

## **India Trade Promotion Organisation (ITPO)**

Established under the aegis of Department of Commerce, Ministry of  
Commerce & Industry, Government of India

### **REQUEST FOR PROPOSAL**

**for**

**Selection of a Recruitment Agency for Conducting Recruitment for  
the posts of Deputy Managers in Various Cadres of ITPO through  
UPSC Civil Services Examination, 2023 scores**

No. 4-ITPO(2)/E-I/2024

**Date: 18.03.2025**

(Bharat Mandapam, New Delhi-110001)

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## Disclaimer

1. The information contained in this bid document or subsequently provided to bidders, whether verbally or in documentary form or otherwise by or on behalf of India Trade Promotion Organisation (ITPO), or by any of its employees, is provided to bidders on the terms and conditions set out in this bid document and such other terms and conditions subject to which such information is provided.
2. The bid document is neither an agreement nor an offer by ITPO to prospective bidders or any other person. The purpose of this bid document is to provide interested parties with information to assist in the formulation of their proposals for selection pursuant to this bid. The assumptions, assessments, statements, and information contained in this bid document may not be complete, accurate, adequate, or correct and each bidder should conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this Bid document and obtain independent advice from appropriate sources.
3. ITPO, or its employees, make no representation or warranty and shall have no liability to any person, including any bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Bid or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the Bid any assessment, assumption or information contained therein or deemed to form part of this Bid document.
4. ITPO may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, its assessment or assumptions contained in this bid document. Such changes shall be intimated to all the bidders. In case additional period for submission, if required due to such amendments, is necessitated the same shall be intimated to all the bidders.
5. The issue of this bid document does not imply that ITPO is bound to select or to appoint any bidder for the contract and it reserves the right to reject all or any of the bidders without assigning any reasons

whatsoever.

6. ITPO reserves the right not to proceed with the Bidding Process any time or stage, without notice or liability, and to reject any or all Bid(s) without assigning any reasons whatsoever.

## 1. Data Sheet

File No: 4-ITPO(2)/E-I/2024

Date: 18.03.2024

ITPO invites Technical and Financial Proposals under two-bid system from recruitment agencies for providing recruitment services. The selected recruitment agency will assist ITPO in filling vacant positions by managing the recruitment process, including candidate sourcing, screening, selection, and onboarding. The recruitment agencies are required to submit their proposals through Central Procurement Portal (CPP) Portal (Online).

S.No.	Description	Detail
1.	Name of Work	Selection of a Recruitment Agency for Conducting Recruitment for the posts of Deputy Managers in Various Cadres of ITPO through UPSC Civil Services Examination, 2023 scores
2.	Scope of Work	Refer details in Chapter 5.
3.	Eligibility Criteria	Refer details in Chapter 4.
4.	Tender Fee (Non Refundable)	INR 5,900/- (Rs. Five Thousand Nine Hundred Only) including GST
5.	Earnest Money Deposit	INR 50000/- (Rupees Fifty Thousand Only) incl GST. Refer details in Chapter 3.5.
6.	Performance Bank Guarantee	Performance Bank Guarantee (PBG) amounting to 5% of the total bid value to maintain the quality work will be deposited by the successful Agency by way of demand draft favoring "India Trade Promotion Organisation", payable at New Delhi at the time of handing over the work award letter by ITPO. Refer details in Chapter 3.6.
7.	Accepting Authority	Chairman & Managing Director (CMD), ITPO
8.	Bid Validity Period	90 days from the date of opening of the financial bid.

S.No.	Description	Detail
9.	Bank Details	Name of the Beneficiary
		India Trade Promotion Organisation (ITPO)
		Name of the Bank
		CENTRAL BANK OF INDIA
		Bank Address
		PRAGATI MAIDAN, NEW DELHI-110001
		Account No.
		1167404133
		Type of Account
		SAVINGS
		IFSC
		CBIN 0284078
10.	Method of Selection	The Bids would be evaluated on Quality & Cost Based Selection (QCBS) methodology, wherein the Bidder scoring the highest combined Technical and Financial Scores (Combined Score) as H1 based on the Composite Bid Evaluation Methodology would be selected. Refer details in Chapter 6.
11.	Bid submission mode	Central Procurement Portal (CPP) Portal (Online)
12.	Pre-Bid Meeting	24.03.2025
13.	Proposal Submission Dates	Start Date: 18.03.2025 End Date / Time: 07.04.2025 - 03:00 P.M
14.	Date of Technical Bid Opening	Initially, only the technical proposals will be opened on 08.04.2025 - 03:00 P.M.
15.	Presentation Date	11.04.2025
16.	Currency of Financial Proposal	The bidder to quote cost in Indian Rupees only.

**Note:** The recruitment agencies are requested to read the RFP document carefully and ensure compliance with all specifications/ instructions herein. Non-compliance with specifications/instructions in this document may disqualify the Applicants from selection process.

## 2. Background

- 2.1 Indian India Trade Promotion Organisation (ITPO), established under the aegis of the Department of Commerce, Ministry of Commerce and Industry, Government of India, is dedicated to showcasing the country's excellence in trade and commerce. ITPO's mission is to promote, facilitate, and coordinate activities that enhance India's economic and trade potential while providing comprehensive support to industries and businesses. As a catalyst for the growth of India's trade and commerce, ITPO undertakes initiatives to support national and international trade opportunities.
- 2.2 India Trade Promotion Organisation (ITPO) intends to fill the Deputy Manager vacancies in various cadres through the Union Public Service Commission (UPSC) Civil Services Examination, 2023 scores. This process aims to ensure transparency, competitive evaluation, and high-quality selection of candidates. The UPSC has released the Reserve List for the Civil Services Examination, 2023, and other examinations including the scores and details of candidates who appeared for the interview but were not recommended for final selection. ITPO plans to leverage this list to fill up the vacant position of Deputy Managers falling under direct recruitment quota in various cadres while adhering to the Government of India's reservation policies and ensuring compliance with all applicable norms.
- 2.3 In this regard, ITPO seeks to engage a professional recruitment agency to streamline the recruitment process, including developing an online portal for application management, ensuring legal and procedural compliance, and managing all aspects of the recruitment process.

### **3. Instruction to Bidders**

#### **3.1 General Terms and Conditions of the RFP**

- 3.1.1 Period of Contract: Contract period will be initially for one year. This period may be extended on yearly basis on same rate and terms & conditions subject to the satisfactory performance or with some addition/ deletion/ modification for a further period of maximum up to 3 years.
- 3.1.2 Sub-Contracting: The selected recruitment agency shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the ITPO. However, the job shall be sublet only to the party approved by the ITPO.
- 3.1.3 Exit Clause: The contract can be terminated Pre-maturely by the ITPO by giving one-month notice to the agency and three-month notice by the recruitment agency to ITPO. However, the contract can be terminated instantly, if services of the recruitment agency are not found satisfactory.
- 3.1.4 The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.
- 3.1.5 ITPO does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and your performance.
- 3.1.6 ITPO shall have discretion to give any work to any empanelled agency selected through tendering process and the other agency will not have to claim for the work.
- 3.1.7 ITPO reserves the right to cancel the contract at any time without assigning any reasons whatsoever.



- 3.1.8 In case of any legal, quasi-legal challenge, the service provider will provide all information required by the legal authorities promptly and in the manner the data is sought.

### **3.2 Proposal Submission**

- 3.2.1 The bidder must upload the tender in a two-bid system – (a) for Technical bid (includes documents supporting eligibility criteria of the bidder), (b) for Financial bid- Bidder will participate in tender online through Central Public Procurement Portal (URL: [eProcurement System Government of India](#)).
- 3.2.2 Bid will be opened online on the date mentioned in the data sheet in the ITPO Office. If the office happens to be closed on the date of opening of the bids as specified, the bids will be opened on the next working day at the same time and venue.
- 3.2.3 The bidder will bear all the costs associated with the preparation and submission of their bid document and the bid inviting authority will in no case be responsible and liable for those costs.
- 3.2.4 The proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

#### **3.2.5 Technical Proposal Submission:**

- 3.2.5.1 The Technical Proposal should be accompanied by the relevant documents, duly signed and stamped by Authorised Signatory on each page of Bid Document & relevant documents and all supportive documents to be attached with related annexure only, without which the proposal will be considered incomplete and hence, summarily rejected.
- 3.2.5.2 The proposal has to be submitted before the due date. The proposals received after the due date and time will not be considered.

- 3.2.5.3 The proposal should be clear and without any condition. Conditional bids shall be summarily rejected.

### **3.2.6 Technical Proposal Submission:**

- 3.2.6.1 A technical proposal format has been provided with the Bid Document to be filled by all the bidders which shall be uploaded in the CPP Portal.
- 3.2.6.2 Submission of the financial proposal will only be permitted before expiry of last date and time as per CPP Portal.
- 3.2.6.3 The bidders are required to quote their rates in Indian Rupees (INR) only.
- 3.2.6.4 GST as applicable will be extra and will be paid as actual.
- 3.2.6.5 The rates as per award of contract shall remain same throughout the contract period or any extension thereon and shall not be changed in any circumstances.

### **3.3 Bid Validity**

- 3.3.1 The bids shall remain valid for a period of 90 days from the date of opening of financial bid. In case the Bidder withdraws, modifies or changes his offer during the validity period, bid is liable to be rejected and the PBG shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.
- 3.3.2 In case the Bidder withdraws, modifies or changes his offer during the validity period, bid is liable to be rejected and the Performance Bank Guarantee shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

- 3.3.3 The Submission of bids does not entitle any recruitment agency for automatic grant of award.
- 3.3.4 Any enquiry after submission of the proposal will not be entertained

### **3.4 Bid Opening & Evaluation**

- 3.4.1 The bids will be opened by a committee duly constituted for this purpose. The proposals (complete in all respect) received will be opened as mentioned at “RFP Schedule” in presence of recruitment agency’s representative if available. Only one representative will be allowed to participate in the Proposal opening and evaluation process, subject to the submission of valid authorisation letter.
- 3.4.2 The recruitment agencies may depute their authorised representatives to remain present during the Proposal opening process subject to submission of valid authorisation letter in the name of the representative to attend the Proposal opening process.
- 3.4.3 The Technical Proposal will be opened first and evaluated. The Financial Proposal of only those Agencies whose technical bid is found to be technically responsive by the Committee will be opened. The Financial Proposals of ineligible Agencies will not be opened.
- 3.4.4 A Separate online meeting for presentation will be conducted through online mode/virtual or physical mode as decided by ITPO, to assess the technical competence of the bidders. The bidders can use this presentation as an opportunity to present their proposal and to understand the requirement of the ITPO. This presentation will be the part of evaluation of technical bids. Maximum of two representatives per bidder will be permitted to attend online meeting for presentation, subject to the submission of valid authorisation letter.

- 3.4.5 The successful Bidder shall be selected through bidding process on the Quality Cum Cost Based System (QCBS). After the deadline for submission of proposals, PBG documents and the Technical Proposal shall be opened by the Evaluation Committee to evaluate whether the Bidder has met the prescribed Eligibility Criteria.
- 3.4.6 There shall be a two-stage selection process in evaluating the proposals of those Bidders that fulfil the Eligibility Criteria.
- 3.4.7 In the First stage, Technical Proposals will be assessed based on a defined Evaluation Criteria and ranked as per the marks received in the Technical Evaluation (Technical Marks).
- 3.4.8 In the Second stage, financial evaluation will be carried out of only the technically qualifying bidders.
- 3.4.9 Proposals will finally be ranked according to their combined Technical and Financial Scores (Combined Score), wherein 70% weightage shall be given to Technical Score and 30% shall be given to Financial Score. The Bidder scoring the highest Combined Score as H1 based on the Composite Bid Evaluation Methodology will be declared successful.

### **3.5 Earnest Money Deposit**

- 3.5.1 Bidders shall submit, along with their Bids, EMD amount mentioned in the data sheet in the form of Demand Draft or Bank Guarantee issued by any nationalized bank in favour of ITPO and should be valid for a period of 45 days beyond the Bid Validity Period.
- 3.5.2 EMD of all unsuccessful bidders would be refunded by ITPO within 30 days of the bidder being notified as being unsuccessful. The EMD for the amount mentioned in the data sheet, of the Successful Bidder will be shall be refunded without interest after furnishing Performance Bank Guarantee as required in this RFP

3.5.3 The EMD amount will not accrue any interest and will be refundable to the unsuccessful bidders.

3.5.4 The bid / proposal submitted without EMD, will be summarily rejected.

3.5.5 EMD may be forfeited if:

- i. The bidder withdraws its bid during the period of bid validity.
- ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

### **3.6 Performance Bank Guarantee**

3.6.1 Performance Bank Guarantee (PBG) amounting to 5% of the total bid value to maintain the quality work will be deposited by the successful vendor by way of demand draft favouring “India Trade Promotion Organisation”, payable at New Delhi within 15 days of handing over the work award letter by ITPO valid for 3 years with claim period for 6 months.

3.6.2 PBG shall be refunded/released after successful completion of contractual period of the services within sixty days.

3.6.3 In case of breach of contract, PBG shall be forfeited and the agency shall be blacklisted for such period as decided by the competent authority in addition to termination of the contract.

### **3.7 Award of Contract**

3.7.1 Prior to the expiration of the validity period, ITPO will notify the Successful Bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, ITPO may extend the validity period of the bid.

3.7.2 The issuance of the notification of award shall mark the formal contract formation. Upon the Successful Bidder signing the

contract with ITPO, ITPO shall inform all unsuccessful bidders and initiate the return of their EMD.

- 3.7.3 The Successful Bidder should accept the offer within 10 days from the date of receipt of “Letter of Award”, failing which the offer will be cancelled.
- 3.7.4 In case the successful bidder backing out before actual award or execution of agreement or declines the offer of contract, for whatsoever reason(s), ITPO will have right to forfeit the Performance Bank Guarantee.
- 3.7.5 ITPO reserves the right to engage one or more agencies at a time. One or more agencies may be empaneled through this RFP.
- 3.7.6 It is clearly understood by the parties that no financial liability of any type is created by issuance of work order. The Institute does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and your performance.

### **3.8 Pre-Bid Meeting**

- 3.8.1 Pre-Bid Meeting of the Bidders will be convened off-line / online at the designated date, time and place as provided in the data sheet. A maximum of two representatives of each Bidder will be allowed to participate on production of an authorisation letter from the Bidder. Bidders intending to attend the Pre-Bid Meeting should inform Authority in writing (email) beforehand.
- 3.8.2 During the course of Pre-Bid Meeting, the Bidders will be free to seek clarifications and make suggestions for consideration of the Authority. The Authority will endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent, and competitive selection process.

### 3.9 Payment Terms

3.9.1 The Payment schedule for the proposed assignment / work order is tabulated below:

S. No	Milestone/Completion of Task	Percentage of Payment to be released
1.	Development and Deployment of the Web Portal, including full functionality testing	20%
2.	Notification of Advertisement of posts in newspaper regarding filling vacancies	10%
3.	Completion of Application Screening and Submission of Shortlisted Candidate List	20%
4.	Scheduling and Conducting Interviews for Shortlisted Candidates	25%
5.	Submission of Final Report, including Candidate Selections and Documentation	25%

3.9.2 The payment will be done after successful achievement of milestones/ completion of task as per para 3.9.1 and submission of the invoice. ITPO will normally settle the invoice within 30 days from the receipt of the invoice. However, for delayed payment, the recruitment agency will not charge any penalty or interest to ITPO. The final payment shall, however, be made only after adjusting all the dues / claims of the ITPO.

3.9.3 Invoice to be made in the name of India Trade Promotion Organisation. GST No, Pan No and account details should be clearly mentioned on the invoice.

3.9.4 No advance payment will be made under any circumstances.

3.9.5 TDS/ Income Tax etc. are to be deducted at source from the invoice of recruitment agency as per rule.

### 3.10 Other Terms and Conditions

3.10.1 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.

#### 3.10.2 Indemnity

Contractor/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 Contractor/Agency, its sub-contractors, sub-agents, employees, etc. of any of its obligations under the Contract.

#### 3.10.3 Confidentiality

Contractor/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. Contractor/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.

#### 3.10.4 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 Contractor / Agency and / or their sub-agents / sub-contractors / employees etc., the Contractor/Agency 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. Contractor/Agency 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 them/their sub-agents/sub-contractors/employees etc. ITPO shall take necessary legal and other remedial actions, as deemed fit, for such violations.

#### 3.10.5 Compliance with Statutory Laws

All applicable laws (Central/State/Municipal/Local Laws etc.) including labour laws must be complied with/followed by the contractor/agency.

## 4. Eligibility Criteria

The interested bidder should meet the following minimum qualifying criteria:

### 4.1 Qualification Requirements

S. No.	Qualification Required	Documentary Evidence
1.	The Bidder should be a company registered under Companies Act /LLP since the last three years.  Note: Consortium is not allowed.	<ul style="list-style-type: none"><li>Articles of Association</li><li>Memorandum of Association</li><li>Certificate of Incorporation.</li></ul> To be attached along with <b>Annexure 2</b>
2.	The bidder must be having minimum Average Annual Turnover of INR 2 Crore during any 3 of the last 5 Financial Years i.e. from 2019-20, 2020-21, 2021-22, 2022-23, 2023-24.	The bidder should attach CA Certificate clearly certifying annual turnover for the corresponding financial years and average annual turnover as per <b>Annexure 8</b>
3.	The Bidder shall have satisfactorily completed Recruitment Works for at least three (3) Government Departments / Government Institution/CPSE / State PSE/ State Govt.  “Recruitment Works” means the activities undertaken by the selected agency under this RFP, including recruitment and selection processes for various	Completion Certificate / Invoices / Copy of Contract / Performance Certificate  to be attached along with <b>Annexure 4</b>

S. No.	Qualification Required	Documentary Evidence
	posts, managing online recruitment platforms, publishing job notifications, screening and shortlisting candidates, conducting interviews, ensuring compliance with recruitment policies and laws, maintaining documentation and reports, and providing post-recruitment support.	
4.	The Bidder should not have been blacklisted or made ineligible by the Government of India or its Agencies / Entities from participating in future bids due to unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or any other reasons, as on date of submission of the Proposal.	Certificate duly signed by an authorized signatory of the Bidder as per <b>Annexure 5.</b>

## 5. Scope of Work

- 5.1 The scope of work for the recruitment agency includes designing recruitment advertisements in consultation with ITPO. The agency will develop and maintain a web portal linked to ITPO's official website for receiving applications, ensuring functionalities such as automated notifications, real-time reporting, and scalability to handle high traffic. The agency will manage application screening, shortlisting candidates from the pool of Union Public Service Commission (UPSC) available under public disclosure scheme, document verification, and interview strictly in accordance with ITPO's recruitment guidelines and rules. Comprehensive databases for shortlisted and non-shortlisted candidates will be maintained, including reasons for rejection. The agency will also evaluate and prepare merit lists based on ITPO's criteria and upload them on ITPO's website. Additionally, the agency will coordinate and facilitate the interview process, including scheduling, communication, document verification, and candidate assessment as per ITPO's standards. In exceptional circumstances, the agency must also be equipped to conduct online interviews, ensuring all processes align with ITPO's policies and recruitment standards.
- 5.2 **Advertisement:** The recruitment agency will design the advertisement for recruitment on different positions in consultation with and approval of ITPO. ITPO will notify the advertisement in leading daily newspapers (in Hindi & English). The Advertisement will further be notified on web-portal/company's website visited by job seekers by recruitment agency. The cost of notification of advertisement will be borne by ITPO. The agency would suggest the modes and means of advertising the vacancies for receiving maximum interest from eligible candidates.
- 5.3 **Web Portal:** The recruitment agency shall create a customised web-portal, having branding of ITPO, to receive online applications, which will be linked exclusively with ITPO's official website, i.e., [www.indiatradefair.in](http://www.indiatradefair.in). The portal must be designed to allow candidates to upload all essential documents as part of their online application, having intelligent features like giving alerts for non-suitable filling of data or missing essential data. Additionally, the recruitment agency will be responsible for the maintenance and upkeep of the web portal. The web portal must include the following functionalities:

### 5.3.1 Automated Notifications:

- 5.3.1.1 **SMS and Email Confirmation:** Candidates should receive automated SMS and email notifications confirming successful

submission of their application along with the details they have provided and alerting the candidates of filling incomplete/pending applications

5.3.1.2 **Pending Document Alerts:** In case of any missing or incomplete documents, the system should automatically generate an email to notify the candidate to complete their submission.

**5.3.2 Real-time Application Tracking:** Enable candidates to monitor the progress of their application status.

**5.3.3 Admin Panel:** Provide ITPO staff with a dashboard for progress tracking, shortlisting, and managing applications and ascertaining geo-specific logins based on IP address

**5.3.4 Application Form Submission:** Capture candidate information (personal, educational, UPSC Civil Services Examination scores).

**5.3.5 Data Security:** Ensure compliance with data protection regulations to safeguard candidates' personal data, features like random Captcha/images identification and thefts like hacking/fishing/DDoS

**5.3.6 Reporting and Monitoring:** The portal should generate real-time reports of applications received, including submission details, which should be submitted to ITPO periodically.

#### **5.3.7 Scalability and Performance:**

5.3.7.1 The web portal should be capable of handling high traffic volumes, with the ability to manage concurrent users during peak application submission periods. The system must ensure smooth functionality, maintaining performance and security standards under heavy load.

5.3.7.2 Providing Technical Helpline/Support through phone (10 AM to 6 PM during Mondays to Fridays) and email.

5.4 **Application Screening:** The agency will be required to perform the following tasks as part of application screening:

5.4.1 Screening and sorting the applications received based on a pre-defined set of criteria.

5.4.2 Verifying the data and documents submitted online based on the recruitment guidelines of ITPO and check documents submitted accordingly.

- 5.4.3 Compiling candidate-wise list of shortfall documents, which may be uploaded on the customised recruitment portal and on ITPO's website [www.indiatradefair.com](http://www.indiatradefair.com) so that those candidates may be given an opportunity to provide the shortfall documents, which may then be reviewed again to ascertain their candidature.
- 5.4.4 Shortlisting candidates who meet the eligibility criteria for the interview process after reviewing and addressing any clarifications or objections raised by applicants.
- 5.4.5 The norms for shortlisting candidates will be decided by ITPO. In case any additional shortlisting criteria are needed due to receiving large number of applicants, the agency would suggest and implement the same.
- 5.4.6 Developing a comprehensive database of all applications received in response to the advertisement, that may also be referred for all RTI related matters of the recruitments.
- 5.4.7 Maintaining records of all scrutinized applications against the eligibility criteria, along with a list of shortlisted candidates qualified for the interview process. This list will also be uploaded on the official website of ITPO ([www.indiatradefair.com](http://www.indiatradefair.com)).
- 5.4.8 Creating and maintaining a post-wise database of applications that were not shortlisted, along with reasons for rejection.
- 5.4.9 Generating various reports as required by ITPO, detailing the status and details of all candidates.
- 5.4.10 In case insufficient applications are received, for whatsoever reasons, ITPO may direct the agency to ONCE again call for applications based on the similar eligibility criteria, at no additional cost payable to the agency.

## **5.5 Preparation of Merit List:**

- 5.5.1 Finalize the list of shortlisted candidates based on the set criteria and detailing the next steps in the recruitment process
- 5.5.2 Upload the list of shortlisted candidates on the customised recruitment portal and on ITPO's website [www.indiatradefair.com](http://www.indiatradefair.com)
- 5.5.3 Prepare a list of finally rejected candidates, even after supplying/not-supplying the shortfall documents, with reasons for rejection, which may be uploaded to the customised recruitment

portal and on ITPO's website [www.indiatradefair.com](http://www.indiatradefair.com).

**5.6 Candidate Interview:** The agency will be responsible for the following tasks related to the candidate interview process:

- 5.6.1 Sharing the list of qualified/shortlisted candidates with ITPO, along with their pre-interview scores and application forms.
- 5.6.2 Preparing, dispatching interview call-letters through speed post and registered email for the shortlisted candidates, which will include the date, time, and venue of the interview. The call letters must be approved by ITPO.
- 5.6.3 Verifying the supporting documents of all shortlisted candidates with the original documents at the time of the interview process.
- 5.6.4 Developing interview assessment sheets and criteria to facilitate the evaluation of shortlisted candidates during interviews.
- 5.6.5 The agency shall ensure the inclusion of at least one external domain-expert(s) in the selection panel, identified in consultation with ITPO, to provide independent assessment and maintain transparency, with ITPO retaining the right to review and approve the external domain-expert(s).
- 5.6.6 Scheduling and organizing interviews in coordination with ITPO. The interview panel will be constituted and decided by ITPO.

**5.7 Timelines for the Assignment:** The recruitment process will consist of the following key phases with the following tentative timelines:

- 5.7.1 Development and test run of Online Portal: 4 weeks from the date of recruitment agency selection and award letter issued by the ITPO.
- 5.7.2 Advertisement Publication: 2 weeks post portal development.
- 5.7.3 Email preparation and sending to candidates for applying to the vacancies: Within the week of publication of the advertisement and reminder email in the last week of application.
- 5.7.4 Application Submission Period: 4 weeks after the publication of the advertisement.
- 5.7.5 Screening and Shortlisting: 2 weeks post application submission

deadline.

- 5.7.6 Interviews and Document Verification: 4 weeks post shortlisting.
- 5.7.7 Final Selection and Merit List Preparation: 2 weeks post interviews.
- 5.7.8 Offer Letters and Joining Formalities: 3 weeks after final selection.
- 5.7.9 The recruitment agency would need to take necessary steps for timely completion of various stages of the recruitment process.
- 5.8 The recruitment agency will be solely responsible to maintain the sanctity of the recruitment and if questioned shall have to establish that the recruitment was conducted and the evaluation was made fairly, without any bias, and without the intervention of anyone from ITPO or otherwise.
- 5.9 The selected recruitment agency shall maintain audit trails of all activities of the candidate (click by click) during the course of the recruitment.
- 5.10 The selected recruitment agency shall obtain the candidate's feedback through online Feed Back Form, after the examination is over.
- 5.11 In case the interviews cannot be held at scheduled dates due to the exigencies/natural calamities or such other unintended circumstances, the ITPO and the recruitment agency shall finalize alternative dates through mutual consultations.
- 5.12 The recruitment agency will arrange a complete System Test Run (STR) with test data at ITPO.
- 5.13 The recruitment agency will be provided with the details of non-**recommended 1410 candidates**, who have appeared in the P.T./Interview and opted for disclosure of their details under the Disclosure Scheme of UPSC.
- 5.14 All the raw data (including click-by-click audit trail) captured during the recruitment will have to be deposited to ITPO in a form that will be acceptable to any legal authority in case such need arises.
- 5.15 The recruitment agency will make available APIs/ reporting modules, whereby ITPO will be able to extract the information regarding the recruitment, if and when necessary.
- 5.16 Common Merit List and Category-wise Merit List will have to deliver by the recruitment agency within 2 weeks of completion of the interview.
- 5.17 All recording and photographs related to interview of the prospective



candidates shall be made available to the ITPO.

## 6. Evaluation Criteria

6.1 The technical evaluation will be conducted basis the following parameters:

S.No.	Parameter	Marking Criteria	Maximum Marks
1.	Experience of recruitment projects (in years)	<p>5 or more in recruitment project – 25 Marks</p> <p>4 or more but less than 5 years in recruitment project – 20 Marks</p> <p>3 or more but less than 4 years in recruitment project - 15 Marks</p> <p>Less than 3 years of Similar Experience – 0 Marks</p>	25
2.	Average Annual Turnover during the last 3 Financial Years (2021-22, 2022-23, 2023-24)	<p>INR 2 crore &amp; above – 25 Marks</p> <p>INR 1 crore &amp; above but less than 2 crore – 20 Marks</p> <p>INR 50 Lakh &amp; Above but less than 1 crore – 15 Marks</p>	25
3.	Resources/manpower working in the organization for each of the past 3 years (FY 2021-22,2022-2023,2023-2024)	<p>More than 150– 20 Marks</p> <p>126 upto 150– 15 Marks</p> <p>100 upto 125 – 10 Marks</p> <p>Note: Provident Fund registration (EPFO) or Insurance certificate</p>	20

S.No.	Parameter	Marking Criteria	Maximum Marks
		(ESIC). Nil contribution in both i.e. Provident Fund and Insurance certificate will not be considered for marking.	
4.	Technical Presentation on approach and Methodology, and transparency of the recruitment process, that need to be given to a Technical Committee as formed by the Competent Authority.	Presentation to the technical committee and evaluation of the response by the technical committee	30

6.2 Composite Bid Evaluation Methodology: Evaluation of Bids shall be done under the Quality-Cum-Cost Based System (QCBS). Under this system, the Technical Bid evaluation shall be allotted weightage of 70% (Technical Score) while the Price Bid evaluation shall be allotted the weightage of 30% (Financial Score). The bidder scoring the highest Combined Score will be declared successful. The detailed methodology is described below. The Evaluation Committee appointed by CMD ITPO will carry out the Technical Evaluation of proposals based on the prescribed Evaluation Criteria and points system. The 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.

6.3 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 total 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:

Proposal	Technical marks (assumed)	Technical Score
A	96/100	$70 \times 96/96 = 70$
B	90/100	$70 \times 90/96 = 66$

C	70/100	$70 \times 70 / 96 = 51$
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6.4 The following methodology shall be adopted for evaluation of quoted Bids of Bidders who qualify in the technical bid evaluation.

6.4.1. Normalisation of Financial Bid Scores: The LOWEST quoted Bid will be taken as base/reference rate for arriving at the evaluated marks for each qualified bidder. The evaluated marks for the Bidder quoted the LOWEST Bid shall be 30. The following example illustrates the proposed methodology for arriving at the Financial Score of the Bidders:

Proposal	Quoted Lumpsum Bid (assumed)	Financial Score
A	INR 12 Cr	$30 \times 12 / 12 = 30$
B	INR 10 Cr	$30 \times 10 / 12 = 25$
C	INR 08 Cr	$30 \times 08 / 12 = 20$

6.4.2. The sum of the Technical Score and the Financial Score, after normalisation as detailed above, shall be the Combined Score for each bidder. The bidder with the highest Combined Score as H1 based on the Composite Bid Evaluation Methodology shall be selected.

## Annexure 1: Index Compliance Sheet

(To be submitted on the letterhead of the Recruitment Agency)

S.No.	Document	Compliance (Yes/No)	Page No.		Remarks
			From	To	
1.	Technical Proposal As per Annexure-2.				
2.	Proof of Performance Bank Guarantee.				
3.	Acceptance of Terms & Conditions of RFP as per Annexure-3.				
4.	Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.				
5.	Copy of GST Registration Certificate.				
6.	Detail of Experience as per Annexure-4, along with the copies of relevant work orders and completion / performance certificates in the same sequence. The Feedback from client will also have to be submitted along with the proof of experience under technical bid.				
7.	Proof of Income/Turnover to claim the eligibility related to Turn Over.				
8.	Self-Declaration about Non Black Listing as per Annexure-5.				
9.	Duly signed and stamped of the entire RFP document along with its addendum / corrigendum, if any				
10.	All other documents, as required in terms of the tender, to claim eligibility.				

(Signature of the authorised signatory, with Official Seal)

Name:

Designation:

Organisation:

Contact No.:

Place:

Date:

## Annexure 2: Technical Proposal

(To be submitted on the letterhead of the Recruitment Agency)

**Copies of all supporting documents duly signed and stamped by the Recruitment Agency in support of below particulars must be attached along with this checklist**

S.No.	Particular	Detail
1.	Name of the Recruitment Agency (In Block Letters)	
2.	Registered Office Address (With telephone no. & email address)	
3.	Status of the organization i.e. company registered under Companies Act /LLP	
4.	Year of incorporation/ constitution of agency	
5.	PAN No.	
6.	GST No.	
7.	Authorised Signatory Details	Name: Designation: Mobile No: Email:
8.	Details of Contact Person Other than Authorised Signatory:	Name: Designation: Mobile No: Email:
9.	Total No. of Year of recruitment project. Details of work experience (as per <b>Annexure-4</b> ) in support of Experience related eligibility criteria.	
10.	Annual Business turnover ( <b>in Lakhs</b> ) for last five financial years, duly certified by the Chartered Accountant	FY2023-24: Rs. FY2022-23: Rs. FY2021-22:Rs. FY2020-21:Rs. FY2019-20:Rs. Average Annual turnover best of 3 years out of last 5 Financial Years: Rs.
11.	Total number of employees	
12.	Details of Performance Bank Guarantee:	

S.No.	Particular	Detail
13.	Whether the Agency faced any litigation with any organization earlier, if yes, kindly furnish the same with name of the organization and brief details of litigation.	
14.	Any other information	

**Verification:**

The details furnished in the application are true and correct to the best of my/our knowledge and that in case of furnishing any false information or suppression of any material information. The application shall be liable to be rejected besides initiation of panel proceedings by ITPO, if it deems fit.

**Note:**

1. Please enclose all supporting documents.
2. If documents are not included in the application, the bid will be automatically rejected.

(Signature of the authorised signatory, with Official Seal)

Name:

Designation:

Organisation:

Contact No.:

Place:

Date:

### **Annexure 3: Acceptance of Terms & Conditions of RFP**

(To be submitted on the letterhead of the Recruitment Agency)

**Sub: Acceptance of Terms & Conditions of RFP for ‘Selection of a Recruitment Agency for Conducting Recruitment for the posts of Deputy Managers in Various Cadres of ITPO through UPSC Civil Services Examination, 2023 scores’**

1. I/We hereby certify that I / we have read the entire terms and conditions of the RFP documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The corrigendum(s) issued from time to time by your department/ organization with this RFP has also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the terms and conditions of above-mentioned RFP document(s) / corrigendum(s) in its totality / entirely.
4. I / We do hereby declare that our agency has not been debarred / black listed / terminated / ceased without completing the entire duration of contract period by any Central/State Govt. Department, Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs etc. during past five years from the last date of submission of Proposals.
5. No employee or direct relation of any employee of ITPO is in way connected as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. with the Agency / Firm / Company.
6. I/We certify that all information and data furnished and attachments submitted with the application by our Agency / Firm / Company are true & correct.
7. I/We are aware that if any information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject our Proposal or terminate our contract, without prejudice to any other rights or remedy including the forfeiture of the full said Performance Bank Guarantee absolutely.

(Signature of the authorised signatory, with Official Seal)

Name:

Designation:

Organisation:

Contact No.:

Place:

Date

## Annexure 4: Details of Experience

(To be submitted on the letterhead of the Recruitment Agency)

S.No.	Name of the Institute / Organisation for which the recruitment was conducted (with Name of Contact Person, Contact No. & email id.)	Whether company registered under Companies Act / LLP	Duration of contract		Total number of recruitments conducted	Brief Description of the Work
			From (DD/MM/YYYY )	To (DD/MM/YYYY )		
1.						
2.						
3.						
4.						
5.						

Note:

- Agencies are required to provide the information on above format only in reverse chronological order (start from latest/recent most organization to oldest organization) and also attach Copy of contract / performance certificate in same sequence. Agencies may add row / rows in the above format, if No of organizations / Institutions are more or may add additional sheet also.
- Attach Completion Certificate / copy of agreement / performance certificate / invoice.
- The firm should provide the contact information (i.e., names of two contact persons, phone number, email address, URL of the company) of clients that ITPO may contact in order to obtain the required information.

(Signature of the authorised signatory, with Official Seal)

Name:

Designation:

Organisation:

Contact No.:

Place:

Date:



## **Annexure 5: Self-Declaration about Non-Black Listing**

(To be submitted on the letterhead of the Recruitment Agency)

**Sub: Self Declaration About Non Black-Listing for ‘Selection of a Recruitment Agency for Conducting Recruitment for the posts of Deputy Managers in Various Cadres of ITPO through UPSC Civil Services Examination, 2023 scores’**

In response to RFP under reference, I/ We hereby declare that presently our firm/ agency/ company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, CPSE, State PSE, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that presently our agency firm has not been debarred / black listed / terminated / ceased without completing the entire duration of contract period by any Central/ State Govt. Department, CPSE, State PSE, Autonomous Bodies, Academic Institutions and Commercial Organizations etc. during past five years from the last date of submission of Proposals.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our Performance Bank Guarantee may be forfeited in full and the proposal if any to the extent accepted may be cancelled.

(Signature of the authorised signatory, with Official Seal)

Name:

Designation:

Organisation:

Contact No.:

Place:

Date:

## Annexure 6: Financial Proposal

Sl.No	Particulars	Amount Words (INR)	in Amount Figures (INR)
1.	Selection of a Recruitment Agency for Conducting Recruitment for the posts of Deputy Managers in Various Cadres of ITPO through UPSC Civil Services Examination, 2023 scores		

**Note:**

1. GST will be paid extra, at the applicable rate.
2. No additional payment shall be entertained later, other than the quoted and approved rate.

(Signature of the authorised signatory, with Official Seal)

Name:

Designation:

Organisation:

Contact No.:

Place:

Date:

## Annexure 7: Format of Bank Guarantee for Performance Security

Bank Guarantee No.: \_\_\_\_\_ Dated: \_\_\_\_\_

To,  
India Trade Promotion Organisation  
Admin Block, Gate No. 9.  
Bharat Mandapam, New Delhi-110001

Reference: Contract No. \_\_\_\_\_ awarded on \_\_\_\_\_

This deed of Guarantee made this day of \_\_\_\_\_  
between \_\_\_\_\_ (name of bank) having registered office  
at \_\_\_\_\_ and branch office at  
\_\_\_\_\_ (hereinafter referred to as "Bank") of the one part  
and India Trade Promotion Organisation, New Delhi (hereinafter called the ITPO) of  
the other part.

Whereas ITPO has awarded the contract No. \_\_\_\_\_ for Selection of a  
Recruitment Agency for Conducting Recruitment for the posts of Deputy Managers in  
Various Cadres of ITPO through UPSC Civil Services Examination, 2023 scores.

(Hereinafter called "the Contract") ToM/s \_\_\_\_\_ its registered  
office at \_\_\_\_\_ (hereinafter called "the Contractor").

Whereas the contractor is bound by the said Contract to submit to the ITPO an  
irrevocable performance security guarantee bond for a total amount of Rs  
\_\_\_\_\_ (Rs. in words).

Now, we the undersigned (Name of Bank official), of the bank being fully authorized  
to sign and to incur obligations for and on behalf of the Bank hereby declare that the  
said Bank will guarantee the ITPO the full amount of  
Rs \_\_\_\_\_ (Rs. in words) as stated above.

After the Contractor has signed the aforesaid contract with the ITPO, the Bank  
further agree and promise to pay the amount due and payable under this guarantee  
without any demure merely on a demand from the ITPO stating that the amount  
claimed is due by way of loss or damage cause to or would be caused or suffered by  
the ITPO by reason of any breach by the said contractor of any of the terms or  
conditions contained in the said agreement or by reason of the contractor failure to  
perform the said agreement. Any such demand made on the Bank shall be  
conclusive as regards the amount due and payable by the Bank under this  
guarantee. However, our liability under this guarantee shall be restricted to an  
amount not exceeding Rs. \_\_\_\_\_ (in words) only.

We \_\_\_\_\_ (indicate the name of Bank), further undertake  
to pay to the ITPO any money so demanded notwithstanding any dispute or dispute

raised by the contractor in any suitor proceeding pending before any court or Tribunal relating to liability under this present being absolute and unequivocal.

The payment so made by us (name of Bank) under this bond shall be a valid discharge of our liability for payment there under and the Contractor shall have no claim against us for making such payment.

We \_\_\_\_\_ (indicate the name of bank), to further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the ITPO under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged by \_\_\_\_\_ (Designation & address of contract signing authority) on behalf of ITPO certify that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor and accordingly discharges this guarantee.

Notwithstanding anything to the contrary contained herein the liability of the bank under this guarantee will remain in force and effect until such time as this guarantee is discharged in writing by the ITPO or until (date of validity/extended validity) whichever is earlier and no claim shall be valid under the guarantee unless notice in writing thereof is given by the ITPO within validity/extended validity period of guarantee from the date of aforesaid.

Provided always that we \_\_\_\_\_ (name of bank) unconditionally undertakes to renew this guarantee or to extend the period of guarantee from year to year before the expiry of the period or the extended period of guarantee, as the case may be on being called upon to do so by the ITPO. If the guarantee is not renewed or the period extended on demand, we \_\_\_\_\_ (name of bank) shall pay the ITPO the full amount of the guarantee on demand without demur.

We \_\_\_\_\_ (indicate the name of Bank), to further agree with the ITPO that the ITPO shall have the fullest liberty without our consent and without effecting in any manner out of obligation here under to vary any of the terms and conditions of the said contract from time to time or to postpone for any time or from time to time any to power exercisable by the ITPO against the said contractor and to forbear or enforce any of the terms and conditions of the said agreement and we shall not be relieved from our liabilities by reason of such variation, or extension being granted to the said contractor for any bearance act or omission on the part of the ITPO or any indulgence by the ITPO to the said contractor or by any such matter or thing whatsoever which under the law relating to sureties for the said reservation would relieve us from the liability.

The Guarantee hereinbefore contained shall not be affected by any change in the constitution of Bank or of the Contractor.

The expressions "the ITPO", "the Bank" and "the Contractor" hereinbefore used shall include their respective successors and assigns.

We \_\_\_\_\_ (name of the bank)lastly under take not to revoke this guarantee during its currency except with the previous consent of the ITPO in writing.

**Notwithstanding anything to the contrary contained herein before:**

- i) Our liability under this Bank Guarantee shall not exceed and restricted to Rs. \_\_\_\_\_(in words).
- ii) This Bank Guarantee shall be valid upto \_\_\_\_\_, unless extended on demand by ITPO.
- iii) The Bank is liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if ITPO serve a written claim or demand on or before \_\_\_\_\_.

IN WITNESS WHEREOF we of the Bank have signed and stamped this guarantee on this day of \_\_\_\_\_being herewith duly authorized.

Bank Seal

Signature of Bank Authorize Official with seal

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

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

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

Witness:

1. Name: \_\_\_\_\_

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

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

2. Name: \_\_\_\_\_

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

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

## Annexure 8: Format for CA Certificate

### Format for CA Certificate indicating minimum average annual turnover

Amount in Rupees Lakh.

Particulars	Financial Year (FY)					Average Annual Turnover during any 3 of the last 5 FYs	Average Annual Turnover during the last 3 FYs (2021-22, 2022-23, 2023-24)
	2023-24	2022-23	2021-22	2020-21	2019-20		
<b>Annual Turnover</b>							

This is to certify that \_\_\_\_\_ (name of the bidder) has Annual Turnover as shown above against the respective/s financial year/s

Unique Document Identification Number (UDIN):

Signature:

Name of the Statutory Auditor:

Membership No.:

Designation:

Name of the Audit Firm:

FRN:

(Seal of the firm):

Date:

Note: The bidder shall submit annual reports (financial statements: balance sheets, profit and loss account, notes to accounts etc. in support of the financial data duly certified by the statutory auditor/s. In case, company does not have statutory auditor/s, it shall be certified by the chartered accountant that ordinarily audits the annual financials of the company)

Signature:

Name:

Designation:

Company Seal:

Company:

Date: