban Bhavan, SIDBI, Avenue-3, Lane-2, BKC, Mumbai - 400051, (hereinafter referred to as the CGTMSE) and,

WHEREAS, the COMPANY understands that the information regarding the CGTMSE’s Infrastructure shared by the CGTMSE in their Request for Proposal is confidential and/or proprietary to the CGTMSE, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the said RFP and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the CGTMSE’s properties and/or have access to certain plans, documents, approvals, data or information of the CGTMSE;

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the CGTMSE to grant the COMPANY specific access to the CGTMSE’s property/information, etc.;

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the CGTMSE, unless the COMPANY has first obtained the CGTMSE’s written authorization to do so;

The COMPANY agrees that information and other data shared by the CGTMSE or, prepared or produced by the COMPANY for the purpose of submitting the offer to the CGTMSE in response to the said RfP, will not be disclosed to during or subsequent to submission of the offer to the CGTMSE, to anyone outside the CGTMSE;

The COMPANY shall not, without the CGTMSE’s written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, document, plan, pattern, sample or information (to be) furnished or shared by or on behalf of the CGTMSE in connection therewith, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the CGTMSE and/or for the performance of the Contract in the aftermath. Disclosure to any employed/ engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Yours Sincerely,

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

Annexure – XIV: Performance Bank Guarantee (To be executed on a non-judicial stamp paper of requisite value)

PERFORMANCE Bank GUARANTEE

Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE),
7th Floor, Swavalamban Bhavan, SIDBI,
Avenue-3, Lane-2, Bandra-Kurla Complex,
Bandra (East),
Mumbai - 400 051

KNOW ALL MEN BY THESE PRESENTS that in consideration of the Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE), a Trust setup by Govt. of India and Small Industries Development Bank of India, and having its Office at 7th Floor, Swavalamban Bhavan, SIDBI, G- Block, Bandra-Kurla Complex, Bandra (East), Mumbai - 400 051 (hereinafter called the CGTMSE) having agreed to award a contract to M/s. <Vendor Name> having its office at <Vendor's Office Address>, (hereinafter called "the Service Provider") for "Selection of service provider for cloud services and managed services (CSMS) " on the terms and conditions contained in the Purchase order No..... dated _____ placed with the Service Provider and CGTMSE (hereinafter called "the said Order") which terms, interalia, stipulates for submission of Bank Guarantee for 10% of the contract value i.e. ₹. _____ (Rupees _____ only), for the due fulfillment by the Service Provider of the terms and conditions of the said Order.

At the request of the Service Provider, (Bank name & address) _____, having its principal/ registered office at _____ and, for the purposes of this Guarantee, acting through its branch namely (Bank name & address) _____ (herein after referred to as (Bank name) _____ which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns), hereby issue our guarantee No _____ in favour of **Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE)**

1. We, do hereby unconditionally and irrevocably undertake to pay to CGTMSE, without any demur or protest, merely on receipt of a written demand in original before the close of Bank's business hours on or before _____, at our counters at (Bank address) _____ from CGTMSE an amount not exceeding _____ by reason of any breach by the Service Provider of the terms and conditions contained in the said Agreement, the opinion of the CGTMSE regarding breach shall be final, conclusive and binding.
2. We do hereby guarantee and undertake to pay forthwith on written demand to CGTMSE such sum not exceeding the said sum of ` . _____ (Rupees _____ only) as may be specified in such written demand, in the event of the Service Provider failing or neglecting to perform the said Order for "Selection of service provider for cloud services and managed services (CSMS)" to CGTMSE in the manner and in accordance with the design specification, terms and conditions, contained or referred to in the said Order during its tenure. agreement or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have an effect of so relieving us. However, nothing contained hereinbefore shall increase our liability under the guarantee above _____ or extend beyond _____.
3. We further agree that the guarantee herein contained shall remain in full force and effect till all obligations of Service Provider under or by virtue of the said Order have been fully and properly carried out or till validity date of this guarantee i.e. _____, whichever is earlier.
4. We undertake to pay to CGTMSE all the money as per this Guarantee, notwithstanding any dispute or disputes raised by the Service Provider in any suit or proceeding pending before any court, tribunal or authority relating thereto or otherwise and our liability under these being absolute and unequivocal.
5. We further agree with you that CGTMSE shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder (i) to vary any of the terms and conditions of the said

Order (ii) to extend time for performance by the said Service Provider from time to time or postpone for any time (iii) to exercise or forbear to exercise any of the powers exercisable by CGTMSE against said Service Provider and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reasons of any such variations or modifications or extension being granted to the said Service Provider for any forbearance act or omission on the part of CGTMSE or any indulgence by the CGTMSE to the said agreement or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provisions, have an effect of so relieving us. However, nothing contained hereinbefore shall increase our liability under the guarantee above _____ or extend beyond _____.

6. The liability under this guarantee is restricted to ₹. _____ (Rupees _____ only) and will expire on (date) _____ and unless a claim in writing is presented to us at counters at (Bank & address) _____ on or before (date) _____ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities hereunder.
7. The Guarantee herein contained shall not be determined or affected by Liquidation or winding up or insolvency or closure of the Service Provider or any change in the constitution of the Service Provider or of the Bank.
8. The executants has the power to issue this guarantee and executants on behalf of the Trust and hold full and valid Power of Attorney granted in their favour by the Trust authorizing them to execute this guarantee.
9. Notwithstanding anything contained hereinabove, our liability under this guarantee is restricted to ₹ _____ (Rupees _____).
10. This guarantee shall remain in force until (date) _____. Our liability hereunder is conditional upon your lodging a demand or claim with us and unless a demand or claim is lodged with us on or before (date) _____, your rights under the guarantee shall be forfeited and we shall not be liable there under. This guarantee shall be governed by and construed in accordance with the laws of India. The Guarantee will be returned to the Bank when the purpose of the guarantee has been fulfilled or at its expiry, whichever is earlier.
11. We, (Bank name, place) _____ lastly undertake not to revoke this guarantee during its currency except with the previous consent of CGTMSE in writing.
12. Notwithstanding anything to the contrary contained herein, the liability of (Bank name & place) under this guarantee is restricted to a maximum total amount of ₹ _____ (Rupees _____).
13. Our liability pursuant to this guarantee is conditional upon the receipt of a valid and duly executed written claim, in original, by (Bank name & address) _____, delivered by hand, courier or registered post, prior to close of Banking hours on (date) _____, failing which all rights under this guarantee shall be forfeited and (Bank name & place) _____ shall be absolutely and unequivocally discharged of all of its obligations hereunder. This Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of (place _____) shall have exclusive jurisdiction.
14. Kindly return the original of this guarantee to (Bank name & address) _____ upon the earlier of (a) its discharge by payment of claims aggregating to ₹ _____ (Rupees _____) (b) fulfillment of the purpose for which this guarantee was issued; or (c) _____ (date)"
15. All claims under this guarantee will be made payable at (Bank name & address) _____ by way of DD payable at Mumbai

In witness whereof we have set and subscribed our hand and seal this day of, 2020.

SIGNED, SEALED AND DELIVERED.

BY

AT

IN THE PRESENCE OF WITNESS : 1) Name.....

Signature.....

Designation.....

2) Name.....

Signature.....

Designation.....

Annexure – XV: Deed of Indemnity

We, (name of the company and address of the registered office), do hereby execute this Deed of Indemnity on _____ (date) in favor of CGTMSE. We hereby undertake to indemnify, protect and save the Trust and will hold the Trust harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting, directly or indirectly from

1. an act of omission or commission of ourselves or any of our employees in the performance of the services provided in terms of this RfP;
2. breach of any of the terms of this RfP or breach of any warranty or terms of maintenance services or
3. any false statement or false representation or inaccurate statement or false assurance or covenant made by us;
4. Bonafide use of the deliverables and / or services provided by us;
5. infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project;
6. claims made by the employees, who are deployed by us, under the contract to be executed in terms of this RfP;
7. breach of confidentiality obligations either by us or by our employees;
8. negligence or gross misconduct solely attributable to us or to any of our employees appointed by us for the purpose of any or all of the obligations under the agreement to be executed in terms of this RfP.

We further undertake to indemnify the Trust against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and malfunctioning of the equipment or software or deliverables at all points of time, provided however, (i) the Trust notifies us of such loss or damage in writing (ii) we should be allowed to defend such claims or cases and all related settlement negotiations.

We further undertake responsibility for any loss of data, loss of life, etc, due to us and/or acts of our representatives or 3rd party vendor from whom certain services are outsourced / executed in association with, and not just arising out of gross negligence or misconduct, etc, as such liabilities pose significant risk. We furthermore undertake to indemnify the Trust (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

1. Non-compliance of the Bidder with Laws / Governmental Requirements.
2. Intellectual Property infringement.
3. Negligence and misconduct of the Bidder and its employees.
4. Breach of any terms of Agreement, Representation or Warranty.
5. Act of omission or commission in performance of service.
6. Loss of data.

Indemnity would be limited to court awarded damages and shall include indirect, consequential and incidental damages. Further, indemnity would cover damages, loss or liabilities, compensation suffered by the Trust arising out of claims made by its customers and/or regulatory authorities.

We further undertake to indemnify, protect and save the Trust against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc., or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act 2000 in respect of the software and other systems supplied by us to the Trust from whatsoever source, provided the Trust notifies us in writing. However, (i) we shall be provided sole control of the defense and all related settlement negotiations (ii) the Trust provides us with the assistance, information and authority reasonably necessary to perform the above and (iii) the Trust does not make any statements or comments or representations about the claim without our prior written consent, except where the Trust is required by any authority / regulator to make a comment / statement / representation.

Dated this _____ day of _____ 2020

Signature

(Company Seal)

In the capacity of

Duly authorized to sign bids for and on behalf of: