

TENDER DOCUMENT
FOR SCANNING OF BAR CODE, FINGER/THUMB
IMPRESSION, SIGNATURES & PHOTOGRAPH OF
CANDIDATES



CENTRAL BOARD OF SECONDARY EDUCATION

“SHIKSHA KENDRA” 2, COMMUNITY CENTRE, PREET VIHAR, DELHI 110092

DOCUMENT CONTROL SHEET

1.	Name of Organization	Central Board of Secondary Education
2.	Scope of Work	To scan barcode, finger / thumb impression, signatures and photographs of candidates and link them with the registration and roll no of the respective candidates
3.	Tender Type	Open
4.	Tender category	Services
5.	Tender document download start date	28/04/2017
6.	Tender document download end date	18/05/2017
7.	Bid validity	180 days beyond the closing date of tender
8.	Location of work	Shiksha Kendra-2, Community centre, Preet Vihar – 110092
9.	Tender fee (non-refundable and non-adjustable)	Demand draft of Rs.1000/- in favour of “Secretary, CBSE” or Electronic Fund Transfer.
10.	Earnest money deposit (EMD)	Rs. 30,000/- in favour of “Secretary, CBSE” in the form of account payee demand draft, fixed deposit receipt, banker’s cheque or bank guarantee from any commercial bank.
11.	Date of publication	28/04/2017
12.	Date of Pre-bid meeting	09/05/2017 at 3:00 p.m.
13.	Last date and time for submission of Bids	18/05/2017 upto 02:30 p.m.
14.	Date and time of opening of technical bids	18/05/2017 at 03:00 p.m.
15.	Tender should be addressed to	Secretary, CBSE, Shiksha Kendra-2, Community centre, Preet Vihar – 110092
16.	Address for communication	Joint Secretary(A&L)ShikshaKendra-2, Community Centre, Preet Vihar, Delhi – 110092
17.	Period of completion of work	As per terms & conditions of tender and Award letter
18.	Validity of contract/rates	Upto 1 year from date of award & can be extended up to a maximum period of 3 years on satisfactory performance on same terms & conditions.

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A. INSTRUCTION TO THE BIDDERS

- 1) Please go through the Tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 2) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the Tender document/schedule.
- 3) Bidders should take into account any corrigendum published on the Tender document before submitting their bids.

B. TENDER NOTICE

- 1) CBSE invites open tenders in two bids format to scan barcode, finger / thumb impression, signatures and photographs of candidates and link them with the registration and roll no of the respective candidates . The Technical and Financial Bids be kept in two separate envelopes superscribing (i) Technical bid for scanning (ii) “Financial bid for scanning” and both envelopes be kept in another bigger envelope duly sealed and superscribed as “Comprehensive bid for scanning.” and addressed to the Secretary, CBSE, Shiksha Kendra, 2, Community Centre, Preet Vihar, Delhi-110092. The Tender Form can be downloaded from CBSE website www.cbse.nic.in from 28.04.17 for which Bank Draft of Rs. 1000/- be enclosed with the Tender Form in favour of Secretary, CBSE payable at Delhi or Electronic Fund Transfer (A/c No. 91471010000016, IFSC Code SYNB0009147, Syndicate Bank ,Preet Vihar Branch, New Delhi) and enclosed copy of acknowledgement with the Tender Form before its submission. The T&C duly signed by the Tenderers and the form complete in all respects along with EMD & tender fee may be dropped in the Tender Box kept on the ground floor of the CBSE Building or sent by post **upto 2.30 pm on or before 18.05.2017.**
- 2) The Secretary, CBSE reserves the right to reject any or all tender without assigning any reason.
For details you may visit link “Tender” on CBSE website www.cbse.nic.in or CPP Portal.

**Sd/-
JOINT SECRETARY (A&L)**

C. TENDER FEE AND EARNEST MONEY DEPOSIT

- 1) The tender fee (non-refundable and non-adjustable) of Rs. 1000/- in shape of Demand draft of Nationalized/scheduled commercial bank shall be submitted in favour of the "Secretary, CBSE" payable at Delhi or could be paid through Electronic Fund Transfer (A/c No. 91471010000016, IFSC Code SYN0009147, Syndicate Bank, Preet Vihar Branch, New Delhi).
- 2) Earnest money deposit (EMD) of Rs. 30,000/- in shape of A/c payee Demand Draft/Bank Guarantee/Fixed Deposit from Nationalized/Scheduled Commercial Bank shall be submitted in favour of the "Secretary, CBSE" payable at Delhi.
- 3) Both the tender fee and earnest money deposit will be submitted in sealed cover prominently marked as "Tender fee and EMD for tender to scan barcode, finger / thumb impression, signatures and photographs of candidates."
- 3) The bidders should write the name of their organization on the backside of the Demand Drafts.
- 4) Bids without tender fee and EMD shall be rejected.
- 5) No exemption from submission of tender Fee and EMD is allowed. However, the Bidders who are registered with NSIC under Single Point registration schemes for scanning/digitization of documents may be considered for exemption from furnishing the EMD by the Competent Authority. In such cases, an attested copy of the VALID Registration Certificate from NSIC must be furnished. Mere registration as a SSI Unit does not qualify the Bidders for claiming exemption from furnishing the tender fee and EMD. In the absence of valid certificate from the NSIC, such tenders shall be rejected straightway. The bidders claiming for exemption from furnishing the Tender Fee and/or EMD must submit the supported documents duly attested as per the tender notice in sealed envelopes super-scribing "Request for consideration for exemption from furnishing the Tender Fee and/or EMD" to the "Secretary, CBSE".
- 6) In the case of those Bidders who fail to qualify the eligibility criteria and whose technical bids do not qualify, the Earnest Money Deposit (EMD) will be refunded to them without any interest within one month from date of finalisation of technical bids.
- 7) Earnest Money Deposit of the successful bidder will be returned after submission of the performance bank guarantee.

PERFORMANCE SECURITY DEPOSIT/BANK GUARANTEE

The successful bidders shall submit performance security deposit in the form of an unconditional and irrevocable performance bank guarantee or in shape of Demand draft of Nationalized/scheduled commercial bank in the favour of "Secretary, CBSE, Delhi" or could be paid through Electronic Fund Transfer (A/c No. 91471010000016, IFSC Code SYNB0009147, Syndicate Bank, Preet Vihar Branch, New Delhi) of an amount equivalent to 10% of contract value valid for 60 days beyond the date of completion of all contractual obligations of supplier including warranty obligations from any scheduled commercial bank located in India at his own expense within 15 working days from the date of issue of Work Order of the Contract or prior to signing of the Contract whichever is earlier, failing which the work order stands cancelled and EMD shall be forfeited.

D. ELIGIBILITY CRITERIA

(Please provide documentary proof for following with technical bid)

1. Adequate experience (minimum three years) with Government / Autonomous/ Examining Bodies of providing satisfactory services in the relevant fields to educational institutions or other related organizations (Supported by work order and client satisfaction report).
2. The agency should have its own equipments & infrastructure i.e. Hardware and manpower team for providing service in the relevant field. (Supported by purchase orders and inventories etc).
3. The agency should preferably have ISO 9001:2008 or any other Certificate for quality Management.
4. The agencies registered with Directorate of Service taxes need only apply and the agency should submit the details of registration of their firm/company, income tax registration & copy of PAN Card, Sales Tax/ VAT/ Service Tax certificates.
5. The agencies having adequate experience and qualified manpower in the relevant field with proven track record & satisfactory performance certificate from its clients till date shall only be considered for allotment of work.
6. The agency should submit an affidavit that it has not been black listed by any Government / Autonomous/ Examining Bodies.
8. The Secretary, CBSE reserves the right to reject any or all the tenders without assigning any reason thereof. The Board reserves the right to allot the job to one or more firm quoting the lowest rates or to more than one firm on the lowest rates received by the Board.
9. The Average annual turnover during the last 3 years ending on 31st March of the previous financial year should be Rs50,00,000/-(Rupees Fifty Lakhs).
(Supported by Financial Statements, Balance Sheet).
10. Experience :-
Experience of having successfully completed similar work during last 3 years including last day of the month previous to the one in which applications are invited should be atleast one of the following :-
 - a. 3 similar completed works costing not less than the amount equal to Rs15,00,000/- each
 - b. 2 similar completed works costing not less than the amount equal to Rs25,00,000/- each
 - c. 1 similar completed work costing not less than the amount equal to Rs50,00,000/-

*Similar work here means work as defined in the scope of scanning work

E. TERMS AND CONDITIONS

The technical bid shall contain the documents specified or claimed by the bidder fulfilling the Eligibility and should be signed by the bidders failing which the bid will be summarily rejected.

1. The agency is to quote to scan barcode, finger / thumb impression, signatures and photographs of candidates and link them with the registration and roll no of the respective candidates.
2. The agency to which the work is allotted is required to integrate the data captured with the Roll Numbers allotted to the candidates to maintain sequential order.
3. The rates so quoted should be all inclusive. The available space and electricity will be provided by CBSE free of charge.
4. The rates offered should be valid for 1 year from the date of award of work and can extended for one more year on satisfactory performance on same term and conditions.
5. The bidder/ agency shall have to arrange its own staff. The CBSE would neither bear any expenses nor accept responsibility for the same and there would be no relationship between the CBSE and the staff of the bidder/ agency. However, complete secrecy and confidentiality with regard to the data that is scanned and digitized, is required to be maintained by the firm and its employees. Any deviation from the same shall attract severe penal liability against the firm and the erring employee. An undertaking duly notarized shall be submitted by Bidder/ agency in this regard.
6. The CBSE reserves the right to deny the entry to any staff member of the bidder/ agency, is so deemed appropriate by it.
7. No person engaged by the bidder/ agency shall claim any right of employment contractual or otherwise with the CBSE.
8. The bidder/ agency will ensure that the staff engaged are disciplined and maintain full decorum of the office.
9. The successful bidder/ agency shall undertake the job of scanning/digitizing in the premises of the CBSE.
10. The successful bidder/ agency shall make arrangement for daily check-up of the scanner at his own cost and shall keep all the scanners in perfect working condition at all time, so as to ensure smooth running of work. In case of failure of any scanner, the bidder shall have to make alternative arrangement immediately so that the work does not suffer.
11. The scanning/digitizing of documents shall not be stopped on any ground, whatsoever, except for written communication from CBSE.
12. Continuance of the contract and payment of the work done shall be subject to evaluation of

satisfactory performance of the bidder/ agency and fulfilling all the terms and conditions of the contract. The contract may be cancelled at any time without assigning any reason for the same. The decision of the Chairman, CBSE in this regard shall be final and binding. The bidder/ agency shall be able to do the scanning/digitization work on all working days between 10 AM to 8 PM and as when required by the CBSE. The bidder/ agency may also be allowed to work on holidays and odd hours to finish the work for which necessary permission in writing is to be obtained by the bidder/ agency from the CBSE.

13. The office of CBSE will provide the documents to the authorised representative of the bidder/ agency, supervising the Scanning work, on day to day basis under proper receipt and it will be the responsibility of the bidder/ agency to accomplish the task of scanning/digitizing after following all the processes. It will be responsibility of the bidder/ agency to return the documents to the CBSE staff under acknowledgement in the same shape and condition in which it was taken.
14. The bidder/ agency will ensure that the documents handed over to it are kept in proper condition and no document is soiled/lost/trimmed/damaged/misplaced.
15. Time is the essence of the contract and the bidder/ agency shall adhere to the time schedule as prescribed by the CBSE for execution of the work.
16. The bidder/ agency will be fully responsible for any loss/damage of any document.
17. At the end of every work, the bidder/ agency will hand over the complete scanned/digitized data to the CBSE as per Board's requirement and form. If it is found at any time that the scanning/digitizing, indexing, storing or retrievable has not been done in accordance with the agreed terms and conditions, the CBSE shall be entitled to withhold further payment of the bidder and forfeit the Bank Guarantee. The staff of the CBSE will carry out random checking of the working being done by the bidder/ agency and in the event, the bidder/ agency is not executing or completing the minimum decided volume of work, the CBSE may impose a penalty on pro rata basis and require the bidders/ agency to clear the backlog in succeeding day/week in addition to the recovery of other losses and damages that it may suffer, besides terminating the contract and getting the work executed at the cost and responsibility of the bidder/ agency. The penalty may be imposed for poor scanning, not scanning documents or in case the bidder/ agency stops, slow down or otherwise disrupts the work during the contract period. The bidder/ agency will ensure confidentiality of the documents handed over to it.
18. The bidder/ agency will ensure that the space provided to it by the CBSE is not misused in any manner.
19. Payment for scanning work done under the contract shall be made after completion of work, subject to statutory and other deductions and penalties if any levied and damages, if any recoverable under the contract provided that the work has been done as per agreed terms and to the satisfaction of the Board. The bidder/ agency will be responsible for liabilities of all kind including local and other taxes.
20. An appropriate agreement will be executed by the bidder/ agency with the Board, on

the agreed terms and conditions. The Board will deal with the bidder/ agency directly and no sub-contract/agent/consultant etc. should be asked by the bidders/ agency to represent their cause and they will not be entertained by the Board.

21. The Board, in its discretion, reserves the right to reject or accept any or all the bids partly or completely at any time without assigning any reason thereof.

22. In the event of termination of contract, the Board shall be entitled to forthwith forfeit the security deposit either full or in part apart from taking such legal remedies as are available in law. The bidder/ agency shall thereupon forthwith remove all its equipments and material and hand over the records, which are in its possession. The bidder/ agency shall hand over and shall not claim any right in any manner over the digitized data, which will be the property of the Board.

23. The bidder/ agency shall not be allowed to take away any document etc. either in the shape of hard copy or soft copy and the work is to be carried out in the Board premises itself.

24. No paper trimming, tearing or cutting methods or instruments should be used in the process

25. The bidder/ agency shall ensure that archiving is in 'read only' mode, and that its scanning equipment and storage media are tamper-proof and shall not permit additions/insertions/deletions/omissions/alterations in the scanned and stored data.

26. The payments of work done on number of pages will be calculated taking into consideration successful completion of scanning of all of the documents .

27. If the rate quoted by any of the bidders appears to be unreasonable/abnormally low in comparison to prevalent market rate at the relevant point of time, the tender may be rejected.

28. If work gets stopped on any working day due to fault of the bidder/ agency, then penalty shall be levied for every day of such stoppage at such rate as given in penalty clause.

PENALTY CLAUSE

a. Any variation/ mismatch in the photograph, and finger prints of the candidate **or** if the photographs of the candidates and finger prints are not as per industry standard and are not recoverable on industry standard software shall be treated as error. In case of error, the following deduction shall be applicable :

- i. @Rs. 10,000/- per mistake
- ii. @Rs. 5,000/- per day of delay beyond 31st Oct.,2017.

b. In case the agency is not able to execute the job to the entire satisfaction of the CBSE, the Bank Guarantee submitted by the firm shall be liable to be forfeited in whole or part as per decision of the Chairman of the Board, which shall be final.

- c. The payment will be made after satisfactory completion of work only and no advance payment shall be made.
- d. The agency should have adequate infrastructure and deploy required manpower for the successful completion of the assignment as per the above mentioned scope of work.
- e. The approved rates shall be valid for a period of One Year, which may be extended further upto a maximum period of 3 years depending upon the satisfactory performance of the Agency.
- f. Any discrepancy or failure to comply the requirement of Board in the assignment will be the sole responsibility of the Agency and any lapse will lead to penal/legal action against the Agency, besides appropriate compensation towards loss occurred to board.
- g. The Board will not be responsible for loss/damages of any equipment installed at the examination centres and the Agency will be fully responsible for safety and security of its equipments/infrastructure.
- h. The Agency will be informed the exact details about the quantum of work
- i. The firm is responsible to keep the original document in their safe custody. If any document is found missing, it will be treated seriously and appropriate penalty/action including black listing/debarment of the bidder, as deemed fit shall be imposed by the Board in addition to the forfeiture of performance security. The decision of the Chairman, CBSE in such case shall be final and binding on the bidder.
- j. In case of excessive errors as defined above i.e. in more than 5% of document or in case the Board is of the view that the work has not been performed satisfactorily and cannot be professionally performed by the bidder, the Board shall in addition to forfeiture of performance security shall be entitled to terminate the agreement without giving any notice and in that case the Board would be entitled to claim the refund of the amount with interest or any other consequential loss. Any amount which would be paid by the Board and which would be liability of the Board and which may be recovered from the Board by any person on account of errors/mistakes of the bidder or any loss incurred by the Board in executing the remaining work by any other service provider or any such damages besides the damages stipulated hereinbefore would also be the liability of bidder and would be paid by bidder to the Board without any objection of any type.
- k. Liability of bidder to be full and absolute to the value of the work award.
- l. If a dispute arises out of or in connection with this contract, decision of the Chairman ,CBSE shall be final and binding.
- m. The agency shall be governed by the laws and procedures established by Government of India/ State of Delhi, within the Framework of applicable legislation and enactment made from time to time concerning such commercial dealings / processing.
- n. All disputed in this connection shall be settled in Delhi Jurisdiction only.

- o. The Board reserves the right to cancel this tender or modify the requirements, at any stage of Tender process cycle.
- p. Board also reserves the right to modify / relax any of the terms & conditions of the tender by declaring / publishing such amendments in a manner that all prospective vendors / parties to be kept informed about it.
- q. The terms and conditions duly signed by the Tenderers/bidders should accompany the specific Tender Form.
- r. C.B.S.E., in its discretion, reserves the right to reject all or any part of the tender bid without assigning any reason thereof.

F. SCOPE OF SCANNING WORK

1. To Scan Bar code , Finger/thumb impressions , Signatures, photograph of candidates captured on the attendance sheets during examination and link them with the roll and registration no of the respective candidate.
2. To install required hardware, software and manpower for the work as mentioned at point 1 above.
3. The agency will have to ensure that sufficient no. of devices are installed to scan for the work as per point no 1 above.
4. The devices used for scanning should take clear crisp impression of the finger prints, photograph, signatures etc.
5. The agency will have to ensure that the scanned images are stored against the Roll No. of the candidate.
6. Agency shall have to ensure 100% matching of Roll No., with finger prints, photograph, signatures, bar code , etc of the candidate. And also ensure that the items scanned are not mis-identified and wrongly attributed. In case of mismatch, it shall be treated as mistake.
7. The agency will have to ensure that the finger prints captured are as per industry standard and recoverable on industry standard software.
8. The scanning work has to be carried out in the identified premises by the Board.
9. The attendance sheets are printed on handmade paper
10. The backup of the scanned data is to be provided to CBSE in an external Hard drive.
11. The successful agency shall provide adequate training to the board's nominated officials for accessing the scanned data . The complete details of the directory structure of the stored data shall also be shared with the board in proper documented form.
12. The successful agency shall also provide support to the board's officials for a period of 2 years from the date of successful completion of the work for accessing the data as and when required.

Volume of Work

S No	Description	No of Candidates
1.	Examination - 2016	1143421
2.	Examination - 2017	1138888

G. **Pre-bid meeting:**

A pre-bid meeting would be held on 09.05.2017 at 1500 hrs at CBSE, Conference Hall, 2 Floor, Shiksha Kendra, Preet Vihar, Delhi-92. All prospective bidders may attend the meeting to clarify doubts. The bidders can also seek clarification on email id- asadm@cbse.gov.in.

In case, any substantive or important clarification emerges during pre-bid meeting, the same shall be shared to all through CBSE website www.cbse.nic.in.

H. **BID OPENING PROCESS**

- 1) Technical bids of only those bidders, whose Tender Fee and EMD instruments are found to be in order, will be opened on the date and time of opening of Technical Bid in the presence of the representatives of the bidders who chose to remain present at CBSE Office.
- 2) The financial Bids of only those Bidders short listed from the Technical Bids will be opened in the presence of their representatives on a specified date and time to be intimated to the respective Bidders and the same will be evaluated by a duly constituted Committee.
- 3) No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid whether technical and financial, till final decision in this regard conveyed to the successful bidder(s). However, Committee of the Board can make any enquiry / seek clarification from the bidder, which the bidders must furnish within the stipulated time or else the bid of such defaulting bidders will be rejected.

TECHNICAL BID

1.	Name and address of the Firm / Company with contact details :-			
	Telephone/Mobile:		Fax :-	Email.
	Contact details of the Person authorized to make communication with CBSE			
	Name			
	Designation			
	Phone/Mobile No.			
	Fax NO.			
E-Mail ID				
2.	Company /Firm Details			
	Type of Company (PSU, Pub. Ltd /OEM / Authorized Business Partner)			
	Company / Firm Registration No. & Date OF registration			
	Year of incorporation / establishment			
	PAN No. (Copy to be enclosed)			
	VAT Registration No. (Copy to enclosed)			
Service Tax Registration (Copy to enclosed)				
3.	Financial Information			
	Details	2015-16	2014-15	2013-14
a.	Gross annual turnover similar works			
b.	Profit/loss			
c.	Financial Position <input type="checkbox"/> Cash <input type="checkbox"/> Current assets <input type="checkbox"/> Current liabilities <input type="checkbox"/> Working capital <input type="checkbox"/> Current ratio : current assets/current Liabilities			
4.	Proposed (tentative) manpower to be deployed by the bidder			
5.	Details of Tender Fee and Earnest Money Deposit			
a.	Details of Demand draft towards Tender Fee			
	Demand Draft Amount			
	Issuing Bank Of the Demand Draft			
	Demand Draft No			
b.	Details of Demand Draft towards Earnest Money Deposit			
	Demand Draft Amount			
	Issuing Bank of the demand Draft			
	Demand Draft NO.			

6. Past experience in providing services – For Scanning of Finger Prints, Photographs in entrance examination or related area.

	2013-14	2014-15	2015-16
Name of Organisations for Finger Print Digital Photographs			
Contact Person along with Telephone No.			
Volume of Project-No. of Candidates			
Duration for Completion of Project			
Value of the Project (Copy of work order to be enclosed)			

Note: Following must be attached with technical bid.

1. Copy of PAN Card of the Firm
2. Copy of Certificate of Service Tax Registration NO.
3. Copy of Balance sheet of last 1 years with details of turnover as per point no 3 of eligibility conditions.
4. Copy of Experience Certificates of 3 years in the field of scanning as per point 1 of eligibility conditions
5. Bidder should attach solvency certificate.
6. Copy of the quality certificate as per point no 4 of the eligibility conditions
7. All documents to support technical eligibility must be enclosed duly certified by Authorised signatory.

Any other document as mentioned in the tender document

FINANCIAL BID

The Financial Bid should be submitted in the following format.

Financial Bid

- Prices should be quoted in Indian Rupees (INR) and indicated both in figures and words. Figures in words will prevail.

Sl. No.	Item Description	Rates per Candidate for attendance sheet printed on handmade paper (in figure)	Amount (In Words)
1.01	To Scan Bar code , Finger/thumb impressions , Signatures, photograph of candidates captured on the attendance sheets during examination and link them with the roll and registration no of the respective candidate	INR _____ Only	

Note:

- Quantity of attendance sheets to be scanned may increase or decrease as per requirements of Board.
- The rate quoted should include all costs involved in logistics, installation and operations etc.
- The rate quoted should also include all applicable taxes excluding service tax
- The rates should be inclusive of the cost of the external hard drive to be handed over to CBSE with the scanned data and all other incidental costs such as training and backup support as described in the scope of work

FORWARDING LETTER SELF DECLARATION FORM

(To be submitted on Bidder's letter head)

Dated _____

To

Joint Secretary (A&L)
Central Board of Secondary Education
Shiksha Kendra, 2 Community Centres,
Preet Vihar, Delhi-110092

Ref: Yours tender Notice NO. _____ dated _____

Sir,

This is with reference to your above mentioned tender for Scanning of Bar code , Finger/thumb impressions , Signatures, photograph of candidates captured on the attendance sheets during examination and link them with the roll no and registration no of the respective candidate. Having examined the tender documents, we hereby submit our proposal along with the necessary documents, we hereby declare that our company is having unblemished past record and was not under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of India or any State Government /PSU in the country of India

Further, we agree to abide by all the terms and conditions as mentioned in the tender document. We have also noted that the Board reserves the right to consider / reject any or all bids without assigning any reason thereof.

Date:

Authorised Signatory:

Name

Designation

Place

Contact NO:

Email:

Company Seal