

**(INDIA TRADE PROMOTION ORGANISATION)**  
**(A Government of India Enterprise)**

**TENDER FOR**

**SELECTION OF KNOWLEDGE PARTNER TO ASSIST INDIA TRADE  
PROMOTION ORGANISATION IN ITS BUSINESS TRANSFORMATION WITH  
REVENUE AUGMENTATION, PROCESS IMPROVEMENT AND DIGITAL  
ENABLEMENT**

**NO. 9-ITPO(4)/EI/2023 DATED 24.03.2023**

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## 1. INTRODUCTION

Commerce and trade is vital for the growth and development of any nation. Myriad policies and tools are employed by governments for the promotion of trade and commerce of the country.

Amongst the varied policy prescriptions and trade promotion tools, exhibitions have turned out to be an effective tool to boost trade and commerce of a country. Countries like Germany, the US, Japan, France and the UK have one of the oldest and largest exhibition industries which have been traditionally leveraged to boost their economies. Exhibitions provide an excellent opportunity to assess opinions from clients and determine market potential, conduct research and evaluate competitors, develop commercial structures by identifying new agents and distributors and initiating joint ventures and project partnerships.

India Trade Promotion Organisation (ITPO) which has been mandated to play a crucial role in promotion of trade of the country and enhance India's share of exports through various trade promotion activities in addition to organization of/participation in trade fairs/exhibitions.

ITPO is the premier trade promotion enterprise of the Ministry of Commerce & Industry, Government of India. It is committed to showcase excellence achieved by the country in diverse fields especially trade and commerce.

ITPO provides a broad spectrum of services to trade and industry to promote India's exports. Its vision envisages being a leader amongst world class trade promotion organizations leveraging India's strengths internationally. It also envisages rapid growth in India's share of global trade and investments, quality of our services and customer satisfaction. Following are the key objectives of ITPO:

India Trade Promotion Organisation (ITPO) is the premier trade promotion agency of India, provides a broad spectrum of services to trade and industry and acts as a catalyst for growth of India's trade. The main Corporate objectives of ITPO are:

- To promote external and domestic trade of India in cost effective manner by organizing and participating in international trade fairs in India and abroad; organizing buyer-seller meets and contact promotion programmes abroad;

conducting overseas market surveys, exchanging and contact promotion programmes abroad; conducting overseas market surveys, exchanging and coordinating visits of business delegations, and undertake need based research to facilitate trade in specific sectors/markets;

- To support and assist small and medium enterprises to access markets both in India and abroad;
- To disseminate trade information and facilitate E-commerce/trade;
- To develop quality physical infrastructure, services and management so as to enable holding of trade promotion events such as conventions and trade exhibitions of international standard; and
- To enlist the involvement and support of the State Governments, other government trade promotion agencies, trade and industry associations in trade promotion of India's external and domestic trade.

In order to achieve the aforesaid objectives, ITPO is engaged in various activities including:

- a) collection of regular information on overseas markets and other development taking place in the markets and market segments abroad
- b) arrangement of online publications for member exporters containing information regarding markets, products, trade enquiries, global tenders etc
- c) signing of MoUs with several organizations both in India and abroad for exchange of information and participation in each others' events with the objective of export promotion
- d) hosting an electronic trade portal to provide useful information to aspiring Indian exporters, such as country profile, global importer's directory, world economic environment, guidance on starting export trade, overseas market situation, trade enquiries, market surveys, trade and investment policy, trade statistics, tariff and taxes, export/import trends, trade glossary etc
- e) facilitating meetings and interaction of overseas delegation with industry associations, government agencies as well as individual exporters

## 2. DEFINITIONS

In this RFP, the following expressions shall have the meaning stated herein:

**“Addendum/Addenda”** means any written amendment or addenda to this RFP, from time to time issued by ITPO to the Bidders.

**“Affiliate”** shall mean, with respect to any Bidder, or a member of a Consortium, any other person directly or indirectly Controlling, Controlled by or under common Control with such first Bidder or member of Consortium.

**“Annex/Annexure”** means an annexure to this RFP.

**“Applicable Laws”** means all applicable laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India or such other territorial jurisdiction outside India, by any authority, including any Governmental Authority, including any revisions, amendments or re-enactments including without limitation statutes, rules, regulations, bye-laws, policies made there under, judgments, decrees, injunctions, writs, orders issued by any court of record or other requirement or official directive of any Governmental Authority or any person acting under the authority of any Governmental Authority or any statutory authority, including any notification issued by the Reserve Bank of India or by any Governmental/Statutory Authority, as may be in force and effect during the Validity Period and the subsistence of the Service Agreement.

**“Approvals”** means all authorizations, consents, approvals, including any statutory approvals, notifications and permissions and any license, permit, ruling, exemption or other authorization of whatsoever nature which is required to be obtained under Applicable Laws for or in respect of this RFP and the Service Agreement, and all other approvals as may be required to execute, give effect to, and perform its obligations under the Service Agreement including but not limited to the approvals and consents required from ITPO or any other authority pursuant to this RFP or the Service Agreement, including any third party approvals as may be required by the Service Provider (as hereinafter defined).

**“Bid Close Date”** shall refer to the details as per Bid Process Schedule.

“**Bidder**” means any eligible person or firm or company participating in a procurement process with a procuring entity.

“**Bid Process**” shall mean the process as detailed in document.

“**Bid Process Schedule**” shall have the meaning ascribed to the term in Bid Process Schedule.

“**Bid Security**” shall refer to the details as per Bid Process Schedule.

“**Bid Security Submission Form**” shall mean form given at Annexure-VII.

"**Clause**" means a clause of this RFP.

“**Client/Employer**” shall mean ITPO.

“**Client’s Representative**” shall mean agency/consultant appointed by ITPO.

"**Conflict of Interest**" shall have the meaning ascribed to it in Clause 26 of this RFP.

"**Corrigendum/Corrigenda**" means a written corrigendum or corrigenda to this RFP, from time to time issued by ITPO to the Bidders.

“**Day**” or “**day**” means a calendar day of 24 (Twenty-Four) hours measured from midnight to the next mid night as per Indian Standard Time.

“**Effective Date**” shall mean the date on which the Service Agreement comes into effect for commencement of the services in accordance with the Service Agreement, as notified by ITPO.

"**EH&S**" means environment, health, and safety.

“**End Date**” shall be as mentioned in the Service Agreement.

“**Eligibility and Evaluation Criteria**” shall have the meaning as ascribed to it under Clause 10

“**Financial Proposal**” shall mean the binding and final financial proposal, which shall be submitted by each Bidder as a part of the Proposal in the BoQ format.

“**GoI**” means the Government of India and any agency, authority (including regulatory authority), department, inspectorate, ministry, or statutory person (whether autonomous or not) under the control and direction of the Government of India.

“**INR**” or “**Rs.**” means Indian Rupees, the lawful currency of the Republic of India.

“**ITPO**” means India Trade Promotion Organisation.

“**Letter of Award/LOA**” means the written notice issued by ITPO to the Selected Bidder after submission of Performance Bank Guarantee by the Selected Bidder.

“**Month**” means a Gregorian calendar month.

“**Performance Security**” means the performance security as defined in Clause 22.

“**Person**” means any corporation, company, partnership, limited liability company, association, joint stock company, trust, unincorporated organization, joint venture, or other legally recognized entity of whatever nature.

“**Proposal**” shall mean an unconditional, valid, final, and binding proposal, comprising of the Financial Proposal, Technical Proposal, Bid Security and other documents as required under this RFP submitted by the Bidders in response to and on the terms and conditions contained in this RFP.

“**Proposal Validity Period**” or “**Validity Period**” shall have the meaning ascribed to it Clause 16.

“**RFP**” shall mean this request for proposal document dated 16/03/2023, along with its Annexures and Schedules and includes any Addenda and Corrigenda, if issued.

“**Selected Bidder**” shall mean the Bidder selected by ITPO pursuant to the Bid Process.

“**Service Agreement**” or “**Agreement**” shall mean the services agreement to be executed between ITPO and the Selected Bidder with ITPO.



### 3. BID PROCESS SCHEDULE

<b>S. No.</b>	<b>Description</b>	<b>Date</b>
1.	Issuance of RFP to all Interested Parties	24/03/2023
2.	Last date of queries from Bidder	27/03/2023
3.	Pre-Bid Meeting	28/03/2023 (12 Noon)
4.	Response to queries and issue of Corrigendum	30/03/2023
5.	Bid Close Date	20/04/2023 (3 PM)
6.	Technical Bid Opening date	21/04/2023 (4 PM)
7.	Technical Presentation by the Bidders qualifying the Minimum Eligibility Criteria.	24/04/2023 (11 AM)
8.	Financial Bid Opening Date	24/04/2023 (4 PM)
9.	Issue of LOIA	25/04/2023
10.	Submission of Performance Bank Guarantee	27/04/2023
11.	Issue of LOA	28/04/2023
12.	Signing of Contract	28/04/2023

*Bidders may note that, while ITPO shall endeavour to adhere to the Bid Process Schedule stated above, the dates specified above are subject to change at the sole and exclusive discretion of ITPO without assigning any reason, whatsoever. Bidders agree that ITPO shall not be liable in any manner for any change whatsoever in the scheduled timelines indicated.*

### 4. BID PROCESS DETAILS

<b>S.no.</b>	<b>Instructions</b>	<b>Reference</b>
1.	Eligibility Criteria and list of Supporting	Shall be as specified in Clause 10

<b>S.no.</b>	<b>Instructions</b>	<b>Reference</b>
	Documents	
2.	Proposal validity period	Shall mean a period of 120 (One Hundred and Twenty) days from the Bid Close Date or as extended from time to time by ITPO in accordance with the RFP.
3.	Evaluation Criteria	Shall be as specified in Clause 10
4.	Queries to be addressed to	Administration Division, ITPO, Pragati Maidan, New Delhi-110001 ( <a href="mailto:osditpo@itpo.gov.in">email: osditpo@itpo.gov.in</a> )
5.	Bid Security amount**	Shall mean an interest free amount of <b>Rs 5.00 lakhs (Rupees Five Lakhs only)</b> vide a Demand Draft/ NEFT/ RTGS drawn on a scheduled bank having a branch at New Delhi, payable at par in favour of ITPO, New Delhi. Bank Details of ITPO annexed.
7.	Tender Fee amount	<b>Rs.5,900/- (Rs. Five Thousand Nine Hundred Only plus GST@18%)</b> vide a Demand Draft/ NEFT/ RTGS drawn on a scheduled bank having a branch at New Delhi, payable at par in favour of ITPO, New Delhi. Bank Details of ITPO annexed.
8.	Estimated Bid Value of the Consultancy Fee	<b>Rs.5.48 Crore (Rupees five Crore and forty eight lakh only plus GST @18%)</b>

*\*The documents required such as DD towards Bid Security Amount/Tender Fee Amount should be deposited at ITPO office on or before the bid opening date/time as mentioned in the Bid Process Schedule. Demand Draft obtained earlier than the date of this RFP shall not be accepted.*

## **5. OBJECTIVE**

Over the years, ITPO has effectively managed the role of facilitator and promoter of Indian trade, however, it is generally felt that ITPO needs to completely transform the way it functions. The efforts towards trade promotion are too general in nature and most of services offered at best seem to be duplicating the work of Export Promotion Councils and Chambers of Commerce. There is a need to reorient its services for trade promotion with better in-house research and incisive trade

analysis. ITPO envisages to reposition itself as an Advisor and act as a strategic interface between private and public sector to augment the export capabilities of the country.

ITPO endeavours to position itself in such a way so as to become the leading platform for consultation/interaction among the industry. It envisions to evolve as the pivot for trade and exports consultation/interaction in the country and to equip it to become a one-stop office for all trade related queries in India as well as globally.

The repositioning is critical to invigorate the supply chains across sectors and integrate the local industries in the global value chain. As an advisor, ITPO will focus on effective policy advocacy to enhance export competitiveness, facilitate industry-oriented decision making, establish a strong and transparent feedback mechanism to improve the services continuously, and represent India as a favourable investment destination globally. ITPO also envisions to equip itself to become a one-stop office for all trade related queries in India as well as globally.

As the investment and trade landscape is rapidly changing, it is critical to adopt a cutting-edge approach and positioning to build on brand India and strengthen its global footprint.

To achieve this ambitious outcome, ITPO intends to onboard a Knowledge Partner having the desired competence and merit to assist ITPO in achieving its desired objectives. The Knowledge Partner shall be working with ITPO in the following function areas:

- 1. Business Transformation - Redefining Strategy, Business Development Plan, Competition Analysis and Outreach**
- 2. Process Transformation - Process Improvement, Process Standardization, Standard Operating Procedures, KPIs, etc**
- 3. Digital Transformation - Overall IT Blueprint, Integrated and Holistic System Design, BI driven data analytics**
- 4. Institutional design and Capacity transformation - Capacity Building, L&D Plan, etc.**

In addition, the agency shall be working with ITPO in various upcoming Mega Events/ Exhibitions and other supporting activities.

## **6. SCOPE OF WORK:**

### **(a) Business Transformation**

**The agency will be required to work on following key elements under this work area:**

- (i) Identifying key markets/ geographies for targeted trade promotion
- (ii) Lead Generation
- (iii) Establishing international linkages
- (iv) Augmenting Industry consultations and participation
- (v) Increasing Asset/Space Utilisation ( Time-Area) to over double the current utilisation in next 3 years by organising more events.
- (vi) Competition Analysis
- (vii) Increase Revenues by over 100% in next 3 years.
- (viii) Explore monetization of assets owned or managed by ITPO

#### **Comprehensive list of activities:**

- Assessing strategic markets/ geographies for trade promotion and establishing suitable linkages with international trade agencies/ embassy missions.
- Identifying key local products, across selected/ focus sectors, to be showcased at global level.
- Increasing Asset/Space Utilisation (Time-Area) to over double the current utilisation % in next 3 years by organising more events.
- Generating key leads through fairs/ shows/ National & International Conventions & Seminars and facilitating effective collaborations.
- Ensuring effective aftercare by creating a master database of exhibitors (foreign and domestic) and engaging continuously.
- Redefining the role of ITPO so that it does not remain an organization merely confined to conduct a few premium exhibitions and fairs in the country.
- Understanding the demand forecasts for the products, and promoting them accordingly.
- Undertaking a perception survey to assess feedback from industry on the existing services.
- Preparing a strategic event calendar for organizing events and participation of ITPO, with an aim to maximize revenues as well as ensuring participation of foreign/ domestic/ premium exhibitors.

- Devising a Framework to gauge the extent of its contribution in exports of goods and services in overall trade of the country.
- Establishing an institutional mechanism established by ITPO for consultations/ interactions with industry on a continuous basis.
- Undertaking Gap Assessment Report to assess the impact created across sectors
- Reviewing pricing strategies to offer cost competitiveness to the exhibitors and optimize revenue for the organization.
- Undertaking comprehensive competition analysis and mapping the activities and mandates of similar trade organization bodies. Underlying unique value propositions and point of advantage for ITPO over others.
- Optimizing revenue generation from existing assets.
- Assessing the impact of participating in foreign fairs and potential of expanding into new regions.
- Evaluating the relevance of data provided by the embassies/ missions to assess revival of partnerships.
- Establishing a robust digital grievance redressal mechanism to timely address concerns raised by exhibitors/ industry.
- Facilitating and Mobilizing best of exhibitor ship and the best of buyer ship for the benefit of the industry.
- Formulating outcome – oriented Key Performance Indicators (KPIs) to achieve the set goals for ITPO.
- Organizing conferences/ roundtables with potential big ticket customers to explore business opportunities.

**(b) Process Transformation**

**The agency will be required to work on following key elements under this work area:**

- (i) Assessing existing Procurement processes and standard operating procedures
- (ii) Benchmarking of Procurement processes
- (iii) Evaluating existing procedural Service Level Agreements / Contracts / Timelines
- (iv) Instituting a review mechanism

- (v) Preparation of SoPs for various Divisions/ Activities in organising events, Pre and Post event planning etc. Preparation of Manuals and Checklists for ensuring implementation of these SoPs.
- (vi) Facilitate in procuring ISO 9001 Certification.
- (vii) Facilitating engagement of Service Providers for various tasks, on boarding them, formulate SLAs, develop SLA achievement review mechanism, Responsibility Matrix for ITPO officials w.r.t. ensuring compliance with SLAs.

### **Suggested list of activities**

- Assessing existing Procurement Process/ Standard Operating Procedures/ Frameworks of ITPO including nature of procurement works, allocation of resources, timeline of procurement processes, financial outlay, etc.
- Creating a detailed and standardized checklist for seamless event organization.
- Facilitate in procuring ISO 9001 Certification.
- Facilitating engagement of Service Providers for various tasks, on boarding them, formulate SLAs, develop SLA achievement review mechanism, Responsibility Matrix for ITPO officials w.r.t. ensuring compliance with SLAs.
- Assisting the department in reducing procedural hurdles and optimizing the processes across the line of activities.
- Assisting ITPO in benchmarking the processes followed by other organizations/agencies working towards the similar mandate.
- Benchmarking best practices followed globally to adopt global standards and strengthen ITPOs positioning globally.
- Evaluating existing SLAs and identifying measures to reduce the process timelines for offering efficient services to the stakeholders.
- Evaluating the existing contracts/ documents to identify and suggest key gaps.
- Assisting in vendor on boarding and facilitating entire procurement process viz preparing tender/ EoI/ RFPs having detailed terms of reference/scope of work, preparing responses to pre bid queries, setting evaluation criteria, contract awards related documentation.
- Instituting a mechanism to review the existing processes and functioning of the vendors and provide feedback to optimize outcomes.

### **(c) Digital Transformation**

**The agency will be required to work on the following key elements under this work area:**

- (i) As is study to understand the current IT landscape of ITPO and map the activities ( IT & Non IT) required for efficient working of the organisation.
- (ii) Mapping the IT Programmes/ Portals currently in use.
- (iii) Prepare a detailed design document (including FRS document) for assisting ITPO with ERP Implementation
- (iv) Bid process management to assist ITPO in onboarding of a credible Technology Partner for developing comprehensive and integrated IT solution encompassing the areas of operations of ITPO.
- (v) Facilitating development of the Solution, assisting in processing the payments and contract management with the selected IT partner.
- (vi) Design an Online query handling mechanism with a transparent feedback mechanism
- (vii) Design a solution for online monitoring of KPIs and institutional review
- (viii) Integrated data analytics to provide insights on impact created
- (ix) Programme Management activities to review the progress of IT / ERP solution developed by the IT Partner

### **Suggested list of activities**

- Mapping the activities (IT & Non IT) required for efficient working of the organisation. Mapping the IT Programmes/ Portals currently in use.
- Examining the viability of successful integration or for need for creating an ERP solution (Procured/customised) as per the need of the organisation.
  - Drafting a RFP and successful engagement of a credible IT Partner for developing Comprehensive and integrated IT solution encompassing the areas of operations of ITPO.
  - Facilitating development of the Solution, assisting in processing the payments and contract management with the selected IT partner.
- Conceptualizing a digital lead tracker to real time track and update the potential leads. The lead tracker to also map products of the exhibitors to ensure a ready database for creating effective backward and forward linkages.

- Categorization of leads to target the strategic leads and facilitate trade linkages.
- Instituting a mechanism to review the existing processes and functioning of the vendors and provide feedback to optimize outcome.
- Digital tool to handle queries and grievances and integrating tools such as chatbot etc.
- Attaching SLAs and governance structure to the query responses and resolutions.
- Integrating feedback/ rating-based mechanism to continuously improve the services basis industry needs.
- Establishing a mechanism for monitoring institutional and resource level KPIs and generate online reports.
- Providing strategic data analysis to the leadership in terms of participation, new linkages established, new investments etc. to monitor the impact created by ITPO.
- Creating a complete scope, phasing strategy, costing and timelines for the implementation of the proposed solution.
- Providing functional Specification Requirements (FRS) document for the proposed solution.
- Assisting in preparing bid support documents such as RFP document including Scope, Terms & Conditions and Evaluation Criteria etc.

**(d) Institutional design and capacity building**

**The agency will be required to work on following elements under this work area:**

- Comprehensive baseline of the current organization – roles, spans and layers, headcount, location spread, reporting structure
- Assess the current operating model including decision making processes, delegation of authority, agility in responding, handling industry interface effectively. Critically examine the same to point out areas where there is opportunity for simplification and for faster and more effective decision making
- Identify key people capability gaps which need to be addressed for the Organisation to work more efficiently and effectively. The gaps could be in sizing of the organization or the quality / expertise of personnel or both.



The capacity of the present structure and its human resource to effect transformational change may also be examined.

- Assess the HR policy and other enabling policies to identify opportunities for step change
- Identify and prioritize key organizational issues to be addressed.
- Design organization structure for ITPO; this needs to include reporting structure, job descriptions, competencies, KRAs and KPIs at role level.
- Develop a comprehensive manpower estimate and HR development strategy with an objective to make ITPO a lean and efficient organization.
- Developing Target based quantifiable and clearly defined Key Performance Indicators (KPIs) for staff.
- Design the target operating model for the to-be organization to streamline decision making
- Identify key capability gaps and re-skilling requirements and prioritise requirements
- Recommend strategy for addressing the capability gaps including a) incremental hiring for specialist capabilities, b) selective outsourcing, c) re-skilling / up-skilling.
- Assess HR policy or procedure changes – across recruitment, Learning and Development, Performance Management - that may be required to attract and retain top quality talent in select areas.
- Address other key enablers required to deliver a step change in performance of the organization; this could include technology enablers (e.g., digital tools), potential industry-academia partnerships in specific areas.
- Measures to strengthen data analytics and economic analysis mechanism.

#### **Suggested list of activities**

- Design organization structure for ITPO; this needs to include reporting structure, job descriptions, competencies, KRAs and KPIs at role level
- Develop a comprehensive manpower estimate and HR development strategy for the to-be organization and its evolution till 2030
- Design the target operating model for the to-be organization to streamline decision making

- Identify key capability gaps and re-skilling requirements and prioritise requirements
- Recommend strategy for addressing the capability gaps including a) incremental hiring for specialist capabilities, b) selective outsourcing, c) re-skilling / up-skilling
- Assess HR policy or procedure changes – across recruitment, Learning and Development, Performance Management - that may be required to attract and retain top quality talent in select areas
- Address other key enablers required to deliver a step change in performance of the organization; this could include technology enablers (e.g., digital tools), potential industry-academia partnerships in specific areas
- Measures to strengthen data analytics and economic analysis mechanism.
- Identify key priority areas, activities, and functions of each division/cell/department and any other post/management level as required.
  - Identify how national priorities translate into the department's mandate and objectives for the next 3–5 years.
  - Creating a suitable HR structure with an object to make ITPO a lean and efficient organisation
- Identify the key technology trends that impact the sector that relates to the functioning of the department and identify the challenges and opportunities therein.
- Identify previous and/or existing capacity building plans/activities undertaken by the department.
- Capture and review documentary evidence of current capacity from previous assessments, strategy documents, and audit reports.

## **7. DURATION**

The duration of the assignment shall be for a period of 24 months. It may, however, be extended by mutual consent. The extension shall not, however, be for a period of more than 12 months at a time.

## 8. SCHEDULE OF DELIVERABLES AND TIMELINE

S.No	Deliverable	Timelines
1	Inception Report and Detailed Action Plan	T* + 30 days
2	Business Transformation Plan and Implementation Roadmap	T + 120 days
3	New business tie ups / agreements / MoUs	During the entire interval of the Project
4	SoPs / Checklist for various processes such as Vendor Onboarding, Procurement, etc (as agreed in the Inception Report / Action Plan)	T + 120 days
5	ISO 9001 Certification	T + 90 days
6	IT Solution Blueprint and Detailed Design Document of Integrated Solution in ITPO	T + 90 days
7	Bid Document to onboard Technology Implementation Partner (SI)	T + 120 days
8	Onboarding of SI	T + 180 days
9	Organization Structure along with Manpower Augmentation Plan	T + 120 days
10	HR Development Strategy 2030	T + 180 days
11	Capacity Building Workshops	During the entire interval of the Project
12	Ongoing Programme Management Support including implementation of Business Strategy, HR Strategy, Monitoring performance of SI, and assistance in miscellaneous tasks as assigned by ITPO from time to time	During the entire interval of the Project

*\*T in the above table shall mean the date of signing of Agreement.*

*Deliverable timelines may be varied in view of exigencies of work by ITPO.*

## 9. PAYMENT MATRIX AND SCHEDULE

### 1. Fixed Fee and Success Fee

The fixed fee will be disbursed following a three-part structure:

#### 1.1 Upon Submission and approval of Inception Report and Detailed Work

**Plan**– 5% of project fee

#### 1.2 Deliverable linked Payment Plan – 75% of Project Fee

S.No	Deliverable	Payment %	Remarks
1	Business Transformation Plan and Implementation Roadmap	10%	Upon submission and approval by ITPO
2	Process SoPs for processes as agreed in Action plan	10%	
3	ISO 9001 Certification	5%	
4	IT Solution Blueprint and Detailed Design Document of Integrated Solution in ITPO	10%	
5	Onboarding of SI	15%	
6	HR Strategy along with Organization structure and Manpower plan	10%	
7	Programme Management activities including other / Miscellaneous tasks (To be formally agreed upon every Quarter)	15%	To be proportionately disbursed every Quarter

#### 1.3 Upon Achievement of Milestone – remaining 20% of project fee to disbursed upon achieving following targets across various KPI:

S.N	Milestone	Baseline	Weightage	Target	
				Year 1	Year 2

1	New International Events *	NA	10%	3	3
2	Asset Utilization	33%	30%	50	65
3	Revenue Maximization	300Cr	40%	500cr	700cr
4	% Reduction in Cost as a percentage of Revenue	X%	20%		

- \* New International Event shall mean an International Level Event which has not been organised in ITPO in previous 4 financial years in Year 1 and 5 financial years in Year 2 as above.
- While disbursing the fee linked to achieving KPIs, the fee shall be disbursed as per the weights assigned to a KPI, ie in case of partial achievement, the fee shall be disbursed proportionately
- For Asset Utilization and Revenue Maximization KPI, minimum Threshold value is atleast 50% of the target. In case the KPI is achieved 50-74% of target, 1/2 of the eligible amount shall be paid. Likewise, upon achieving 75-99% of target, 3/4<sup>th</sup> of eligible amount shall be paid.
- While calculating Cost to determine KPI #4, following cost items shall be excluded:
  - Interest charges
  - Depreciation
  - Insurance Cost
  - Bad Debts
  - Superannuation
  - Contingency Costs
  - Taxes & Surcharges
- While considering Revenue under KPI #4, only operating revenue (from core operations) shall be considered. Following items shall be excluded:
  - Interest Income
  - Dividend Income
  - Recovery of bad debt
  - Grant & Aid

## **10. ELIGIBILITY AND EVALUATION CRITERIA**

### **(a) General**

- The Consultant shall be selected through bidding process on Combined Quality Cum Cost Based System (QCBS).
- There shall be a two-stage selection process in evaluating the proposals received.

- In the First stage, technical evaluation will be carried out of those proposals that fulfil the prequalification/ eligibility criteria.
- Technical proposals will be assessed based on a defined evaluation criterion and ranked as per the marks received in the technical evaluation (Technical Score). Only those applicants whose technical proposals score is 70 marks or more out of 100 marks shall be invited for financial evaluation.
- In the Second stage, financial evaluation will be carried out. Only the technically qualifying bidders would be invited for opening of the financial bid. Proposals will then finally be ranked according to their combined technical and financial scores.
- 70% weightage shall be given to technical proposal and 30% shall be given to financial proposal. The Bidder scoring the highest combined score will be declared successful.

**(b) Minimum Eligibility Criteria:**

Head	Criteria	Documents Required
Entity	Bidder shall mean a Single Entity registered in India under the Companies Act or a partnership firm registered under the Limited Liability Partnership Act.	Certificate of Incorporation
Financial Strength	The bidding entity should have an average turnover of at least INR 25 crores in the last three (3) Financial years as per audited results. The bidder shall furnish audited balance sheets and P&L or a certificate from a statutory auditor	Statutory Auditor Certificate to be attached
Net worth and Profit Making	The bidding entity needs to be profit making (PAT) as well as positive Net Worth on the date of submission of the bid	Statutory Auditor Certificate to be attached
Blacklisting	The bidder should not be blacklisted by any agency of the central/ state government, public sector undertaking	Self-Declaration

<b>Head</b>	<b>Criteria</b>	<b>Documents Required</b>
	at the time of bid submission	
Pending Litigation	There should be no pending litigations against the bidder in various Courts/Tribunals at the time of submission of the bid.	Self - Declaration
Experience Value	The bidder should have undertaken at least one consulting engagement for a State/Central Government and its departments/ agencies or CPSU/ PFI in India with contract value of at least INR 25 crore in the last 3 years.	Applicant must submit Letter of award/ Contract for the assignment
Quality Standards	The bidder should have ISO 9001 and CMMi L3 (or above) certification	ISO certifications
Head Quarters	The bidder must have a office in New Delhi / NCR.	Self – Declaration with Registered Address Proof
PMP / PRINCE 2 Certified Staff	The bidder must have at least 10 PMP / PRINCE2 Certified professionals on its payroll	Self – Declaration along with the names of the Resources duly signed by Company's HR

**(c) Minimum Team Composition for Stationing in Delhi:**

<b>S.N</b>	<b>Position</b>	<b>Minimum Qualification</b>
1	Team Lead	<ul style="list-style-type: none"> <li>- PGDBM/MBA with 15 years of experience</li> <li>- Should be senior level person in Management Consulting Firm (Partner / MD)</li> <li>- Should have been with the firm for atleast 1 year</li> <li>- Experience of working on planning and execution at least 5 large Scale Business events / Exhibitions.</li> </ul>

		<ul style="list-style-type: none"> <li>- Experience of global marketing communication</li> <li>- Experience of facilitating international linkages and collaborations</li> <li>- Experience of working on Business Strategy Transformation</li> <li>- Experience of working on consultancy engagements with State / Central Govt</li> <li>- Recognition from state/ central governments</li> </ul>
2	Sr Consultant for Business Development, Outreach and Marketing	<ul style="list-style-type: none"> <li>- PGDBM/MBA with atleast 8 years of experience</li> <li>- Experience of working on events/ trade promotion/ summits/ global outreach events</li> <li>- Experience of working with at least two states/ central government agencies/ departments</li> </ul>
3	Sr Consultant for Process Transformation Expert	<ul style="list-style-type: none"> <li>- PGDBM / MBA with atleast 8 years of experience</li> <li>- Experience of working as procurement expert, designing SOPs, procurement rules, etc.</li> <li>- Experience of working with at least two states/ central government agencies/ departments</li> </ul>
4	Sr Consultant for Digital Enablement	<ul style="list-style-type: none"> <li>- B.Tech + PGDBM / MBA with atleast 10 years of experience</li> <li>- Experience of implementing IT solutions across state/ central ministries / department</li> <li>- Experience of designing IT platforms / solutions for mega events / exhibitions</li> </ul>
5	Consultant, As many proposed as per scope of work	<ul style="list-style-type: none"> <li>- PGDBM / MBA with atleast 5 years of experience</li> <li>- Should have worked on consulting engagements with State / Central Govt</li> </ul>

In addition to the above, the selected agency is required to provision and cost the involvement of senior experts (Industry leaders) with proven track record for regular review, consultation, document review, meetings and visits. CVs of 5 Experts in the



following five areas shall be provided and the same should be evaluated in assessing the responsiveness of the company. Preferably, these experts need to be part of the agency itself. The expert must spend atleast 30 days over a period of 2 years. The five experts should include:

1. **Business Planning Expert** | Should have more than 20 years of experience, having served at the highest level in Private / Public Sector and have led at least 5 Business Planning Projects.
2. **Tourism and Hospitality Expert** | Should have more than 20 years of experience in Tourism and Hospitality sector. Should have extensive experience on collaborations and policy matters
3. **Banking / Financial Expert** | Should have more than 20 years of experience, having served in leading NBFC/Banks at the senior most level
4. **Media and Marketing Expert** – Should have more than 20 years of experience in Media and Entertainment Industry, having served in leading Journals/Tabloids/English or Hindi Dailies, etc
5. **Commerce and Trade Expert** – Should have more than 20 years of experience in handling policy and regulatory matters on Trade and Commerce

**(d) Technical Evaluation Criteria:**

S.N	Evaluation Criteria	Score
1	<p>Experience in Providing Consultancy Services – Bidder should have experience of undertaking large scale consulting engagements with Central Government or State Government or its agencies with minimum engagement value of 5 Cr. each in the past three years.</p> <p>(10 marks per engagement)</p> <p>(Work Order/ LOA/Contract agreement/ Client letter should be furnished)</p>	30

2	<p>The bidder should have experience of undertaking Digital enablement / e-governance engagements with Central / State government or its agencies with minimum engagement value of INR 1 Cr</p> <p>(5 marks per engagement)</p> <p>(Work Order/ LOA/Contract agreement/ Client letter should be furnished)</p>	10
3	<p>Bidder should have experience of undertaking engagements involving planning and execution of large scale (Country Level) events / exhibitions with Central / State government or its agencies in the last three years.</p> <p>(Work Order/ LOA/Contract agreement/ Client letter should be furnished)</p>	5
4	<p>Experts – Team of 5 professionals including:</p> <ol style="list-style-type: none"> <li>1. Team Lead (1) <ul style="list-style-type: none"> <li>- PGDBM/MBA with 15 years of experience</li> <li>- Experience of working on planning and execution of large-Scale Business events / Exhibitions</li> <li>- Experience of global marketing communication</li> <li>- Experience of facilitating international linkages and collaborations</li> <li>- Experience of working on Business Strategy Transformation</li> <li>- Experience of working on consultancy engagements with State / Central Govt</li> </ul> </li> </ol>	30

	<p>2. Sr Consultant for Business Development, Outreach and Marketing (1)</p> <ul style="list-style-type: none"> <li>- PGDBM/MBA with at least 8 years of experience</li> <li>- Experience of working on events/ trade promotion/ summits/ global outreach events</li> </ul> <p>3. Sr Consultant for Process Transformation Expert (1)</p> <ul style="list-style-type: none"> <li>- PGDBM / MBA with at least 8 years of experience</li> <li>- Experience of working as procurement expert, designing SOPs, procurement rules, etc.</li> </ul> <p>4. Sr Consultant for Digital Enablement (1)</p> <ul style="list-style-type: none"> <li>- B.Tech + PGDBM / MBA with at least 10years of experience</li> <li>- Experience of implementing IT solutions across state/ central ministries / department</li> <li>- Experience of designing IT platforms / solutions for mega events / exhibitions</li> </ul> <p>5. Team of Consultant on-site (Minimum 2 but may propose more as assessed for the scope of work)</p> <ul style="list-style-type: none"> <li>- PGDBM / MBA with at least 5 years of experience</li> <li>- Should have worked on consulting</li> </ul>	
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	engagements with State / Central Govt	
6	Approach & Methodology and Presentation	25

**(e) Composite Bid Evaluation Methodology**

Evaluation of Bids shall be done under combined quality-cum-cost based system (QCBS). Under this system, the Technical Bid evaluation, i.e. Part-I, shall be allotted weightage of 70% while the Price Bid evaluation shall be allotted the weightage of 30%. The bidder scoring the highest combined score will be declared successful. The detailed methodology is described below.

The evaluation committee (“Evaluation Committee”) appointed by CMD ITPO will carry out the technical evaluation of proposals based on the prescribed evaluation criteria and points system. Evaluators of Technical Proposals shall have no access to the Financial Proposals until technical evaluation is concluded. Each evaluation proposal will be given a technical score.

**The minimum criteria for Technical qualification would be as follows**

- Minimum qualifying Technical marks to be obtained: 70 marks out of 100 marks as detailed above (pre-normalised).
- Financial bid shall be opened for Technically qualified bidders who score 70% marks and above (pre-normalised).

**Normalisation of technical bid scores**

The bidder with highest technical marks would be taken as the base/reference for arriving at Technical Score for each technically qualified bidder. The Technical Score for the bidder with highest Technical Marks (out of 100) would be taken as 70 and the Technical Score for other technically qualified bidders will be scaled proportionally. The following example illustrates the proposed methodology for arriving at Technical Score of the Bidders:

<b>Proposal</b>	<b>Technical marks (assumed)</b>	<b>Technical Score</b>
A	96/100	$70 \times 96/100 = 70$

B	90/100	$70 \times 90 / 96 = 66$
C	70/100	$70 \times 70 / 96 = 51$

The Price Bid shall be opened for technically qualified bidders only. The following methodology shall be adopted for evaluation of quoted price of Bidders who qualify in the technical bid evaluation.

**Normalisation of financial bid scores**

The minimum quoted price among the technically qualified bids will be taken as base/reference rate for arriving at the evaluated marks for each qualified bidder. The evaluated marks for the lowest priced Bidder in Price Bid shall be 30. The following example illustrates the proposed methodology for arriving at the Financial Score of the Bidders:

<b>Proposal</b>	<b>Quoted rate (assumed)</b>	<b>Financial Score</b>
A	INR 12 Cr	$30 \times 08 / 12 = 20$
B	INR 10 Cr	$30 \times 08 / 10 = 24$
C	INR 08 Cr	$30 \times 08 / 08 = 30$

Note: Technical Score and Financial Score shall be rounded off.

The sum of the normalised Technical Score and the normalised Financial Score as detailed above shall be the Total score for the bidders. The bidder with the highest Total Score shall be declared H1.

**11. WORK AWARD CRITERIA**

- i. Preliminary Scrutiny: ITPO will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed. ITPO may, at its discretion, waive any minor nonconformity or any minor irregularity in an offer. This shall be binding on all Bidders and ITPO reserves the right for such waivers.
- ii. Financial evaluation of the quotes received will be done. Non-responsive/Non-complete bids shall be summarily rejected and no

communication of the same will be obligatory on the part of ITPO.

- iii. Bidders are required to qualify all the conditions of the Clause 10 “Eligibility Criteria”. The eligible bidders will be evaluated as per the technical evaluation criteria defined in Clause 10. The Final Selection will be made as per consolidated QCBS H1 score achieved by the bidder as per ‘Composite Bid Evaluation Methodology’ defined above.

## **12. PROCESSING FEE/ TENDER COST**

- a. The processing fee/ tender cost is non-refundable. The EMD is non-interest bearing.
- b. The successful bidders’ EMD will be discharged upon expiry of “Offer Validity Period” or upon receiving of Performance Guarantee or adjusted against the Performance Guarantee. EMD of unsuccessful bidders shall be refunded after finalization of tender.
- c. The EMD will be forfeited:
  - i. If a bidder withdraws his bid during the period of validity.
  - ii. Or in case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions of the tender.

## **13. PRICE ESCALATION**

In case extension is provided to the Service Provider after completion of initial contract duration, there will be 5% rise annually in the payment to be made to the service provider. If extension is provided to the Service Provider, a fresh Bank Guarantee or an extension of Bank Guarantee shall be provided for a period valid up to contract period and additional 60 days.

## **14. TENDER EVALUATION COMMITTEE**

CMD ITPO will constitute the Tender Evaluation Committee. This committee will evaluate the online bid documents submitted by the bidders.

- i. The Tender Evaluation Committee may choose to conduct negotiation or discussion and may ask for written clarification with any or all the bidders. The decision of the Evaluation Committee in the evaluation of the Technical and Commercial bids shall be final and binding on all the parties.
- ii. Any effort by a bidder to influence the Tender Evaluation Committee’s processing of bids or award decisions may result in the rejection of the bid (s).

## **15. UNDERTAKING**

An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document will be required, since no deviation will be acceptable to ITPO.

## **16. BID PRICES**

- i. The price i.e. offer must be made by the intending bidder covering all important points mentioned in the bid format. The financial offer may be submitted keeping in view the terms and conditions of this bid document and site conditions.
- ii. The bidder shall include payment of all dues such as taxes & other statutory dues, not specifically mentioned in the specification but essential for successful completion of work. The bidder shall not be eligible for any extra charges in respect of such payments. Though not mentioned in the bid document extra charges if any shall be paid by the bidder only.
- iii. All liabilities, whatsoever, on account of copy rights or any other reason, if any, shall be borne by the bidder.

## **17. PERIOD OF VALIDITY OF BID**

### **i) Validity Period:**

Online Bids shall remain valid for 120 days after the date of bid opening prescribed by ITPO; ITPO holds the right to reject a bid valid for a period shorter than 120 days as non-responsive, without any correspondence.

### **ii) Extension of Period of Validity:**

In exceptional circumstances, ITPO may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. A Bidder granting extension of validity will not be permitted to modify his technical or Item Rate BoQ.

**18. AMENDMENT OF RFP:**

At any time prior to the deadline for submission of proposal, ITPO may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the RFP document and it will be notified.

**19. MODIFICTIONS/ SUBSTITUTIONS/ WITHDRAWAL OF PROPOSALS**

- i) The applicant may modify, substitute, or withdraw its proposal after submission prior to proposal due date. No proposal shall be modified, substituted, withdrawn by the applicant after the proposal due date.
- ii) Any alteration / modification in the proposal or additional information or material supplied subsequent to the proposal due date, unless the same has been expressly sought for by the authority, shall be disregarded.

**20. ACCEPTANCE & WITHDRAWALS**

The right of final acceptance of the tender is entirely vested with ITPO who reserves the right to accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever. There is no obligation on the part of ITPO to communicate with rejected Bidders. After acceptance of the tender by ITPO, the Bidder shall have no right to withdraw his tender, or claim higher price.

**21. ITPO'S DECISION TO BE FINAL**

The final decision would be based on the technical capacity and pricing. The tender shall be submitted neatly and all corrections, over -typing shall be attested with seal and full signature. ITPO reserves the right to not to accept lowest price, to reject any or all the tenders without assigning any reason. Tendering/Subsequent award of job shall not in any way entitle the vendor to have any exclusive rights and privileges.

**22. PERFORMANCE SECURITY**

Within seven (7) working days of the receipt of Notification of Award / Letter of Intent from ITPO, the successful Bidder shall furnish the Performance Security for an amount of equivalent to 5% of the Fee in favour of "India Trade Promotion Organisation" payable at New Delhi. Performance Security shall be refunded



preferably within 90 days after conclusion of the contractual period, including extended contract tenure, if any. EMD deposited by the bidder during the bid submission can be adjusted against the Performance Security deposit. Delay in submission of performance security may attract a penalty of Rs.5,000/- for the first week of delay & additional Rs.5,000/- for delay exceeding beyond one week limited to a maximum delay of two weeks. ITPO reserves the right to terminate the contract for a delay beyond 15 days. Performance Security shall be liable to be forfeited partially or in full for any breach/ default in contract terms and provisions.

**23. NOTIFICATION OF AWARD & SIGNING OF CONTRACT**

The Bidder whose bid has been accepted shall be notified of the award by ITPO, by registered letter or by official mail. The bidder shall acknowledge in writing, the receipt of the Letter of Intent/ Notification of award of work and shall send his acceptance to enter into the Contract within three (3) days from the receipt of the Letter of Intent/ notification of work award. Bidder shall also enter into the agreement with ITPO on non judicial stamp paper of Rs 100/- within 7 days of acceptance.

**24. FAILURE TO ABIDE BY THE CONTRACT**

The conditions stipulated in the contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the contract without prejudice to the rights of ITPO.

**25. TERMINATION FOR DEFAULT**

The company may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Consultant, terminate this contract in whole within notice period of 30 days.

- a) If the Consultant fails to deliver any services within the time period(s) specified in the contract, or any extension thereof granted by the company.
- b) if the Consultant fails to satisfactorily perform any obligation(s) under the contract.

## **26. CONFLICT OF INTEREST**

The Bidder (including its personnel/ employees) that have a business or family relationship with members/ employees of the ITPO directly or indirectly involved in the project or have any other Conflict of Interest shall be bound to provide relevant details in this regard to ITPO.

## **27. GOVERNING LAW**

The laws of Republic of India shall govern the Tender Document and the Contract.

## **28. INDEMNIFICATION**

- The Bidder/Service Provider shall indemnify ITPO against any claims, damages, loss or penalty including costs thereof in case of liability arising out of any accident/incident involving manpower deployed by him/it.
- ITPO will not be responsible for any injury sustained by Bidder/ Service Provider's personnel during the performance of its/their duties and also any damage or compensation due to any dispute between them and it's personnel. Any expenditure incurred by ITPO to handle the situation arising out of the conduct of personnel deployed by the bidder /Service Provider will be made good from Security Deposit/Bills of the bidder /Service Provider and recovered in accordance with law.
- The bidder shall also indemnify to ITPO for making good any claim/penalty /loss or damages including costs thereof in respect of any breach or violation of any of the provisions of any law including labour laws governing the employee of the bidder. In case of failure to make good above losses / expenses to ITPO, the same shall be deducted from the monthly bills / security deposited / future payments due to the bidder.
- Consulting Agency shall indemnify, defend and hold ITPO and its officers/officials harmless against any and all proceedings, actions, losses, damages, expenses, costs and third party claims whatsoever – whether financial or otherwise, including liability for payment of contributions/dues to EPFO/ESIC/Govt. Departments/Local Bodies/Statutory Authorities etc. which ITPO may sustain, incur, suffer or be exposed to at any time

during the subsistence of the Contract and subsequent thereto relating to the period of Contract, arising out of a breach by the Consultant.

## **29. RESOLUTION OF DISPUTES**

In respect of any dispute or difference, if any, between the parties,

a) The Consultant and the ITPO shall endeavor their best to amicably settle all disputes arising out of or in connection with the terms of license in the following manner: -

- i) The Consultant raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- ii) The matter will be referred for negotiation between Competent Authority of the Consultant and ITPO. The matter can be endeavored to be resolved between them and the agreed course of action documented within a further period of 15 days.

b) In case the dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in New Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof.

c) In the event any doubt, dispute or difference arising out of or in relation to the Contract remains unresolved, both the parties to the Contract will mutually appoint a Sole Arbitrator, in accordance with the Arbitration and Conciliation Act, 1996.

The provisions of Arbitration & Conciliation Act, 1996 (as amended from time to time) shall apply to both the parties.

The fee payable to the Arbitrator shall be paid equally by both the parties. The language used in the arbitral proceedings shall be English.

The venue of the arbitration proceedings shall be the Office of ITPO, i.e. Pragati Maidan, New Delhi.

- d) The Consultant shall not be entitled to suspend the Service/s or the completion of the assignment, pending resolution of any dispute between the Parties and shall continue to operate in accordance with the provisions of the Contract Agreement and payments to be made by the Consultant as mentioned under the Agreement, notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.
- e) The contract shall be governed by and interpreted in accordance with Indian law.

### **30. JURISDICTION**

All disputes arising out of and in relation to the contract between the parties herein shall be governed by Laws of India subject to the exclusive jurisdiction of the courts of Delhi only.

### **31. CONFIDENTIALITY**

Consulting Agency shall maintain high level of professional ethics and shall not act in any manner, which is contrary to any laws and/or detrimental to ITPO's interest. Consulting Agency shall treat as confidential any and all data, information and records, obtained/received in the performance/execution of its responsibilities, in strict confidence and shall not reveal such data, information or records to any other person/party without the prior written approval of the ITPO, even after expiry/termination/determination of the Contract. ITPO shall take necessary legal and other remedial actions for infringement of this clause.

### **32. INTELLECTUAL PROPERTY RIGHTS**

ITPO's name/logo/other IPRs shall be the sole and exclusive property of ITPO only. For any misuse/misrepresentation/unauthorized use of ITPO's name/logo/IPRs by the Consultant, the Consultant shall be held solely responsible. ITPO shall not be responsible for any harm or loss caused to any third party because of any such misuse/misrepresentation/unauthorized use of ITPO's name/logo/IPRs. Consultant shall indemnify ITPO against any misuse/misrepresentation/unauthorized use of ITPO's name/logo/IPRs and/or any claim(s) relating to infringement of any intellectual property rights committed by him. ITPO shall take necessary legal and other remedial actions,

as deemed fit, for such violations.

### **33. FORCE MAJEURE**

If at any time, during the continuance of this Contract, the performance in whole or in part, by either party, of any obligation under this Contract is prevented or delayed, by reason of war, or hostility, acts of the public enemy, civic commotion, sabotage, act of State or direction from Governmental Authority, explosion, epidemic, pandemic, quarantine restriction, strikes and lockouts(as are not limited to the establishments and facilities of the Parties), fire, floods, natural calamities or any act of GOD (hereinafter referred to as "Event"), provided notice of happenings of any such Event is given by the affected party to the other, within 7 Calendar days from the date of occurrence thereof, neither Party shall, by reason of such event, be entitled to terminate this Contract, nor shall either Party have any such claims for damages/compensation/costs/expenses against the other, in respect of such non-performance or delay in performance provided the Contract shall be resumed as soon as practicable, after such Event comes to an end or ceases to exist. The decision of the CMD, ITPO as to whether the service may be so resumed (and the time frame within which the service may be resumed) or not, shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this Contract is prevented or delayed by reason of any such event for a period exceeding 30 days, either party may, at its option, terminate the Contract.

### **34. TAXES AND DUTIES**

The prices (including all taxes, duties, etc excluding GST) quoted in the bid shall hold good and shall be binding on the bidder except taxes and duties as introduced / modified by Govt. from time to time if any within the period from last date of bid submission to the original completion date of the Contract. Reimbursement of any new tax or variation of existing tax, introduced during last date of bid submission to the original completion date of the Contract shall be paid in actual on submission of documentary evidence.

The extended period of Contract for the purpose shall only be considered on merit.

### **35. SUBMISSION OF BIDS**

- Bid should be submitted only through online mode at CPPP website: <https://eprocure.gov.in/eprocure/app>. Manual bids shall not be accepted.
- Bidders are advised to follow the instructions provided in the “Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-procurement at <https://eprocure.gov.in/eprocure/app>”.
- The tender shall be submitted online in two parts, viz., technical bid and price bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.
- Technical Bid
  - Signed and scanned copies of the documents mentioned in the Eligibility Criteria are to be uploaded on the portal (point-9)
- Item Rate BoQ
  - Price bid undertaking.
  - Schedule of price bid in the form of BOQ.
  - Bid documents may be scanned with 100 dpi with black and white option.
- Not more than one tender shall be submitted by one tenderer having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
- Bidder who has downloaded the tender from the ITPO Website and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with ITPO.

Bidders are advised to visit again ITPO website and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter

**36. AUTHENTICATION OF BID**

The original and all copies of the Bid Document shall be signed by a person or persons duly authorized to bind the Bidder to the Contract. A duly stamped Power-of-Attorney accompanying the Bid Document shall support the letter of authorization. The person or persons signing the Bid Document shall initial all pages of the Bid Document, including pages where entries or amendments have been made.

**37. VALIDATION OF INTERLINEATIONS IN BID**

Any interlineations, erasures, alterations, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

**38. ANNOUNCEMENT OF BIDS**

The Bidder's names, Bid modifications or withdrawals and the presence or absence of requisite bid security and such other details will be announced at the time of opening. No bid shall be rejected at bid opening, except for late bids.

**39. BIDS NOT CONSIDERED FOR EVALUATION**

Bids those are rejected during the bid evaluation process shall not be considered for further evaluation, irrespective of the circumstances.

**40. OPENING OF ITEM RATE BOQ**

Item Rate BoQ will be opened and compared at the specified date and time. The name of Bidder, bid prices, total amount of each bid, etc. shall be announced by the ITPO at the Item Rate BoQ opening. The date, time and venue of opening of Item Rate BoQ will be advised to the technically qualified bidders separately.

#### **41. CLARIFICATION OF BIDS**

To assist in the evaluation, comparison and an examination of bids, ITPO may, at its sole discretion, ask the Bidder for a clarification of its bid including breakup of rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, ITPO reserves the right to make its own reasonable assumptions at the total risk and cost of the bidder.

#### **42. COMPLETENESS OF BIDS**

ITPO will examine the bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the Tender Document.

#### **43. RECTIFICATION OF ERRORS**

Arithmetical errors will be rectified on the following basis: - If there is a discrepancy between the rates in words and figures, the rate in words will govern. If the bidder does not accept the correction of errors, his bid will be rejected and his EMD may be forfeited.

#### **44. REJECTION OF BID**

A bid that does not meet all pre-qualification criteria or is not responsive shall be rejected by ITPO and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation by the bidder.



### ANNEXURE-I: CHECK LIST OF DOCUMENTS

This duly filled-in checklist shall form part of technical bid:

S. No.	Eligibility Criteria	Eligible (Yes/ No)	In case, more than the eligibility criteria, actual numbers be mentioned	Document Attached	Pg. No
1	Bidder shall mean a Single Entity registered in India under the Companies Act or a partnership firm registered under the Limited Liability Partnership Act.				
2	The bidding entity should have an average turnover of at least INR 25 crores in the last three (3) Financial years as per audited results. The bidder shall furnish audited balance sheets and P&L or a certificate from a statutory auditor				
3	The bidding entity needs to be profit making (PAT) as well as positive Net Worth on the date of submission of the bid				
4	The bidder should not be blacklisted by any agency of the central/ state government, public sector undertaking at the time of bid submission				

5	There should be no pending litigations against the bidder in various Courts/Tribunals at the time of submission of the bid.				
6	The bidder should have undertaken at least one consulting engagement for a State/Central Government and its departments/ agencies or CPSU/ PFI in India with contract value of at least INR 25 crore in the last 3 years.				
7	The bidder should have ISO 9001 and CMMi L3 (or above) certification				
8	The bidder must have an office in New Delhi / NCR.				

Signature Authorized Person: Name

Designation Seal.....

**ANNEXURE-II: PARTICULARS OF BIDDERS**

1. Name of the Bidder: \_\_\_\_\_
2. Office address: \_\_\_\_\_
3. Constitution of the Bidder: \_\_\_\_\_
4. PAN number: \_\_\_\_\_
5. Company registration (of the lead bidder in case of a consortium):  
\_\_\_\_\_
6. GSTIN: \_\_\_\_\_
7. Any other details: \_\_\_\_\_

Details of contact Persons:

8. Name of authorized person/ head: \_\_\_\_\_
9. Father Name: \_\_\_\_\_
10. Designation: \_\_\_\_\_
11. Contact Tel no.: \_\_\_\_\_
12. Mobile no.: \_\_\_\_\_

13. Fax no.: \_\_\_\_\_

14. Email ID: \_\_\_\_\_

15. Postal address: \_\_\_\_\_  
\_\_\_\_\_

(Signature of Authorized signatory)

Name and Title of Signatory:

**ANNEXURE-III: FINANCIAL PROPOSAL**

To,

<>

<Designation>,

<India Trade Promotion Organization>

Tel:

Email:

Subject: Selection of Knowledge Partner to assist Indian Trade Promotion Organization in its Business Transformation, Process Improvement and Digital Enablement

Sir,

We, <name of the agency>, offer to provide the services and deliver the envisaged scope as per the following table:

Fee Amount (in numbers)	Fee Amount (in Value)	Fee Amount with tax

We declare that the above proposal is inclusive of the expert rates and the out of pocket expenses.

Signature of Authorized Representative

Name:

Seal:

#### **ANNEXURE-IV: SELF-DECLARATION**

I, ..... declare that:

- I have not been barred by any court of law from participating in any such activity.
- I have not been blacklisted by and state\centre government or their agencies.
- All information provided by me in this proposal is true to best of my knowledge.
- I have submitted below documents...
  1. Application form (Duly filled)
  2. Application Fee of Rs. <> (non-refundable) 3
- I have received the Acknowledgement receipt from <>

Signature of Authorized Representative

Name:

Seal:

**ANNEXURE-V: FORMAT FOR SHOWCASING EXPERIENCE OF RELEVANT  
PROJECTS / ASSIGNMENTS.**

The following information should be provided in the format below for each project for which your firm individually was legally contracted by the client stated below. This information shall cover the qualification requirements capable of being evaluated for pre-qualification and evaluation. Add additional sheets if necessary.

1.	Assignment Name	
2.	Type of Project	
3.	Name, Contact No. & email of the Purchaser Representative:	
4.	Year in which Project took place	
5.	Location of Project	
6.	Contract Value	
7.	Narrative Description of the Scope of work of the assignment	
8.	Status of the assignment	

Signature of Authorised Person

*(Documentary Evidence to be attached as follows:*

Copy of Work order / Contract Copy / Completion certificate or Certification by a Chartered Accountant that entire payment has been received up to Proposal due date. The submitted relevant documents must contain detailed description of work (Scope of Work and TOR) carried out by the Bidder.

## **ANNEXURE-VI: FORMAT FOR SHOWCASING EXPERTS EXPERIENCE**

The following information should be provided in the format below for each of the key personnel as specified in the document. This information shall cover the qualification requirements capable of being evaluated for evaluation. Add additional sheets if necessary.

<b>Name of Firm:</b>	
<b>Name of Professional:</b>	
<b>Position:</b>	
<b>Date of Birth:</b>	
<b>Country of Citizenship/Residence:</b>	

### **Education:**

<b>Name of Institution</b>	<b>Degree Obtained</b>	<b>Year of Obtainment</b>

### **Countries of work experience:**

#### **Employment Record**

<b>Name of Organisation</b>	<b>Position Held</b>	<b>Duration</b>



**Total Work Experience (Relevant) (in years)**

**Brief Write-up of overall experience: Work Experience:**

<b>Detailed Tasks Assigned</b>	<b>Reference to Prior Work/Assignments that Best Illustrates Work Experience</b>
	<b>Name of Assignment: Year:</b>  <b>Client:</b>  <b>Project Details:</b>
	<b>Main project features:</b>  <b>Position Held: Activities performed:</b>
	<ul style="list-style-type: none"> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Purchaser, and/or sanctions by the Bank.

**ANNEXURE-VII: BID SECURITY SUBMISSION FORM**

[On the letter head of the Bidder]

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

We [please insert the name of the Bidder], hereby enclose our Bid Security for a sum of **Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only)** vide a RTGS/NEFT/demand draft dated \_\_\_\_\_ bearing no. \_\_\_\_\_ drawn upon \_\_\_\_\_ payable in favour of “ITPO, New Delhi” along with our Proposal.

We state that we have read and understood the terms and conditions set out under the RFP and understand that the Bid Security furnished by us may be refunded without any interest thereon in case we are not selected for the award of work.

We further acknowledge and agree that the Bid Security furnished by us is liable to be forfeited if:

- a. We, without ITPO’s prior written consent, withdraw our Proposal during the Proposal Validity Period; or
- b. If prior to the execution of the Service Agreement, it is found that any of the declaration made by us is/are wrong, incorrect or misleading.

In case the Bid Security is to be returned to us, you are requested to kindly forward the same to us at the following address:

Kind Attn: Mr./Ms. [Please insert the name of the concerned person] Address:[Please insert the complete address]

Authorised Signatory of the Bidder

Name:

Designation:

---

Name of Expert

Signature

Date

**BILL OF QUANTITY (BOQ)**

**SELECTION OF KNOWLEDGE PARTNER TO ASSIST INDIA TRADE PROMOTION ORGANIZATION IN ITS BUSINESS TRANSFORMATION WITH REVENUE AUGMENTATION, PROCESS IMPROVEMENT AND DIGITAL ENABLEMENT**

<b>Sr. No.</b>	<b>Description of Scope</b>	<b>Amount (in Rs.; excl. GST)</b>
<b>1.</b>	<b>The lump-sum consultancy fee as per the scope of work as defined in Clause 6 of this RFP</b>	

## INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

### REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.

6. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS**

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **PREPARATION OF BIDS**

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

3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS**

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the

data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Once the details have been completed, the bidder should save it and submit it online, without changing the filename.
6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.



## **ASSISTANCE TO BIDDERS**

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

**BANK DETAILS FOR EMD AND TENDER FEE SUBMISSION**

Name of the Beneficiary	:	<b>INDIA TRADE PROMOTION ORGANISATION</b>
Name of the Bank	:	<b>CENTRAL BANK OF INDIA</b>
Branch Address	:	<b>PRAGATI MAIDAN, NEW DELHI-110001</b>
Account No.	:	<b>1167404133</b>
Type of Account	:	<b>SAVINGS</b>
IFSC Code	:	<b>CBIN 0284078</b>