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**Request For Proposal (RFP) Document for Selection of  
Agency for Design and Development of Integrated  
Communication Management System**



**Haryana Kaushal Rozgar Nigam**  
Government of Haryana

**Haryana Kaushal Rozgar Nigam Limited**  
**Plot No.C-16, Sector 6, Panchkula,**  
**PIN:134109**  
**Contact No.: 01724041234**  
**Email:**  
HKRNL.gov@gmail.com

**Website:**  
[https://HKRNL.itih  
aryana.gov.in/](https://HKRNL.itiharyana.gov.in/)

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## **PUBLIC / TENDER NOTICE**

Haryana Kaushal Rozgar Nigam Limited (HKRNL), Government of Haryana (GoH) invites sealed proposal from reputed experienced professional organizations for “Selection of Agency for Design and Development of Integrated Communication Management System”. The prospective firms may download the technical and commercial bid from HKRNL website <https://HKRNL.itiharyana.gov.in> and submission of proposal may be done as per details provided in RFP. HKRNL reserves the right to reject any/all applications without assigning any reasons whatsoever

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**Key Information**

1	Reference Number	REF/DDICMS072025
2	Tender Inviting Authority and Address	Haryana Kaushal Rozgar Nigam Limited, Plot No. C-16, Sector 6, Panchkula, PIN:134109, Haryana.
3	Name of the Work	Request For Proposal (RFP) Document for Selection of Agency for Design and Development of Integrated Communication Management System.
4	Date of publication of tender	13 <sup>th</sup> March 2025
5	Last date to send in requests for clarifications	All the queries should be received on or before 17 <sup>th</sup> march upto 5:00 PM, through email only with subject line as follows: "Queries – Selection of Agency For Integrated Communication Management System". The Pre-Bid queries to be sent to the email id: ceo@hkrnl.org.in
6	Address for submission of documents	Haryana Kaushal Rozgar Nigam Limited, Plot No. C-16, Sector 6, Panchkula, PIN:134109, Haryana.
7	Pre bid Queries date	19 <sup>th</sup> march 2025
8	Pre bid Meeting Details	<b>Date and time of Pre-Bid Meeting:</b> 14:00 IST 19th March 2025 <b>Mode:</b> Online/Offline <b>Video call link:</b> <a href="https://meet.google.com/qpj-mmrn-ia">https://meet.google.com/qpj-mmrn-ia</a> <b>Office Address :</b> C-16, Sector 6, Panchkula for offline
9	Tender submission end date & time (Offline Hardcopies)	26 <sup>th</sup> of March 2025 till 5:00 PM
10	Opening of Technical Bid	29 <sup>th</sup> of March 2025 at 11:00 AM

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11	Venue for opening of Tender	Haryana Kaushal Rozgar Nigam Limited, Plot No. C-16, Sector 6, Panchkula, PIN:134109, Haryana.
12	Financial Bid	Will be opened after evaluation of Technical Bid.

Note: Bidders are advised to visit <https://HKRNL.itiharyana.gov.in/> on regular basis for any updates/ corrigendum issued by HKRNL, Haryana related to this DOCUMENT. No separate communication will be sent to any bidder.

In case a Central/ State Holiday is declared on any day/ dates as specified above, the event shall be held on the next working day at same time and same venue.

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**Schedule of Processing Fee, Tender Fee and  
EMD**

Tender Fee + GST 18% (Non-refundable)	Rs. 2000/- + GST @ 18%= Rs. 2360/-
Earnest Money (Refundable)	The Bidder must have furnished the EMD of Rs. Rs 80,000/- or MSME are exempted for tender document fee and EMD. The firms claiming such exemption must provide valid Government certificate to substantiate their claim for exemption.
Payment Details for Demand Draft	In Favor of: CEO/HKRNL Payable at: PANCHKULA

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## **PROCEDURE FOR Bidding**

1. **Offline bids** are invited in two-tier system (Technical Bid and Financial Bid) from the Bidder/Tendering Company/Firm for Request for Proposal (RFP) Document for Selection of Agency for Design and Development of Integrated Communication Management System strictly on General Terms and Conditions mentioned in Tender Document.
2. The Bid Document can be downloaded from the website of **<https://HKRNL.itiharyana.gov.in/>**
3. The Bidder/Tendering Company/Firm shall submit their Technical Bid & Financial Bid Documents to the address mentioned below in the document.
4. The Processing Fees, Tender fees & EMD will be submitted through Demand Draft
5. The Bidder/Tendering Company/Firm has to produce the original documents as and when asked for by HKRNL. The failure to furnish the said original documents will entail summarily rejection of its tender.
6. The Earnest money deposited by the unsuccessful tenderers will be refunded. In the case of a successful tenderer, earnest money will be converted in the form of Security Deposit, and it will be forfeited in case the successful tenderer refuses to accept the award of contract or fails to complete the required formalities and fails to deliver the work assigned within the specified and permitted time. The security will be refunded only after the contract is over provided there are no contravention in running of the contract and no violation of the General terms and conditions of the contract.



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7. Instructions to Bidder/Tendering Company/Firm regarding tendering process.:
- The bidder Shall submit the physical documents addressing Chief Executive officer, Haryana Kaushal Rozgar Nigam Limited at Plot No. C-16, Sector 6, Panchkula, PIN:134109, Haryana.
  - The bid submission activity will be allowed till the permissible date and time schedule in the bidding. Once the bid submission period is over, the Bidder/Tendering Company/Firm cannot submit their bid. Bidder/Tendering Company/Firm must start the Bid Submission well in advance so that the submission process is completed within the scheduled period, failing which it shall be the Bidder/Tendering Company/Firm responsibility.
  - The prospective Bidder/Tendering Company/Firm are expected to examine the complete Tender document as well as amendment issued during the Tender process. Failure to furnish all information/documents as asked for in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at Bidder/Tendering Company/Firm risk and may result in rejection of its bid.

- The validity of the bid will be for a period of 90 days from the date of opening of the bids or for an otherwise specified time.
- The prospective Bidder/Tendering Company/Firm are required to quote all the items given in the Financial Bid and the tender will be awarded as per the evaluation Criteria mentioned in Tender Document.
- The prospective Bidder/Tendering Company/Firm is requested to contact HKRNL, Haryana for any query/ process regarding e-tendering. E-mail: ceo@HKRNL.org.in
- The Conditional tenders will be rejected.
- Chief Executive Officer, Haryana Kaushal Rozgar Nigam Limited , Haryana reserves the right to cancel any or all Bids without assigning any reason or split the order in more than one party.
- Bid Submission Format:

S. No	Document Type	Document Format
<b>RFP Fee &amp; EMD and Eligibility Details - Envelope -A</b>		
1.	RFP Fee	Demand Draft
2.	EMD Fees	Demand Draft
3.	Technical Proposal	Hardcopies as mentioned Annexure-1 and Forms
<b>Financial Bid-Envelope - B</b>		
4.	Financial Proposal	Hardcopies as mentioned Annexure-2

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## 1. Introduction

### 1.1 Definitions

The definitions of various terms that have been used as part of this document are as follows:

- i. **“Contract / Agreement / Contract Agreement”** means the Agreement to be signed between the successful bidder and, including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the tender document the bid offer, the acceptance and all related correspondences, clarifications, presentations.
- ii. **“Authorized Representative / Competent Authority”** shall mean any person authorized by either of the parties i.e., Bidder and HKRNL.
- iii. **“Bidder/ Agency/ Service Provider/ System Partner/ Software Vendor/ IT System**
- iv. **Implementation Partner (IP)”** means any firm offering the solution(s), service(s) and /or materials as required in the TOR/RFP. The words **Bidder/ Agency/ Service Provider/ System Partner/ Vendor/ IT System Partner/ Implementation Partner (IP)** when used in the pre-award period shall be synonymous with parties bidding for this TOR/RFP, and when used after award of the Contract shall mean the successful party with whom HKRNL signs the agreement for rendering of services for implementation of this project.
- v. **“Party”** means HKRNL or Bidder individually and **“Parties”** mean HKRNL and Bidder, collectively.
- vi. **“Client”** will mean HKRNL.
- vii. **“Proposal / Bid”** means the Technical and Financial bids submitted for this project against

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- this TOR/RFP.
- viii. **“Terms of Reference (TOR) / Request for Proposal (RFP)”** means this document and its annexure and any other documents provided along with this TOR/RFP or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/or any combination of them.
- ix. **“Requirements”** shall mean and include schedules, details, description, statements of technical data, performance characteristics and standards (Indian & International) as applicable and specified in the TOR/RFP.

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- x. **“Default Notice”** shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
  - xi. **“LoI”** means Letter of Intent, which shall constitute the intention of HKRNL to place the Purchase/Work Order with the successful bidder.
  - xii. **“Termination Notice”** means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.

## **1.2 TOR Terms of Reference:**

- a. HKRNL invites responses (“Tenders”) to this Terms of Reference (“TOR”) from Software Development Agencies (“Bidders”) for Design, Development and Maintenance of Integrated Communication Management System.
- b. HKRNL reserves the right to extend the Term for a period as mentioned in this document.
- c. Proposals must be received not later than time, date and venue mentioned in the TOR. Proposals that are received late will not be considered in this procurement process.

## **1.3 Bidder enquiries and Department Responses**

All enquiries related to this TOR must be directed via email. Queries should be sent at the following email addresses: [ceo@HKRNL.org.in](mailto:ceo@HKRNL.org.in)

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#### **1.4 Supplemental Information to the TOR**

If HKRNL deems it appropriate to revise any part of this TOR or to issue additional information to clarify any section of this TOR, it may issue supplements/amendments/addendums /corrigendum etc., to this TOR. All such supplements/ amendments/ addendums/ corrigendum etc. shall be communicated to the respective Companies/ Agencies through the websites i.e., **<https://HKRNL.itiharyana.gov.in/>**. All such supplements/ amendments /addendums/corrigendum etc. shall be a part of this TOR and the bidders shall ensure to submit their proposals accordingly.

#### **1.5 TOR Format**

This TOR provides Bid process and includes the scope of work for the bidder with regards to Selection of Agency for Design, Development of Integrated Communication Management System in determining bidder's suitability as the proposed solution provider for the requirements outlined in this TOR. The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible and focus on demonstrating bidder's suitability to become the proposed solution provider for the requirements outlined in this TOR.

#### **1.6 Proposal Preparation Costs**

The Bidder shall bear all costs

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associated with the preparation and submission of its Bid, and the tendering authority shall not be responsible for or liable for those costs, regardless of the conduct or outcome of the bidding process.

**1.7 Deadline for the submission of Bids**

- a) Bids must be submitted by the bidders at the address no later than the date and time indicated in the Tender Notice.
- b) The bidding authority may, at its discretion, extend the deadline for the submission of bids by amending the bidding document if in case required, in which case all rights and obligations of the bidding authority and bidders



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previously subject to the deadline shall thereafter be subject to the deadline as extended.

**1.8 Late bids**

Bids received after the due date and the specified time for any reason whatsoever, shall automatically stand rejected.

**1.9 Language of Bids**

The bids and all correspondence & documents shall be written in English. All bids and accompanying documentation will become the property of HKRNL.

**1.10 HKRNL Right to Terminate the Process**

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

**1.11 General Guidelines for bid opening**

- i. Technical Bid and the Financial Bid must be submitted (Offline) as indicated in the TOR. There will be two bid-opening:
  - a. Technical Bids and
  - b. Financial bids.
- ii. Every page of the Technical Bid submitted needs to be clearly stamped & duly signed by the authorized signatory of the bidder.
- iii. HKRNL will open the technical bids and list them for further evaluation as per the eligibility criteria

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mentioned in RFP. The 'Financial Bid' shall not be opened until the evaluation of the Technical bids is complete.

- iv. All the bidders will be invited during the opening of Financial bids. However, if there is no representative of the bidder, HKRNL may still go ahead and open the bids.

**CEO, HKRNL reserves the right to postpone or cancel a scheduled Tender opening.**

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## 2. Eligibility Criteria:

<b>S. No.</b>	<b>Basic Requirement</b>	<b>Specific Requirements of Eligibility Criteria</b>	<b>Documents Required.</b>
<b>1</b>	Legal Entity	a) The bidder should be a company registered under Indian Companies Act, 1956 / 2013, OR b) A partnership firm registered under Indian Partnership Act, 1932 or LLP Act, 2008 of India; OR c) Any other Act of State/ Union, as applicable for dealing in the subject matter of procurement;	Copy of valid Registration Certificates Copy of Certificates of incorporation
<b>2</b>	Financial Turnover	The average annual turnover of the Lead bidder during last three financial years i.e. FY 2021-22, FY 2022-23 and FY 2023-24 should be minimum Rs. 10 Crore.	Audited balance sheet, Profit and Loss statement and Income Tax returns for all F.Y. from 2021-22, 2022-23 and 2023-24), along with copy of company PAN Card.  CA Certificate from the Statutory auditor mentioning turnover from Software/IT product Development and Software Support service activities

<b>3</b>	Financial Net Profit	The net profit of the bidder, as of March 31, 2024 (as per the last published audited balance sheets), should be Positive. Note: Average and each Year Net-profit should be positive	CA Certificate with CA's Registration Number/ Seal with UDIN Number
<b>4</b>	Financial Net Worth	The net worth of the bidder, as of March 31, 2024 (as per the last published audited balance sheets), should be Positive.	CA Certificate with CA's Registration Number/ Seal with UDIN Number
<b>5</b>	Local Office	The bidder / agency / firm / software company shall have office/branch office situated in Chandigarh/Panchkula/Mohali	Rent Agreement /Registration Certificate / Electricity Bill.
<b>6</b>	Tax Registration	The bidder should have a valid - i. GST where his business is located. ii. PAN Number	Copies of relevant certificates of registration
<b>7</b>	Technical Capability & Experience	Bidder should have similar experience in State Government Department/Board/Corporation at the time of submission of the bid as follows: <ul style="list-style-type: none"> <li>• Similar Experience of execution of at least one IT related software and Mobile App (IOS/Android) project providing end-to-end solutions with maintenance for a period of 1 year after Go-Live</li> </ul>	Work Completion Certificates from the client. OR Work Order + Self Certificate of Completion / Part Completion (Certified by the Statutory Auditor/ Auditor/ Chartered Accountant). OR Work Order + Phase / Part Completion Certificate from the client
<b>8</b>	Certification	The bidder must possess valid certifications as under: Quality: ISO 9001:2008/2015 Security: ISO 27001:2013/CMMI: Level 3.	Copy of valid certificate/s to be provided

		All the above certifications should be valid upto 45 days from the date of Technical Bid opening	
<b>9</b>	Mandatory Undertaking	<p><b>Bidder should: -</b></p> <p>a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.</p> <p>b) not have, and their directors and officers do not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;</p> <p>c) Comply with the code of integrity as specified in the bidding document.</p>	Self-Declaration
<b>10</b>	Blacklisting	The Bidder should not have been blacklisted or in fraud list by/off Govt. of India/State Government /Central PSU / Multilateral /bilateral agencies / and regulators, etc. at the time of bid submission date	Declaration regarding Clean Track Record

<b>11</b>	Capability of Management human resources	<p>The bidder must have at least 30 full-time employees in its payroll as on date of submission of bid.</p> <p><i>The bidder shall have adequate technical resource person to carry out the project and complete it on time. All the professionals should be employed on a full-time basis and responsibilities are delegated to these professionals based on the standard software development team.</i></p>	Declaration from HR
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## **Scope of Work**

The Haryana Government plans to provide an Integrated Communication Management Solution (ICMS) Web Portal for the Department and a Chatbot for users, which includes all Haryana Government Departments and their Schemes. Chatbot aims to provide seamless, 24/7 access to e-governance services, the department plans to implement a WhatsApp Communication management solution, which will empower citizens to avail of services with the highly adopted WhatsApp messaging tool.

### **The Major Scope of Work will include.**

1. Design, Development, Testing, Integration, and Deployment of Integrated Communication Management System (ICMS).
2. WhatsApp Business API & Account Management Services.
3. Design, development of integrated Grievance management solution.
4. Training and Deployment.
5. Security Audit from CERT-In Agency.
6. Operations and Maintenance support for three years including development/addition of new features and functionality.

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## **1. Design and Development of ICMS Web Portal:**

The Department seeks to Design and Develop the ICMS Web Portal which must include below mentioned features

- Development Integrated Web based Omni channel communication platform for managing interactions over WhatsApp or SMS and E-mail.
- Building a sophisticated and interactive Bilingual Conversational AI Chatbot with following features:
  - AI/NLP powered chatbot should provide accurate responses to the queries, recording grievances and providing seamless experience throughout the entire user journey.
  - The Chatbot should Collect conversational data from user queries & feedback and use it to train and personalize the conversational AI Bot as a continuous process.
  - Integration with various knowledge sources and fetching relevant information for responding to user queries.
- Scheme-Service Management to Add, Edit, or remove Government Services provided on the portal.
- Unified Dashboard to manage all communication, monitor conversations, and view analytics in real time.
- Application and Request Management for tracking the status of all citizen applications (e.g., pending, under review, completed).



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- Grievance Management System for Tracking and managing the status of complaints submitted by citizens.
  - Notifications and Alerts Management to manage Push notifications or email alerts to citizens regarding new schemes, announcements, and deadlines.
  - User segmentation empowering the department to segment the users based on their interest and requirements.
  - Integration with existing department system and Saral portal for automated flow of information and citizen grievance.
  - WhatsApp Template Management on the portal
  - Fallback Mechanism to deliver messages to another channel in case of failure.
  - Web interface should have a responsive design and should be able to automatically resize, hide, shrink, or enlarge, a website, according to all devices (desktops, tablets, and phones).
  - Reports and Analytics for Viewing detailed reports such as:
    - Application Approvals
    - Application Rejections
    - Active Schemes
    - Active Services
    - Total Schemes
    - Total Messages Sent
    - Total Messages Delivered

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- Total Messages Failed
  - Total Messages Read
  - Total Templates
  - Total Templates Approved
  - Total Templates Rejected
  - Users count (As per schemes)
- Central Schemes Repository consolidating government programs and benefits, offering easy access to information on eligibility, applications, and implementation management for citizens.
  - Find Local Government Offices using geo-tagging, the chatbot helps users quickly find nearby government offices by detecting their location. It provides directions, contact details, and office timings for easy access to services.
  - The chatbot should provide contact information of relevant government officials for specific schemes, ensuring users can easily reach out for assistance and get the required information quickly.

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## **2. WhatsApp Business API & Account(s) Management Services**

- Assist the department in setting up a verified WhatsApp Business account. The service provider shall assist the department in WhatsApp Business Account Creation, Verification, and timely approval of the account.
- Coordination with the department for onboarding WhatsApp Business Account and management services i.e., Account verification and template approval from Meta.
- The service provider shall provide a console and an API to send WhatsApp notifications/ messages to registered/non-registered users of web applications developed by the department.
- Providing a console to respond to messages received and monitor the traffic on WhatsApp service and send messages in bulk as well.
- The selected Service provider should help the Department in implementing an opt-in campaign for obtaining consumers' consent for sending messages to their WhatsApp accounts. The service provider should also help the Department in the creation of campaign content or templates as per WhatsApp/Meta policy.
- Implement an automated process of sending documents to citizens' WhatsApp accounts.

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- Implement sending WhatsApp messages in English or Hindi language or a combination of both. Messaging framework must be capable of sending messages in various multimedia formats like images, PDFs, videos, emojis, etc. as allowed by WhatsApp/Meta and the file size limit should not be less than that of the permissible limit by WhatsApp/Meta.
  - Service/ API onboarding/ integration on WhatsApp Communication Management Solution for department application.

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### **3. Grievance management solution:**

- WhatsApp-based Grievance Registration.
- End to End Ticket management and tracking of grievance.
- Auto routing option to route grievance to concerned department.
- Admin dashboard for grievance tracking and analysis.
- Role based access for access control.
- API-based integration with State government grievance portals.

### **4. Technology Stack for Integrated Communication**

**Management System:** The software solution should be developed on Open-Source Technology Platform. The Vendor through this Conversational AI Platform shall provide all software/solution/tools/components required to build, test, train, and manage the Conversational AI Bot.

### **5. Software Deployment & Training to Department users.**

- Cloud based, hybrid or On-Premises deployment of solution as per Direction of the department.
- Ensuring high availability (99.9% uptime) and scalability to handle future user traffic.
- Role-based access control and audit logs for data security and monitoring.
- Regular updates, bug fixes, and performance optimizations.

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- Providing training, user manuals to the department users for seamless management of the portal.

**6. Operations and Maintenance support for three years, including development/addition of new features and functionality.**

- Development of new feature/functionality as per the discretion of HKRNL. No additional cost will be paid for the new feature/functionality developed during the O&M Phase.
- Providing On-Site/Off-Site support as per the requirement of the department.
- Regular security patches, performance optimizations, and compliance updates as required from time to time.
- Ensuring 24/7 availability of the solution.

**7. Conducting Security Audit of the Platform from CERT-in-Agency**

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### 3. Desirable Timelines for Project Implementation

Desired timelines for the completion of different phases of project (if the engagement starts at day T (T will be the day of signing of contract) are indicative as below:

#	Name of Phase	Desired Timelines (Including non-working/holidays)
1.	Phase-1: Detailed Functional Requirement study, System Requirements Study and System Design	T + 10 Days
2.	Phase-2: Design, Development, implementation, configuration, integration, and software testing of chatbot application	T + 30 Days
3.	Phase-3: Phase 3: Supporting User Acceptance Testing of the chatbot	T + 40 Days
5.	Phase-5: Go-Live of Web portal	T + 45 Days
6.	Comprehensive Operations & Maintenance of the Software for 3 Year	3 Year Post Go-Live

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#### **4. INSTRUCTION TO BIDDERS:**

Bids must be direct, precise, concise, and complete. HKRNL will evaluate the bidder's proposal based on the response to the requirements of the project as outlined in this TOR.

##### **4.1 Period of Validity of Bids:**

Bids shall remain valid for the period of 90 days, as per Tender Notice after the bid submission deadline date prescribed by the bidding authority. A bid valid for a shorter period shall be rejected by the tendering authority as non-responsive bid.

##### **4.2 Non-Conforming Bids**

Any bid may be construed as a non-conforming bid and ineligible for consideration if it does not comply with the requirements of this TOR.

##### **4.3 Amendment/Corrigendum of bidding documents**

At any time prior to the deadline for submission of bids, HKRNL, for any reason, will modify the bidding documents and may issue supplements/amendments /addendums/corrigendum etc. to this TOR. All such clarifications/amendments/addendums/corrigendum etc. shall be available to the Companies/Agencies through the website only and shall be part of this TOR as well as binding on the bidders. HKRNL, at its discretion, may extend the deadline for the submission of bids.

##### **4.4 Language of Bid:**

The bids and all correspondence & documents



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shall be written in English.

#### **4.5 Corrections:**

Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted price will be entertained after the quotations/bids are submitted. (All corrections, if any, should be initiated by the person signing the bid form before submission, failing which the figures for such items may not be considered).

#### **4.6 Rejection**

The bids are liable to be rejected in the following cases or in case bidder fails to meet the bidding requirements as indicated in this TOR:

- a) Proposal not submitted in accordance with this document.
- b) During validity of the bid, or its extended period, if any, the bidder increases his quoted prices.
- c) Proposal is received in incomplete form.
- d) Proposal is not accompanied by all requisite documents.
- e) Information submitted in technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- f) In case any one party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional

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bids/bidders are withdrawn upon notice immediately.

- g) Blacklisted by the Government of India (“GoI”), State Government or any other Government owned agency including quasi-Government sector organization or company, for corrupt, fraudulent practices or reasons related to non-performance in an engagement on the date of opening of bid.

## **5. Evaluation of Bids**

Proposals will be reviewed by a Committee of Officers (the “Committee”).

"The bidder quoting the lowest (L1) price among all technically qualified bidders shall be selected for the award of the contract, subject to meeting all eligibility criteria and compliance with tender terms and conditions."

- If the L1 bidder is unable to provide the services in full or in part, the work order with the L1 bidder shall be cancelled.
- Further the L2 bidder may be invited to match the L1 bidder rates.

### **Technical Evaluation**

The technical bid documentation furnished by the bidder shall be examined in detail in order to determine whether they are substantially responsive to the requirements set forth in this document. In order to reach such a determination, HKRNL, Haryana will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified in this TOR. This evaluation will also involve scoring each

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component of the technical bid as per guidelines described in this TOR so that each technical bid will be assigned an overall score. The Bidder is requested to take note of the following:

- a. Bidder are required to submit their technical bids strictly as per the technical bid format defined in the Annexure 1 of this document.
- b. Technical proposal should not contain any financial information. Technical bids containing financial information will be summarily rejected.
- c. A Proposal shall be rejected at this stage if it does not respond to important aspects of the TOR, and particularly the Scope of work or if it fails to comply with the technical requirements.

The technical evaluation criterion is same as given in Annexure 1 this document.

- d. After the technical evaluation is completed and approved, the Haryana Kaushal Rozgar Nigam Limited, Haryana shall open the Financial Proposals of only those bidders who complied with the technical criterion specified in the TOR.

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## **5.1 Financial Evaluation**

Based on the results of the technical evaluation, the committee will then proceed to open and evaluate the financial bids of only those bidders who are able to qualify the technical evaluation. The Financial evaluation will consider the information supplied by the Bidders in the Financial Bid, and the same shall be evaluated in accordance with the evaluation criteria specified in this document. The Bidders are requested to take note of the following:

- i. Bidders intending for financial bid should submit the Financial Bid in accordance with the details mentioned in the TOR.
- ii. The Bidder who quoted the lowest rate for development of Integrated Communication Management System Portal will be successful bidder
- iii. The bid should be comprehensive and inclusive for all the services to be provided by the bidder as per scope of his work. The payments would be made to the selected bidder based on the bid submitted. No separate payment shall be made for services that are to be delivered by the System Partner as part of his scope of work for this project.
- iv. The prices quoted shall be inclusive of all taxes, duties and statutory payments incident upon the bidder and it shall be a fixed price bid. Once the prices have been submitted as part of financial bid to HKRNL , Haryana, no change / modification will be entertained for any cause whatsoever. The prices once provided by the bidder will be valid for the entire period of validity of the bid (till completion of project for the selected bidder as System Partner/ Implementation Partner). All the taxes shall be

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quoted separately under relevant sections.

- v. Any increase/decrease in the rates of taxes, duties, charges, and levies at a later date and during the tenure of the bid/ project will be to the account of the HKRNL, Haryana.
- vi. Financial Evaluation shall be done on the basis of price quoted for total items (i.e., grand total amount).
- vii. Proposals not containing cost for any of the cost components or proposal with any intentional manipulation in prescribed Financial format shall be straightway rejected without any further consideration.
- viii. The System Partner shall be responsible for the costs towards travel / stay, daily allowance, or any other allowances with respect to their staff deployed for the execution of this project before or after the award of the contract.
- ix. Agency/ System Partner would be responsible for making the solution perform on a turnkey basis. In case the Agency / System Partner does not consider any specific infrastructure including any hardware/software/system/service in their bid, which would hamper the performance of the solution, as per SLAs mentioned, Haryana Kaushal Rozgar Nigam Limited, Haryana would not be held responsible. In such a case, the System Partner must provide additional infrastructure/ services, without any additional cost to Haryana Kaushal Rozgar Nigam Limited , Haryana.

**6. Submission of Bid**

Bids must be direct, precise, concise, and complete. HKRNL will evaluate bidder's proposal based on the response to the

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requirements of the project as outlined in this TOR.

Any other information that is required to be submitted in the bid or to supplement the information provided in the forms (Work orders/supporting documents/certificates/proofs etc.).

The Bidders shall have to submit their tender documents Online/Offline only Technical Bid along with hard copies and Financial Bid is to be submitted online as per key mentioned.

All the bids should be properly indexed, numbered and hard bounded.

**6.1 Attachments with Bid**

The Bidder shall submit with its bid, inter alia, the following attachments:

a) Bidder is required to submit duly signed & stamped copy of TOR along with Technical Bid.

**6.2 Part - 1: Technical Bid:**

The technical bid should contain a detailed description of how the bidder will provide the required services outlined in this TOR. It should articulate in detail, as to how the bidder's Technical Solution for this Project meets the requirements specified in the TOR.

**The Part -1 of bid should comprise the following items and others as listed in the Annexure 1.**

**6.2.1 Proposal Cover Letter**

The bidder shall provide the Proposal covering letter (on company's letter head) only in the format provided in **Annexure 1 Form 1** of this document.

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### **6.2.2 Technical Proposal**

The Technical Proposal should consist of the information mentioned in the format provided **in Annexure 1** of this document.

Please note:

- i) **The technical bid must NOT contain any pricing/ Financial information.**
- ii) In submitting additional information, please mark it as supplemental to the required response.
- iii) The Technical Proposal should be concise and should address the following at the minimum without ambiguity: -
  - a) Duly signed & stamped copy of TOR along with Technical Bid.
  - b) Brief Profile of bidder.
  - c) Information to be provided with reference as per Annexure 1 and Forms Format for the evaluation.

## **7. TERMS AND CONDITIONS - POST AWARD OF CONTRACT**

### **7.1 Change Request**

- i) No change requests shall be accepted by

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HKRNL during the contact period (Implementation Period plus 1 years from the date of Go-Live) for any upgrades as part of the technical support cum O&M support from SP as well as from result of any necessary amendments from statutory compliances.

## **7.2 Limitation of Liability**

The entire & collective liability of the bidder arising out of or relating to this engagement, including without limitation on account of performance or non-performance of obligations hereunder, regardless of the form of course of action, whether in contract, tort or otherwise, shall in no event exceed the total Contract Price under this project plus invoking of the Bank Guarantee submitted by the bidder.

## **7.3 Exit Management Clause**

- a. This schedule sets out the provisions, which will apply on completion and termination of the contract.
- b. The bidder/System Partner shall provide Exit Management plan clearly specifying the duration and activities required for such transition/migration before three months period from the date of expiry of contract, or termination of the operations.
- c. The parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule
- d. Cooperation and provision of information.

## **7.4 Force Majeure**

The vendor shall not be liable for forfeiture of



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its performance security, liquidated damages, or termination for default if and to the extent that it's delay in performance or other failure to perform

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its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this Clause, “Force Majeure” means an event beyond the control of the and not involving bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the HKRNL in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the bidder shall promptly notify the HKRNL in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If an event of Force Majeure continues for a period of one hundred and eighty (180) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for goods/services already delivered or performed.

## **7.5 Disputes Resolution**

The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof. In the event a dispute, differences or claim arises in connection with the interpretation or implementation of this

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agreement, the aggrieved party shall issue a written notice setting out the Dispute/differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation.

### **7.6 Intellectual Property Rights (IPR)**

- All rights, title and interest of HKRNL in and to the trade names, trademark, service marks, logos, products, copy rights and other intellectual property rights shall remain the exclusive property of HKRNL and the service provider shall not be entitled to use the same without the express prior written consent of HKRNL.
- Nothing in contract including any discoveries, improvements or inventions made upon with / using the service provider or its respectively employed resources pursuant to contract shall neither vest nor shall be construed so that to vest any proprietary rights to the service provider.
- The application software developed as a part of contract, will remain to be property of HKRNL and the Service Provider will have no rights whatsoever on the same in terms of royalties or any other fees up on termination of this contract.
- The Service Provider shall handover all the source code, tools, flow-charts and any other material developed during the contract to HKRNL up on termination of the contract. Notwithstanding, anything contained in Contract, this clause shall survive indefinitely, even after termination of the Work Order.

## **8. AWARD OF CONTRACT**

### **8.1 Award Criteria**

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The Best Evaluated Bidder according to **L1 (Lowest Rates) as per Table A.**

## **8.2 Right to accept / reject any or All Proposals**

HKRNL reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to award of contract, without thereby incurring any financial or other liability to the affected bidders or any obligation to inform the affected bidders of the grounds for HKRNL decision.

## **8.3 Notification of Award**

- Prior to the expiration of the validity period, HKRNL will notify the successful bidder in writing or by fax, to be confirmed in writing by letter, that its bid has been accepted.
- In case the tendering process/ public procurement process has not been completed within the stipulated period, HKRNL may request the bidders to extend the validity period of the bid.
- The notification of award will constitute the formation of the contract. HKRNL shall not be bound to give reasons for rejection of any bid.

## **8.4 Contract Finalization and Award**

Department will take approval from the competent authority as per procedure before allotment of project to Company/Agency

## **8.5 Term of the Contract**

The term of this Contract shall be for a period of Three year commencing from the date of “Successful Implementation / Go- live” of

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Design, Development of Integrated Communication Management System. Further O&M contract period may be extended after satisfactory report from the department.

(The Date of Go-Live will be date on which bidder received Letter of Successful Implementation/Go-live from HKRNL)

**8.6 Failure to agree with the Terms & Conditions of the TOR**

Failure of the successful bidder to agree with the Terms & Conditions of the TOR shall constitute sufficient grounds for the annulment of the award, in which event HKRNL may award the contract to the next best value bidder or call for new bids.

**9. Contract Breach**

Any breach of the conditions outlined in this tender document, work order, or contractual agreement with HKRNL shall empower the CEO to take appropriate corrective actions, including but not limited to the imposition of penalties and termination of the contract. The CEO reserves the right to enforce such measures as deemed necessary to safeguard the interests of HKRNL.

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## 10. PAYMENT SCHEDULE

The following section outlines the payments to be given by Haryana Kaushal Rozgar Nigam Limited, Haryana to the selected bidder for successful execution of the project at each milestone of the project.

Payment Schedule for the Services provided by the System Partner. The following schedule would be followed for payment during the Project implementation in line with scope of work:

<b>Report/ Milestones</b>	<b>Payment Schedule</b>
Detailed Functional Requirement study, System Requirements Study and System Design	15% of one-time project development cost
Design, Development, implementation, configuration, integration and complete testing of Application	15% of one-time project development cost
Supporting User Acceptance Testing of the Application	20% of one-time project development cost
Go-Live of software system	20% of one-time project development cost
Post Go-live stage and O&M stage	30 % after 3 Months of Go-Live
Operations & Maintenance Phase	Monthly payment post Go-Live Stage

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### **11.1 Other Payment Terms**

- i) Any increase/decrease in the rates of taxes, duties, charges, and levies at a later date and during the tenure of the bid/ project will be to the account of the Haryana Kaushal Rozgar Nigam Limited (HKRNL), Haryana.

## Annexure-1 Technical Bid Format

S. No.	Basic Requirement	Specific Requirements of Eligibility Criteria	Documents Required.	Submitted Yes/No
<b>1</b>	Legal Entity	<p>d) The bidder should be a company registered under Indian Companies Act, 1956 / 2013, OR</p> <p>e) A partnership firm registered under Indian Partnership Act, 1932 or LLP Act, 2008 of India; OR</p> <p>f) Any other Act of State/ Union, as applicable for dealing in the subject matter of procurement;</p>	<p>Copy of valid Registration Certificates</p> <p>Copy of Certificates of incorporation</p>	
<b>2</b>	Financial Turnover	The average annual turnover of the Lead bidder during last three financial years i.e. FY 2021-22, FY 2022-23 and FY 2023-24 should be minimum Rs. 10 Crore.	<p>Audited balance sheet, Profit and Loss statement and Income Tax returns for all F.Y. from 2021-22, 2022-23 and 2023-24), along with copy of company PAN Card.</p> <p>CA Certificate from the Statutory auditor mentioning turnover from Software/IT</p>	



			product Development and Software Support service activities	
<b>3</b>	Financial Net Profit	The net profit of the bidder, as of March 31, 2024 (as per the last published audited balance sheets), should be Positive. Note: Average and each Year Net-profit should be positive	CA Certificate with CA's Registration Number/ Seal with UDIN Number	
<b>4</b>	Financial Net Worth	The net worth of the bidder, as of March 31, 2024 (as per the last published audited balance sheets), should be Positive.	CA Certificate with CA's Registration Number/ Seal with UDIN Number	
<b>5</b>	Local Office	The bidder / agency / firm / software company shall have office/branch office situated in Chandigarh/Panchkula/Moh ali	Rent Agreement /Registration Certificate / Electricity Bill.	
<b>6</b>	Tax Registration	The bidder should have a valid - i. GST where his business is located. ii. PAN Number	Copies of relevant certificates of registration	
<b>7</b>	Technical Capability & Experience	Bidder should have experience in State Government Department, Boards/Corporations at the time of submission of the bid as follows:	Work Completion Certificates from the client. OR Work Order +	

		<ul style="list-style-type: none"> <li>Similar Experience of execution of at least one IT related software and Mobile App project providing end-to-end solutions with maintenance for a period of 1 year after Go-Live</li> </ul>	Self Certificate of Completion / Part Completion (Certified by the Statutory Auditor/ Auditor/ Chartered Accountant). OR Work Order + Phase / Part Completion Certificate from the client	
8	Experience	Bidder should have experience in Chatbot application, CRM software, Helpdesk in State Government Department, Boards/Corporations at the time of submission of the bid.	Work order / Completion Certificates from the client.	
8	Certification	The bidder must possess valid certifications as under: Quality: ISO 9001:2008/2015 Security: ISO 27001:2013/CMMI: Level 3. All the above certifications should be valid upto 45 days from the date of Technical Bid opening	Copy of valid certificate/s to be provided	
9	Mandatory Undertaking	<b>Bidder should: -</b> a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities	Self-Declaration	

		<p>suspended and must not be the subject of legal proceedings for any of the foregoing reasons.</p> <p>b) not have, and their directors and officers do not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;</p> <p>c) Comply with the code of integrity as specified in the bidding document.</p>		
<b>10</b>	Blacklisting	The Bidder should not have been blacklisted or in fraud list by/off Govt. of India/State Government /Central PSU / Multilateral /bilateral agencies / and regulators, etc. at the time of bid submission date	Declaration regarding Clean Track Record	
<b>11</b>	Capability of Management human resources	<p>The bidder must have at least 30 full-time employees in its payroll as on date of submission of bid.</p> <p><i>The bidder shall have adequate technical resource person to carry out the project</i></p>	Declaration from HR	

		<i>and complete it on time. All the Professionals should be employed on a full-time basis and responsibilities are delegated to these professionals based on the standard software development team.</i>		
<b>12</b>	Projects Capability & Experience	Bidder should have completed/ ongoing at least one (1) IT, IT'es Services/ Software development projects where project of value should be more than Rs. 1 crore for any State or Centre Government Department or Public Sector Undertaking (PSU) during last 3 years	Copy of Work Order/ Completion Certificate	

## Annexure 2: Financial Bid Format

(To be filled as per given format and to be submitted in Hard copy in sealed envelope.)

**Table A: Software Development Cost:**

Sr. No.	Particulars	Cost in INR (Excluding GST)
1	Cost for design, development & deployment of the Software including Security Audit	
2	Operations and Maintenance support for three years including development/addition of new features and functionality.	
3	GST	
4	Grand Total (TABLE A) (1+2+3)	

**TABLE B: Message Cost**

Sr. No.	Message Category	Per Unit Rate (including Facebook/ WhatsApp (OEM) rate excluding GST in INR	Per Unit Rate Service Provider charges excluding GST in INR	GST	Total cost in INR Including GST)
A	B	C	D	E	F = C+ D + E
1	Utility				
2	Service				
3	Marketing				

**Note:**

- The payment will be made as per actual usage of WhatsApp messaging.
- Any Change in OEM Charges shall be applicable to

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HKRNL.

- Monthly Deliverable reports shall be verified by HKRN

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The Grand Total of Table A will be considered for financial bid evaluation.

- The successful bidder has to match the L1 rates of WhatsApp/Facebook OEM and Services Provider Rates (As per Table B).
- Service Provider will pay WhatsApp OEM Charges on behalf of HKRNL and Bill to HKRNL on Monthly Basis.
- No TA/DA and no local conveyance or any travel cost will be reimbursed by HKRNL.
- Application hosting server will be provided by HKRNL.

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## **FORMS**

### FORM 1: FORMAT FOR PRE-QUALIFICATION PROPOSAL

Date: DD-MM-YYYY

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Ref: Request for Proposal for selection of Agency for Design and Development of Integrated Communication Management System.**

Dear Sir/Madam

1. Having examined the RFP documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the RFP documents. To meet such requirements and provide such services as set out in the RFP documents, we attach hereto our response to the RFP documents, which constitutes our proposal for being considered for appointment as the Service Operator.
2. We undertake that this is our sole participation, and we are not participating or co-participating in this bid through any other related party or channel.
3. We undertake, if our proposal is accepted, to adhere to the Project Schedule put forward in the RFP documents or such adjusted plan as may subsequently be mutually



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agreed between us and the HKRNL or its appointed representatives.

4. If our proposal is accepted, we will submit a Performance Bank Guarantee 10% of Software Development cost (as per Table A) in the format given in the RFP document issued by a Scheduled bank in India, acceptable to the HKRNL, as per the details specified in the RFP documents for due performance of the Agreement.
5. We have read all the terms and conditions set out in the RFP documents and confirm that these are unconditionally acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our Proposal shall not be given effect to.
6. We have studied all instructions/forms/terms/requirements/other information of the RFP documents carefully and have submitted this bid with full understanding and any implications thereof.
7. We hereby declare that our Proposal is made in good faith, without collusion or fraud and the information contained in the Proposal is true and correct to the best of our knowledge and belief.
8. It is hereby confirmed that I/We are entitled to act on behalf of our company 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)

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Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company)

(Seal/Stamp of bidder)

## FORM 2: FORMAT FOR FURNISHING GENERAL INFORMATION

### **Details of the Bidder (Company)**

1. Name of the Bidder
2. Address of the Bidder
3. Status of the Company (Public Ltd/Pvt. Ltd)
4. Details of Incorporation of the Company
5. Details of Commencement of Business
6. Valid Sales tax registration no.
7. Valid Service tax registration no.
8. Permanent Account Number (PAN)
9. GST Identification Number
10. Name & Designation of the contact person to whom all references shall be made regarding this RFP
11. Telephone No. (with STD Code)  
Mobile Number

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12. E-Mail of the contact person:

13. Fax No. (with STD Code)

14. Website

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FORM 3: PERFORMANCE BANK GUARANTEE FORMAT

To

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1. Whereas **M/s** \_\_\_\_\_ (**Name of firm agency**) (hereinafter called “firm”) has to do project as per agreement dated \_\_\_\_\_ signed between Chief Executive officer, (HKRNL), Haryana (hereinafter called “Client”) and them and as per the agreement **M/s** \_\_\_\_\_ (**Name of firm agency**) will submit Performance Bank Guarantee amounting to **Rs.** \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).

2. NOW THEREFORE KNOW ALL THE MAN THESE PRESENTS THAT WE, (Bank Name) having \_\_\_\_\_ its \_\_\_\_\_ Head Office at \_\_\_\_\_

\_\_\_\_\_ (hereinafter called “the Bank”) are bound up to the “Client” in the sum of Rs. \_\_\_\_\_ (\_\_\_\_\_) for which payment will and truly to be made to the “Client”, the Bank binds itself, its successors and assignees by these presents.

3. “The Bank” further undertakes to pay to the “Client” up to the above amount on receipt of its first written demand, without the “Client” having to substantiate its demand. The Client’s decision in this regard shall be final and shall not be called upon to question under any circumstances. The Bank Guarantee will remain in force up to \_\_\_\_\_. However, its validity can be got extended before \_\_\_\_\_ solely at the instance of the “Client”.

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This clause shall remain valid notwithstanding anything else contained to the contrary in the document.

4. Our liability under this guarantee is restricted to

\_\_\_\_\_ ( \_\_\_\_\_ ) and it will remain enforce up to \_\_\_\_\_ unless a demand in writing is received by the bank on or before \_\_\_\_\_, all your rights under the said guarantee shall be forfeited and we shall be released and discharged from all the liabilities thereunder.

5. Sealed with the Common Seal of the said Bank this \_\_\_\_ day of \_\_\_\_\_ 20\_\_.

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In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this \_\_\_\_\_ day of \_\_\_\_\_20\_\_\_\_

for Bank \_\_\_\_\_

Witness

Signature

Name

M/s. \_\_\_\_\_ (complete address)

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FORM 4: FINANCIAL INFORMATION

**1. Annual Turnover of the Bidder in IT Application Development**

<b>Financial Year 2021-22</b>	<b>Financial Year 2022-23</b>	<b>Financial Year 2023-24</b>

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**FORM 5 : FORMAT FOR LIST OF PREVIOUS WORK ORDERS EXECUTED**

Name of the Bidder: \_\_\_\_\_

Registered Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

**Details of Previous Work Orders**

S. No.	Client Name & Address	Project Name & Description	Status of Work (Completed/Partly Completed)	Date of Award	Project Value (INR)	Contact Person & Details
1						
2						
3						
4						

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**Supporting Documents Required**

1. Copy of Work Orders/Contracts
2. Completion Certificates
3. Contact Details of Client Representative for Verification
4. Part completion certificate form Statutory Auditor/Auditor/CA or Part Completion

Declaration: I/We hereby declare that the above information is true and correct to the best of our knowledge and belief. Any misrepresentation may lead to disqualification from the tender process.

Authorized Signatory: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company Seal & Date: \_\_\_\_\_



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Form 6: SELF-DECLARATION {to be filled by the bidder}

To,

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\_\_\_\_\_,  
In response to the RFP. No. \_\_\_\_\_  
dated \_\_\_\_\_ for Selection of Agency for Design and  
Development of Integrated Communication Management  
System Module, as an Owner/ Partner/ Director/ Auth.  
Sign. of \_\_\_\_\_, I/ We  
hereby declare that presently our Company/ firm  
\_\_\_\_\_, at the time of bidding: -

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;

- 
- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter
  - h) into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
  - i) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
  - j) will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed in the RFP, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,  
Name of the Bidder: -  
Authorized Signatory: -  
Seal of the Organization: -

Date: \_\_\_\_\_

Place: \_\_\_\_\_

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FORM 7: Declaration Regarding Clean Track Record (To be submitted on Bidder's letter head)

To,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

**Declaration Regarding Clean Track Record**  
**(RFP No: \_\_\_\_\_ dated \_\_\_\_\_ )**

I have carefully gone through the Terms & Conditions contained in the **RFP No: \_\_\_\_\_ dated \_\_\_\_\_** regarding Selection of Agency For Design and Development of Integrated Communication Management System Module. We hereby declare that our company has not been debarred/ blacklisted or in fraud list by/of any PSU, Public Sector Bank, RBI, IBA or any other Government / Semi Government organizations in India / Multilateral agencies / Bilateral agencies / authorities / regulators, etc. as on the date of bid submission.

I further certify that I am competent authority in my company to make this declaration that our bid is binding on us and persons claiming through us and that you are not bound to accept a bid you receive.

We further declare that we are eligible and competent as per the eligibility criteria given by the client and the information submitted by the company in all Annexures is true and correct and also able to perform this contract as per RFP document.

Thanking you,

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Yours sincerely,

Date Signature of Authorised Signatory ... Place Name of  
the Authorised Signatory ...

Designation ...

Name of the Organisation ...

Seal ...

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FORM 8: DECLARATION REGARDING ACCEPTANCE OF TERMS &  
CONDITIONS CONTAINED IN THE TENDER DOCUMENT

To

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Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document [No.: \_\_\_\_\_ - ] regarding Proposal for Selection of Agency For Design and Development of Integrated Communication Management System Module by HKRNL. I declare that all the provisions of this Tender Document contained in this tender and subsequent corrigendum(s)/ clarifications issued from time to time are acceptable to my Company/firm. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours very truly,

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

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Contact No:  
Email-id: