

**HINDUSTAN LATEX FAMILY PLANNING PROMOTION TRUST**  
**B-14A, IInd Floor, Sector 62, Noida,**  
**Gautam Budh Nagar, Uttar Pradesh - 201307**

Dated: 26.12.2023

**Expression of Interest: Selection of agency for Development, Implementation and Maintenance of Incident Management System (IMS)**

HLFPPT is currently in discussions with NHAI to enter into an agreement for Monitoring, Strengthening the Incident Management System (IMS). NHAI is developing Wayside Amenities (WSA), Trauma Centre, Incident Management System (IMS) on National Highways and Expressways. HLPPT aims to collaborate with NHAI to strengthen emergency response services, capacity building, quality assurance, O&M of Trauma Centre, road safety along with technical support unit.

The implementation of IMS is a crucial step to manage and resolve incidents effectively, ranging from minor issues to major emergencies, ensuring minimal impact on operations. For strengthening and monitoring the Incident Management System (IMS), HLPPT is exploring collaboration with expert agencies for the development, implementation, and maintenance of IMS. The IMS is to facilitate government, non-governmental organizations, and the private sector to work together efficiently in preventing, protecting against, mitigating, responding to, and recovering from incidents by geo-tagging & linking of health facilities, police stations alongside Highways/Expressways for seamless connectivity with ambulances to address the Golden Hour.

**Advantages:**

- **Improved Reaction Efficiency:** IMS makes it possible to quickly identify and classify problems, which speeds up the resolution process.
- **Better Communication:** It makes it easier for team members and stakeholders to communicate during situations in a straightforward and efficient manner.
- **Consistent Process:** Ensures consistency and predictability by establishing a standard operating procedure for managing all kinds of occurrences.
- **Analysis and Documentation:** Enables thorough documentation of events and how they were handled, offering insightful information for ongoing analysis and development.
- **Compliance and Reporting:** Provides thorough reports for both internal and external auditing, and helps comply with regulatory standards.
- **Complete Transparency:** Provides complete transparency to all stakeholders with real-time status and updates. The capacity to successfully manage incidents will be greatly enhanced by the implementation of an IMS, which will also lower risks and improve overall operational resilience. This proposal provides a strategic implementation process map to accomplish these goals.

The incident Management System is categorized into 4 sectors:

1. **Incident Management System:** IMS will have 4 types of users which will be activated as soon as an incident is reported.
  - a. **Ambulance:** The role of ambulances in an Incident Management System (IMS) is pivotal, especially in scenarios where medical emergencies are involved. Ambulances are integral to the efficient functioning of an Incident Management System, providing critical medical care, support, and

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coordination in emergency situations. Their role extends beyond patient transportation, encompassing triage, communication, and a vital contribution to the overall management of incidents. Here are some responsibilities of ambulance staff:

- i- Punch Login and out location
- ii- Report to the incident location
- iii- Uploading of Incidence photo and details,
- iv- Hospital drops as per geo-location of Health Facility and nearest available hospital
- v- Post admission to Hospital status and relieving from the Hospital update

- b. **Crane Operator:** The role of a crane operator in an Incident Management System (IMS) can be essential, particularly in incidents involving large-scale physical damage, such as road accidents, building collapses, or natural disasters. Crane operators can play several key roles in these scenarios: Road clearing in case of an incident, Coordination with Emergency Services, Rescue Operation, Recovery Efforts, Safety and Stability, and updating of work details along with photos are some of the key roles of Crane Operators.
  - c. **Patrolling vehicle:** Patrolling vehicles play a vital role in an Incident Management System (IMS), serving as the eyes and ears on the ground in various situations. Their responsibilities include Call-based Approach, Early Detection and Reporting, Initial Assessment, Traffic Control and Management, Security and Surveillance, and Emergency Assistance. The activities will also include Geo Location, Route Mapping, KM's covered calculation, Integration with Help Line numbers, and other Applications.
  - d. **Dashboard Users:** To monitor the entire activities on a real-time basis of the abovementioned users along with all reports. Dashboard access will be provided to the Program Implementation Unit, Regional Office, Zonal Office, and Central Command. State Health Officers and their supervisors will also be able to access the dashboard. Above are the details of activities that are usually carried out during an Incident that happens on the Highway, off the highway there is a requirement to map hospitals, labs/ diagnostics, pharmacies for ambulances, and Police Stations.
2. **Health Care Facilities:** Hospitals will also update follow-up details. Hospital users will update the details of the ambulance, time of arrival of the ambulance, time of admission, line of treatment, the scheme under which the patient was admitted, and time of discharge. Complete History of the patient will be maintained, Total cost incurred as per treatment provided, Treatment provided as per Cash payment/cashless/NHI scheme/or another scheme, and details related to OPD/IPD will be updated by Hospital Users. Each Health Care Facility will have access to the system.
3. **Capacitive Building:** Capacity building is an ongoing process that equips officials, stakeholders, and the community to perform their functions in a better manner during a crisis/disaster. Capacity development is an ongoing process that requires sustained effort and commitment. It's about creating a culture of safety and resilience that can effectively reduce the impact of disasters and help in quicker recovery and rehabilitation post-disaster. This system will include training Toll Booth users and staff on predefined subjects, and providing training through training materials, videos, and live online training.
4. **Technical Support Unit (TSU):** The unit will be responsible for studying, and monitoring the complete system and providing suggestions to concerned stakeholders on a regular basis.

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To meet above, HLPPT invites Expression of Interest from the reputed agencies for “**Development, Implementation and Maintenance of Incident Management System (IMS) for NHAI**” as per terms and conditions are given below:

**Terms and conditions**

1. The agency can be an individual/HUF/ Association of Persons (AOP)/Society/Trust/Partnership firm/company incorporated under the laws of India.
2. No agency shall be entitled to submit more than one bid whether jointly or severally. If one does so, all bids wherein the agency has participated shall stand disqualified.
3. The agency shall bear all costs associated with the preparation and submission of bid.
4. The Bidder must be registered company in India and should be in the IT business & have been operational at least for last 10 years as on date of bid submission.
5. Consortium not allowed
6. The Bidder should have an average turnover of INR 30 Crore from IT business in over last 3 audited financial year end 31st March 2023.
7. The bidder should have a positive net worth for the last 3 financial years.
8. The bidder must have a valid GST Registration in India and PAN
9. As on date of the submission of the proposal, the bidder should not be blacklisted or debarred by Central/State governments/PSU in India
10. The Bidder (any member of consortium) should have any two of the following Certifications valid at the time of Bidding:
  - a. ISO 9001
  - b. ISO 27001
  - c. ISO 20000-1
  - d. ISO 14001

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11. The bidder should have experience of executing at least 1 IT projects (System Integration/ software application development/Supply and installation of IT hardware) of 10 Cr for any Govt organization/ PSU in India during the last 7 FY.
12. The bidder should have CMMi level 3 or higher certification verifiable at CMMi website.
13. The Bidder need to provide MAF from the OEM for the hardware mentioned at Annexure-2.
14. HLPPT reserves the right to accept /reject/ select one or more than one agency and to annul the bidding process any or all bids at any time prior to award of contract without thereby incurring any liability to the affected agency.
15. The **Development, Implementation and Maintenance of Incident Management System (IMS) for NHAI** work will be finalized after discussion with the HLPPT representative. In case of delay/ disruption of the activity implementation/execution, penalty will be levied.
16. HLPPT reserves the right to cancel the contract based on performance without assigning any reason thereof.
17. Evaluation of the bids will be done by competent committee from HLPPT.
18. HLPPT shall without prejudice to its other remedies under the contract, deduct from the Contract Price, as Liquidated Damages a sum equivalent to 2.5% of the price of agreed unperformed service or for delay of each day until actual deliverable or performance, up to a maximum deduction of 20% of the contract Price. Once the maximum is reached, HLPPT may consider termination of the contract.
19. In the event of award of contract the agency shall be able to start **Development, Implementation and Maintenance of Incident Management System (IMS) for NHAI** within 05-10 days from award of contract as per strategy provided by HLPPT representative.
20. HLPPT management reserves the right to change (increase or reduce) the numbers/units as per its sole discretion and Project requirement.
21. **Documents required to release the payment:**
  - a. Bill / Invoice mentioning Permanent Account Number of Income Tax Department
  - b. Documentary proof of the deliverables as per work order.
22. Agencies that will be technically qualified would only be considered for opening of financial bids.
23. The agency should submit enclosed **Annexure - 1** duly seal & signed.

