



HBSE Board

BID DOCUMENT

Empanelment of Vendors

**Short E-Tender for ONLINE APPLICATION, DATA
PROCESSING AND VARIOUS PRE & POST PHASE WORKS
FOR
HARYANA TEACHER ELIGIBILITY TEST
&
Any Other special Examinations**

Complete Address of Office :

*Board of School Education Haryana,
Hansi Road, Bhiwani-127021.*

Phone :- 01664-244171 -244175 (Ext.-154)

WebSite : www.bseh.org.in



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BOARD OF SCHOOL EDUCATION HARYANA , BHIWANI.

Website-www.bseh.org.in

Email- splexam@bseh.org.in

TENDER NOTICE NO.-BSEH/HTET& ANY OTHER SPECIAL EXAM./2018/01

SECTION-1

NOTICE INVITING E-TENDER

The Board of School Education Haryana, Hansi Road, Bhiwani invitees Short E-Tenders Under **Two Bid systems** from the reputed, experienced & Technologically sound Agencies for providing services for:

**ONLINE APPLICATION, DATA PROCESSING AND VARIOUS PRE & POST PHASE WORKS
FOR
HARYANA TEACHER ELIGIBILITY TEST & ANY OTHER SPECIAL EXAMINATIONS.**

| | |
|---|--|
| HARYANA TEACHER ELIGIBILITY TEST | Number of candidates(approx.) : 4,00,000 |
|---|--|

For participation in the bid, agencies will fill the complete tender form available at the Board's Website <http://www.bseh.org.in> and <https://etenders.hry.nic.in> as per schedule as given in CRITICAL DATE SHEET as under. Interested agencies may download the tender document from Board's Website <http://www.bseh.org.in> (for perusal /reference only):

CRITICAL DATE SHEET

| Subject | Date and time |
|---|---------------------------|
| Bid Document Download / Sale Start Date | 10-10-2018 |
| Bid Submission Start Date | 11-10-2018 |
| Bid Submission End Date | 19-10-2018 up to 03.00 PM |
| Technical Bid Opening Date | 22-10-2018 at 02.00 PM |

Bids should be submitted only in online mode at website: <http://etenders.hry.nic.in>

Any amendment/correction in the Tender Document will be done by the Board Authority through <http://etenders.hry.nic.in>. Prospective bidders are requested to regularly visit/check the Board's website. The cost of bid document is Rs. 3000/- (Rupees three thousand only) which is non-refundable and Earnest Money Deposit of Rs. 2,00,000/- (Rupees two lakh only) be submitted in favour of Secretary Board's Account Number 04791450000577 of HDFC Bank through RTGS (Real Time Gross Settlement) and the Proof of deposited slip should be enclosed /upload with the tender document.

Bids submitted through offline mode or in incomplete shape or beyond the stipulated period shall be summarily rejected. **The Competent Authority of the Board reserves the right to accept or reject any or all tenders without assigning any reason thereof.** Conditional tender will not be accepted. The Technical Bids shall be opened by the committee authorized by the Secretary for this purpose in the Board's Committee Room in the presence of the bidder who wish to remain present. Financial bids will be opened only of those bidders who will qualify in Technical bid. The date and time of opening of financial bids shall be intimated to the technically qualified bidders in due course.

For any query/clarification/difficulty regarding tendering process flow, please contact us on:

Address: Assistant Secretary (Special Exam cell)
Board of School Education Haryana, Bhiwani-127021.
E-mail: splexam@bseh.org.in

SECRETARY



SECTION-II

INSTRUCTIONS TO BIDDERS:

1. Details of Work:

Details of scope of work are given in **Section V**.

2. Eligible Bidders:

The bidder should be registered for the purpose of GST & Other Tax as applicable.

3. Cost of Bidding :

The bidder shall bear all costs associated with the preparation and submission of the bid. BOARD will in no case be responsible for these costs regardless of the conduct or outcome of the bidding process.

4. Bid Document:

4.1 Bid document includes:

- 4.1.1 Notice Inviting Tender.
- 4.1.2 Instructions to bidders.
- 4.1.3 General condition (Commercial) of the contract.
- 4.1.4 Special conditions of contract.
- 4.1.5 Detail of scope of Work.
- 4.1.6 Technical Bid Performa
- 4.1.7 Financial Bid Performa
- 4.1.8 Bid Form.
- 4.1.9 Letter of Authorization to attend bid opening
- 4.1.10 Declaration regarding near relationship with Board employees.
- 4.1.11 Declaration regarding the firm is not blacklisted, debarred &
No cases, criminal or civil, or enquiries are pending or registered against the firm.

4.2 The bidder must have technical capability to design, develop, deploy on server online applications, image capturing, scanning, processing and a secured environment as per the volume of work specified in scope of work Section V. The bidders must have following resources:

- 4.2.1 Heavy Duty Laser Printers. (Total laser printing capacity at least 200 PPM). OMR Scanners (10)
- 4.2.2 10 Computer System or above with minimum i5 configuration and 10 Laptops.
- 4.2.3 Data Transmission facility 100 mbps and above.
- 4.2.4 Power Backup Generator set/UPS facility up to minimum 3 hours.
- 4.2.5 High speed internet connectivity.
- 4.2.6 Minimum of 10 Professionals on Rolls
- 4.2.7 **Dedicated** servers in cloud computing environment in India with software firewall/antivirus/unified threat management software to protect against hacking, attacks and threats.
- 4.2.8 **Disaster** recovery management system to recover within 24 hours.



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4.2.9 *A separate backup server shall be maintained for database backup.*

4.2.10 *Technical support shall be provided 24X7 on the board.*

4.3 *Apart from above, the bidder must be competent enough to undertake the following activities for smooth conduct of the exam.*

4.3.1 *Development of software, website and hosting of application for online-registration for the set task.*

4.3.2 *Development and implementation of Exam fee payment gateway.*

4.3.3 *24X7 Call centre setup and FAQs for solving candidate queries.*

4.3.4 *SMS and Email support services.*

4.3.5 *Online administration and reporting feature.*

4.4 *The bidder is requested to examine all Instructions, Forms, Terms and Specification in the Bid Documents. Failure to furnish all the information required as per Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and will result in rejection of the Bid.*

4.5 *The bidder should have adequate infrastructure, manpower and other resources to accomplish the entire end to end task as per the quantum of work referred in the bid document as well as the time frame specified by the board. Premises/Arrangements of new Agency(s) will be visited / inspected by the committee of Board's officers to ensure competency and capability of the agency without disclosing the date of visit.*

4.6 *A prospective bidder requiring any clarification on the Bid document shall notify the Board in writing. The board shall respond in writing to any request for the clarification of bid document which it receives not later than 3 (Three) days prior to the last date and time of sale of Tender.*

5. Copy of Documents required to be submitted for establishing Bidders Eligibility and Qualifications:

5.1 *The concerned party should have at least **Three years** experience in online form filling and successful execution of work of board/ universities etc. with Minimum Two lakh candidates.*

5.2 *The bidder must have independently handled OMR Based Examination of any state. (Minimum Two lakh candidates) , during any one year out of last three years.*

5.3 *Performance certificate from the client regarding successful execution of work mentioned at clause 5.1 & 5.2.*

5.4 *The concerned party should have turnover of at least 50 lacs for last 3 Financial years for each year i.e. 2015-16, 2016-17, 2017-18.*

5.5 *The concerned agency/any of its Director/MD/Partner should not be blacklisted/ debarred by any Board/ University/Govt. Department & no legal cases are registered or pending against the bidder, till the time of bid submission (Attach Affidavit on RS. 100 non judicial stamp paper duly notarised)*



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5.6 *The concerned party should mandatory PF contribution system and ESI registration as per Govt. norms .*

5.7 **Proofs of:**

5.7.1 *Proof of Hardware facilities described in clause 4.2.*

5.7.2 *Registration certificate for GST & Other Tax as Applicable.*

5.7.3 *Partnership Deed or Articles / Memorandum of Association in the case of Company / Pvt. Ltd. Firm.*

5.7.4 *PAN Card and Latest Income Tax Return of last three years.*

5.7.5 **ISO 27001.**

5.8 **The web server portal security audit report should be enclosed with The technical Bid.**

6. **Amendment to bid document:**

6.1 *At any time prior to the deadline for submission of Bids, the Board may amend the Bidding Documents by issuing an addendum/ corrigendum.*

6.2 *Bidders are advised to keep themselves updated with the information displayed on the website of the Board and the Board shall not be responsible in case the Bidder has not received such addendum/corrigendum in the manner stated above.*

6.3 *The Board may, at its discretion, extend the deadline for the submission of Bids.*

7. **Documents comprising the bid:**

The bid prepared by the bidder shall comprise the following components.

7.1 *Documentary Evidence established in accordance with clause 2 and as detailed in clause 5, that the bidder is eligible to bid and is qualified to perform the contract.*

7.2 *Bid Security furnished in accordance with clause 11.*

7.3 *A clause by clause compliance as per clause 10.*

7.4 *Affidavit for not blacklisted / debarred by any Board/University/ Govt. department and no legal cases are registered or pending against the bidder, till the time of bid submission.*

7.5 *Bid Form and price schedule completed in accordance with clause 8 and 9.*

8. **Bid Form**

The bidder shall complete the Bid Form only through tender and the appropriate price schedule furnished in the bid document covering the GST to be rendered and price schedule as per Section-V.

9. **Bid Price**

9.1 *The supplier shall quote rates strictly as per Financial Bid given in Section-VII.*

9.2 *The price quoted by the bidder shall remain fixed during entire period of contract & shall not be subject to variation on any account. A Bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.*



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10. Clause by clause compliance.

*A clause - by - clause compliance of services to be provided (Section VI), and special conditions (Section IV) shall be given. **In case of deviation, a statement of deviation shall be given.***

11. Bid Security

11.1 *The Bidder shall furnish Bid Security of Rs. 2,00,000 (two lacs only) Security, as specified in the bidding schedule.*

11.2 *The Bid Security is required to protect the Board against the risk of Bidder's conduct which would warrant forfeiture of Bid Security.*

11.3 *Bid Security should be deposited through R.T.G.S. in Board account.*

11.4 *Any Bid from a Bidder, without Bid Security will be rejected by the Board.*

11.5 *The Bid Security of unsuccessful Bidders will be discharged or returned within a month after the award of contract to the successful Bidders. However, in disputed cases, the Board will not be bound to release the Bid Security in the stipulated period.*

12. The Bid Security may be forfeited :

12.1 *Once a Bid is submitted by the firm, it can't be altered or withdrawn. If a Bidder does not accept his quoted rates and refused to execute the job, then the Bid Security deposited with the Bid will be forfeited and firm will be **blacklisted**.*

12.2 *In case of successful Bidders fails :*

12.2.1 *To sign the contract.*

12.2.2 *In case of fraudulent and corrupt practices.*

12.3 *If a successful Bidder has been found incapable of executing the assigned job to the satisfaction of the Board, which may reflect adversely the image of the Board/ the Bid Security, if not released can be forfeited and the Chairperson may allot the work to some other eligible firm.*

13. Format and Signing of Bid.

13.1 *The Bidder shall submit only one Bid.*

13.2 *The Bid shall be signed by the Bidder or a person(s) duly authorized to sign the Bid to the contract.*

13.3 *In no case Bid shall contain any interlineations, erasures or overwriting otherwise the Bids are liable to be straightaway rejected.*

13.4 *Failure to a Bid by any of the instructions will make the Bid liable to be rejected.*

14. Submission of Bid.

The Bid submitted by the Bidder shall be in two separate parts:-

Part 1: Technical Bid

With required documents for qualification criteria. To be opened on the date & time as specified in the Bidding Schedule.



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Part 2: Financial Bid

The rate per candidate (successfully admit cards generated) shall include end to end task inclusive of Cost of Study, Design, Development & Testing of Application Software, deployment and maintenance of application on online and offline servers, pre examination processing, online help desk and roll number generate and upload online admit card and all other activities as per scope of work in Section VII both in figures and words, to be submitted in the Tender Performa. Not to be opened except with the approval of the Chairperson, Board of School Education Haryana, Bhiwani.

15. Bid opening:

The Committee of the Board headed by the Chairperson will open the Bids received in the presence of Bidders or their representatives, who may wish to be present as per time, date and place specified in the Bidding Schedule. In the event of the specified date for the submission of Bids being declared a holiday for the Board, the Bids will be opened at the appointed time and location on the next working day.

16. Evaluation:

16.1 *The Cost of Bidding Document will be opened first. In any case if the cost of the Bidding Documents/payment is not there, or incomplete, the remaining Bid Documents will not be opened, and the Bid will be rejected. The Bidder will be responsible for the same and shall have no right for further participation.*

16.2 *In all cases, the amount of Bid security and validity of bid document shall be announced. Thereafter, the Bidder's names and such other details as the Board may consider appropriate, will be announced by the board.*

16.3 *The Board will prepare minutes of the Bid opening, including the information disclosed to those present in the meeting.*

16.4 *The evaluation of Technical Bids will commence after its opening and evaluation will made with respect of Bid security, Qualification criteria and other information furnished in Part 1 of the Bid. On the basis of such evaluation a list of the responsive Bids will be drawn up. The Financial Bids of only those Bidders, who qualify in the evaluation of the Technical Bids, will be considered.*

16.5 *Eligible bidders in technical Bid shall give a demonstration as per scope of work in Section V to show their competency and capability.*

16.6 *Bidders or their duly authorized representative(s) whose Technical Bids are found may attend the meeting of opening of financial Bids.*

16.7 *Technical Bid will be evaluated by the Committee.*

16.8 *Premises of new agencies may be visited / inspected by the committee of Board's officers to ensure competency and capability of the agency without disclosing the date of visit.*

16.9 *The Financial Bids of only those Bidders, who qualify in the evaluation of the Technical Bids, will be considered. Financial Bids of only those bidders will be opened who are found suitable and eligible as per technical bids and inspection.*

16.10 *At the time of opening of 'Financial Bids', the names of the Bidders, whose Technical Bids were found responsive, will be announced and the financial bids of only those Bidders will be opened. The responsive*



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Bidder's names, the Bid prices and such other details as the Board may consider appropriate will be announced by the Board at the time of opening of Financial Bid.

16.11 Board shall evaluate in detail and compare the substantially responsive bids and comparison of bids shall be on the price of the services offered as indicated in the Financial Bid in Section IX of the bid document.

16.12 **The bidder who has quoted minimum amount shall be the L1 Bidder. The next higher bidder will be L2 Bidder and so on. The empanelment shall be done for the "L1" Bidder on first priority basis. BSEH reserves the right to award amongst empanelled agencies at its discretion based on quality of services. BSEH shall have the right to ask other technically qualified bidders (L2 and above) to match the rates quoted by the "L1" agency. The empanelment of agencies who have agreed for matching the rate quoted by "L1" agency can also be empanelled however, this does not accrue any right on them for award of contract.**

17. Award of Contract:

Board of School Education Haryana, Bhiwani, shall consider placement of letter of intent to those bidders whose offers have been found technically and financially acceptable. The bidder shall give his acceptance in conformity within 07 days of issue of letter of intent.

18. Right to vary quantities:

Board of School Education Haryana, Bhiwani will have the right to increase or decrease the required quantity of services specified in the schedule of requirement without any change in charges of the offered quantity and in other terms and conditions at the time of award of contract.

19. Signing of Contract and depositing of Performance Security:

19.1 *Signing of Agreement shall constitute the award of hiring contract on the bidder.*

19.2 *upon the successful bidder furnishing the Performance Security the BSEH, BHIWANI shall discharge its bid security in pursuant to clause 11 or may deposit remaining amount.*

20. Annulment of Award:

Failure of the successful bidder to comply with the requirement of clause 18 shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security & performance security in which event BOARD may award the work to any other bidder as the discretion of BOARD or call for new bids.

21. Period of validity of bids:

21.1 *The bid shall remain valid for 90 days after the date of opening of bids. A bid valid for a shorter period shall be rejected by BOARD as non-responsive.*



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21.2 A bidder accepting the request of BOARD for an extension to the period of bid validity, in exceptional circumstances, will not be permitted to modify his bid.

22. Allotment Criteria :

22.1 Before allotment of work order, the Board will evaluate the Bids.

22.2 The Board may in its discretion redistribute allotment to eligible Bidder/s keeping in view the capacity /prior performance of the Bidder/s, provided the Bidder/s are agreed to match the lowest evaluated substantial responsive Bid.

22.3 If there are two or more lowest successful Bidders quoting equal rates, then the Board may award the work to any one or more of them, keeping in view the Performance certificate submitted or/ and as desired in the best interest of board.

23. Board's right to accept or reject any Bid or all the Bids :

The Chairperson of the Board reserves the right to accept or reject any Bid and to annul the whole Bidding process and may reject all Bids at any time prior to allotment of work, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Board's action.

24. Corrupt or Fraudulent Practices:

24.1 The Board requires the Bidders to strictly observe the laws against fraud and corruption, as in force in India, namely, Prevention of Corruption Act, 1988.

24.2 "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in agreement execution.

24.3 "Fraudulent practice" means misrepresentation of facts in order to influence a procurement process or the execution of a agreement which is detrimental to the Board and include collusion practice among Bidders (prior to or after Bid submission) designed to establish Bid price at artificial, non competitive levels and to deprive the Board of the benefits of free and fair competition.

24.4 If at any stage, it is found that a particular firm has misrepresented/ concealed the facts or the contents of the documents and such documents submitted by the firm are found to be wrong or false, such conduct of the firm shall also be dealt with under fraudulent practices.

24.5 Any firm found involved in above cases may be blacklisted by the Board.

25. Any point not covered under the Terms & Conditions of the Tender :

For any point not covered under the provisions of the Tender, the Chairperson, Board of School Education Haryana, Bhiwani shall be the final competent authority, whose orders in this regard shall be final and binding upon the Bidders.

26. Life of BID :

The allotment of work will be made for HTET & OTHER SPECIAL EXAMINATIONS. The allotment of work will be initially for one year only from the date of issuance of the work order for the work in the first instance which may be extended for up to further ONE OR TWO more years on satisfactory execution of the work on year to year basis on the basis of concurrence of both the parties.



SECTION III

GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT:

1. Application:

Submission of bid against this offer shall bind the bidder for the acceptance of all the conditions specified herein or in Notice Inviting Tender unless otherwise agreed by BOARD.

2. Performance Security:

Performance Security Deposit/ Bank Guarantee: The successful bidders shall submit performance security deposit in the form of Bank guaranty of Nationalized/scheduled commercial bank in the favour of "Secretary, HBSE, Bhiwani" of an amount equivalent to 10% of contract value valid for 90 days beyond the completion of all contractual obligations of supplier. The performance security be deposited within 15 working days from the date of issue of Work Order of the Contract or prior to signing of the Contract whichever is earlier, failing which the work order stands cancelled and EMD shall be forfeited.

3. Execution Time Limit:

The time period as stipulated in the contract or letter of intent shall be deemed to be essence of the contract.

4. Payment Terms:

4.1 *The payment will be made after the successful completion of the job. No advance payment will be made under any circumstances. Payment shall be made by the board to the firm/agency on the basic of the total no. of candidates for whom admit cards are generated for appearing the exam of the work concerned.*

4.2 *20% payment shall be made after successful completion of pre examination work & 60% payment shall be made after successful completion of post examination work after submission of bills. Remaining 20% shall be made after 60 days from the date of result declaration and satisfactory receiving report from concerned branch/sections.*

4.3 *Any deductions / penalties if any shall be deducted from the bill.*

4.4 *Performance security shall be released after completion of allotted project in all respects.*

5. *Plain stationary and pre-printed stationary for reports to be given to the Board will be supplied by the agency. Blank certificates will be provided by the Board.*

Stationery will be of following standard:-

(a) For result sheet & other reports 70 Gsm (A-4/FS/C.S)

(b) Signature Chart 100 Gsm (A-4/FS)

*Grammage test (Lab test) of the stationery, supplied by the Agency to the Board or used for printing of various examination reports, **will be got done by the Board on random sample drawn and cost of lab test shall be deducted from the bill of the agency.** In case of under or over grammage (other than specified (IS+- standard), agency will be penalized for **Rs 10,000/-**for each stationery. Besides imposing of penalty decided by the Secretary but not less than **Rs. 20,000/-**.*



6. Penalty Terms:

6.1 Failure on the part of the tenderer to complete the job as per "Time Schedule" will render him liable to imposition of "Penalty" as per the following schedule:-

6.1.1 For delay from 1 To 2 days Rs. 1000/-per day

6.1.2 For delay from 3 To 4 days Rs. 2,000/-per day

6.1.3 For delay from 5 To 6 days Rs. 5,000/-per day

6.2 In case the delay is more than 6 days the tenderer will be blacklisted for allotment of Examination works in addition to the penalties levied as per terms and conditions of the contract. However the decision of the Chairperson of the Board in this regard will be final and binding.

6.3 Tenderer shall be liable to pay a penalty @ Rs. 200 for Minor Mistake and Rs. 500/- per Major mistake for any type of error in Pre and post examination Phase Work respectively, separately.

7. Rates:

7.1 Rates exclusive of all duties, taxes and other levies in Rs per successfully admit card generated shall include end to end task inclusive of Cost of Study, Design, Development & Testing of Application Software, deployment and maintenance of application on online and offline servers, pre examination processing, online help desk, all other activities as per scope of work online admit card, related works and reports.

7.2 The rates quoted shall remain firm throughout the period of contract and this contract will remain valid up to the date of completion of the job by the tenderer and shall not be subject to any upward modification whatsoever. Mutual amendments in the scope of work can be made.

7.3 Payment shall be made in Indian Rupees only.

8. Taxes and Duties:

The tenderer shall be solely responsible for the payment of all taxes, duties, license fees, octroi etc. incurred. Income Tax etc. will be deducted at source as per prevalent rates announced by the competent authority from time to time.

8. Insurance:

The Board's office will not pay for any insurance charges against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery etc.

9. Termination of Contract:

BOARD may without prejudice to any other remedy for breach of contract may terminate the contract in whole or in parts.

9.1 If the contractor fails to execute the job within stipulated time frame or to the entire satisfaction of BOARD.

9.2 If the contractor fails to perform any other obligation (s) under the contract.



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9.3 BOARD may without prejudice, to other rights under law or the contract provided get the services of other agencies at the risk and cost of the contractor, in above circumstances.

10. Termination for insolvency:

BOARD may also by giving written notice and without compensation to the contractor terminate the contract if the contractor becomes unwilling, bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.

11. Force Majeure:

If 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 any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 10 days from the date of occurrence thereof, neither party shall by reason of such events be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such on performance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist, and the decision of BOARD as to whether the supplies have been so 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 15 days either party may, at his option terminate the contract.

12. Appeal :

In the event of any question, dispute or difference arising under the agreement or in connection there with (except as to matter the decision to which is specifically provided under this agreement), the same shall be referred to a committee the **Chairperson, Board of School Education Haryana, Bhiwani** in case his designation is changed or his office is abolished then in such case for the time being entrusted whether in addition to the function of the Chairperson, Board of School Education Haryana, Bhiwani, or by whatever designation such officers may be called (hereinafter referred to as the said committee) appointed by the Chairperson Board of School Education Haryana, Bhiwani, or the said committee.

12.1 The venue of the committee proceeding shall be Office of the Chairperson, Board of School Education Haryana, Bhiwani.

13. SET OFF

Any sum of money due and payable to the contractor (including security deposit refundable to him) under this contract may be appropriated by BOARD and set off the same against any claim of BOARD for payment of a sum of money arising out of this contract or under any other contract made by contractor with BOARD.



SECTION IV
SPECIAL CONDITIONS OF CONTRACT:

1. *The special conditions of contract shall supplement the Instruction to Bidders as contained in Section II and General (Commercial) Conditions of the contract as contained in Section III and wherever there is a conflict, the provisions herein shall prevail over those in Section II and Section III.*
2. *In case the date fixed for opening of bids is subsequently declared as holiday by the Government of Haryana, the revised schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.*
3. *BOARD reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contract entered into with BOARD.*
4. *BOARD reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient ground.*
5. *No Sub-Contracting is permissible by BOARD.*
6. *The near relatives of all BOARD employees either directly recruited or on deputation are prohibited from participation in this tender. The near relatives for this purpose are defined as:*
 - 6.1 *Members of a Hindu Undivided Family,*
 - 6.2 *They are husband and wife,*
 - 6.3 *The one is related to the other in the manner as father, mother son(s), son's Wife (daughter-in-law), Daughter(s) & daughter's husband (son-in-law), Brother (s) & brother's wife, sister(s) & sister's husband (brother-in-law).*
7. *The tenderer (s) should give a certificate (in format as Section-X) to the effect that none of his / her relative is working in BOARD as defined above. In case of proprietorship firm the certificate will be given by the proprietor, for partnership firm certificate will be given by all the partners and in case of Limited company by all Directors of the Company. Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled and Bid Security/security deposit will be forfeited at any stage whenever it is noticed. The BOARD will not pay any damages to the company or firm or concerned person. The company or firm or the person will also be debarred for further participation in the concerned unit.*
8. *BOARD reserves the right to divide the work among more than one bidder depending on the capability of bidder.*
9. *The details of the system designing and programs will have to be provided to the Board. All Application software modules will be the property of Board of School Education Haryana, Bhiwani, Agency will provide a working copy of all software Module (Source Code) with training to at least two employees of the board , if required by the Board.*
10. *The time schedule may be required to be adjusted as per requirements of the BOARD from time to time as the work of processing of results is highly time bound.*
11. *The confidentiality and integrity of data shall be maintained by the firm and no part of it shall be erased or modified without permission or divulged to any one without the permission of competent authority.*
12. *The firm will provide server space(unlimited) in state-of-the-art with a guaranteed up time of 99.9% service level agreement.*
13. *The firm shall provide 24x7 technical supports for application as well as data centre to the board.*
14. ***The firm will provide the services of software engineers / programmers in the board premises during the whole period of the work.***
15. *The website for HTET & ANY OTHER SPECIAL EXAMINATIONS shall be hosted within India.*
16. *Dedicated servers in cloud computing environment located in India with software firewall/ antivirus /unified threat management software and web server should be secured with 3 tiers security system with the capacity of 5 lakhs hit at a time.*
17. *Disaster recovery management system to recover within 24 hours.*
18. *A separate backup server shall be maintained for database backup.*
19. ***The allotment of work will be made for HTET & ANY OTHER SPECIAL EXAMINATIONS. The allotment of work will be initially for one year only from the date of issuance of the***



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work order for the work in the first instance which may be extended for up to further ONE OR TWO more years on satisfactory execution of the work on year to year basis on the basis of concurrence of both the parties.

20. *The firm shall be required to undertake full responsibility of the safe custody and to maintain secrecy of documents supplied by the Board. Each document and data given by the Board shall be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the Board. In case of lapse, the firm will be fully responsible for the consequence.*
21. *Plain stationary and stationary for printing of reports to be given will be supplied by the agency as required by the board*
22. *The eligible computer agencies who are bidding for the first time and have not done job of this Board previously will be required to do software development (STR) free of cost as per requirement and satisfaction of the Board within stipulated time frame as decided by the Board with test data supplied by the Board. The Board will not pay any charges for the same either for system designing and software development or processing, whatsoever.*
23. *The charges will be paid on the actual number of candidates successfully generate online admit card.*
24. *Data will be delivered by the board in phased manners as per schedule mutually decide.*
25. *Output reports/Data will be delivered by the agency concerned as per schedule.*
26. *Reports will have to be supplied after removing the carbon papers. In case a report has been printed in two ups, the same will be supplied duly cut.*
27. *The data stored will be the property of the board and the computing agency will have to supply all copy of the updated data file on Hard Disc in read only format as and when required by the Board after completion of project Data will not be erased without written permission of the Board.*
28. *The agency will be required to supply a number of edit/check list and updates in pre examinations processing till all mistakes are removed to the entire satisfaction of the Board.*
29. *The Data checking will be responsibility of the computing agency.*
30. *Wastage while testing of printing templates on stationery supplied by the Board should not exceed 0.5%.*
31. *Updation of the data after declaration of the result if required will have to be done within 24 hours without any extra charges.*
32. *The reports will have to be prepared as per instructions of the Board in the formats given/approved by the Board after getting clearance in writing from the Board and will have to ensure 99% accuracy. For a mistake agency will have to pay charges as defined in **clause 5 of Section III.***
33. *The agency will have to supply up to two copies of each report whenever number of copies required is not mentioned.*
34. **Reconciliation of various fee**
*The Examination fee deposited by the candidates or by anyone else either through the **gateway payment** is to be reconciled timely and it will be the sole responsibility of the prospective bidder to reconcile the various fee and provide the related data / Reports in a stipulated period as communicated by the Board. Soft copy of MIS shall be provided by the Bank (as decided by the Board) to the vendor on daily basis.*
35. **All examination related works shall have to be accomplished within the Boards premises, at Bhiwani and for the purpose a base office shall have to be established by the agency. Agency will not sublet allotted work to any other agency.**

I/We here by agree the terms and condition of the tender and will abide by the same as well as the statutory obligation as required by the law. Read and accepted all instructions contained in the detail Tender document.

Place :

Date :

**signature of the Proprietor/Partner/
Director/MD with stamp**



SECTION-V

Scope of Work

1. Scope of work

This Board conducts HTET is likely to be commenced tentatively from the THIRD week of November/December 2018. There are various stages and activities in the schedule which is to be finalized by the Board for the smooth completion of Pre Phase and Post Phase related of HTET & OTHER SPECIAL EXAMINATIONS. The Board expects from the prospective bidders to provide "End to End Solution" for the above works with least paper work.

2. VOLUME OF WORK

As per the available data related to the candidates who have appeared in Examination, it is expected that approximately 4,00,000 number of candidates are supposed to appear in HTET.

3. PERIOD DURING WHICH THE WORK IS TO BE DONE

The entire work from the registration of the candidates to be completed in such a time bound/scheduled as decided by Board.

Pre Examination Activities for HTET

- Registration of candidates online (with photo recognition) through gateway payment.
- Fee Reconciliation done by firm.
- Agency will supply all reports in desired format.
- Cut list (Soft copy) of all registered candidates level wise/district wise as desired.
- The statistical reports for distribution the question paper to different centre as required by Board.
- Signature chart with photo (colored) and signature. One copy centre wise with bar/QR code.
- Board will supply list of UMC/Cancel/RLE etc. Cases. Agency will mark their records in database for block the downloading of admit cards non-declaration of their results and as per the case applicable.
- CD of admit cards with photo/sign. to upload on Boards website for downloading.
- All the updation in the data will be responsibility of the firm, whenever, required by the office.
- Providing other all type of stationary like envelops for signature charts centre wise etc.

Post Examination Activities for HTET

- Scanning of OMR sheets for preparing result.
- Printing of mis-match report for checking.
- Finalized the result data as per pass formula.
- Sample result of 1% of candidates for checking as required before finalization and declaration of results.
- Pass percentage and all statistical report as per requirement of board.
- Updating withheld cases in result file which are to be supplied by the board.
- Preparing the data on CD for uploading the result in internet and IVRS system.
- Print Result sheet (3 copies) as desired by the board. Address slips of pass candidates.
- Printing of certificates of qualified candidates with colored photo,signature & QR code after completing of printing work of results sheet.
- Final backup of result files and image on Hard disk in format as desired by the board.
- Signature Chart scanning/ ICR (200 DPI) after examination.



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- Domain name for **HTET and ANY OTHER SPECIAL EXAMINATIONS** as specified by **BOARD** shall be procured by the firm.
- Development of Web portal for online registration of candidates and to provide related information like gazette notifications etc. The Website as well as the application shall be developed by the firm within 07 days from the allotment of the work.
- The firm will be required to complete software development and system run at their own cost as per requirement and satisfaction of the board within a stipulated timeframe as decided by the board. The board will not pay any charges for the same, either for system designing or software development or processing whatsoever. The software developed for web application etc. shall be the property of the board. The firm shall formally handover the documentation of the software development and the entire system designed for the purpose. The data stored shall be the property of the board and the firm shall have to supply the updated data file on Hard Disc as and when required by the board.
- Hosting of application as per timeline decided by the board.
- Updated/Revised database after every closing/last date as per schedule provided by the board.(e.g. no. of students enrolled till last date, no. of forms verified after fee)
- The firm shall provide Audit report in regard to system Vulnerability by any CERT-IN approved firm.
- To Provide Data Security Certificate from the Server Provider.
- Online Candidate registration for aspiring applicants through web applications shall be deployed in the state-of-the-art data centre with the guaranteed uptime of 99.9% service level agreement. Backup servers shall be maintained by the firm for the backup of the data as well as in case of down time in one server. So that in case of technical issues or emergency /unforeseen situation or any such situation the application stays live for the candidates without any obstacles. However, the backup server shall be separate.
- Dedicated server in cloud computing environment located in India must be available 24x7 and should have the capability to handle concurrent access/hits as per count given for the reference and capacity to upload signature and photos at a time.
- Management and backup of online registration data to avoid data loss through viruses, application problems, human errors, operating system failure, hacking and any other such threat during the process. The firm shall provide us detail regarding the safety and security measure taken. The firm shall ensure 100% integrity of data, authentication and confidentiality. Firm should proactively work to protect against any such threats.
- Every candidate enrolled shall have unique registration Number (format will be specify)
- Development and implementation of HTET & ANY OTHER SPECIAL EXAMINATIONS form payment through Payment Gateway integration by any RBI approved agency.
- The firm shall prepare MIS report for the fee collected/ challan verified vis-a-vis the number of candidates and accordingly the status of the fee and candidate successfully enrolled shall be displayed on website also. The HTET & ANY OTHER SPECIAL EXAMINATIONS form fee deposited by the candidates. It will be the sole responsibility of the prospective bidder to reconcile the various fee and provide the related data/Reports in a stipulated period as communicated by the Board. Soft copy of MIS shall be provided by the Bank (as decided by the Board) to the vendor on daily basis.



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- Various validations as required on the basis of policies/ notification/ guidelines shall be implemented while enrolling the student. However, all such validations shall be checked and verified by the concerned authority before making it live to the audience.
- A detailed report of invalid/Rejected/Pending or any such un successful cases shall be reported to the candidate as well as to the department through an MIS report. In the said cases, an E-mail/SMS shall be triggered to the applicant for information.
- The firm will also prepared the software on the following items-
Candidate will get the image/photocopy after ICR of his/her OMR sheet after pay fee through gateway payment. The software with complete documentation handed over to the computer cell. URL will be provided by the firm.
- **Training, Helpdesk and Grievance Redressed and other support :-**

For any difficulty/grievances faced/felt by the candidates or the heads of the institutions or by anyone at the end user needs to be promptly attended by the prospective bidder. The bidder/vendor must take all necessary steps to ensure that absolutely no difficulty of any kind is faced by anyone during the entire process of online mechanism for various works. In case of any difficulty, make such a technological arrangement that the difficulty is detected/ pointed out and at the same time the solution/remedy for the same be provided for immediate solution online only. The provision of SMS and Email alerts, and onsite updated information is to be made by the prospective bidder. The required support as and when needed by any of the end user is to be provided through emailing and by arranging toll free number till the requirement period. The overall purpose of the above mechanism is to ensure that the online services remain hassle free, time saving, cheaper, more convenient and user friendly. Daily basis report of grievances received, redressed, pending if any must be provided to the competent authority of the Board online only.

3.1 Training modules shall be developed to provide training and support to the employees and candidates

3.2 Setting up of a centralized help desk centre shall be established at board head office to facilitate public enquiry. The help desk centre shall be established at least five internet system enabled.

3.3 Also a FAQ shall be developed and displayed on website for candidate's assistance.

3.4 24X7 Call centre setup and FAQs for solving candidate queries. A separate call centre setup in board premises for solving candidate queries through a toll free number with minimum numbers of 6 persons deployed by the firm for solving candidates query during the working hours (10 to 5pm). Such call centres would be operational with the start of online registration till the conduct of the exam.

3.5 SMS and Email support services as desired by the board.

3.6 Online administration and reporting feature shall have admin panel with different level of access rights as authorized by the board for different officers.

3.7 The prospective bidder is expected to create and provide training modules and FAQ related to the various works. The training modules comprising audio video technique are to be uploaded on the site so that the users of the online services find it useful and convenient while entering the required data for various work/activities. The overall purpose of the training module is to facilitate the online application of the various services. Further, the employees of the branches concerned of the board, are to be provided adequate information, technique and processes involved in the online application of various services by imparting training through a short program.



SECTION-VI

Board of School Education Haryana, Bhiwani.

Technical Bid Performa

| | | | | |
|--|-------------------|-----------|------------------|------------|
| Name of company | | | | |
| Year of Establishment | | | | |
| Address | | | | |
| Phone with std code | | | | |
| Mobile | | | | |
| Email id | | | | |
| About company premises | Owned/rented Area | | | Attachment |
| Experience as per clause No. 5.1 of section II. | STATE | YEAR | Board/University | Attachment |
| | | | | |
| Experience in online registration as per clause 5.2 of section II | | | | Attachment |
| Performance Certificate from the client regarding successful execution of work as per clause no. 5.1 & 5.2 of section II | | | | Attachment |
| Turn Over for last three financial year as per clause 5.4 of section II | 2017-2018 | 2016-2017 | 2015-2016 | Attachment |
| | | | | |
| Blacklisted /debarred & No legal case registered or pending? (Attach Affidavit) as per clause 5.5 Of section II | | | | Attachment |
| PF contribution and ESI registration number as per clause 5.6 of section II. | | | | Attachment |
| Proof of Hardware Faculties 5.7.1 as describe in clause 4.2 section II. | | | | Attachment |
| GST Registration number as per clause 5.7.2 of section II | | | | Attachment |
| Type of firm or organization (proprietary /private etc.) as per clause 5.7.3 of section II | | | | Attachment |
| PAN Number as per clause 5.7.4 of section II. | | | | Attachment |
| Last three years Income Tax return as per clause 5.7.4 of section II | | | | Attachment |
| ISO 27001 as per clause 5.7.5 of section II <input type="checkbox"/> Date of issuance <input type="checkbox"/> Issuing authority. <input type="checkbox"/> Validity of Certificate. | | | | Attachment |
| | | | | |
| | | | | |
| | | | | |



BOARD OF SCHOOL EDUCATION HARYANA , BHIWANI.

Website-www.bseh.org.in

Email- splexam@bseh.org.in

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| | | |
|--|--|-------------------|
| <i>BID Form (Section VIII)</i> | | <i>Attachment</i> |
| <i>Declaration (Section-X) about relationship with BSEH Bhiwani Employee as per clause 6 of section IV</i> | | <i>Attachment</i> |
| <i>Number of Employees on Rolls as per clause no. 4.2.6 of section II.</i> | | |
| <i>Audit report as per clause 5.8 of section II</i> | | |

Note: Self attested attach documentary proof of all the above

2. Details of examination successfully executed:

| <i>Name of application/project</i> | <i>Name of Client</i> | <i>Contact person</i> | <i>Job type</i> | <i>Contact number</i> | <i>Volume of work No. of candidates</i> | <i>Year and Duration of work</i> |
|------------------------------------|-----------------------|-----------------------|-----------------|-----------------------|---|----------------------------------|
| | | | | | | |
| | | | | | | |

3. Details of Infrastructure:

| <i>Sr. No.</i> | <i>Item Name</i> | <i>Description/ Model/Company</i> | <i>Nos.</i> | <i>Specification</i> |
|----------------|---|-----------------------------------|-------------|----------------------|
| 1 | <i>Laser printers/OMR scanners etc.</i> | | | |
| 2 | <i>10 Computer systems and above with minimum i5 configuration and ten laptops</i> | | | |
| 3 | <i>Data Transmission capacity of 100mbps and above</i> | | | |
| 4 | <i>Power Backup Generator set/UPS facility up to minimum 3 hours</i> | | | |
| 5 | <i>High speed internet connectivity</i> | | | |
| 6 | <i>Number of Employees on Rolls as per clause no. 4.2.6 of section II.</i> | | | |
| 7 | <i>Capacity and location of data centre dedicated server in cloud computing environment located in India.</i> | | | |
| 8 | <i>Firewall/antivirus/unified threat management system</i> | | | |
| 9 | <i>Disaster recovery management system within (24hours)</i> | | | |
| 10 | <i>Separate backup server for database backup</i> | | | |
| 11 | <i>Technical support 24X7 to the board.</i> | | | |
| 12 | <i>Technical Deviation, if any</i> | | | |

Certified that all the terms and conditions of this TENDER, in view of scope of work, are accepted by us.

Dated

Signature of the Owner with rubber seal of the firm



SECTION-VII
Financial Performa

HARYANA TEACHER ELIGIBILITY TEST
& ANY OTHER SPECIAL EXAMINATIONS

Certified that after going through the above terms & conditions with **scope of work (Section-V) attached, I/We submit our rates exclusive of GST.**

| Sr. No. | Job work Description | Rate in Rupees per candidate + applicable GST from time to time |
|--|--|--|
| 1 | Online Data Capturing. Etc. (as per pre-post schedule) | Rs. _____ In figures Rs.(_____) |
| 2 | OMR scanning, Implementation of key with validation checks etc. Processing of data, Finalize the result files and Printing of statistical Reports etc. | Rs. _____ In figures Rs .(_____) |
| 3 | Printing of Pass Certificate and Result Sheet (3 copies) etc. & Signature Chart scanning/ ICR (200 DPI) after examination (only for HTET) | Rs. _____ - In figures Rs .(_____) |
| Total (A) total of sr.no. 1 to 3 for HTET | | Rs. _____ In figures Rs .(_____) |
| Total (B) total of sr.no. 1 to 2 for ANY OTHER SPECIAL EXAMINATIONS | | Rs. - _____ In figures.Rs .(_____) |

Important Note (A & B):- The work will be allotted to firm on the basis of Total Rates. Payment shall be made by the board to the firm/agency on the basic of the total no. of candidates for whom admit cards are generated for appearing the exam of the work concerned.

Authorized Signatory
(with name and seal)

Phone: _____ Email: _____

Bank Account No. - _____

Bank Name - _____

Branch Name- - _____

IFSC Code- _____

Beneficiary Name/Company Name -- _____



BOARD OF SCHOOL EDUCATION HARYANA , BHIWANI.

Website-www.bseh.org.in

Email- splexam@bseh.org.in

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SECTION VIII BID FORM

Tender No.....

Dated at.....

A: (Name & Address of the purchaser)

Respected Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: <https://etenders.hry.nic.in> 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. 1 to 24 (including all documents like annexure(s), schedule(s), sections 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) in its totality /entirety.
6. I / We certify that all information furnished by the 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 .
7. We undertake, to enter into agreement within 3 (Three) days of being called upon to do so and bear all expenses including charges for stamps etc and agreement will be binding on us.
8. If our Bid is accepted, we will submit ten percent of contracts sum as performance security for the due performance of the Contract in shape of Bank guaranty.
9. We agree to abide by this Bid for a period of 90 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted of any time before the expiration of that period.
10. Until an agreement is signed and executed, this Bid together with written acceptance thereof in your notification of award shall constitute a binding contract between us.
11. We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated this Day of 2018

Signature of In capacity of Duly
authorized to sign the bid for and on
behalf of Witness

Address.....
.....
.....

Signature



SECTION-IX

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

To

Secretary,
Board of Secondary Education Haryana, Bhiwani,

Subject - To attend Bid meeting for HTET & OTHER SPECIAL EXAMINATIONS.

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of (Bidder) in order of preference given below :

| Order of preference | Name | Specimen Signature |
|---------------------|------|--------------------|
| 1 | | |
| 2 | | |

Alternate Representative

Signature of bidder

Or

Officer authorized to sign the bid Documents on behalf of the bidder

Note:

1. *Maximum of two representatives will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.*
2. *Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.*



BOARD OF SCHOOL EDUCATION HARYANA , BHIWANI.

Website-www.bseh.org.in

Email- splexam@bseh.org.in

TENDER NOTICE NO.-BSEH/HTET& ANY OTHER SPECIAL EXAM./2018/01

SECTION X

Declaration regarding near relationship with BOARD Employee

S/o

R/o

Hereby certify that none of my relative(s) as defined in the Tender/Bid document is employed in BSEH, Bhiwani. In case at any stage, it is found that the information given by me is false/ Incorrect, BOARD shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

Signature:

Name:

Signed in capacity of:

Date:

SECTION-XI

DECLARATION

I _____ do hereby declare that our firm/Any Director/MD/partner are not blacklist, debarred or prohibited by Government of India / Government of Haryana or any other state Government/ Union Territory / any other Board / university Authority during last five years. I also declare that no cases, criminal or civil, or enquiries are pending or registered against the firm/Any Director/MD/partner.

Signature Authorized person:

Name:

Signed in capacity of:

Date:
