

**BID DOCUMENT**  
**NOTICE INVITING E-TENDER**

Tender Reference No: **SP/LT/02/AW**

Dated: **30-06-2018**

Online bids under Two bid system (Technical & Financial) from eligible bidders which, are valid for a minimum period of 90 days from the date of Bid opening (i.e. 17/07/2018) are invited for and on behalf of the **Sr. Manager (SP&C), ALIMCO** for '**Deployment of trained manpower for Operation & management of Toll-free beneficiary care, service & Redressal Centre (ALIMCO toll-free call Centre) at ALIMCO, Kanpur,** as per broad scope of work given at Annexure-'A' enclosed herewith for a '**period of ONE year**'. The same may be extended for a further period of one more year at the same rates and terms & conditions at the sole discretion of ALIMCO.

Name of Work	<b>Deployment of trained manpower for Operation &amp; management of Toll-free beneficiary care, service &amp; Redressal Centre (ALIMCO toll-free call Centre) at ALIMCO, Kanpur.</b>
Earnest Money Deposit to be submitted	<b>Rs. 21,500/-</b>
Date of Publishing	<b>30/06/2018 17.00 Hrs.</b>
Clarification Start Date and Time	<b>NA</b>
Clarification End Date and Time	<b>NA</b>
Queries (if any)	No queries will be entertained after clarification end date.
Bid Submission Start Date	<b>30/06/2018 17:30 Hrs.</b>
Last Date and time of uploading of Bids	<b>16/07/2018 14.00 Hrs.</b>
Last Date and time of submitting, EMD and other documents at ALIMCO Kanpur	<b>*****</b>
Date and time of opening of Technical Bids	<b>17/07/2018 15.30 Hrs.</b>
Date and time of opening of Financial Bids	Will be separately notified to technically shortlisted/qualified bidders

Interested parties may view and download the tender document containing the detailed terms & conditions from the website <http://eprocure.gov.in/eprocure/app>

**MANUAL BIDS SHALL NOT BE ACCEPTED**

**Except for the original documents/ instruments as mentioned in this tender.**

**Bidders should regularly visit the website to keep themselves updated.**

## **INSTRUCTION FOR ONLINE BID SUBMISSION**

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal i.e. <http://eprocure.gov.in/eprocure/app>, 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.

### **REGISTRATION**

- (i) 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 Enrollment" option available on the home page. **Enrolment on the CPP Portal is free of charge.**
- (ii) During enrolment/ registration, the bidders should provide the correct/ true information including valid email-id & mobile no. All the correspondence shall be made directly with the contractors/ bidders through email-id provided.
- (iii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iv) For e-tendering possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY /nCode/eMudra or any Certifying Authority recognized by CCA India on e-Token/ Smartcard.
- (v) Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- (vi) Only one valid DSC should be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure safety of the same.
- (vii) Bidders can then log into the site through the secured login by entering their user ID/ password and the password of the DSC/ eToken.

### **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 / e-mail 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:**

- (i) For preparation of bid Bidders shall search the tender from published tender list available on site and download the complete tender document and should take into account corrigendum if any published before submitting their bids.  
After selecting the tender document same shall be moved to the 'My favourite' folder of bidders account from where bidder can view all the details of the tender document.
- (ii) Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidders shall 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.
- (iii) Any pre-bid clarifications if required, then same may be obtained online through the tender site, or through the contact details given in the tender document.
- (iv) Bidders should get ready in advance the bid documents in the required format (PDF/xls/rar/dwf/jpg formats) to be submitted as indicated in the tender document/schedule. **Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.**
- (v) Bidders can update well in advance, the documents such as experience certificates, annual report, PAN, EPF & other details etc., under "My Space/ Other Important Document" option, which can be submitted as per tender requirements. This will facilitate the bid submission process faster by reducing upload time of bids.

### **SUBMISSION OF BIDS:**

- (i) Bidder should log into the site well in advance for bid submission so that he/ she 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.
- (ii) Bidder should prepare the EMD as per the instructions specified in the NIT/ tender document. The details of the DD/BC 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.
- (iii) While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accepts the same in order to proceed further to submit their bid.
- (iv) Bidders shall select the payment option as offline to pay the EMD and enter details of the DD/BC.
- (v) Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (vi) Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.

- (vii) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. For the file size of less than 1 MB, the transaction uploading time will be very fast.
- (viii) **If price quotes are required in XLS format, utmost care shall be taken for uploading Schedule of quantities & Prices and any change/ modification of the price schedule shall render it unfit for bidding.**  
**Bidders shall download the Schedule of Quantities & Prices i.e. Schedule-A, in XLS format and save it without changing the name of the file. Bidder shall quote their rate in figures in the appropriate cells, thereafter save and upload the file in financial bid cover (Price bid) only.**  
**If the template of Schedule of Quantities & Prices file is found to be modified/corrupted in the eventuality by the bidder, the bid will be rejected and further dealt as per provision of clause no 23.0 of ITB including forfeiture of EMD.**  
**The bidders are cautioned that uploading of financial bid elsewhere i.e. other than in cover 2 will result in rejection of the tender.**
- (ix) Bidders shall submit their bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). **The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.**
- (x) After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the bidders shall **take print out of system generated acknowledgement** number, and keep it as a record of evidence for online submission of bid, which will also act as an entry pass to participate in the bid opening.
- (xi) Bidders should follow the server time being displayed on bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.
- (xii) All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) 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.

#### **ASSISTANCE TO BIDDERS:**

- (i) 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 contract person indicated in the tender.
- (ii) 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. The helpdesk email id is [support-eproc@nic.in](mailto:support-eproc@nic.in)

**Tender document for Deployment of trained manpower for Operation & management of Toll-free beneficiary care, service & redressal centre (ALIMCO toll-free call centre) at ALIMCO, Kanpur.**

ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA  
KANPUR

Earnest Money: Rs. 21,500 /- (*Rupees Twenty One Thousands and Five Hundred only*)

**Scanned Copy of EMD must be submitted online on CPP Portal:-**

<http://eprocure.gov.in/eprocure/app>

And

**Original Physical EMD separately must be submitted on or before due date and time in the office of the Sr. Mgr (SP&C), ALIMCO, NARAMAU, G.T. ROAD KANPUR -209217**

## **INSTRUCTION FOR e-PROCUREMENT**

### **1. Preparation and Submission of Bids**

- a. The detailed tender documents may be downloaded from <http://eprocure.gov.in/eprocure/app> till the last date of submission of tender. The Tender may be submitted online through CPP Portal <http://eprocure.gov.in/eprocure/app>
- b. The bidder should submit the bid online in two parts viz. Technical Bid and Financial Bid. Technical Bid, EMD should be upload online in cover 1 and Financial Bid in “.xls” should be upload online in cover-2

### **2. Submission of the Bid** All interested eligible bidders are requested to submit their bids online on CPP Portal: <http://eprocure.gov.in/eprocure/app> as per the criteria given in this document:

- a. Technical Bid, EMD (scan copy) should be uploaded online in cover-1.
- b. Financial Bid should be upload online in cover-2

Both Technical and Financial Documents should be placed online on the CPP Portal (<http://eprocure.gov.in/eprocure/app>).

### **3. Technical Bid:** Signed and Scanned copies of the Technical bid documents as under must be submitted online on CPP Portal: <http://eprocure.gov.in/eprocure/app>

#### a. **List of Documents to be scanned and uploaded (Under Cover-1) within the period of bid submission:-**

- i) Scan copy of EMD or valid NSIC certificate.
- ii) Duly filled tender documents with proper seal and signature of authorized person on each page of the Tender document(s).
- iii) Self-Attested copy of Registration Certificate, GST Registration no. & PAN No.
- iv) Self-Attested copy of Income Tax Return for the previous two financial years.
- v) Tenderer is required submit the undertaking on company's letter head that his/her offer will be valid for 90 days from the date of opening of Tender (TC Bid) as per the format enclosed at Annexure 'B'.
- vi) Tenderer is required submit the undertaking on company's letter head that all terms & conditions of this tender enquiry are acceptable to them as per the format Annexure-'C'.
- vii) The Tenderer is required to fulfill the criteria to have average turnover of minimum 80% of quoted value in the preceding three years and a certificate to this effect from a **Chartered Accountant** as per Annexure 'D' is required to be submitted.
- viii) **Experience:- Certificate of experience duly certified /endorsed by a Chartered Accountant** for having completed similar work/activities during last 7 years ending last day of month previous to the one in which tenders are invited, should be for either of the followings as per format enclosed as **Annexure- 'E'**:

Proof of three completed similar work/ activities against three orders each costs not less than the amount equal to 40% of the quoted value.

OR

Proof of two completed similar work/ activities against two Order each costing not less than the amount equal to 50% of the quoted value.

OR

Proof of one completed similar work/ activities against an Order costing not less than the amount equal to 80% of the quoted value.

- ix) An undertaking that the details of beneficiaries will not be shared with any other party without written approval of the Competent Authority of ALIMCO as per Annexure 'F'.
- x) An undertaking to tender acceptance as per the format enclosed at Annexure – 'G'.

#### 4. **Financial Bid:**

Bidders are requested to submit their rates separately for undertaking **Deployment of trained manpower for Operation & management of Toll-free beneficiary care, service & redressal centre (ALIMCO toll-free call centre) at ALIMCO, Kanpur for a period of ONE year** also in the cover-2 (BOQ).

**THIS BREAKUP IS ESSENTIAL TO ENABLE PLACEMENT OF THE PURCHASE ORDERS AND PAYMENTS, KEEPING ACCOUNT OF GOVT. LEVIES SEPARATELY.**

The L1 offer will be decided based on landed cost at FOR ALIMCO.

#### 4. **Taxes**

- a. It should be mentioned whether GST is inclusive or exclusive .The rates of the GST wherever applicable should be given clearly and separately.
- b. Tax Registration details of ALIMCO, Kanpur are given below.

**GSTIN**

**09AABCA8899F1Z6**

- c. Variation Clause: - Any change (Increase / Decrease) in Govt. Duties / Levels / GST as amended by Govt. (State / Central) from time to time will be applicable during the currency of Purchase Order / Contract & shall be borne by ALIMCO.
- d. The GST amount is payable only after reflection of GST credit in the Corporation's GST Portal.

**SUBMISSION OF EMD:** - All the Tenderers must submit **Rs.21,500/-** by Demand Draft in favour of ALIMCO, KANPUR or Banker's Cheque as an Earnest Money Deposit. **No other mode is acceptable.** The EMD shall be released within 30 days of finalization of the Purchase Orders/ Contract to the unsuccessful Tenderers. No interest will be payable on the EMD.

Tenders without EMD / inadequate EMD are liable to be rejected irrespective of rates quoted. Exemption from Earnest Money Deposit (EMD) will be allowed to SSI/MSE Vendors registered with DGS&D or NSIC only against Tenders for the items/nature of business/type of services for which the Vendor has valid registration with these organizations.

The earnest money will be forfeited if the tenderer withdraws his tender before the period of validity (i.e. minimum 90 days) and / or tenderer fails to furnish requisite security deposit within the specified period after the award of Order / Contract wherever applicable.

## **5. Security Deposit**

Subsequent to placement of Order / Contract, the successful tenderer will be required to deposit a sum equal to **10 %** of the Order/ Contract value as **Security Deposit** in the form of Demand Draft only in the favour of **ALIMCO** payable at **Kanpur**, within the period of 30 days from the award of work contract.

The Corporation, at its sole discretion may decide that in case of failure of the party to deposit balance amount of Security deposit, the same will be recovered @ 25% from the payments to be released against the running bills of the party.

This Security deposit will be retained till the expiry of contract plus one month. No interest shall be payable on this Security Deposit. After Satisfactory completion of contract for Deployment of trained manpower for Operation & management of Toll-free beneficiary care, service & redressal centre (Alimco toll-free call centre) and on receipt of request to release Security deposit, the same shall be released by ALIMCO, within 30 days.

The Corporation reserves the right to forfeit the security money deposit in case the supplier fails to make goods losses on supplies, unable to replace supplies found unacceptable as well as losses on account of exceptional delays in supplies.

## **6. Rejection of Tender**

- a) Conditional and unsigned tenders, tenders containing absurd or unworkable rates and amounts, tenders which are incomplete or otherwise considered defective and tenders not in accordance with the tender conditions are liable to be rejected.
- b) Canvassing in any form in connection with the tender is strictly prohibited and the tenders submitted by the party who resort to canvassing are liable to be rejected.
- c) The acceptance of tender will rest with ALIMCO which does not bind itself to accept the lowest tender or any tender and reserves full rights for the rejection of any or all tenders without assigning any reasons whatsoever.

## **7. Validity of Tender**

- a) The tenders shall remain open for acceptance for a minimum period validity of 90 days from, the date of opening of tenders (T-Bid) or till such period up to which the extension of validity is agreed to mutually. This may please be stipulated clearly in the Quotation.
- b) If notified within this period that the tender has been accepted, the tenderer shall be bound by the terms of the offer along with the terms that have been agreed mutually.
- c) In case the tenderer happen to be dealer/ distributor for any reputed brand the validity certificate to this effect duly certified from the principal should invariably be provided.
- d) The tenderer must submit all the documents dully filled and signed as mentioned in mandatory/ Pre qualification criteria on page no. 2, failing which the offer will summarily be rejected.

- e) **The successful tenderer shall not sub contract the assigned task covered under the work contract.**

### **8. Terms of Payment**

ALIMCO is a Schedule 'C' Miniratna Category II Central Public Sector Enterprises, registered under Section 8 (Not for Profit motive) of the Companies Act, 2013, (corresponding to Section 25 of the Companies Act, 1956)

- a) Monthly Payment of total due after deducting statutory dues and other deductions if any shall be released within 30 days after completion of each month on production of original invoice/ Bill.
- b) The GST amount will be released on submission on GST monthly/ quarterly return (GSTR-1) duly certified by the tenderer, Further the GST amount will be released after confirmation of GST input credit through online. In case of non-matching of GST input credit, no payment of GST will be made by the Corporation.
- c) Supplier's Bank Charges/Draft making charges will have to be borne by the party only.
- d) The tenderer will be required to submit their RTGS details duly certified by the Bank or along with a crossed/ cancelled Cheque in support of the details, as all payments/ refunds are preferably be made through RTGS mode only.

### **9. Right of Acceptance**

ALIMCO reserves the right to reject any or all the tenders in part or full without assigning any reasons thereof. The Corporation also reserves the right to negotiate the rates and terms and conditions of supply with any or all the tenderers at its sole discretion as deemed fit without assigning any reasons thereof.

### **ARBITRATION**

If any dispute / question or controversy arises, the settlement of which is not herein specifically provided in the this Purchase Order/Work/Service Contract, the matter in dispute shall be referred to the arbitration of the Chairman and Managing Director of ALIMCO or his nominee and decision of Chairman and Managing Director or his nominee shall be final and binding on both the parties. The provision of INDIAN ARBITRATION & CONCILATION CT 1996 as amended from time to time shall apply to such arbitration proceedings. Arbitration proceeding shall be held at Kanpur only and the Kanpur Courts will have jurisdiction in the matter.

Thanking you,

Yours faithfully,  
For Artificial Limbs Mfg. Corporation of India

Sr. Manager (SP&C)

**BROAD SCOPE OF WORK**

Regarding

**DEPLOYMENT OF TRAINED MANPOWER**

For

OPERATION & MANAGEMENT OF

TOLL-FREE BENEFICARY CARE, SERVICE & REDRESSAL CENTRE  
(ALIMCO TOLL-FREE CALL CENTRE).

**AT ALIMCO, KANPUR**

## Introduction to ALIMCO

ALIMCO is a company registered under Section 8 of the Companies Act 2013 as “NOT FOR PROFIT ORGANISATION”. It is a Government of India Undertaking which was set up in the year 1972 to manufacture and distribution aids & appliances to persons with disabilities. It has emerged as one of the largest manufacturing company of Artificial Limbs and Rehab Aids in South Asia, located at Kanpur. It is wholly owned by Govt. of India and is working under the Aegis of the Ministry of Social Justice & Empowerment, Department of Empowerment of Persons with Disabilities, Govt. of India.

ALIMCO produces 35 categories of products with about 355 variants under the following heads:

- Orthotic and prosthetic appliances
- Mobility Aids
- Aids for hearing Impaired
- Aids for visually handicapped
- Aids for mentally challenged
- Fitment Tools and Equipment
- Assistive Devices for Leprosy affected Persons

ALIMCO has a wide reach and rich experience of working with various stakeholders in the Disability space in India

- The company has provided aids & appliances for 4.30 million beneficiaries so far.
- Its main manufacturing unit is at Kanpur, Uttar Pradesh and has Auxiliary Production Units and Regional Marketing Centers spread across 8 states.

The key strengths of ALIMCO include:

▮ **Largest Manufacturing Centre at Kanpur.**

- The manufacturing plant at Kanpur spread over an area are of about 44 Acres and its Auxiliary Production Centres (AAPCs) located at Bengaluru, Jabalpur, Bhubaneswar, Channalon (Punjab) & Ujjain (MP).

▮ **Understanding of the local context**

- ALIMCO has In-depth understanding of the Indian disability space, including the knowledge of unique requirements of all types of disabilities.

▮ **Goodwill & Social mandate**

- ALIMCO has a social mandate to provide quality disability aids to the poor. Over the years it has earned considerable goodwill and reputation in the disability space.

## Background to the request for inviting tender/quote

1. ALIMCO, emerged as a Market Leader and largest manufacturer of Assistive Devices in the Country. It firmly believes in not only sustaining its status but expand its business through manufacturing High-end value- added assistive devices, by resorting to State of Art infrastructure including R&D lab adopting advanced technology, upgrading Plant/Machinery establishing Automated product lines expanding manufacturing base etc. also to establish service centers across the country, stream lining supply chain system and improving service delivery system as also other measures with an ultimate objective of serving the cause of huge population of PwDs in country besides export.
2. In line with aforesaid objectives of ALIMCO and to further improve and existing service delivery system, ALIMCO propose to strengthen its present beneficiary Care cum Service and Redressal System.
3. For above purpose, ALIMCO is inviting sealed offers in online mode from parties who may be required to deploy the requisite trained manpower at ALIMCO, Kanpur for the operation and management of Toll-free beneficiary care, service and redressal centre (ALIMCO toll-free call centre) at ALIMCO, Kanpur. The broad scope of work are given as under :-
  - i) To attend incoming calls on ALIMCO's toll free numbers, communicate & collect / provide information as per laid down procedure of ALIMCO.
  - ii) Registering caller (beneficiary) information as per format provided by ALIMCO and responding queries of caller (beneficiary) based on information as provided by ALIMCO.
  - iii) Maintaining and forwarding complete details of caller (beneficiary) to respective department through e-mail/ register on daily basis in respect of all incoming and calls being made to beneficiaries as per format / procedure laid down by ALIMCO.
  - iv) ALIMCO has already established and commissioned Beneficiary Care, Service and redressal centre using its toll-free number at ALIMCO, Kanpur. Accordingly, tenderer is required to use the existing set up which is having two computer, head phone and two telephone lines including a toll-free number.
  - v) Tenderer are required to deploy two trained manpower and manage two seats between 8.00 AM to 8.00 PM on all days (holidays to be intimated by ALIMCO separately) at ALIMCO, Kanpur. (ALIMCO TOLL-FREE CALL CENTRE may also open for all 365 days)
  - vi) The tenderer are required to deploy their trained manpower having at least 1 to 2 years of experience of working and managing call centre activities. Calls are required to be answered/made using Hindi language but in case of need to also required to be answered / made using English language.

- vii) Outgoing calls to be made to beneficiaries informing them for assessment and distribution camp also feedback calls on products and service part to be made on regular basis.
- viii) The tenderers are required to replace the resource (deployed manpower) on receipt of written request / notice from ALIMCO **within a period of a week.**
- ix) The provision for doing recording (on computer) of incoming / outgoing calls also needs to be made, accordingly tenderer are requested to quote their charges separately in their offer (BOQ) for providing recording facility. The recording of select call/calls for select date/month may require to be provided on CD/DVD as & when required by the Corporation.

**DELIVERY SCHEDULE / TIME-LINES:-**

1. The successful tenderer in whose favour the contract is finalized shall be required to make arrangement for operation and management of beneficiaries call, service and redressal centre at ALIMCO, Kanpur and arrange for its trial to ALIMCO on priority.
2. The successful tenderer is required to implement the system as per broad scope of work mentioned in the Annexure- 'A' after obtaining approval from Marketing Department of the Corporation.
3. A lead time of only 10 days maximum from the date of placement of the work contract can be allowed for the completion of above work.
4. The Non-compliance / failure of Para 1) to 3) above will be treated as failure in delivery and will attract imposition of penalty of ½ % of the Annual Contract value per week subject to a maximum limit of 10% of the Annual value of Contract.
5. In case of non-completion of pre-formatted activities as indicated in the broad scope suitable deduction (between 2% to 5%) shall be made from the subsequent bill/invoices submitted for payment to ALIMCO.
6. In case of absenteeism of the operator deduction @ of 10% in addition to pro- rata manpower charges shall be debited / recovered from the successful bidder/party.

**(On Company's Letter Head of the Tenderer)**

**UNDERTAKING**

We hereby undertake that our Offer is valid for acceptance for 90 days from the date of opening of Techno-Commercial Bid (TC-Bid).

(seal and signature of tenderer)

**(On Company's Letter Head of the Tenderer)**

**UNDERTAKING**

We hereby undertake that all the tender terms & conditions of this tender including Job description as mentioned in Annexure – 'A' and payment terms are acceptable to us in totality.

(seal and signature of tenderer)

(On Company's Letter Head of the Tenderer)

**CERTIFICATE OF AVERAGE TURNOVER**

This is to certify that the average Turnover of M/s ..... during last 03 Financial Years i.e.....to ..... is Rs.....which is equal to / more than 80% of quoted value in the preceding three years as per TC-Bid requirement of Tender No. SP/LT/02/AW of Artificial Limbs Mfg. Corpn. of India, Kanpur for entering into annual Contract. Job specified in Annexure-A enclosed with above referred tender.

(Certification by Chartered Accountant under Seal & Signature)

(Signature, Name & Stamp of Firm)

(On Company's Letter Head of the Tenderer)

**CERTIFICATE OF EXPERIENCE**

This is to certify that M/s.....(Name & Address of firm) has completed 3 / 2 / 1 Application Software Development / Processing activities against 3 / 2 / 1 Orders each equal to 40% / 50% / 80% of quoted value during previous 7 years as per TC-Bid requirement of Tender No. SP/LT/02/AW of Artificial Limbs Mfg. Corpn. of India, Kanpur regarding entering into an annual Contract for Operation and Management of Beneficiary call, service and redressal centre at ALIMCO, Kanpur as per Scope of work at Annexure-A enclosed with above referred tender.

(Certification by Chartered Accountant  
under Seal & Signature)

(Signature, Name & Stamp of Firm)

(On Company's Letter Head of the Tenderer)

**UNDERTAKING**

We hereby undertake that the details of beneficiaries will not be shared with any other party without written approval of the Competent Authority of ALIMCO.

(seal and signature of tenderer)

**TENDER ACCEPTANCE LETTER**

(To be given on Company's Letter Head of the Tenderer)

Date:

To,  
Sr. Manager (SP&C),  
ALIMCO, Kanpur

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: -

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

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

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

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) including the scope of work and payment schedule in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)