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24. Technical Evaluation of the agencies would be done on the following basis-

SI No	Evaluation Criteria	Documents Required	Max Mark
1	The Bidder should have Average annual turnover from IT business in India during the last 3 financial years ending 31st March 2023. 30 Crores to <= 35 Crores - 5 Marks >35 Crores to <=40 Crores - 7 Marks >40 Crores - 10 Marks	<ul style="list-style-type: none"> <li>Audited statement for last 3 financial years of the bidder.</li> <li>Audited statement for last 3 financial years of bidder and consortium partner.</li> <li>Certificate from the Chartered Accountant/ statutory auditor/ Company Secretary clearly specifying the annual turnover from the operations of IT business.</li> </ul>	10
2	The Bidder having experience in execution of at least one IT system integration/ supply of IT hardware/ software / Data Centre/ Disaster Recovery Centre/ Cloud Hosting services for any Government organisation within last 7 financial years.  10 Crores to 15 Crores - 5 Marks >15 Crores - 10 Marks	Work Order / Copy of Contract	10
3	The Bidder having experience in execution of software development projects within last 7 <b>financial years</b> .  3 to <= 5 projects - 5 Marks > 5 projects - 10 Marks	Work Order / Copy of Contract	10
4	The bidder should have experience of handling minimum of 55 lakh user data in health/medical sector in a single project for any Government organisation in India during the last 7 years. - 10 Marks	Work Order / Copy of Contract	10

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5	The bidder should have experience of multi-location deployment project having not less than 400 locations in a single project for any Government organisation in India during the last 7 financial years. - 10 Marks	Work Order / Copy of Contract	10
6	The Bidder having and 3 of the below certifications = 5 marks All of the below certifications = 10 marks 1. ISO 9001 2. ISO 27001 3. ISO 20000-1 4. ISO 14001 5. CMMI Level 3 or higher verifiable at CMMi website.	Valid Certificate(s) by the relevant certifying agency.	10
7	The bidder should have experience of executing IT projects (System Integration/ software application development/Supply and installation of IT hardware) for any Govt. organisation/ PSU in India during the last 7 FY.  >5 to <=10 projects - 5 Marks More than 10 projects - 10 Marks	Work Order / Copy of Contract	10
8	<b>Approach and Methodology - 10 Marks</b> Including but not limited to: a) Detailed understanding of Scope of Work/ project requirements b) Approach and Methodology specific to the project c) Resource management plan d) Detailed Project Plan with interim milestones and timelines	Approach and Methodology	10
9	<b>Technical Presentation - 20 Marks</b>	Presentation date will be intimated later	20
		<b>Total</b>	<b>100</b>

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<b>Appointment of AGENCY/ Award Criteria</b>
opened on the prescribed date in the presence of bidder representatives.
<b>The lowest financial offer will be awarded 100 points. The Price scores of other Bidders will be calculated as:</b>
$F_n = (F_m / F_b) \times 100$ Where $F_n$ = Normalized financial score of the bidder under consideration $F_b$ = Price quoted by the bidder under consideration $F_m$ = Lowest price quoted
<b>Similarly, the highest technical scored by the bidder will be awarded 100 points. The technical scores of other Bidders will be calculated as:</b>
$T_n = (T_s / T_h) \times 100$ Where $T_n$ = Normalized Technical score of the bidder under consideration $T_s$ = stands for the technical score of bidder under consideration $T_h$ = stands for Highest Technical Score
<b>Award Criteria</b>
<p>The highest scorer, with combined scores of Technical and Commercial evaluation, will be considered the Successful Bidder.</p> <p>Final Evaluation of Bid will be done as per the following:  The overall score will be calculated as follows:  <math>B_n = 0.70 * T_n + 0.30 * F_n</math> Where:  <math>B_n</math> = overall score of bidder under consideration  <math>T_n</math> = Normalized Technical score for the bidder under consideration  <math>F_n</math> = Normalized financial score of the bidder under consideration</p> <p>In the event that there are 2 or more bidders having the same value in the combined score, the bidder securing the highest technical score will be adjudicated as the "Best responsive bid" for award of the Project.</p>

**Agency should submit the Technical bids as per details are mentioned in above table with enclosed Annexure-2: Technical Bid Format.**

25. The proposal shall be evaluated strictly based on the substantive information/credentials/documentary evidences submitted by the agencies.

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26. HLPPT Management Reserves the Right to award the work to more than one Agency as per requirement.
27. The agency needs to submit 'Technical & Financial Bid' in separate sealed envelopes by super scribing as '**Technical Proposal for Development, Implementation and Maintenance of Incident Management System (IMS) for NHAI**'.
28. All the bid needs to be submitted by **5.00 pm on Date- 5<sup>th</sup> January'2024** at the following address:
- Commercial Department**  
**Hindustan Latex Family Planning Promotion Trust (HLPPT)**  
**B-14A, IInd Floor,**  
**Sector 62, Noida, Gautam Budh Nagar, Uttar Pradesh - 201307**  
**Ph. 0120 - 4231060/61/62**
29. Agencies would not be allowed to subcontract, partial/full of the work assigned to them. In such case the Management reserves the right to cancel the contract with the agency.
30. The Financial Bids of technically qualified bidders (i.e. minimum technical qualification marks is 70) will be opened. The financial criteria of selection will be L1 offer received from the bidder.
31. The rates quoted by the agency will be inclusive of all Taxes and other Charges etc. Agency should submit the financial bid as per the **Annexure-3: Financial Bid Format**
32. The rate quoted by the agency will be valid for minimum 01 Year from the award of the contract.
33. HLPPT reserves the right to award the Work order to the second highest scoring agency in the event the first highest scoring agency backs out after final discussions.
34. Any technical and financial bid with inadequate information and those which do not meet the eligible criteria or received after the closing date & time will not be entertained and considered under any circumstances.
35. The agency needs to sign and stamp all pages of the technical bid along with the terms and conditions of the proposal.

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36. The Agencies should also submit an undertaking (**Annexure-4**) duly signed & stamped.
37. The contract may be terminated on breach of any of the clauses of this proposal.
38. HLPPT reserves the right to cancel the bid anytime without prior information/notice.

We agree and abide by all terms and conditions as mentioned above including the validity of the offer

**Utmost confidentiality of the data provided shall be maintained.**

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**Annexure-1**  
**Technical Bid Format**  
**(To be filled, sign & stamp by Agency)**

**A**

S.No	Particulars	Remarks	Work Experience
1	Experience with HLPPT/Govt. Agency/NGO/Development Sector	Yes/No	
2	Experience in similar Type of Product supply	Year	

**B**

S.No	Particulars	Last 3 Year		
		2020-2021	2021-2022	2022-2023
3	Annual Turnover/ITR			

**C**

S.No	Particulars	Top 5 Client List
4	Clientele List	

**D**

S. No.	Particulars	Details (GST & PAN No.)
5	PAN	
6	GST	

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**Annexure- 2: Technical Bid Format**

SPECIFICATION (TECHNICAL)		AGENCY'S REPOSE (Agreed /Disagreed)								
1.	<u>Development, Implementation and Maintenance of Incident Management System (IMS) for NHAI</u> to be done according to the strategy approved by HLFPPPT and as per the given scope of work.									
2.	<b>Application Bandwidth Manager</b>									
	<b>An additional device for bandwidth control should be provided along with the system. The features are as follows.</b>									
	<table border="1" style="width: 100%;"> <tr> <td style="width: 20%;"><b>General Features</b></td> <td>(i) The system should ensure reliable performance for network dependent applications.</td> </tr> <tr> <td></td> <td>(ii)The system should reduce the impact of non-strategic traffic, and diagnose and resolve network problems</td> </tr> <tr> <td></td> <td>(iii) The system should identify and control bandwidth hogs so that network administrators can identify problem users, applications and websites and apply automated policies to limit or prevent bandwidth allocation.</td> </tr> <tr> <td></td> <td>(iv) The system should have the feature to easily monitor recreational traffic like video streaming and P2P sharing.</td> </tr> </table>	<b>General Features</b>	(i) The system should ensure reliable performance for network dependent applications.		(ii)The system should reduce the impact of non-strategic traffic, and diagnose and resolve network problems		(iii) The system should identify and control bandwidth hogs so that network administrators can identify problem users, applications and websites and apply automated policies to limit or prevent bandwidth allocation.		(iv) The system should have the feature to easily monitor recreational traffic like video streaming and P2P sharing.	
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	(iv) <b>Application Acceleration:</b> The system should support acceleration and caching features.	
	(v) <b>Predictive Recommendations:</b> The system should have the feature to study the patterns and trends in the network and automatically make suggestions to repair and improve network performance.	
	(vi) <b>QX Boost for Skype application:</b> Improve the quality of experience For voice, video and application sharing. QX Boost for Skype for Business correlates Skype® call data with network information to provide a complete end to-end view of your call traffic, down to the Device level.	
<b>Hardware Features</b>	(i) <b>Traffic shaping and Acceleration</b>	
	(a) Shaping Throughput: - 1 Gbps	
	(b) Concurrent Flows: - 220,000	
	(c) Packets per second: - 200,000/s	
	(d) New Connection Rates: - 10,000/s	
	(e) Acceleration Throughout: - 30 Mbps	
	(f) Edge Cache Throughput: - 50 Mbps	
	(g) Optimized Connections: - 6,000	
	(h) APS Objects 250	
	(i) SLA Objects 250	
	(j) PDF Reports 60	
	(k) Traffic Policies 1024	
	(ii) <b>Interface Capability</b>	
	(a) The system should have 1 x RJ45 based dedicated console port for management purpose.	

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	(b) The system should have at least 3 x 1G (Copper) bypass bridge pair and 2x 1G (Fiber) bypass bridge pair. Also, the system should have one additional NIC slot for future expansion.	
	<b>(iii) Physical Parameters</b>	
	(a) Form Factor: -1U rack mountable	
	(b) Power Rating: - 17W @ 0.13A, 22W @ 0.16A (Max)	
	(c) Environment: - 0 deg cel to 40 deg cel, 5% to 90% operating humidity.	
3.	The agency is capable and agrees to complete the strategy work within specified time as agreed upon otherwise penalty clause will be invoked.	
4.	Past experience of the agency in similar activities, as listed in this RFP. Please give details or provide list of clients to whom similar activities have been done	
5.	Management reserves the right to award the work order to more than one agency (on the basis of work quality consideration/experience of the agency) in addition to rates parameters.	
6.	Constitution of the agency whether Proprietor ship/Partnership/Company. Give details of Proprietor/ Partner/Directors.	
7.	For how many years the agency is engaged in similar line of activity	
8.	Registration certificate with GST need to be submitted along with the technical quotation.	
9.	Penalty clauses will apply as per the company's policy, as per terms of the work order: the decision of the HLFPP/Project Management shall be final and binding in this regard.	
10.	The final price will remain valid for 180 days from the award of the Work order.	

**Please Note:-**

- 1. Form must be completed in all respects; incomplete forms may liable to be rejected.**
- 2. The form must be duly signed and sealed by the Authorised signatory**
- 3. The form must be submitted on or before due date and time.**

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**Annexure-3: Financial Bid Format**

**I am submitting below the lowest quotation for the above after understanding completely the technical specifications and other terms and conditions of the RFP.**

<b>SPECIFICATIONS (FINANCIAL)</b>	
1.	Rates will be inclusive of all Taxes and other Charges etc.
2.	TDS as applicable will be deducted as per Income Tax Act, 1961
3.	Payment will be made through Cheque / NEFT/ RTGS.
4.	Duly Certified bills will be submitted after completion of works.
5.	Payment shall be made within 45 days after submission of invoice
6.	Penalty clauses will apply as per the company's policy, as per terms of the Work order: the decision of the HILFPPT/Project Management shall be final and binding in this regard

**I am submitting below my lowest quotation for the above after understanding completely the technical specifications and other terms and conditions relating to time frame, quality as spelled out in the Bid document.**

S.No	Particulars	Qty	Rate in Rs. (Inclusive Taxes)	Total Amt. in Rs. (Inclusive Taxes)
1.	Ambulance User	Per user/ Month		
2.	Patrolling Vehicle	Per user/ Month		
3.	Crane operator	Per user/ Month		
4.	Health Facilities	Per user/ Month		
5.	NHI	Per user/ Month		
6.	Capacity Building	Per user/ Month		
7.	Technical Support Unit	Per user/ Month		
			<b>Total</b>	

Note: The quote is based on initial requirements and additional cost may be applicable in case of additional requirements.

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**Undertaking from Vendor**

**On Rs.100/- stamp paper**

This has reference to the RFP dated .....In response to the RFP, we have submitted our technical & financial bids on\_\_\_\_ at your office ..... In connection with the above bids, we hereby declare as under:-

1. That we are neither related to any of your Trustees, Officers and other employees nor do we have any financial, commercial or other interests with any of the above persons in any capacity whatsoever.
2. That we have submitted the bids in the name of M/s ..... and declare that no other bids have been submitted by us in the name of any other firms/companies/proprietors/individuals which comes under the same management and related parties.
3. We undertake that:
  - a) All information furnish by us in respect of fulfilment of eligibility criteria and qualification information of the Bid is complete, correct and true.
  - b) All copy of documents, credentials and documents submitted along with this Bid and genuine, authentic, true and valid.
4. We undertakes that:-
  - a) We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
  - b) We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India/Public Sector Undertaking/ any Regulatory Authorities/ Multilateral Funding agency in India for any kind of fraudulent activities.
5. We hereby undertakes that If any information and document submitted is found to be false/incorrect or we violate any declaration at any stage of contract, HLPPT has right to cancel my/our Bid and action as deemed fit may be taken against me/us, including termination of the contract, forfeiture of all dues and banning of our firm etc.

Signature .....

Name of Signatory .....

**Name & Signature of Authorized Signatory**  
**Name & Seal of the Firm/ Agency**  
**Address:**  
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Authorization to sign documents pertaining to bid submission against RFP no:

[To be given on agency/firm/company on Rs.100/- stamp paper]

It is certified that we M/s ..... having registered office at  
..... are submitting a bid proposal against  
EOI No. .... for empanelment for  
..... In this connection  
Mr./Ms..... working with our company as ..... has been authorized to sign bid proposal  
documents or any other documents related to this bid submission. We, (name of company)..... are fully liable of the  
consequences arising by the act of signing bid documents by Mr./Ms.....

Signature .....

Name of Signatory .....

**Name & Signature of Authorized Signatory**  
**Name & Seal of the Firm/ Agency**  
**Address:**  
**Telephone/ Fax**