

Request For Proposal

for

**Selection of Agency for Supply, Installation,
Testing, Commissioning & Maintenance of
Digital Audio-Conferencing Solution**

Published by

Citizen Resources Information Department
Government of Haryana

Tender Ref. No. Digital Audio-Conferencing
Solution/CRID/2025

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1. Fact Sheet

This Fact Sheet comprising important factual data of the tender is for quick reference of the bidder.

Tender Inviting Authority	Commissioner & Secretary to Govt. Haryana, Citizen Resources Information Department through President Governing Body, Society for IT Initiative Fund For eGovernance.
Name & Contact details of the Officer-In-Charge	Name: Sh. Munish Chandan Designation: Additional Chief IT Officer Telephone: 0172-2703479 Address: 4 th Floor, CRID, SCO 109-110, Sector – 17B, Chandigarh - 160017 Email: munishchandana.crid@hry.gov.in ; addl-cito.crid@hry.gov.in
Subject Matter of Procurement	Citizen Resources Information Department, Government of Haryana hereinafter referred as "CRID" invites RFP from reputed firms/ companies/ agencies for selection of agency for " Supply, Installation, Testing, Commissioning & Maintenance of Digital Audio-Conferencing Solution " as described in "Scope of Work" of this RFP document.
Duration of Contract	One (1) Year
Estimated Cost tender	Rs. 80 Lakhs
Tender ID	2025_HRY_460415_1
Bid Procedure	Two stage bidding procedure First Stage: Pre-Qualification & Technical Bid Second Stage: Commercial Bid
Method of Selection	Least Cost Based Selection (LCBS) - L1
Availability of RFP Documents	RFP Document shall be available for download on the following websites - https://etenders.hry.nic.in
Tender Document Fee	E-Payment for Tender Document fee i.e. INR 5,000/- (Rupees Twenty-Five Thousand Only) (Non-refundable) and eService Fee of Rs.1180/- (Rupees one thousand one hundred and eighty only), both GST inclusive at state e-tendering Portal in favor of Society For IT initiative Funds for e-Governance. The copy of the online payment receipt must be uploaded with Technical bid
Start Date for Sale of tender Document	Start Date: 23-July-2025 from Time: 14:00:00 Hrs
Last Date for Sale of tender Document	End Date: 05-August-2025 from Time: 14:00:00 Hrs
Start/End Date for the submission of Bids	Bidding proposals shall be uploaded in the desired format and mode as provided online on https://etenders.hry.nic.in only as per the date and time given in the Fact Sheet.

Amount of Bid Security/ EMD, Mode of Payment and Validity	<p>The EMD will be ₹1,60,000.00, shall be made by the eligible bidders through Online Mode at the State e-Tendering Portal in favor of Society For IT initiative Funds for e-Governance</p> <p>Scanned copy of Online Payment Receipt with technical e-bid. This EMD will be returned on award of tender to the L1 Bidder.</p> <p>Note:- The concessions/ benefits to MSEs and medium Enterprise are as per Haryana State Public Procurement Policy for MSMEs-2016, issued by Govt. of Haryana, Department of Industries & Commerce vide G.O. 2/2/2016-4IBII (1) dated 20.10.2016 and Amendment Memo No. 2/3/2018-4IB-II dated 23.04.2018 and amendment notification dated 11.12.2019 refer to the given link:https://cdnbbsr.s3waas.gov.in/s3a1d7311f2a312426d710e1c617fcbc8c/uploads/2021/03/2021031075.pdf.</p> <p>Manufacturing Micro and Small Enterprises (MSEs including Khadi and Village Industries/Units) who have filed Entrepreneur Memorandum in Haryana in respect of the quoted items participate directly in tender and do not through any intermediaries (their dealers/agents. distributors), will not subcontract to any other firm and to carry the entire manufacturing at their enterprise. Concerned MSE will be required to submit a copy of Entrepreneur Memorandum in respect of its category of Micro/Small issued to the firm by the Industries Department Haryana as a part of technical bid.</p>
Currency	Indian Rupees (INR) only
Language of Bid Submission	English language only
Bid Validity	Proposals submitted must remain valid up to 180 (One Hundred & Eighty) days from the last date of submission of the Bids.
Date/Time /Place of Technical – Cum -Pre-Qualification Bid Opening	11th August 2025 Time: 11:30:00 Hrs , Chandigarh
Date for Proposal Presentation by Bidders (if required)	Shall be communicated at later stages
Date/Time /Place of Financial Bid Opening	Will be intimated later to the Pre-qualified Bidders
Amount of Bid Performance Security, Mode of	Performance Bank Guarantee (PBG) @ 3% of the estimated tender value i.e. Rs.2.40 Lakhs of the cost of project from any nationalized/ scheduled commercial bank in the prescribed format attached in this RFP, in favor of the "President Governing Body, Society for IT Initiative Fund for e-

Payment and Validity	<p>Governance shall be submitted by the successful bidder within 15 days of issue of work order.</p> <p>PBG Validity: 120 days beyond the date of completion of all contractual obligations of the Bidder.</p>
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Note: Bidders are advised to visit the portal i.e. <https://etenders.hry.nic.in> on regular basis for updates/corrigendum issued by CRID related to the tender.

2. Instructions to Bidders on Electronic Tendering System

2.1 Registration of bidders on e-Procurement Portal

All the bidders intending to participate in the tenders processed online are required to get registered on the centralized e - Procurement Portal i.e. <https://etenders.hry.nic.in>. "Please visit the website for more details".

2.2 Obtaining a Digital Certificate

- a) The bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.
- b) A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address proofs and verification form duly attested by the Bank Manager/ Post Master/ Gazette Officer. Only upon the receipt of the required documents, a digital certificate can be issued. For more details, please visit the website – <https://etenders.hry.nic.in>.
- c) The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from:
- d) Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during the bid preparation stage. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised to keep a backup of the certificate and also keep the copies at safe place under proper security (for its use in case of emergencies).
- e) In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate/power of attorney /Lawful authorization to that user. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the tenders of ISMO as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.
- f) In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about

the change and to obtain the digital signatures of the new person / user on behalf of the firm/ company. The procedure for application of a digital certificate however will remain the same for the new user.

- g) The same procedure holds true for the authorized users in a private/ Public Limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

2.3 Pre-requisites for online bidding

In order to bid online on the portal <https://etenders.hry.nic.in>, the user machine must be updated with the Latest Java & DC setup. The link for downloading latest java applet & DC setup are available on the Home page of the e-tendering Portal.

2.4 Online Viewing of Detailed Notice Inviting Tenders

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page at <https://etenders.hry.nic.in>.

2.5 Download of Tender Documents

The tender documents can be downloaded free of cost from the e-Procurement portal <https://etenders.hry.nic.in>. However, the bidders are required to submit the non-refundable tender processing fee as per the **Fact Sheet**.

The Commercial template must not be modified/ replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.

Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/ XLS/ RAR/ DWF formats. If there is more than one document, they can be clubbed together.

The bidder should submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.

The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to Local issues.

The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.

The time that is displayed from the server clock at the top of the tender portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The time followed in this portal is as per Indian Standard Time (IST), which is GMT+5:30. The bidders should adhere to this time during bid submission. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).

2.6 Key Dates

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time Locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

3. Introduction

IT (Information Technology) has made revolutionary changes around the world. Over the last few years, the IT industry has grown at a remarkable pace covering most aspects of computing and technology. The success of Indian Firms & professionals in IT arena has been spectacular and with abundant pool of IT talent, connectivity and wide infrastructure, Haryana has emerged as a leader in utilizing its IT skills.

The Haryana State government has been a key driver for increased adoption of IT-based products and IT enabled services in Public like Government to Government (G2G) services, Government to Citizen (G2C) Services, Healthcare, Education and financial services, etc. Such initiatives have enabled increased IT adoption in the state through sectoral reforms and adopt Digital India program which have led to creation of large-scale IT infrastructure with corporate / private participation.

Governments never stops and in the time of uncertainty and threat of public health to each citizen by pandemic, its work increases. Citizen dependency on government also increases and every citizen is looking towards government in this situation. Presently Video Conferencing solutions are widely being used however, when it comes to calling feature phones, the VC solutions lose their importance.

There is a need of having an Audio-conferencing solution with web interface to manage the callers which shall be used by State government offices for seamless audio communication between various stakeholders like government officials, government officers or citizens etc. The solution is expected to connect the intended list of users (callers) by means of an audio bridge and multiple connections (say approx. 1-2 thousand) are connected by way of one-way communication. The 2-way communication with the intended users be opened/closed by means of the web interface/ solution interface with a queue management mechanism. The 2-way communication can also be opened for one or multiple users at the same time. The solution is also expected to cater the requirement in case any user drops the call due to any unavoidable reason, he or she should be allowed to reconnect/rejoin the conference call by self-dialing the conference number.

The purpose of this RFP is to seek the services of a reputed Company/ Agency/Organization having proven track record of providing Software Based Audio Conferencing Solution i.e., **"Supply, Installation, Testing, Commissioning & Maintenance of Audio-Conferencing Solution"** required by the "CRID"

4. Scope of Work

4.1 About Audio Conferencing

An audio conference, or teleconference, is when a meeting between several parties is held over the telephone instead of in-person. The party instigating the audio-conference is known as the calling party and those joining the call are known as the participants. Audio conferencing aims at achieving communications and collaboration simultaneously. Many audio-conferencing products may also come with online collaboration elements standard or optional, like screen-sharing capabilities, to further enhance the value of audio meetings.

“CRID invites the tender to seek the services of a reputed Company/ Agency/Organization having proven track record of providing audio conference solution on service-based model”.

4.2 Brief Scope of Work

CRID intends to engage leading IT/ ITeS Companies/ Agencies/ Organizations (Bidder) having industry recognized credentials in the field of **“Supply, Installation, Testing, Commissioning & Maintenance of Digital Audio-Conferencing Solution”**. The CRID intends to install an interactive audio-conferencing solution that enables large number of stakeholders to join simultaneously (in thousands) with following desired set of features in the solution:

a.	Calls that work on both smart/ feature-smartphones by operating through standard cellular networks
b.	One-way audio speech broadcast
c.	Providing “queue” mechanism at the web interface for the users connected in the call for asking a query/ question i.e., request for 2-way communication/ interaction with the speaker
d.	2-way interaction can be allowed with one, few or all the users simultaneously through web interface
e.	Recording Feature with controls like mute any or few or all participants through web interface
f.	Solution to accept a list of numbers to be called in acceptable formats like excel to initiate call to the list simultaneously.
g.	Quick access audio meeting controls like start audio meeting, mute line, switch to your choice of audio
h.	Keypad Functionality to trigger some events at the web solution level say; requesting to speak, or raising hand etc.
i.	Scheduling Audio Conferencing at preset time and feature to play recorded audio as well
j.	VoIP Support (Optional)

4.3 Detailed Scope of Work

The bidder will be responsible for provision, installation, operation and maintenance of Audio-Conferencing solution with following major functionalities:

- a) Supply, Customization, Implementation, Integration, Operation & Maintenance of Audio Conferencing along with customer service support (business hours however, under emergency conditions service shall be available 24/7). The bidder should provision and ensure that minimum of **30,000** users shall be connected as and when required through this audio-conferencing solution.
- b) Responsible for implementing and operating the solution for a minimum period of **1 year** and can be extended on mutual terms & conditions.
- c) The conference calling application shall initiate the calls through Telephone lines provided through different Agencies.
- d) Supporting the following call directions:
 - i. Dial-out: All participants will be dialled out on their mobile / landline numbers from the service and by answering the call they will join the conference.
 - ii. Dial-in: A call will be scheduled, and all the participants will dial a predefined number from their own telephone devices (mobile/landline) to join the conference.
- e) The calling facility should be available on both smart/ feature-smartphones and have the capability to conduct large calls.
- f) A web-based self-management portal should be accessible to the government at all times where they can monitor, host and manage their own calls of any size on-demand without the requirement of prior scheduling.
- g) The application should also have the flexibility to make amendments on an ongoing basis due to the dynamic nature of Government's requirement.
- h) The Agency shall provide full-service operation to include, but not be limited to, Staff, Customized Application software and support if necessary.
- i) The Agency shall deploy one Single Point of Contact (SPOC) for the project and shall have sufficient number of support resources to provide on-call support for any technical issues raised by the client.
- j) The Agency shall provide all user manuals, work flows and training material

for the users.

- k) In view of confidential nature of calls, the Agency shall ensure security of solution and provide multi-level authentication for accessing any call recordings.
- l) **Live Polling with Real-Time Results:** The platform must allow the execution of multiple live polls during the conference call. Real-time poll results should be dynamically displayed on a dashboard accessible during the call. Participants should be able to respond to polls via DTMF input or voice commands, with results updating instantly.
- m) **Structured Hand raising and Speaker Management:** There should be a separate sub room for a secondary moderator who, one by one, will unmute and transfer the hand raised participants from the main room to the sub room, collects their name and location before transferring them back into the main conference in mute mode. The collected information should be automatically reflected to Moderator 1 handling the main conference room. Once it is the participant's turn to speak, Moderator 1 should be able to unmute them and introduce them by name and location for a smoother participant experience.

4.4 Duration of the Project

Duration of the project shall be for a **period of one year** and on mutually agreed terms & conditions and performance of the partner company for a further period of **one year** on same terms & conditions.

5. Eligibility criteria

a) The selection process consists of below two stages:

- i. **Pre-Qualification cum Technical**
- ii. **Commercial**

- b) This RFP is open to all firms/companies within India, who are eligible to do business in India under relevant Indian laws as in force at the time of bidding.
- c) Firm/company declared by Government of Haryana (GoH) to be ineligible to participate for corrupt, fraudulent or any other unethical business practices shall not be eligible during the period for which such ineligibility is declared.
- d) In case the entity is a defaulter in paying any dues to any of the Government Departments, the entity is not eligible for the tender.
- e) Breach of any of the conditions of this tender document, work order, arrangement, contract with GoH may attract a proceeding to declare a firm/company ineligible for a certain period or certain number of consecutive tender calls at the option of CRID.
- f) The concessions/benefits to MSEs and medium Enterprise are as per Haryana State Public Procurement Policy for MSMEs-2016, issued by Govt. of Haryana, Department of Industries & Commerce vide G.O. 2/2/2016-4IBII (1) dated 20.10.2016 and Amendment Memo No. 2/3/2018-4IB-II dated 23.04.2018 (<https://cdnbbsr.s3waas.gov.in/s3a1d7311f2a312426d710e1c617fcbc8c/uploads/2021/03/2021031039.pdf>) Manufacturing Micro and Small Enterprises (MSEs including Khadi and Village Industries/Units) who have filed Entrepreneur Memorandum in Haryana in respect of the quoted items participate directly in tender and do not through any intermediaries (their dealers/agents. distributors), will not subcontract to any other firm and to carry the entire manufacturing at their enterprise. Concerned MSE will be required to submit a copy of Entrepreneur Memorandum in respect of its category of Micro/Small issued to the firm by the Industries Department Haryana as a part of technical bid.
- g) Any Bidder not meeting even one of the qualification criteria as mentioned below shall be summarily rejected. The Bidders shall enclose documentary evidence for fulfilling the Eligibility in the Pre-qualification cum Technical Bid. If a bidder fails to enclose the documentary proof for eligibility, their bid will be summarily rejected.

5.1 Pre-Qualification cum Technical Criteria

#	Requirement Head	Clause	Documents Required
1.	Authorized signatory	The Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Board of Directors of the Bidding Company to sign the Bid on their behalf.	A Certificate from the Company Secretary of the Bidder certifying that the Bid signatory is authorized by the Board of Directors of the Company to do so, with acceptance of board resolution, resolution number and date.
2.	Legal status	<ul style="list-style-type: none"> • Should be Company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008. • Registered with the appropriate Tax Authorities (GST, Income Tax etc.) • Should have been operating for the last three consecutive years as on 31st March 2025. 	Copy of Certificate of Incorporation self-certified by the Authorized Signatory of the company.
3.	Project Experience of Bidder	<p>Bidder should have experience in providing audio conferencing solution to customers.</p> <p>The bidder should have experience in handling at least one audio-conferencing project with contract value more than Rs.24 Lakhs in last 3 financial years (FY 2022-23, 2023-24, 2024-25) with any organization in India.</p>	A certified letter from the concerned Client confirming the total amount, date of engagement and successful completion of order.
4.	Turn Over	The Organization should have a cumulative turnover of atleast Rs.80 Lakh in last 3 financial years FY (2021-22, 2022-23, 2023-24)	Audited financial report /Provisional financials/ CA Certificate
5.	The Bidder should be a profit making	Audited Financial Statement of Accounts of in last 3	Audited financial report /Provisional financials/

#	Requirement Head	Clause	Documents Required
	company in each of the last 2 financial years (2019-2020 and 2020-2021).	financial years FY (2021-22, 2022-23, 2023-24)	CA Certificate
6.	Blacklisting	Bidder & OEM should not have been blacklisted by any Government or quasi-Government entity in India (Centre / State / Local Bodies etc.) for breach of any applicable law or violation of regulatory prescriptions or breach of agreement as on date of submission of Bid.	An affidavit on non-judicial stamp paper as per the <u>Annexure-3</u> to be submitted by bidder. An undertaking as per the <u>Annexure-3</u> to be submitted by OEM on its letter head
7.	EMD	Bidder should have submitted EMD as per <u>Fact Sheet</u>	The Scanned copy of instrument to be uploaded online with pre-qualification cum technical bid
8.	Board Resolution / PoA	Board Resolution or valid Power of Attorney for authorizing the Authorised signatory of this bid	Documentary evidence provided (Y/N):
9.	Technical Compliance	Compliance from OEM & bidder for detailed technical specifications of all the Products offered in this bid as per Bill of material (BOM)	The bidder must submit an item wise compliance for the technical specifications duly vetted by the respective OEMs specific to this tender. The Model and Make/Version of the offered products should be clearly specified in the compliance document (Bill of material (BOM))

Any Bid failing to meet the above stated Qualification criteria shall be summarily rejected and will not be considered for Financial Evaluation.

Only those bidders who satisfy all the criteria will be eligible for the next round for evaluation. There should not be any pricing information in the Prequalification cum Technical Bid. The Bidders who furnish any pricing as part of the prequalification cum technical bid will NOT be eligible for the next round. Such bids where the Prequalification cum Technical proposal contains the pricing/financial information for the project being bid for, will lead to disqualification of the bidder from further

evaluation process. In submitting additional information, please mark it as supplemental to the required response. If the bidder wishes to propose additional services (or enhanced levels of services to the CRID/GoH) beyond the scope of this RFP, the proposal must include a description of such services as a separate attachment to the proposal and how it will enhance value to the customer.

5.2 Financial Proposal

Unless expressly indicated, the bidder shall not include any technical information regarding services in the financial proposal. Additional information may be submitted to accompany the proposal. While submitting additional information, please mark it as supplemental to the required response. Prices shall be quoted entirely in Indian Rupees.

The bidders shall mandatorily quote as per the instructions given in the Financial Bid format.

6. Bid Opening and Evaluation Process

- a) Total transparency will be observed while opening of proposals. CRID always reserves the right to postpone or cancel a scheduled tender opening.
- b) In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the appointed time and location on the next working day.
- c) The proposal evaluation would be divided into the following two categories,
 - i. Pre-Qualification cum Technical Evaluation**
 - ii. Commercial Evaluation**
- d) Pre-qualification would be done on the basis of pre-qualification cum technical criteria and submission of required documents stated in previous **Section 5.**
- e) Proposals which qualify the pre-qualification cum technical criteria would be considered for further financial evaluation. In case the bidder is not able to meet the pre-qualification cum technical criteria then the bidder would be disqualified from further evaluation process.
- f) Proposals which qualify the pre-qualification cum technical evaluation round would be considered for the commercial evaluation. The model for commercial evaluation for selecting the lowest price bidder, who could be subsequently, is awarded the rights to execute the project.

6.1 General Guidelines for tender opening

- a) Bids will be in two parts (pre-qualification cum technical & financial) as indicated in the RFP. There will be two bid-opening events (i) for the Pre-Qualification cum Technical Bid and (ii) for the Commercial Bids.
- b) Bids are validated whether they are in order in terms of Tender Processing Fee and EMD declaration form. Bids not complying with the required bid security form and tender processing fee shall be rejected. The prequalification proposals of the bidders who met the bid security and tender processing fee requirements will be opened. Bids not complying with the pre-qualification cum technical criteria will be rejected. After evaluation of pre-qualification cum technical proposals, the commercial proposals of only those bidders, who qualify in pre-qualification cum technical evaluation, will be opened.
- c) Please refer the <https://etenders.hry.nic.in> for the important dates and timing like Pre-Qualification cum Technical & Commercial proposals.

6.2 Verification of Bid Security and tender processing Fee

- a) The bid security (if any) and Tender Processing Fee shall be verified by the Tender Inviting Authority. Bids not accompanied with the requisite Bid Security and/or Tender Processing Fee or whose Bid Security is not in order shall be rejected.

6.3 Evaluation of Pre-Qualification cum Technical proposal

- a) CRID may constitute a Tender Scrutiny Committee for scrutinizing the tender documents, carrying out primarily examination and detailed evaluation of the tender received and to prepare an evaluation report for the consideration of the tender accepting authority. Bidders are expected to submit all the required documentation in support of pre-qualification cum technical criteria specified in the RFP, at the time of submission of the bid. During the examination by the Tender Scrutiny Committee, the bids which are not found to be substantially responsive are eligible to be rejected. The evaluation of the prequalification cum technical bids will be carried out in the following manner:
 - i. The bidders' documents will be evaluated as per the requirements specified in the RFP and adopting the evaluation criteria.
 - ii. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification and all others as required for pre-qualification cum technical evaluation).
 - iii. After scrutinizing the tender documents, carrying out primarily examination and detailed evaluation of the technical proposal received will prepare an evaluation report for the consideration of the tender

accepting authority. During the examination by the Tender Scrutiny Committee, the bids which are not found to be substantially responsive are eligible to be rejected. In respect of the bids which are found to be eligible for technical evaluation and in respect of such bids which are further found to be substantially responsive, the Committee may invite them to make a presentation to CRID, if required.

6.4 Proposal Presentations

- a) The committee may invite each bidder who qualifies for prequalification cum technical evaluation to make a presentation, to the CRID and the Technical Scrutiny Committee at a date, time and venue determined by the CRID, if required. The purpose of such presentation would be to allow the bidders to present their proposed solutions to the committee and highlight the key points of their proposal.
- b) The Tender Scrutiny Committee may seek written clarifications and supporting documents from such bidders whose bids are found to be substantially responsive. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising while evaluating the bid documents.

6.5 Evaluation of Commercial proposals

The financial bids of only the bidders who qualify stage - I will be considered for the financial bid opening and evaluation. **The bid evaluation will be based on least quoted value (L1).**

- a) To facilitate evaluation of bids, CRID, at its sole discretion, may seek clarification in writing from any bidder regarding the bid.
- b) The Bidder with lowest quote will be considered.
- c) In determining the lowest evaluated price, the following factors shall be considered, namely:
 - i. The quoted price shall be corrected for arithmetical errors;
 - ii. In case of discrepancy between the prices quoted in words and in figures, the lower of two will be considered;

6.5.1 Negotiations, Contract Finalization and Award

A contract will be awarded to the responsible, responsive bidder whose proposal conforms to the RFP and is, in the opinion of CRID, the most advantageous and represents the best value to the proposed Project, price and other factors considered.

6.6 CRID's Right to Accept Any Proposal or Reject any or All Proposals

- a) CRID reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected.
- b) CRID may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:
 - i. Submitted the Proposal documents after the response deadline;
 - ii. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
 - iii. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
 - iv. Submitted a proposal that is not accompanied by required documentation or is non-responsive;
 - v. Failed to provide clarifications related thereto, when sought;
 - vi. Submitted more than one Proposal;
 - vii. Declared ineligible by the Government of India/ State/ UT Government for corrupt and fraudulent practices or blacklisted.
 - viii. The Bidder should not have been blacklisted by the Government of Haryana or any of its agencies for any reasons whatsoever and the bidder should not be blacklisted by Central / any other State/UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices till date.
 - ix. Submitted a proposal with price adjustment/variation provision.

6.7 Award of Contract

6.7.1 Award Criteria

CRID may award the Contract to the successful bidder whose proposal has been determined as the best value proposal based on Technical and Financial evaluation criteria and accepted by CRID.

6.7.2 CRID's right to Vary Quantities at Time of Award

CRID reserves the right at the time of Contract award to increase or decrease the Bill of Material (BOM) and/ or any staffing requirements for the project, if required.

6.7.3 Signing of Contract

At the same time as CRID notifies the successful bidder that its proposal has been accepted, the bidder shall enter a separate contract with CRID, incorporating all agreements between CRID and the successful bidder.

Expected date for commencement of services:

- i. Issuance of LOI = T
- ii. Acceptance of LOI by the selected Bidder = T + 3 working days
- iii. Signing up the Master Service Agreement = T + working 14 days.
- iv. Submission of the Performance Bank Guarantee = T + working 14 days

7. General instructions for Bidders

7.1.1 Request for Proposal: This RFP for the selection of a vendor for Providing, Implementation, Operation and maintenance of Audio-Conferencing Solution Application is issued by the CRID. The intent of this RFP is to invite proposals from the agencies (also referred to as 'bidders') to enable CRID to select a vendor/agency/ firm for the project.

7.1.2 Bidding schedule – Key dates: CRID would by and large follow the bidding schedule as given in the **Fact Sheet**. CRID reserves the right to modify the schedule. However, any changes to the schedule would be notified through the website.

7.1.3 Non-Disclosure Agreement: The bidders must sign the Non-Disclosure Agreement as per the prescribed format supplied by CRID. The Non-Disclosure Agreement of the selected vendor will form part of the Contract/Agreement.

7.1.4 Cost of Proposal: The bidder is responsible for all costs incurred in connection with his participation in the bid process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the CRID to facilitate the evaluation process, and in negotiating a definitive Service Agreement and all such activities related to the bid process. This RFP does not commit the CRID to award a contract or to engage in negotiations.

7.1.5 Pre-Bid Conference: CRID will host a Pre-Bid Conference, tentatively scheduled as per the date given in the **Fact Sheet**. Any change in the date, time and venue of the conference will be intimated through the department website. The representatives of the respective organizations may attend the pre- bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the RFP and the proposed solution requirements, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project.

7.1.6 Bidder Inquiries and CRID Responses:

- a. All enquiries from the bidders relating to this RFP must be submitted in writing exclusively to the contact person notified in the e-procurement portal. The mode of delivering written questions would be through post or email. Under no circumstances shall CRID be responsible for ensuring that bidders' inquiries have been received by CRID. The query shall be submitted in writing before the start of the pre-bid conference.
- b. CRID will Endeavour to provide a complete, accurate, and timely response to all questions. However, CRID makes no representation or warranty as to the completeness of any response, nor does the CRID undertake to answer

all the queries that have been posed by the bidders. No request for clarification from any bidder shall be entertained after the pre-bid conference.

7.1.7 Supplemental Information to the Information Memorandum

- a. If CRID deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements to this RFP in the form of Addendum / Corrigendum. Such supplemental information will be published on the department portal. Any such supplement shall be deemed to be incorporated by this reference into this RFP.

7.1.8 Amendment of RFP Documents: At any time prior to the deadline for submission of Proposal, CRID may amend the RFP documents by issuing suitable Corrigendum issued through its website. To give reasonable time to the bidders, so that they can take corrigendum into account in preparing their Proposals, the CRID may extend (if necessary), the deadline for submission of Proposals.

7.1.9 Language of Proposal: The Proposal, and all correspondence and documents related to the Proposal exchanged by the bidder and the CRID should be in English. Supporting documents and printed literature furnished by the vendor may be in any language other than English provided they are accompanied by an accurate translation of the relevant passages in English language. Supporting material, which is not translated in English, will not be considered for evaluation. For the purpose of evaluation and interpretation of the bid proposal, the English language translation shall prevail.

7.1.10 Late bids: Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained.

7.1.11 Bid Opening: Bids will be opened through the process defined in the RFP.

7.2 Proposal Instructions and Conditions

Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. The Tender Scrutiny Committee will evaluate the bidder's proposal based on its clarity and the completeness of its response to the requirements of the project as outlined in this RFP.

The Proposal submitted by the bidder shall comprise the following:

- i. Proposal covering letter (covering letter is set forth in the later part of this RFP).
- ii. Tender Processing Fee.

- iii. EMD (Bid Security).
- iv. All relevant documents to establish the Pre-Qualification cum technical Criteria stated in the RFP.
- v. Financial bid as specified in this RFP.
- vi. A board resolution / Letter of Authority authorizing the bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP.
- vii. Any other information that is required to be submitted in the proposal process.

7.3 Bid Evaluation Process

7.3.1 Initial Scrutiny

At the time of Pre-Qualification cum Technical Bid Opening, Initial Bid scrutiny will be conducted, and incomplete details as given below will be treated as non-responsive and the Bids will be rejected summarily.

If Tenders are:

- a. not submitted in two parts as specified in the Tender received WITHOUT EMD amount and tender processing fee;
- b. All responsive Bids will be considered for further evaluation;
- c. The decision of CRID will be final in this regard;

7.3.2 Technical Bid Scrutiny

Initial Bid scrutiny will be conducted, and incomplete details as given below will be treated as non-responsive. If Tenders are received:

- a. Without the Letter of Authorization;
- b. found without Tender Processing fee, EMD;
- c. found with suppression of details with incomplete information;
- d. subjective, conditional offers submitted without support documents as per the Eligibility Criteria;
- e. Evaluation Criteria non-compliance of any of the clauses stipulated in the Tender;
- f. The decision of CRID will be final in this regard;

7.4 Clarifications by CRID

When deemed necessary, CRID may seek any clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substance of the Bid or price quoted. During Technical Bid evaluation, CRID may seek additional information or historical documents for verification to facilitate decision-making. In case the Bidder fails to comply with the requirements of CRID as stated above, such Bids may at the discretion of CRID, shall be rejected as technically non-responsive.

7.5 Suppression of facts and misleading information

- a. During the Bid evaluation, if any suppression or misrepresentation of is brought to the notice of CRID. CRID shall have the right to reject the Bid and if after selection, CRID would terminate the contract, as the case may be, will be without any compensation to the Bidder and the EMD / SD, as the case may be, shall be forfeited.
- b. Bidders shall note that any figures in the proof documents submitted by the Bidders for proving their eligibility is found suppressed or erased, CRID shall have the right to seek the correct facts and figures or reject such Bids.
- c. It is up to the Bidders to submit the full copies of the proof documents to meet out the criteria. Otherwise, CRID at its discretion may or may not consider such documents.
- d. The Tender calls for full copies of documents to prove the Bidder's experience and Capacity to undertake the orders.

7.6 Pre-qualification cum Technical Bid Evaluation

- a. A tender scrutiny committee will examine / scrutinize the Pre-qualification cum technical Bids against the Eligibility Criteria and Evaluation Criteria given in the Tender document. The evaluation will be conducted based on the support documents submitted by the Bidders. The documents which did not meet the eligibility criteria in the first stage of scrutiny will be rejected in that stage itself and further evaluation will not be carried out for such bidders. The eligible Bidders alone will be considered for further evaluation.
- b. For those Bidders who have already worked or working with CRID, their previous performance in CRID would be the mandatory criteria for selection. If any unsatisfactory performances of those Bidders are found, their Bids will be straight away rejected. The Unsatisfactory performance is defined as:
 - i. Non responsiveness after getting the purchase order.
 - ii. Delay in supply, installation of the ordered services/products without any bonafide reason, etc.

- iii. Poor support.
 - iv. Not executing the contract as per the terms and conditions.
 - v. Not furnishing the performance bank guarantee as per the requirement laid in the contract/purchase orders.
- c. In case of rejection of a bid, the information will be given to the bidder within 2 days of the approval of the proceedings of the technical committee meeting. For any grievance the bidder is required to communicate the same within 5 days of the date of issue of letter/intimation regarding them as per NIT/Not as per NIT status. They should ensure that their communication is delivered/reached within 5 working days. Delay in post will not be counted as a valid reason. The representation/complaint will be examined, and the decision will be taken within 5 days. After disposal of complaint/representation of the financial bids will be opened.

7.7 Price Bid Evaluation

- a. The Price Bids of the Technically Qualified Bidders alone will be opened and evaluated. The Price Bid shall include all expenses towards this Tender. The Price Bids of the Technically Qualified Bidders will be opened in the presence of the Technically Qualified Bidders who are present at CRID on the stipulated date & time. The Bidders or their authorized representatives will only be allowed to take part in the Price Bid Opening.
- b. An evaluation committee will evaluate the bids of all the bidders both technically and commercially as per the following schedule/pattern,
 - i) Only Pre-qualification cum technical bid shall be opened on the day of opening of the bids. The documents furnished by each bidder with its bid will be examined to see whether the qualifications and specific requirements mentioned in the tender document are fulfilled.
 - ii) Conditional bids shall summarily be rejected.
 - iii) The Commercial bids of those bidders who satisfy the parameters laid out in the pre-qualification cum technical Bid only will only be opened. The Place, date and time of the opening of the commercial bids shall be notified separately.
 - iv) The commercial bid shall be evaluated as per guidelines issued by Department of Industrial & Commerce, Haryana from time to time.
- c. All the taxes indicated in the Price Bid will be taken for the Price Bid evaluation.

- i) The Price Bid Evaluation shall include the total price including all taxes & duties.
- ii) The bidder shall quote for the tendered items as well as for all the add-on-items mentioned in the tender document. Partial bid is allowed. The prices will be evaluated as follows and the decision of CRID will be the final.
- iii) The total cost excluding applicable Local Taxes and including all other duties and if applicable, charges (Such as Excise Duty, Customs Duty, Installation Charges etc., as per the guidelines stated above) of individual items will be taken for Price Bid evaluation.
- iv) In case of rejection of a bid, the information will be given to the bidder within 2 days of the date of approval of the proceedings of the evaluation committee meeting. For any grievance, the bidder to communicate the same to the CRID within 5 days of the date of issue of such letter/intimation regarding status of their bid being either as per this tender or not as per this tender. Such bidder(s) should ensure that their communication is delivered/reached within 5 working days. Delay in post will not be counted as a valid reason. The representation/complaint will be examined, and the decision will be taken within 5 days. After disposal of such complaint/representation, financial bids of the technically qualified bidders will be opened.

7.8 Negotiations

- a. The negotiations will be held as per the instructions issued by the State Govt. vide G.O. No.14/29/2023/-6FA Dated 26-05-2023 available at the link given below.

<https://cdnbbsr.s3waas.gov.in/s3a1d7311f2a312426d710e1c617fcbc8c/uploads/2023/05/2023053183.pdf>

These policy guidelines are available at <https://dsndharyana.gov.in/> The policy/procedure issued by State Govt. time to time will also be applicable.

- b. The negotiated prices will remain valid for the period of validity of Rate (if any). However, in case the prices are reduced the same will be applicable and CRID reserves the right to accept the reduced rates.

7.9 Award of tender

- a. The award of tender will be issued to the successful bidder(s)
- b. Competent Authority reserves the right to distribute the quantity among

the successful vendors, if required.

- c. Purchase preference can be given to the eligible vendors as per the Govt. guidelines prevailing from time to time.

7.10 CRID reserves the right to

- a. Insist on quality / specification of goods/ services to be supplied.
- b. Modify, reduce or increase the quantity requirements to an extent of the tendered quantity.
- c. Change the list of areas of supply locations from time to time based upon the requirement of the purchase.
- d. Inspect the bidders' facility before or after placement of orders and based on the inspection, modify the quantity ordered.
- e. Withhold any amount for the deficiency in the service aspect of the ordered items supplied to the customers.

7.11 Service Level Requirements

7.11.1 Support Resolution SLA

Problem Circumvention or Resolution Time- The time required for a user to receive a circumvention or a solution after reporting a problem	High Priority Within 2 hours	Delay in every 1 hour for High Priority — Rs. 5,000.00
	Normal Priority Within 2 days	Delay in every 1 day for Normal Priority — Rs. 2,000.00
	Low Priority within 3 days	Delay in every 1 day for Low Priority — Rs. 1,000.00

7.11.2 Trunk Lines SLA

Request for Increase in Dedicated lines from 30000 to lines less than 50000 whenever required	24 hours	No Penalty
	>24 hours to 48 hours	Delay in every 1 hour — Rs. 5000.00
	>48 hours and above	Delay in every 1 hours for Low Priority — Rs. 10,000.00

7.11.3 Call drop & System malfunction SLA

I. Service Provider Obligations:

- a. Call Duration Reporting:** The Service Integrator (SI) shall provide a detailed report on total call minutes for each meeting, including participant-wise duration logs.
- b. Monthly Uptime Reporting:** The SI shall submit a monthly uptime report sourced from the Data Center Operator, ensuring transparency on system availability and performance.
- c. Call Drop Analysis & Reporting:** The SI shall provide a monthly report on call drop incidents, including statistical analysis from the Telecom Service Provider (TSP). The report must detail whether call drops occurred due to user issues or system failures, along with corresponding call logs at the time of billing.

II. Penalties on Call Drop:

- a. Non-Attended Call Minutes:** In the event of a user missing a call due to system failure, the penalty imposed on the SI shall be twice the duration of the unattended minutes, irrespective of the specific user.
- b. Call Drop Penalty:** For every dropped call attributed to system failure, a penalty **equal to twice the duration of the dropped minutes** shall be levied on the SI.
- c. Audio Conferencing Feature Malfunction:** Any malfunction or non-functioning of the audio-conferencing feature shall attract penalties as per the agreed SLA terms.

III. Penalty Calculation Illustration

#	Description	Units	Value	Formula
A	Per User Per Minute Rate	Rs.	₹0.60	
B	Total Users Connected	Users	10,000	
C	Total Audio-Conferencing Meeting Minutes	Minutes	30	
D	Total Billed Minutes	Minutes	300,000	=B*C
E	Billed Amount	Rs.	₹180,000	=D*A
F	Remaining Minutes (Call Drops - System)	Minutes	5,000	
G	Penalty Amount	Rs.	₹6,000	=2*(F*A)
H	Final Amount Payable	Rs.	₹174,000	=E-G

Key Notes:

1. Penalty Calculation Rule: For every dropped call attributed to system failure, a penalty equal to twice the duration of the dropped minutes is levied.
2. Billed Minutes: Calculated as Total Users × Meeting Minutes.
3. Final Amount: Billed Amount – Penalty.

Visual Summary:

- Billed Amount: ₹180,000
- Penalty Deducted: ₹6,000
- Final Payable: ₹174,000

7.11.4 Service Availability SLA

The Audio conference service availability uptime (24x7 basis) should be 99.5% to be calculated on monthly basis. Any deviation in this will attract penalty.

Problem related to other stake holders i.e., Data Centre, Call service provider will not be considered in SLA penalty, but Agency shall coordinate with the service providers of telephone lines for any technical issues to ensure uptime of the Lines, and also with technical team of Data Centre for any technical issues or activities pertaining to the servers. Agency shall intimate to CRID on-time, in case of any technical issues.

% of uptime (A) = [Total hours (24X7 basis) in month - Total downtime during business hours (24X7 basis) in month (excluding scheduled down time if any)] x 100 / [Total Business hours (24X7 basis) in month]

Penalty= [Service Default for the month =99.5-(A)] * Monthly Billing Amount.

Based on the documents submitted by Agency will calculate the uptime and penalty based on above formula. As part of the monthly bill Agency shall submit the relevant documents.

The bidder is expected to examine all the instructions, forms, terms & conditions and specifications in the indenting document. Further to furnish all the information required by the indenting document or submission of a bid in every respect will be at bidders risk and may result in rejection of the bid.

8. Terms and conditions of the contract

8.1 Acceptance of Tender and Withdrawals

The final acceptance of the tender is entirely vested with CRID who reserves the right to accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever. The Tender Accepting Authority may also reject all the tenders for reasons such as change in Scope, Specification, lack of anticipated financial resources, court orders, calamities or any other unforeseen circumstances. After acceptance of the Tender by CRID, the Successful Bidder shall have no right to withdraw their tender or claim higher price

8.2 Refund of EMD

EMD of all unsuccessful Bidders would be refunded by the CRID within **30 days** of the Bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful Bidder would be returned upon submission of Performance Bank Guarantee.

8.3 Payment Clause

- i. No payment shall be made in advance for any supplies made under this order.
- ii. Payment to the successful bidder shall be made **on a monthly basis** upon submission of a tax invoice for the preceding month, based on actual services rendered at the rates specified in the commercial bid.
- iii. Payment shall be done after calculating penalties as per Service Level Requirements of the RFP and deducting it from the amount payable to the agency.
- iv. The payment shall be made by CRID once the invoices are approved by the competent authority.

8.4 Performance Bank Guarantee

- i. The successful bidder is also required to submit a performance bank guarantee (PBG) equivalent to the percentage of the total order value as mentioned in **Fact Sheet within seven days from the date of issue of the purchase order** and to be kept valid as mentioned in the **Fact Sheet** of this tender. The successful bidder shall be required to extend the bank guarantee equivalent to any delay period of supply and for any annual renewal subsequent to the expiry of initial three years. In the case of renewal, the validity of the PBG shall be equivalent to the renewal period.
- ii. When the extension of time is required due to any delay on the part of CRID, extension of delivery time for the period of such delay involved may be

granted provided by Competent Authority, the firm produces documentary evidence of the delay.

- iii. Penalty amount if any will be adjusted in the payment due to the Successful Bidder.
- iv. All taxes and other levies imposed by Governments in India will be paid at actual as applicable.

8.5 Forfeiture of EMD and SD

8.5.1 Forfeiture of Earnest Money:

- a. If the Bidder withdraws his bid before the expiry of validity or after the acceptance of the bid, the Earnest Money Deposited by the bidder will be forfeited.
- b. If the Bidder fails to comply with any of the terms, conditions or requirement of order and the technical specifications of the tender document at time of award of contract, the Earnest Money deposited by the Bidder will be forfeited.
- c. In case required performance security is not submitted by the bidder within 15 days from the date of issue of Purchase order, the Earnest Money deposited by the Bidder will be forfeited

8.5.2 Forfeiture of Performance Bank Guarantee:

- a. The Department reserves the right of forfeiture of the performance guarantee in the event of the contractor's failure to fulfill any of the contractual obligations or in the event of termination of contract as per terms & conditions of contract.
- b. In case the successful bidder fails to submit the performance guarantee of the requisite amount within the stipulated period or extended period, letter of Award automatically will stand withdrawn and EMD of the contractor shall be forfeited.
- c. In case successful bidder fails to comply with the delivery period as specified in the work order/contract, the Performance security deposited by the vendor will be forfeited.
- d. Performance guarantee shall be returned after successful completion / testing / commissioning and handing over the project to the client up to the entire satisfaction of The Department / Client Performance guarantee shall be returned after successful completion / testing / commissioning and handing over the project to the client up to the entire satisfaction of The Corporation / Client.

8.6 Authenticity of submitted Documents/Information

- a. The documents forming the Contract are to be taken as mutually explanatory of one another. If an ambiguity or discrepancy is found in the documents, the Corporation shall issue any necessary instructions and the priority of the documents shall be in accordance with the order as listed in the Appendix.
- b. If any discrepancy is noticed between the documents as uploaded at the time of submission of tender and hard copies as submitted physically by the bidder, the tender shall become invalid and cost of tender document and processing fee shall not be refunded.
- c. If in case, any document, information & / or certificate submitted is found to be incorrect / false / fabricated, the Department at its discretion may disqualify / reject / terminate the bid/contract and also forfeit the EMD / All dues.

8.7 Consequences of Cancellation of Order

- a. Upon cancellation of order, the successful bidder shall deliver or cause to be delivered all works carried out for and on account of the indenting department and all data and records required from or on account of the Indenting Department/Organization.
- b. Cancellation of order shall not affect any continuing obligations of the successful bidder under the Contract Agreement, which, either expressly or by necessary implication, are to survive its expiry or termination such as confidentiality obligations of the successful bidder.
- c. Upon cancellation of order for any reason whatsoever, the successful bidder shall return to the Indenting Department/Organization any and all confidential information and any other property of the Indenting Department/Organization.
- d. CRID may procure services similar to those undelivered, upon such terms and in such manner, as it deems appropriate, at the risk and responsibility of the successful bidder and the successful bidder shall be liable for any additional costs for such services.
- e. The successful bidder shall continue the performance of the order to the extent not terminated.
- f. Upon cancellation of order for whatsoever, CRID shall have the right to perform the following penalties:
 - i. Forfeiture of earnest money
 - ii. Imposition of liquidated damage.
 - iii. Putting supplier on holiday.
 - iv. Blacklisting of the bidder

- v. Forfeiture of bank Guarantee(s)
- vi. Risk Purchase on the expenses of vendor

8.8 Termination of Contract

8.8.1 Termination for default

- a) CRID may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 14 days, sent to the Successful Bidder, terminate the contract in whole or part,
 - i. if the Successful Bidder fails to deliver any or all of the goods within the time period (s) specified in the Contract, or fails to supply the items as per the Delivery Schedule or within any extension thereof granted by CRID; or
 - ii. if the Successful Bidder fails to perform any of the obligation(s) under the contract; or
 - iii. if the Successful Bidder, in the judgment of CRID, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.
- b) In the event CRID terminates the Contract in whole or in part, CRID may procure & deliver, upon terms and in such manner as it deems appropriate, the goods and services like those and delivered and the Successful Bidder shall be liable to CRID for any additional costs for such similar goods. However, the Successful Bidder shall continue the performance of the contract to the extent not terminated.
- c) Upon cancellation of contract for whatsoever, CRID shall have the right to perform the following penalties:
 - i. Forfeiture of earnest money
 - ii. Imposition of liquidated damage.
 - iii. Putting supplier on holiday.
 - iv. Blacklisting of the bidder
 - v. Forfeiture of bank Guarantee (s) and Security deposit

8.8.2 Termination for Insolvency

CRID may at any time terminate the Contract by giving written notice with a notice period of 14 days to the Successful Bidder, if the Successful Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Successful Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to CRID.

8.8.3 Termination for Convenience

CRID may by written notice, with a notice period of **14 days** sent to the Successful Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for CRID's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the Successful Bidder is not entitled to any compensation whatsoever.

8.9 Single point of contact

The Successful Bidder shall nominate and intimate CRID, an Account Manager for Single Point of Contact (SPOC), who shall be responsible for effective delivery of work complying with all the terms and conditions. The Successful Bidder shall ensure that the Account Manager fully familiarizes with the Tender Conditions, Scope of Work and deliverables.

8.10 Assigning of Tender whole or in part

The successful Bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate. The Bidder shall not under-let or sublet to any person(s) or body corporate for the execution of the contract or any part thereof without the prior written consent of CRID.

8.11 Liquidated Damages (LD)

A penalty will be levied at the rate specified in the Contract Format for non-fulfillment of delivery schedule subject to the force Majeure conditions. Even If the work is not completed in full beyond this period, such performance may entail termination of contract and blacklisting of the Successful Bidder from participating in any of the CRID's Tender. This alone will not relieve the Successful Bidder and the difference in cost of the items purchased through other technically qualified Bidders or any other alternative sources will be recovered from the Successful Bidder.

8.12 Other Conditions

- a) The final decision would be based on the technical capacity and pricing of the Bidder. CRID does not bind itself in selecting the bidder offering lowest prices.
- b) CRID reserves the right not to accept lowest price, to reject any or all the tenders without assigning any reason, to relax or waive any of the conditions stipulated in the terms and conditions of tender as deemed necessary in the best interest of CRID for good and sufficient reasons.

8.13 Arbitration and Jurisdiction

- a) In case of any dispute, the matter will be referred to a Sole Arbitrator to be appointed by the Commissioner & Secretary, CRID in accordance with the "Arbitration and Conciliation Act 1996". The arbitration shall be held in Chandigarh India and the language English only.
- b) Subject to the above, the Courts at Chandigarh alone only shall have jurisdiction in the matter.

Format 1: Pre-qualification-cum-Technical bid

(To be submitted on its Letterhead by the bidder)

To,

Commissioner & Secretary,
Citizen Resources Information Department (CRID),
Haryana Civil Secretariat, Sector-1, Chandigarh-160001

Dear Sir,

Subject: Tender/CRID/-----

- 1) Having examined the Tender document, I/We [name of the bidder (s)], the undersigned, herewith submit our response to your Tender Notification dated _____ for selection of vendor for the _____ in full conformity with the said tender document no _____.
- 2) I/We have read the provisions of the Tender document and confirm that these are acceptable to us. Hence, we are hereby submitting our Bid.
- 3) I/We agree to abide by this Tender, consisting of this letter, financial bid and all attachments, for a period of 180 days from the closing date fixed for submission of bid as stipulated in the Tender document.
- 4) I/We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption, in force in India.
- 5) I/We understand that Department is not bound to accept/annul any bid received in response to this Tender.
- 6) In case, I/We are engaged by Department as service provider contractor for supply of ordered items/goods/items of turnkey projects, I/We shall provide all assistance/cooperation required by Department appointed auditing agencies officials for performing their auditing and inspection functions. I/We understand that our non-cooperation for the same shall be grounds for termination of service/contract.
- 7) In case, I/We are engaged as a vendor, we agree to abide by all the terms & conditions of the Contract and Guidelines issued by Department from time to time.
- 8) I/ We have submitted requisite fee and EMD as per procedure laid in the Tender. All other required documents (details given in summary table below) as per the stated Qualification Criteria
- 9) Our Entity's profile is as under:

#	Required Details	Remarks
i.	Legal Name of Entity	
ii.	Type of Business	<input type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship

#	Required Details	Remarks
		<input type="checkbox"/> Joint Venture <input type="checkbox"/> Partnership <input type="checkbox"/> Limited Partnership <input type="checkbox"/> Other <div style="text-align: right;">Liability</div>
iii.	Company Identification No. (CIN)	
iv.	Business Address: City District State Zip code Telephone Nos.: Contact email:	
v.	Registered Address of the Company: Address: City District State Zip code Contact Person: Telephone Nos.: Contact email: Company Website URL	
vi.	PAN No. of bidder TAN No. of bidder GST No. of bidder	
vii.	Has the firm transacted business under any other previous names? If yes, under which name business transacted	<input type="checkbox"/> Yes <input type="checkbox"/> No
viii.	Ownership of the Company/Firm: Whether Company owned or controlled by parent Company? If yes, complete the following: Legal name of the parent company Full address of parent company Street City District State Zip/Pin	<input type="checkbox"/> Yes <input type="checkbox"/> No
ix.	Relationship with the parent company	<input type="checkbox"/> Subsidiary <input type="checkbox"/> Division
x.	Date of ownership	

#	Required Details	Remarks
xi.	Shareholding pattern of Parent Company:	
	Percentage of shares held by the parent company	
	Other majority shareholders in the Indian Company	
	Details of Board of Directors	
xii.	Name of Bid and Contract Signing Authority – I Name Designation Contact No. Email: Power of Attorney or resolution of Board of Directors through which authorized as signatory Authority – II Name Designation Contact No. Email: Power of Attorney or resolution of Board of Directors through which authorized as signatory	
xiii.	Memorandum of Association and Articles of Association of the company Bye Laws and certificates of registration (in case of registered firm)	
xiv.	Whether MOA of Bidding Company allows entering into the bid of respective services? If yes, indicate the relevant clause.	

10) Our Entity's Financial Details is given as under:

#	Required Details	Remarks
i.	Authorized Capital of the Indian Company	
ii.	Paid up Capital of the Company	
iii.	Turnover of the Indian company for the last three years (FY 2021-22, 2022-23, 2023-24)	
iv.	Net worth of the Indian company for the last three years (FY 2021-22, 2022-23, 2023-24)	

v.	Profit of the Indian company for the last three years (FY 2021-22, 2022-23, 2023-24)	
vi.	Customer references	
vii.	Past 1–3-year supply record	
viii.	Quality certificates received, if any	
ix.	Customer approval letters if any	
x.	Awards and recognition received, if any	
xi.	After sales support mechanism	

11) Our entity's Legal Details

#	Required Details	Remarks
i.	Whether In the past five years prior to the date of this application, has this entity or any principal of the entity has been deemed to be in default on any contract, or been forcefully terminated from any contract of any Organization? If yes, state the names of the entity, relationship to firm and the circumstances.	<input type="checkbox"/> Yes <input type="checkbox"/> No.
ii.	Whether an undertaking (Affidavit) submitted that the bidder has not been blacklisted/debarred by any central/state Government department/organization	<input type="checkbox"/> Yes <input type="checkbox"/> No
iii.	Whether an undertaking submitted to the effect that there has been no litigation with any Government department/organization on account of similar services	<input type="checkbox"/> Yes <input type="checkbox"/> No
iv.	Whether the entity has undergone legal proceedings in the past three years (FY 2021-22, 2022-23, 2023-24) including CRID, if yes, Submit details	<input type="checkbox"/> Yes <input type="checkbox"/> No

Technical part

I/We _____ hereby _____ tender _____ for _____ the _____ and _____ provision of _____ services as per the specifications given in this Tender document within the time specified and in accordance with the specifications and instructions

Yours Sincerely,

Authorized Signatory (ies) [In full and initials]:

Name and Title of Signatory (ies):

Name of Bidding Company/Firm:

Address: _____
(Affix the Official Seal of the Bidding Company

Format 2: Format for Commercial Bid

To,

Commissioner & Secretary,
Citizen Resources Information Department (CRID),
Haryana Civil Secretariat, Sector-1, Chandigarh-160001

Subject: e- Tender/CRID/-----

I/We _____ hereby _____ tender _____ for _____ the _____ and provision of services during the warranty period, as per the specifications given in this Tender document within the time specified and in accordance with the specifications and instructions. Mentioned below are the rates quoted in the prescribed format are FOR destination inclusive of all taxes:

Sl. No.	Particulars	Cost inclusive of taxes (INR)
1	Cost for Audio Conferencing Services for per user/per minute	

Note:

- i. The tentative minutes to be utilized per month would be 10,00,000. However, CRID will pay only as per the actuals
- ii. The bidder shall enter only the line item costs inclusive of all applicable taxes, CRID will add the costs appropriately to arrive at L1
- iii. Bidder shall quote applicable taxes as of the bid submission date. If tax rates change after submission date, applicable taxes shall as per prevailing tax rates keeping the quote before taxes same.
- iv. Rates quoted shall be valid for 1 year.
- v. The bidder should quote for all the items enlisted above, failing which the bid shall be treated as invalid.
- vi. Any discrepancies found in the total or any arithmetic error, the CRID in its sole discretion may consider the price which will be advantageous to the Government or reject the bid.

Annexure 1: Proposal Covering letter

[Date]

To,

Commissioner & Secretary,
Citizen Resources Information Department (CRID),
Haryana Civil Secretariat, Sector-1, Chandigarh-160001

Dear Sir,

Ref: Request for Proposal (RFP): RFP for the selection of an agency for Supply, Installation, Testing, Commissioning & Maintenance of Digital Audio-Conferencing Solution

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide professional services as required and outlined in the RFP for the selection of a vendor for the Implementation, Operation and Maintenance of Audio-Conferencing Solution. To meet such requirements and provide such services as required are set out in the RFP.

We attach hereto the technical response as required by the RFP, which constitutes our proposal. We undertake that, if our proposal is accepted, to adhere to the implementation plan (Project schedule for providing Professional Services in operation and Maintenance of Audio-Conferencing Application) put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and the CRID or its appointed representatives and provide for a defect free operation of the proposed IT solution.

If our proposal is accepted, we will obtain a performance bank guarantee in the format given in the RFP document issued by a Scheduled Commercial Bank in India, acceptable to the CRID, for a sum equivalent to 3% of the total price as quoted in our financial proposal for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of SIX MONTHS from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and the CRID.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, translations if any and other documents and instruments delivered or to be delivered to the CRID is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the CRID as to any material fact.

We agree to abide by any Government Act, Rules, Order, Circular and such other communications issued from time to time and applicable to the solution proposed to be implemented, operated and maintained.

We agree that you are not bound to accept the lowest or any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the tender response.

It is hereby confirmed that I/ We are entitled to act on behalf of our corporation/ company/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of **2025**

(Signature) (In the capacity of)

Having the Power of Attorney & duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am..... of the, and that ... who signed the above Bid is authorized to bind the CRID by authority of its governing body.

Date

(Seal here)

Annexure 2: Bidding Document Acknowledgement Form

(To be enclosed with technical bid)

To,

Commissioner & Secretary,
Citizen Resources Information Department (CRID),
Haryana Civil Secretariat, Sector-1, Chandigarh-160001

Subject: Tender/CRID/-----

I/We hereby acknowledge we have downloaded a complete set of Bidding Document enclosed to the "Invitation for Bid" pertaining to tender Notification dated _____ along with corrigendum, if any, for the selection of vendor for the supply of mentioned items _____

I/We have noted that the closing date for receipt of this tender document by CRID is _____ at 2:30 PM.

I/We guarantee that the contents of the above said Bidding Documents will be kept confidential within our organization and text of the said documents shall remain the property of CRID and that the said documents are to be used only for the purpose intended by CRID. **Duly signed and stamped copy of tender document is also enclosed.**

Authorized Signatory (ies) [In full and initials]: _____

Name and Title of Signatory (ies): _____

Name of Bidding Company/Firm: _____

Address: _____ (Affix the Official Seal of the Bidding

Annexure 3: Format for not blacklisted

(To be enclosed with technical bid on non-judicial stamp paper)

Date: _____

AFFIDAVIT

From (Name of bidder)

Subject: Tender/CRID/-----.

To,

Commissioner & Secretary,
Citizen Resources Information Department (CRID),
Haryana Civil Secretariat, Sector-1, Chandigarh-160001

I, _____ son of Sh. _____
resident of _____ do hereby
solemnly affirm and declare as under:

That we M/s _____
hereby confirm that we M/s _____
has not been
blacklisted by any State Government/ Central Government/ Public Sector
Undertakings during the last three years and further confirm that our
EMD/SD/Performance bank guarantee has not been forfeited by any State
Government /Central Government/Public Sector Undertakings during the last three
years due to our non-performance, non-compliance with the tender conditions etc.

That we M/s _____
hereby declare that all the particulars furnished by us in this Tender are true to the
best of my/our knowledge and I/We understand and accept that if at any stage, the
information furnished is found to be incorrect or false, I/We am/ are liable for
disqualification from this tender and also are liable for any penal action that may
arise due to the above.

That in case of violation of any of the conditions above, We M/s _____
understand that We M/s _____ are
liable to be blacklisted by CRID for a period of three years from participating any
tender published by Haryana Government.

Place:

Deponent

Date:

Verified that the contents of the above affidavit of mine are true and correct to the
best of my knowledge and nothing has been concealed therein.

Date:

Deponent

Annexure 4: Statutory Undertaking

(To be enclosed with technical bid)

Date: _____

To

Commissioner & Secretary,
Citizen Resources Information Department (CRID),
Haryana Civil Secretariat, Sector-1, Chandigarh-160001

Subject: Tender/CRID/-----

I/We **(Name of the Bidder)** having registered office at **(Address of the registered office)** and local office at (Address of the local office), hereby declare and confirm that-

- 1) The contents of the Tender have been carefully gone through and we undertake to fully comply with the terms and conditions specified in the tender document including addendum, if any thereof.
- 2) I/We are not engaged into litigation as of date with any Government Department/ PSU/ Autonomous body on account of similar services for indulging in corrupt or fraudulent practices. We also confirm that we are not determined non-performing by any of the entities specified above.
- 3) Neither the Bidder nor any of its Directors are the subject of criminal or civil proceedings that could be expected to adversely affect its business or its ability to Bid in the present tender.
- 4) We understand that the technical Bid, if found incomplete in any respect and/or if found with conditional compliance or not accompanied with the requisite Bid Security/ Earnest Money Deposit, shall be summarily rejected.
- 5) We understand that if at any time, any averments made or information furnished as part of this Bid is found incorrect, then its Bid and the contract if awarded on the basis of such Bid shall be cancelled.
- 6) We offer to execute the work in accordance with the Terms of Reference and Conditions of Contract of this Tender.
- 7) The information provided in the technical proposal (including the attachments) is true, accurate and complete to the best of my knowledge & belief.

Authorized Signatory (ies)[In full and initials]:

Name and Title of Signatory (ies):

Name of Bidding Company/Firm:

Address: _____
(Affix the Official Seal of the Bidding Company)

Annexure 5: Checklist to be enclosed with technical bid

Dated:

To

Commissioner & Secretary,
Citizen Resources Information Department (CRID),
Haryana Civil Secretariat, Sector-1, Chandigarh-160001

Subject: e-Tender/CRID/-----

We M/s _____ has enclosed documentary evidence for fulfilling the Eligibility in the Technical Bid and other requirement laid in the tender document.

#	Requirement Head	Clause	Documents Required	Document Attached (Yes/No)	Bid. Pg. no.
1.	Processing Fee	Scanned Copy of Demand Draft for RFP Document fee of Rs. 5,000/- (Rupees Five Thousand Only) must be submitted along with the proposal. The RFP document fee must be in favour of CRID drawn on any scheduled commercial bank and payable at Chandigarh.	(Scanned copy of Demand Draft / Bank Cheque / Pay Order is to be submitted with PQ cum Technical bid)		
2.	EMD	Scanned Copy of Demand Draft/ Bank Guarantee for Earnest Money Deposit (EMD) @2% of the estimated tender value i.e. Rs. 1,60,000/- (Rupees One Lakh Sixty Thousand Only) in shape of Account Payee Demand Draft/ Bank Guarantee in favour of CRID drawn on any scheduled commercial bank and payable at Chandigarh.	Scanned copy of demand draft / Bank Cheque to be uploaded online with pre-qualification cum technical bid		
3.	Authorized signatory	The Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Board of Directors of	A Certificate from the Company Secretary of the Bidder certifying		

#	Requirement Head	Clause	Documents Required	Document Attached (Yes/No)	Bid. Pg. no.
		the Bidding Company to sign the Bid on their behalf.	that the Bid signatory is authorized by the Board of Directors of the Company to do so, with acceptance of board resolution, resolution number and date.		
4.	Legal status	<p>a) Should be Company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008.</p> <p>b) Registered with the appropriate Tax Authorities (GST, Income Tax etc.).</p> <p>c) Should have been operating for the last three consecutive years as on 31st March 2021.</p>	Copy of Certificate of Incorporation self-certified by the Authorized Signatory of the company.		
5.	Business/Manufacturing Status	The bidder/OEM should be in the business/manufacturing of offered products during last 3 years as on 31st March 2025 .	Copies of work orders and contracts specifying the same.		
6.	Project Experience of Bidder	<p>Bidder should have experience in providing audio conferencing solution to customers.</p> <p>The bidder should have experience in handling at least one audio-conferencing project with contract value more than Rs.24 Lakhs in last 3 financial years (FY 2022-23, 2023-24, 2024-25) with any organization in India.</p>	A certified letter from the concerned Client confirming the total amount, date of engagement and successful completion of order. Refer <u>Annexure-6</u> for citation.		
7.	Turn Over	The Organization should have a cumulative turnover of atleast Rs.80 Lakh in last 3 financial years FY (2021-22, 2022-23,	Audited financial report /Provisional financials/ CA Certificate		

#	Requirement Head	Clause	Documents Required	Document Attached (Yes/No)	Bid. Pg. no.
		2023-24)			
8.	Profit	Audited Financial Statement of Accounts of in last 3 financial years FY (2021-22, 2022-23, 2023-24)	Audited financial report /Provisional financials/ CA Certificate		
9.	Blacklisting	Bidder & OEM should not have been blacklisted by any Government or quasi-Government entity in India (Centre / State / Local Bodies, UIDAI, NIC, STQC etc.) for breach of any applicable law or violation of regulatory prescriptions or breach of agreement as on date of submission of Bid.	An affidavit on non-judicial stamp paper as per the <u>Annexure-3</u> to be submitted by bidder. An undertaking as per the <u>Annexure-3</u> to be submitted by OEM on its letter head		
10.	Technical bid		<u>Format-1</u>		
11.	Commercial Bid		<u>Format-2</u>		
12.	Proposal Covering Letter		<u>Annexure-1</u>		
13.	Bid Acknowledge		<u>Annexure-2</u>		
14.	Format for not blacklisted		<u>Annexure 3</u>		
15.	Statutory undertaking		<u>Annexure 4</u>		
16.	Checklist		<u>Annexure 5</u>		
17.	Citations Format		<u>Annexure 6</u>		
18.	Undertaking of rates		<u>Annexure 7</u> (to be enclosed with commercial bid)		
19.	Format for Performance Bank Guarantee		<u>Annexure-9</u>		

Authorized Signatory(ies) [In full and initials]:

Name and Title of Signatory(ies): _____

Name of Bidding Company/Firm: _____

Address: _____

(Affix the Official Seal of the Bidding Company)

Annexure 6: Citation Format

Citations Format for furnishing the details of the projects handled by the bidder for the technical bid evaluation

Sl. No.	Item	Details
General Information		
1	Customer Name/ Government Department	
2	Details of Contact Person Name: Designation: Email: Phone: Fax: Mailing Address:	
Project Details		
3	Name of the project	
4	Government/non- government	
5	Start Date/End Date	
6	Current Status (work in progress, completed)	
7	Contract Tenure	
8	Geographical Coverage (No. of locations the project covers)	
Size of the project		
9	Order Value of the project (in lakhs)	
10	Please provide copies of Work Order or Certificate of Completion for completed projects from the customer	

Brief description of scope of project (Highlight the Key Result Areas expected and achieved)
--

I, the undersigned, certify that to the best of my knowledge and belief, this citation correctly describes the project related details mentioned above was done using our own staff deployed under our payroll. That the project proposed meets all requirements detailed in the relevant sections of the Qualification Criteria. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature of Authorized Signatory:

Date:

Note: Bidders are required to submit the citations in the above format in all the areas as mentioned in Evaluation criteria as mentioned in

Annexure 7: Undertaking of Rates

To be enclosed with the commercial bid

Dated:

To,

Commissioner & Secretary,
Citizen Resources Information Department (CRID),
Haryana Civil Secretariat, Sector-1, Chandigarh-160001

Subject: Tender/CRID/-----

We M/s _____ do hereby confirm that:

The rates quoted against this offer are lowest possible and as on date we have not quoted less rates to any other customer than the rates quoted herein. In case, we quote less rates than this offer to any other customer within 1 month of the due date of this offer, then double of the difference in amount will be refunded to CRID. We also confirm that in case our Company/principal officially reduce the price before the delivery or within 15 days from the date of delivery, then the benefit for the same will be passed to CRID.

We M/s _____ further undertake that any price benefit on account of providing higher version of "Offered items" than the required/specified in this offer shall not be claimed by us either from CRID or from indenting Department.

Authorized Signatory(ies) [In full and initials]:

Name and Title of Signatory(ies): _____

Name of Bidding Company/Firm: _____

Address: _____

(Affix the Official Seal of the Bidding Company)

Annexure 8: Request for Clarifications

Bidders requiring specific points of clarification may communicate with CRID during the specified period using the following format.

Bidder's Request for Clarification			
Name of Organization submitting request		Name & position of person submitting request	Full address of the organization including phone, fax and email points of contact
			Address:
			Tel:
			Fax:
			Email:
S. No	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Points of clarification required
1			
2			

Place:
and seal.

Bidder's signature

Date:

Name of the
agency/vendor
: Name of the
Project:

Annexure 9: Format for Performance Bank Guarantee

Ref. No.
Bank Guarantee No
Dated

To,

Commissioner & Secretary,
Citizen Resources Information Department (CRID),
Haryana Civil Secretariat, Sector-1, Chandigarh-160001

1. Against contract vide Advance Acceptance of the Tender covering "Tender for " (hereinafter called the said 'contract') entered into between the Citizen Resources Information Department, Government of Haryana. (hereinafter called the CRID) and _____ (hereinafter called the Bidder) this is to certify that at the request of the Bidder we _____ Bank Ltd., are holding in trust in favor of the CRID, the amount of _____% of the contract value (write the sum here in words) to indemnify and keep indemnified the CRID against any loss or damage that may be caused to or suffered by the CRID by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the CRID, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the CRID shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the CRID.
2. We _____ Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Bidder i.e. till _____ hereinafter called the said date and that if any claim accrues or arises against us _____ Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable against us _____ Bank Ltd, notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us _____ Bank Ltd, by the CRID before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the CRID.
3. It is fully understood that this guarantee is effective from the date of the said contract and that we _____ Bank Ltd, undertake not to revoke this guarantee during its currency without the consent in writing of the CRID.
4. We undertake to pay to the CRID any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

5. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.
6. We _____ Bank Ltd, further agree that the CRID shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the CRID against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, _____ Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the CRID to the said Bidder or for any forbearance and or omission on the part of the CRID or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.
7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

WITNESSES:

Witness 1:

Signature: _____

Full Name & Official Address: _____

Witness 2:

Signature: _____

Full Name & Official Address: _____

Authorized Bank Representative:

Signature: _____

Full Name & Designation: _____

Official Address with Bank Stamp: _____

Attorney as per Power of Attorney No.: _____

Dated: _____