



BUREAU OF ENERGY EFFICIENCY

REQUEST FOR PROPOSAL (RFP)

for

Maintenance of existing Web portal & Mobile App, Implementation of QR Code and Designing of new web portal for Standards & Labelling (S&L) Programme of BEE

17<sup>th</sup> November, 2020

To be submitted to,

Secretary  
Bureau of Energy Efficiency,  
Ministry of Power, Govt. of India,  
4<sup>th</sup> Floor, SewaBhawan,  
R. K. Puram, New-Delhi 110066,  
INDIA

## LETTER OF INVITATION FOR RFP

**Subject: Hiring of Agency to Maintain the existing web portal & Mobile App, Implement QR Code and Design a new web portal for Standards & Labelling (S&L) Programme of BEE**

This Request for Proposal (RFP) document is for Hiring of an Agency which can maintain the existing S&L web portal & mobile application, develop and implement protocol /process for QR code on star label for appliances while designing a new web portal for S&L in parallel.

The Agency will be engaged by BEE for a period of at least 2 years.

List and Description of Expected Outputs to be delivered:

- **Task 1: Maintenance of existing S&L web portal & Mobile Applications**
- **Task 2: Implementation of QR code on star labelled appliances.**
- **Task 3: Designing of new web portal with capability of data analytics.**

Agencies which are interested to participate in this tender may download the RFP document from the website <https://beeindia.gov.in/> from **17<sup>th</sup> November, 2020 to 17<sup>th</sup> December, 2020** (30 days), agencies are requested to send respective proposals in requisite format latest by **17<sup>th</sup> December, 2020** at BEE's office before 1700 hrs (IST). Also, soft copies of the respective proposals may please be emailed to [bee-secretary@beeindia.gov.in](mailto:bee-secretary@beeindia.gov.in). Detailed information regarding the services required is given in the enclosed Terms of Reference.

BEE reserves the right to alter any or all conditions, eligibility criteria and terms specified in this document. The terms and conditions governing the proposed assignment are not exhaustive and additional conditions, as may be mutually accepted, will be included in the Work Order / Contract Agreement. These conditions are also subject to modifications or deletions, if any considered absolutely necessary.

Any request or clarification, must be sent via email to Shri Sameer Pandita, Director, BEE ([spandita@beeindia.gov.in](mailto:spandita@beeindia.gov.in)) and Deepshikha Wadhwa, Project Engineer ([deepshikha@beeindia.gov.in](mailto:deepshikha@beeindia.gov.in)). The last date for receiving queries is **3<sup>rd</sup> December, 2020**

Bureau of Energy Efficiency  
4<sup>th</sup> Floor  
Sewa Bhawan  
R. K. Puram,  
New Delhi 110 066.

## 1. Background

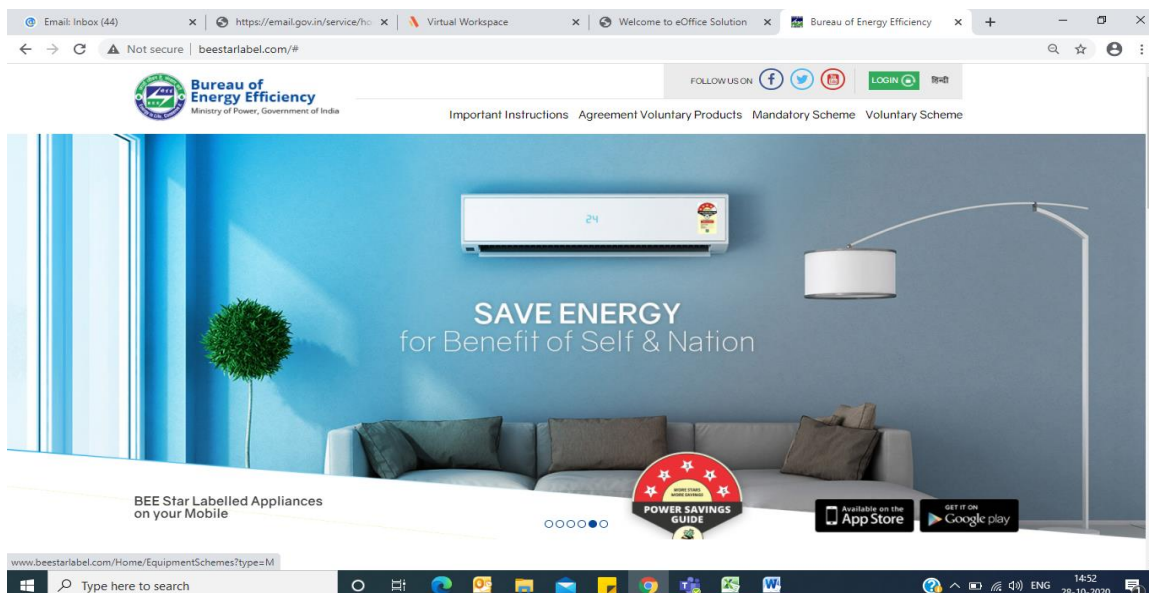
Bureau of Energy Efficiency (BEE) introduced the Standards and Labeling (S&L) program in 2006 to improve energy efficiency of residential, commercial and industrial appliances/equipment in the country under Energy conservation Act, 2001. As part of this program, BEE initially introduced energy efficiency norms for four appliances/equipment – room air conditioner, frost free refrigerator, tubular fluorescent lamps and distributions transformers in 2007. Presently, 26 appliances are covered under the program of which 10 appliances are under mandatory regime while remaining are under voluntary regime.

**Table: List of appliances covered under Star labelling program**

Mandatory Appliances	Voluntary Appliances
1 &2. Room Air Conditioners (fixed speed), Room Air Conditioner (Cassette, Floor Standing)	11. Induction Motors
3. Frost Free Refrigerator	12. Pump Sets
4. Tubular Florescent Lamp	13. Ceiling fans
5. Distribution Transformer	14. LPG-Stoves
6. Direct Cool Refrigerator	15. Washing Machines
7. Color TV	16. Computer(Notebooks/Laptops
8. Storage type Electric Water Heater	17. Ballast
9. Inverter Air Conditioner	18. Diesel Engine Driven Mono-set Pumps
10. LED lamps	19. Office Equipment
	20. Solid State Inverters
	21. DG Sets
	22. Chillers
	23. Microwave Ovens
	24. Solar Water heaters
	25. Light Commercial Air conditioners
	26. Deep Freezers

The primary intent of the S&L program of BEE is to minimize the energy consumption of appliances while ensuring the equipment performance. The scheme aims at providing information on the energy consumption characteristics of appliances based on the STAR ratings. The STAR rating ranges from 1 to 5 in the increasing order of energy efficiency. After developing the energy efficiency (EE) norms for appliances, BEE reviews the Energy Efficiency levels/ star rating levels every 2-3 years to improve and upgrade the efficiency of the appliances periodically, in order to ensure that the product manufactured is not only matching with the global standards but also technologically advanced. BEE continues to expand and strengthen the program by including more energy intensive appliances as well as continual improvement in the energy efficiency level.

To enable manufacturers register products for star labelling on-line, BEE has developed a web-based portal <https://www.beestarlabel.com>.



BEE also has a mobile application for Standard and Labelling program available on android, iPhone and windows phone. The mobile application is linked with the database of web portal <https://www.beestarlabel.com>.

BEE intends to engage an independent (third party) agency which can handle this existing Web portal and Mobile applications, Generate and implement QR code for application on the star labelled appliances and in simultaneously design a new web portal, wherein analytic tools can be incorporated to enable Intelligent data capturing, analysis and reproduction of S&L data as per the requirements of BEE.

With the adoption of QR and its display on every appliance under the S&L scheme along with BEE star label, BEE intends to verify the authenticity of BEE star label particulars displayed on labels affixed on appliances used in the market, so that fraudulent use or misuse of BEE Star Labels could be obviated by allowing consumers to verify the label particulars directly from the registered database of BEE using a smart or a feature mobile phone.

## 2. Scope of Work/Expected Deliverables

The agency will be responsible for carrying out following activities and tasks pertaining to the web portal and implementation of QR code. The ToR (Terms of Reference) shall encompass but not be limited to the following tasks:

### Task 1: Maintenance of existing S&L web portal& Mobile Applications

Under this head, essentially, the following modules would be covered i.e.

- (i) Understanding and reviewing the existing S&L portal and Mobile application.
- (ii) Maintenance of existing S&L Web Application, which includes wide range of activities namely, Application submission, Renewal, Degradation/Reallocation, Production data logging , labelling fee payment , Energy savings calculations etc.
- (iii) Integration of new equipment on web portal which includes development of administrative / technical workflow for new appliances as and when launched.
- (iv) Integration of new IAME for the purpose of Application scrutiny/check testing as and when selected by BEE.

- (v) Integration of new test labs empanelled by BEE for the purpose of check testing from time to time.
- (vi) Upload of news & updates on the portal regarding various energy conservation measures taken by the Bureau and various energy conservation tips.
- (vii) Updation of Search and Compare Page in synchronization with BEE database.

## **Task 2: Implementation of QR code on star labelled appliances**

To strengthen the monitoring mechanism of the scheme, as a part of Label verification activity, BEE would like to implement the secure QR code along with star label being affixed on the appliances/ equipment under S&L programme presently. Under this, following modules would be covered:

- (i) Designing QR code portal for appliance/ equipment which shall be linked with the manufacturer application portal.
- (ii) Issuance of secure QR code sequence in xml format based on the request generated by manufacturer.
- (iii) Linkage of QR code issued to manufacturer with Serial number of each unit of the product in xml format.
- (iv) Establishing the 2 way module of downloading and uploading the xml file using this portal.
- (v) Development of QR code on Brand/Model approval letters being issued to manufacturers by BEE.
- (vi) Link production data with QR codes and labelling fee for ease of consolidation.

The QR code implementation for appliances/ equipment would be done in phases.

**Phase-1:** Only one appliance would be covered i.e. Refrigerators (Direct Cool & Frost Free Refrigerators).

**Phase-2:** Another mandatory product i.e. LED bulbs would be covered

**Phase-3:** Remaining appliances/equipment under mandatory regime would be covered.

**Phase-4:** Track and Traceability feature

**Timelines for Implementation of QR code:** For mandatory appliances/ equipment, secure QR code is to be implemented within duration of 15 months.

## **Task 3: Designing of new web portal with analytics / intelligent features**

Existing S&L portal lacks certain features, the reason why there is a need to design altogether a new web portal , while maintaining existing web portal. On successful development of new web portal, the existing database would be migrated to new portal which would then be made public.

To summarise, the enhancements required in the new portal to make it more intelligent includes the following:

- (i) Intelligent capturing of data under Standards & Labelling program
- (ii) Graphical and tabular representation of data based on various requirements for e.g. Production data report, MIS report, Application status report etc.

- (iii) Development of a customer feedback system which will be incorporated with Search and Compare page. The objective is to get the reviews and feedback from the end user and show that feedback on search and compare page.
- (iv) Ticket raising system for logging issues and tracking of the issues
- (v) Transformation of the existing application in Hindi language. There should be an option for selecting language English/Hindi.
- (vi) Development of interface for end users (common people) in the existing application, where one can enrol for various notifications/alerts/energy conservation tips etc. from BEE.
- (vii) Development of a module for Survey Management System.
- (viii) Development of a Ranking System where in a dimension of time like equipment wise ranking, energy saving wise ranking, graphical depictions – bar graph or pie chart etc. as required from time to time for information of stakeholders.
- (ix) Implementation of Big Data analytics/search application (Big Data would be purchased by BEE)
- (x) Development of a dashboard for Standard & Labelling Programme where Energy Saved due to S&L program will be shown dynamically in run time.
- (xi) Development of an option where user would enter the monthly electricity consumption and details of the major electrical equipment installed at his/her home. The system will do the analysis of the data provided by the user and would guide him how to retrofit his home with what type of appliances and how much he/she will save after the retrofits.
- (xii) Capturing state wise Sales/production data

### **3. Pre-Eligibility Criteria**

1. The bidder should be an Information Technology Services based organisation and it must submit along with its Technical Bid a notarized copy of the Certificate of Registration of their Company.
2. The bidder should have experience in successful completion of IT Software Application Development/Deployment, implementation of QR code in a leading organization preferably in Government sector during the last 5 years ending on 31<sup>st</sup> March, 2020.
3. The bidder may participate as a consortium/Joint Venture, and in case of consortium/Joint Venture,
  - i) The prime bidder and co-parties of consortium/joint venture should have experience in successfully completion of IT software application development, mobile application development/deployment, implementation of QR code in a leading organisation preferably in government sector during the last 5 years ending on 31<sup>st</sup> March, 2020.
  - ii) The prime bidder and co-parties of consortium/joint venture should have a combined minimum average annual turnover of Rs. 20 crores in the financial years 2017-18, 2018-19 and 2019-20.
  - iii) In case of consortium bidding, the consortium bidder shall self-declare the prime bidder among themselves. Suitable declaration shall be produced along with the technical bid document.
  - iv) In support of above point each partner or co-parties should have net profit or having positive net worth in each of the last three financial

- years 2017-18, 2018-19, 2019-20. Notarized copies of the audited Balance Sheet and Profit & Loss account for the financial years 2017-18, 2018-19, 2019-20 are to be enclosed along with the Technical Bid (provisional financial statement of 2019-20 may be submitted).
- v) The lead partner should satisfy all the other pre-qualification criteria mentioned in the RfP.
  - vi) The bidder has to submit the consortium MoU.
4. In support of point 2 or 3 above, the bidder/consortium should submit copies of the respective contract(s)/work order(s) of worth more than 1.0 crore each duly attested by Notary Public along with the documentary evidence of satisfactory execution of each such contract. For the purpose of evidence of satisfactory completion, notarized copies of any one of the following may be provided (indicating the contract number and scope of work):
- a) Satisfactory Completion/Performance Report,  
OR
  - b) Proof of release of Performance Security after completion of the contract,  
OR
  - c) Proof of Settlement/Release of Final payment against the contract,  
OR
  - d) Any other documentary evidence that can substantiate the satisfactory execution of the contract(s) cited above (like agreements, Memorandum of understanding, payment vouchers etc.)

*Note: It may be noted that only those contracts/work orders would be considered for evaluation purposes which have been satisfactorily completed during the last 3 years ending on 31<sup>st</sup> March, 2020 or are in operation at the time of submission of the Bid.*

5. Notarized copy of valid certificate of registration of service tax of the bidder, or of each of the partners (in the case of consortium/joint venture), is to be submitted along with the Technical Bid.
6. The bidder or the partners (in the case of consortium/joint venture), should have either both the two valid certification or atleast one valid certification mentioned below :
- i) ISO 9001:2008 or higher (For Quality Management System) or ISO 27001:2013 or higher (Information security Management System)
  - ii) CMM Level 3 or higher

*The said certification must be one year prior to the date of release of publication of this tender. Notarized copy of the relevant certificate is to be enclosed along with the Technical Bid.*

7. The bidder or consortium partners, should commit to positioning of a complete team comprising of Project Manager/Senior Software Programmers/Technical Specialists/Network Administrator/any other experts required on full time basis during the said maintenance period at the Bureau of Energy Efficiency Office.
8. The bidder or each of the partners (in the case of consortium/joint venture), should not have been black-listed by any central or State Government organization or Public Sector Unit (PSU).
9. The bidder or the prime partner (in the case of consortium) must have comprehensive experience in development and deployment of web portals and MIS application software in DOTNET and other advance Language / Platform, mobile application development in android, iOS and windows platform and implementation of secure QR code.

10. The bidder or the prime partner (in the case of consortium) must have Microsoft developer license for all sort of application development and deployment of web portals related to the new applications to be developed.
11. The bidder or the prime partner (in the case of consortium) should have experience in development and implementation of at least one Software Solution for financial sector institutions in India like banks or insurance companies or government agencies or tax or duty collection authorities or in any other government departments like treasuries.
12. The bidding firm or the prime partner (in the case of consortium) should have at least 20 nos. of technically qualified manpower in field of software development, designing, testing, technical architecture, etc.
13. IT Services Company will not include those whose nature of work includes sale of IT equipment, packaged software, or giving of IT man power to various organizations (man power agency).
14. The Team Leader/authorized member should be present in all the important meetings with BEE.
15. Outsourcing / sub-contracting of work related to this assignment is not permitted.
16. The consortium should be in accordance with GFR 2017. The Rules for manual for procurement of consultancy & other services 2017 shall also be abided.
17. Agency should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this contract.

*Note: All the bidders has to satisfy each and every clause of the prequalification criteria, else their bid would be disqualified.*

#### **4. Time Schedule (Timelines)**

Engagement of Agency initially would be for a period of 2 years from the date of issue of the work order to the agency. Thereafter the engagement may be extended for a period decided by BEE in agreement with the agency in the benefit of the project at no additional cost implications to it.

Please note the following:

- (i) The agency shall deliver the services in full and on time.
- (ii) The services to be performed by the agency encompass accomplishment of all the tasks described and explained under the scope of work.
- (iii) The agency shall inform BEE of all extraordinary circumstances that may arise during the performance of the tasks and of all matters requiring BEE's approval. The agency has to make reports as and when required.
- (iv) The agency shall employ the staff specified in bid to implement the tasks defined. The list of designated key staff and any changes to it shall require the prior written approval of the BEE.
- (v) The agency should have desired experience specified under the section of pre-eligibility criterion.
- (vi) Task wise timeline shall be as provided below:

S.No.	Task	Timeline
1.	<b>Task 1:</b> Maintenance of existing	Till the time new portal with analytics/intelligent features is made live



	Web application of S&L and Mobile App	
2.	<b>Task 2:</b>  Implementation of QR Code	<b>Phase -1</b> For Refrigerators – 6 months from date of award of work order <b>Phase-2</b> For LED bulbs- within 1 year of date of award of work order <b>Phase-3</b> For remaining mandatory appliances- within 2 years of date of award of work order <b>Phase-4</b> Track and traceability feature incorporation and commissioning - before completion of the work order tenure
3	<b>Task 3:</b>  Designing and operationalization of new portal with advanced features	By the end of 1 year from the date of award of work order

## 5. Evaluation Criteria

### 5.1 Evaluation Methodology

#### Stage 1: Minimum Prequalification Evaluation

1. Compliance with the pre-eligibility criteria given in Section 3 will be evaluated first.
2. The technical bids of those bidders who do not fulfil the pre-eligibility criteria will not be evaluated and will be disqualified.

#### Stage 2: Technical Bid Evaluation

1. The technical bids of those bidders who fulfil the pre-qualification criteria will be evaluated in accordance with the evaluation criteria given in section 5.2
2. Those bidders who do not qualify at the stage of evaluation of technical bids would not qualify for the next stage of the evaluation. The proposal securing the highest marks in stage 2 will be ranked as R1, second highest as R2 and third highest as R3 and so on. Top five (5) bidders will be called for next stage (interview/presentation/demo).

#### Stage 3: Presentation/Demo

Presentation/Demonstration on the approach of  (i) Maintenance of the web portal and mobile applications (IOS/ANDROID/MICROSOFT). (ii) Implementation of QR code Methodology (iii) Development of new web portal with Intelligence and interactive features	15 Marks
Specific experience of the bidder relevant to tasks defined under the scope of work.	10 Marks
More weight age will be given to the bidders who have developed/maintained similar task for Government / PSU / Statutory Body / Financial Institutes, for any national and	5 Marks

international large MNC's.	
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Marks secured under Stage 2 & Stage 3 will be added to arrive at total score. Top five proposals will qualify for the financial bid opening.

#### Stage 4: Financial Bid Evaluation

The financial bids would be evaluated as under:

- i) Variations, if any, in the statutory taxes from the date of tender opening to the date of award of contract, and between the original and re-fixed delivery period of the contract (if applicable), would be allowed.
- (Note: Re-fixed delivery period refers to the fresh delivery period which is arrived at by re-casting the original contractual delivery period after taking care of the lost period for which the bidder is not responsible.)*
- ii) Unconditional discounts, if offered, would be considered for evaluation.
  - iii) Conditional discounts, if offered, will be ignored.
  - iv) Non-conformities, if any, between figures and words in the quoted prices would be considered as under:
    - (a) If there is an error in the total corresponding to the addition of subtraction or subtotals, the subtotals shall prevail, and the total shall be corrected.
    - (b) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words, is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) above.
  - v) Bids received after the specified period will not be evaluated.

#### 5.2 Evaluation criteria for Technical Bids

The technical evaluation will be done on the basis of the following criteria. Weightage for each factor of the criteria shall be as follows:

S. No.	Criteria	Total Marks=80			
1	Company Background and Experience	Total Marks=30			
		Level	Score	Bidder's Response (Please tick the applicable option/ grade yourself)	Max Score
1.1	No. of years the bidder is in operation	=3years	3		5
		>3years	5		
1.2	Number of Web Based application software and mobile application developed and implemented in the last 5 years preferably for Government/PSU/Statutory/Financi	=>3	1		5

	al Institutes else for any national and international large MNC's.	projects and < 5			
		=>5 projects and <10	3		
		=>10 projects	5		
1.3	No. of QR code related projects handled during last 3 years	=3 projects	3		5
		>3 projects	5		
1.4	No. of Business Analytics/Intelligent Tools related project handled during last 3 years	>3 projects to 5 projects	3		5
		>5 projects	5		
1.5	CMM level-3 certification or ISO certification for software development area.	Both certificates	5		5
		Only ISO/only CMMI certificate	3		
1.6	Average turnover for Last 3 Years	=>20crore	2		5
		=>25crore	4		
		=>30crore	5		

2	<b>Technical Proposal, Presentation and Functional Demonstration</b>	<b>Total Marks = 50</b>			
		<b>Level</b>	<b>Score</b>	<b>Bidder's Response (Please tick the applicable option/ grade yourself)</b>	<b>Max Score</b>
2.1	No of Technical & Qualified Manpower for <b>Software Development and Technical Support</b> with minimum experience of 3+ years (Minimum Qualification: B.E/B.Tech (Computer Science/IT/Electronics); MCA/M.E/ M.Tech (Computer Science/IT/Electronics))	<10 qualified professionals	0		5

	** (preferable in DOTNET, Java, Objective C and SQL)				
		>=10 qualified professionals	1		
		>=20 qualified professionals	3		
		>=30 qualified professionals	5		
2.2	Minimum 1 Technical & Qualified Manpower for <b>Project Management</b> (Minimum Qualification: B.E/ B.Tech (Computer Science/IT/Electronics); MCA/M.E/ M.Tech(Computer Science/IT/Electronics))	Minimum 10 years of exp. In IT/software development / IT System Projects.	1		3
		Experience of managing IT Projects in Government organisation	2		
2.3	Understanding of the scope of the project				3
2.4	Approach adopted in the project				5
	a) Team structure and development (both Onsite and offshore)		2		
	b) Project Plan and adhering to Project		3		
2.5	Demonstration of Important modules during presentation like, QR code, Business Intelligence, OTP Generation, Ticket raising system.	Experience in QR code	2		16
		Experience in development of Multilingual website	2		
		Experience in	2		

		OTP Generation and SMS gateway implementation			
		Experience in Ticket logging system or tool	2		
		Experience in Implementing BI tools	2		
		Experience in Application Software Development pertaining to Energy Efficiency or Financial	2		
		Experience in Mobile Application Development	2		
		Various Online Payment facilities	2		
2.6	Successfully completed projects in the previous three financial years in	>5 Projects	3		10

	providing end-to-end web based solutions, website / web application development, website maintenance, and providing technical support for existing / newly developed websites, implementation of QR code, BI tools in website	>8Projects	6		
		>10Projects	10		
2.7	Proposed Architecture				2
2.8	Technical tools proposed				2
2.9	Application Security Standard to be followed				2
3.0	Testing Procedure to be used				2

*Note: Only technical proposals of agency scoring more than 50 marks and above will be considered responsive and they will be evaluated for the Stage 3.*

## **5.2 Final Evaluation Methodology**

The final evaluation of the agency will be from all the bidders who scored more than 50 marks in technical evaluation. Evaluation will be based on the total lump sum cost RfP- quoted by the bidder.

Quality and cost-based selection criteria (QCBS) shall be adopted in the RfP to scrutinize the agency for awarding the final bid. In the case of QCBS, the total score is calculated by giving weights to the technical and financial scores. The agency achieving the highest combined technical and financial score will be awarded the tender.

The weights given to the Technical (T) and Financial (P) Proposals would be as:

T = 80 (with full marks to highest technical score and then pro-rata calculation for successive bidders with respect to their technical score)

P = 20 (with full marks to lowest financial bidder and then pro-rata calculation for successive bidders with respect to their financial bids).

Proposals would be ranked according to their combined technical and financial scores using the above weightage criteria. The bidder with the highest score (H1) shall be awarded the work. The bidder should provide financial bid in INR terms for proposed project period of 2 years.

The representatives of agencies may be asked to be stationed in the BEE office based on the requirement.

*Note: The work order of 2 years would be awarded to the winning bidder. The contract may then be further extended*

**6. Earnest Money Deposit:** An Earnest Money Deposit (EMD) of INR 1,00,000 (Rupees One lakh only) is to be deposited by the bidders by way of Banker's Cheque / Demand Draft drawn in favour of "Bureau of Energy Efficiency", payable at New Delhi. This should be enclosed in the same cover as that of the Technical Bid.

## **7. Performance Guarantee**

For regular monitoring performance, the selected Agency shall keep the BEE updated regularly. If there will be a delay is of more than 2 weeks in the targeted timelines of tasks assigned under scope of work, then a show cause notice may be issued to the organization.

Performance security @10% of the contract value shall be deposited by the successful bidder by the way of Banker's Cheque/Demand Draft drawn in favor of "Bureau of Energy Efficiency", payable at New Delhi. Performance security shall remain valid for a period of sixty days (60 days) beyond the date of the completion

of all contractual obligation of the successful bidder. EMD submitted by the selected bidder during submission of bids shall be returned after performance security @ 10% of contract value is deposited.

## **8. Validity**

Engagement of agency initially would be for a period of 2 years from the date of issue of the work order to the agency. Thereafter the engagement may be extended by BEE for a period of one year (maximum for 2 times) depending upon the performance decided in agreement with the agency in the benefit of the project at no additional cost implications to it.

## **9. Penalty**

The agency hired shall attract Liquidated Damages at the rate 1% of the total cost of contract divided equally over the duration of the contract subject to a maximum of 10% of the total cost of the contract.

In addition, Liquidated damages shall also be imposed @0.5% per week due to delay in preparation of deliverables regards the timelines (in clause 4.0 of this RfP) subject to a maximum of 10% of the contract. Recoveries through such Liquidated Damages are to be without any prejudice to the other remedies as available to BEE under the terms of the contract. Liquidated damages would be imposed @ 0.5% per week or part thereof for the delay in delivery (refer section 4.0 for Timeline) as may be attributed to the successful bidder for each payment milestone as defined in the contract, subject to a maximum of 10% of the contract value. Recoveries through such Liquidated Damages are to be without any prejudice to the other remedies as available to BEE under the terms of the contract.

## **10. Submission of Bid**

- (i) Separate envelope should be submitted by the bidder and should be marked as 'Bid submission against the RfP for Maintenance of existing Web portal & Mobile App, Implementation of QR Code and Designing of new web portal for Standards & Labelling (S&L) Programme of BEE.
- (ii) All Proposals must be accompanied by a bid processing fee of INR 5,000/- (INR Five Thousand only) in the form of a crossed demand draft drawn on any nationalized/ scheduled bank payable at par in New Delhi, in favor of "Bureau of Energy Efficiency, New Delhi".

*Note: The RfP document can be downloaded from the website - [www.beeindia.gov.in](http://www.beeindia.gov.in) and [www.eprocure.gov.in](http://www.eprocure.gov.in)*

## **11. Contents of the Proposal**

Bidding agency is expected to examine all instructions, forms, terms & conditions and Statement of Work laid down in the proposal document. Failure to furnish all information required or submission of a Proposal not substantially responsive to the Proposal in every respect will be at the risk and may result in the rejection of the application.

## **12. Conflict of Interest**

Except as otherwise permitted by the contract, the bidder shall not disclose to third parties the contents of the contract or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it:

- (i) is or becomes public other than through a breach of confidentiality under this contract or otherwise;
- (ii) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information;
- (iii) was known to the receiving party at the time of disclosure or is thereafter created independently without violation of any confidentiality requirement;
- (iv) is disclosed pursuant to an order of any court of competent jurisdiction or any regulatory, judicial, governmental, or similar body or any taxation authority of competent jurisdiction requiring disclosure of the Confidential Information of the disclosing party, provided that, the receiving party shall promptly notify the disclosing party.

## **13. Language of Bids**

The Bids prepared by the Consultant and all correspondence and documents relating to the bids exchanged by the Agency and the BEE, shall be written in the English language, provided that any printed literature furnished by the Consultant may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

## **14. Confidentiality**

BEE require that recipients of this document to maintain its contents in the same confidence as their own confidential information and refrain from any public disclosure whatsoever.

## **15. Disclaimer**

BEE and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission,



negligence, default, lack of care or misrepresentation on the part of BEE and/or any of its officers, employees.

## **16. Authorized Signatory**

The "Authorised signatory" as used in the RfP shall mean the one who has signed the RfP document forms. The signatory should be the duly Authorized Representative of the agency, for which a certificate of authority will be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the authorized person shall be annexed to the bid. BEE may reject outright any proposal not supported by adequate proof of the signatory's authority. In case of consortium, letter of association signed by the authorized signatory of the member firms authorizing the lead firm should be attached in original. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the authorised person shall be annexed to the bid. BEE may reject outright any proposal not supported by adequate proof of the signatory's authority. Contact details of the authorised person who wants to receive BEE's response to queries should be given to BEE in writing.

## **17. Amendment of RfP**

At any time prior to the last date for receipt of bids, BEE, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Consultant, can modify the RfP Document by issuing an amendment. In order to provide prospective firms reasonable time in which they may take the amendments into account while preparing their bids, BEE may, at its discretion, extend the last date for the receipt of Bids and/or make other changes in the requirements set out in the Invitation for RfP.

## **18. Documents Comprising the RfP:**

The proposal prepared by the agency/bidder shall comprise the following components:

1. Form 1: Letter Pro-forma
2. Form 2: Minimum Eligibility
3. Form 3: Team Composition
4. Form 4: CV of team members
5. Form 5: List of Projects implemented by the bidder organization
6. Form 6: Prior Experience
7. Form 7: Comments and Suggestions
8. Form 8: Approach and Methodology
9. Form 9: Declaration Letter

10. Bid processing fee of INR 5,000 (INR Five Thousand only)

11. Financial Proposal

12. Consortium Documents, if any

19. Power of Attorney Registered Power of Attorney executed by the authorised person in favor of the Principal Officer or the duly Authorized Representative, certifying him/her as an authorized signatory for the purpose of this RfP. BEE shall not be responsible for non-receipt / non-delivery of the RfP due to any reason whatsoever. Agencies are advised to study the RfP document carefully. Submission of RfP shall be deemed to have been done after careful study and examination of the RfP document with full understanding of its implications. BEE has all the rights to change/rescind/cancel the tender at any stage before award of the contract to any bidder without any explanation.

20. Intellectual Property Agency may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how ("Materials") that Agency own in performing the Services. Notwithstanding the delivery of any Reports, Agency retain all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that Agency compile and retain in connection with the Services (but not Client Information reflected in them). Upon payment for the Services, Client shall have the right to use any Materials included in the Reports, as well as the Reports themselves.

21. Termination of Contract M/o Power/ BEE shall reserve the right to terminate the contract without assigning any reason whatsoever during the course of the contract subject to providing a notice period of 7 days. BEE, post internal approval, may consider pro-rata payment of services provided till the date of termination, only in case of no cause termination.

## 22. Payment Terms

- (i) Payment authority will be Bureau of Energy Efficiency.
- (ii) The successful bidder shall raise the invoice in favor of "The Secretary, Bureau of Energy Efficiency, 4th Floor, Sewa Bhawan, Sector- 1, R.K. Puram, New Delhi".
- (iii) Payment will be made after the end of timeline mentioned below. The payment breakdown will be as follows:

S.No	Milestones	Timelines	Payment Percentage
1	Maintenance of existing web portal and mobile application	Every 3 months in first year from date of award of work order	5% * 3= 15%

2	At the completion of Phase-1 of QR code implementation for Refrigerators	6 months from date of award of work order or completion of Phase-1 whichever is earlier	15%
3	At the completion of Phase- 2 of QR code implementation for LED lamps	6 months from completion of Phase-1 or completion of Phase-2 whichever is earlier	15%
4	Designing of new portal with Business Intelligence tools	6 months from completion of Phase-2	15%
5	Go live of new portal and smooth transition of existing portal to new web application	3 months from the payment issued under head 4 of this table	15%
6	Completion of Phase-3 & Phase 4 of QR code implementation along with track and trace feature	At the completion of 2 years duration of work order upon successful implementation of QR code for remaining 7 mandatory appliances excluding Refrigerators (DCR, FFR) and LED bulbs	25%

*Note: BEE shall process the payment after the receipt of the invoice at the end of each phase. However, the work schedule shall be adhered and shall not be affected due to payment related process.*

- (iv) GST will be paid extra as per the rules of Government of India and should be clearly spelt in the financial bid.
- (v) No extra amount shall be paid on any ground whatsoever.

## **23. Forms to be submitted**

RfP is to be submitted in the following format along with the necessary documents as listed. The RfP shall be liable for rejection in the absence of requisite supporting documents. RfP should provide information against each of the applicable requirements. In absence of the same, the RfP shall be liable for rejection. The following forms need to be submitted:



### Form 1: Letter Pro-forma

To

Secretary  
Bureau of Energy Efficiency  
4th Floor, Sewa Bhawan,  
R.K. Puram, New  
Delhi -110066  
India.

Sir/ Madam,

**Subject: Request for Proposal.**

The undersigned authorized signatory, having read and examined in detail all the RfP documents in respect of appointment of a Agency for BEE do hereby express their interest to provide services as specified in the scope of work. Our correspondence details are:

1	Name of the organization/agency	
2	Address of the organization/agency	
3	Name of the contact person to whom all references shall be made regarding this RfP	
4	Designation of the person to whom all references shall be made regarding this RfP	
5	Address of the person to whom all references shall be made regarding this tender	
6	Telephone (with STD code)	
7	E-Mail of the contact person	
8	Fax No. (with STD code)	

We have enclosed the following:

- Form 1: Letter Pro-forma
- Form 2: Minimum Eligibility
- Form 3: Team Composition
- Form 4: CV of team members
- Form 5: List of Projects implemented by the bidder organization
- Form 6: Prior Experience

- Form 7: Comments and Suggestions
- Form 8: Approach and Methodology
- Form 9: Declaration Letter
- Bid processing fee of INR 5,000 (INR Five Thousand only)
- Earnest Money Deposit (EMD) of INR 1,00,000 (Rupees One lakh only)
- Financial Proposal
- Consortium Documents, if any
- Registered Power of Attorney executed by the Consultant in favour of the Principal Officer or the duly Authorized Representative, certifying him/her as an authorized signatory for the purpose of this RfP.

We hereby declare that our RfP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Thanking you,  
Yours faithfully  
(Signature of the Authorized person)

Name :  
Designation :  
Seal :  
Date: Place :  
Business Address:

Witness:  
Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

Authorized person:  
Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Company \_\_\_\_\_  
Date \_\_\_\_\_

## Form 2: Minimum Eligibility

[Agency should not include the figures of the subcontractors for Form-2]

1.1	Name of Agency			
1.2	Year of Registration/Incorporation			
1.3	Year of Registration/Incorporation in India*			
1.4	Number of Employees in India as on March 31, 2020			
		FY 2017-18	FY 2018-19	FY 2019-20
1.5	Net Worth (INR Crore) **			
1.6	Annual Turnover (INR Crore) **			
1.7	Annual Profits (INR Crore) **			
1.8	Name of Consortium Partner, if any			
1.9	Lead Member of Consortium, if any			
1.10	Organization's Strategy or Management Consultancy advisory experience in the field of QR code implementation, designing of web based application with Business Intelligence tools. (in case of consortium, the lead-member of the consortium) ***	XX Years		
1.11	Agency's experience in the field of Developing Web Application, Mobile application, Implementation of QR code, Designing of web application with Business Intelligence tools.  Also, prior experience in (i) Intelligent capturing of data (ii) Track and Traceability via QR code (Last five years) ***	XX projects with Central/State Governments of India and other countries and Multilateral Agencies		

1.12	Availability/Expertise of team as per desired scope of work	Yes/No
1.13	Blacklisting by Central/State Government/PSUs	Yes/No
1.14	Litigation that may impact on deliverables	Yes/No (If yes, please provide detail thereof)

*Note:*

- (i) Enclose a copy of Registration document (including registration certificate)
- (ii) Enclose a copy of Audited Financial Statement as annexures to form 2 with respect to information furnished in S.no. 1.5 to 1.7 of Form 2(Minimum Eligibility)
- (iii) Enclose copy of the self-attested supporting documents as annexures to form 2 with respect to information to information furnished in S.no. 1.10 to 1.11 of Form 2(Minimum Eligibility).

Witness:  
Signature  
Name  
Address

Date

Employee:  
Signature  
Name  
Designation  
Organazation  
Date



### Form 3: Team Composition

S. No.	Name of Person	Role (Team Leader/ Team Member/ Other) <sup>1</sup>	Year of relevant experience <sup>2</sup>	List of projects <sup>3</sup>	List of other relevant projects <sup>a</sup>	Signature of the person <sup>b</sup>
				1. 2. 3.	1. 2. 3.	
				1. 2. 3.	1. 2. 3.	

<sup>1</sup>Role of the person in this project

<sup>2</sup>Year of relevant experience and same should also be depicted in the attached resume of the person.

<sup>3</sup>List of Projects relevant to the subject of the RfP should also be depicted in the attached CV (Curriculum Vitae) of the person.

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<sup>a</sup> List of projects related to QR Code and Business Intelligence and same should be depicted in the attached CV of the person

<sup>b</sup> Signature should be original and signed in ink by all team members and also attach self-attested copy of PAN card/Passport etc. for verification of signature. Bid will be rejected, if signatures are not valid/not signed in original.

#### Form 4: CV of Team Members

Provide CVs of the proposed team for undertaking the current assignment. The CVs to be included in the following format:

##### FORMAT

1. Name:
2. Proposed Position:
3. Name of Firm:
4. Date of Birth:
5. Nationality:
6. Education (In Reverse Chronology):

Name of Degree	Year	Name of Institution

7. Membership of Professional Associations:
8. Other Training:
9. Countries of Work Experience:
10. Languages

Language	Speak	Read	Read

11. Employment Record:

Firm/Organization	From – To	Designation/Role

12. Projects undertaken

Name of Project	Role in the project	Duration (From – To)	Organization Name	Relevant Projects	Details of the Assignment

13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

\_\_\_\_\_  
[Signature of staff member or authorized representative of the staff]      Date: \_\_\_\_\_  
Day/Month/Year

Full name, Signature and designation of authorized representative:  
\_\_\_\_\_



### Form 5: List of Projects implemented by the bidder Organization

Type of Projects	List of completed projects to be provided
<p>Detailed projects defined under the scope of work</p> <p>Designing of web based application with business intelligence features so that the intelligent capturing of data can be done with ease. Implementation of QR codes to track and trace the sales/ production and strengthen the monitoring mechanism. Any such project, if executed in a Government department/ Ministries</p>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3</li> </ol>

**Note:**

Only those projects completed during the last five financial years i.e from FY 2015-16 till FY 2019-20 will be considered. Projects shall be considered completed subject to providing completion certificate from client. Details of all above mentioned projects shall be shown in Form 6 (Prior experience), otherwise those projects will not be considered for evaluation. BEE has complete right to ask for relevant documents such as work order/completion certificate for these projects. Non-availability of such document may lead to rejection of bid/contract at any stage of the project.

## Form 6: Prior Experience

[Please indicate at least minimum requirement of assignment directly related to the experience as specified in this document. List of other similar assignments / studies firm feel is important may be furnished in a separate sheet mentioning name of the assignments, year, approx. Value in INR of work etc.]

Name of Consulting Firm:	
Assignment/job name:	
Nature of Assignment:	
Description of Project	
Approx. value of the contract (in Rupees):	
Country:	
Location within country:	
Duration of Assignment/job (months):	
Name of Employer:	
Address and contact details:	
Total No of staff-months of the Assignment/job:	
Approx. value of the Assignment/job provided by your firm under the contract (in Rupees):	
Start date (month/year):	
Completion date (month/year):	
Name of associated Consultants, if any:	
No of professional staff-months provided by associated Consultants:	
Name of senior professional staff of your firm involved and functions performed.	
Description of actual Assignment/job provided by your staff within the Assignment/job:	

*Note:*

Please attach certificate of successful completion for each project, from the respective Client(s). Only those projects completed during the last five financial years i.e from FY 2015-16 till FY 2019-20 will be considered. Projects shall be considered completed subject to providing completion certificate from client

Witness:

Signature

Name

Address

_____
_____
_____
_____
_____

Signature

Name

Designation

Authorised person

_____
_____
_____
_____
_____

Date

Company  
Date

### Form 7: Comments and Suggestions

[Suggest and justify here any modifications or improvement to the scope of work, tasks to be performed, timeline, deliverables, payment terms etc. to improve performance in carrying out the Assignment. The Authorised person can suggest deleting some activity or adding another, or proposing a different phasing of the activities. Such suggestions should be concise and to the point.]

(Maximum 2 Pages)

Witness:

Signature

Name

Address

Date

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Signature

Name

Designation

Company

Date

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Authorized person:

### Form 8: Approach and Methodology

[Explain your understanding of the objectives of the Assignment/job, approach to the Assignment/job, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach]

Witness:

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_   
Date \_\_\_\_\_

Authorized person:

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Company \_\_\_\_\_  
Date \_\_\_\_\_



### Form 9: Declaration Form

Declaration Letter on official letter head stating the following:

We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this contract.

We are not black-listed by any Central / State Government / Public Sector Undertaking in India.

Witness:

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_   
Date \_\_\_\_\_

Authorized person:

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Company \_\_\_\_\_  
Date \_\_\_\_\_

### **Format for Financial Proposal**

(Should be sealed separately from technical proposal and super scribed Financial Proposal for "Request for Proposal")

[Location, Date]

FROM: (Name of Firm)

TO

Secretary  
Bureau of Energy Efficiency  
4th Floor, SewaBhawan,  
R.K. Puram, New  
Delhi -110066  
India.

Sir/ Madam,

Sub: Request for Proposal

I / We, the undersigned, offer to provide the consulting services for the above in accordance with your Request for Proposal dated [Date], with our Technical and Financial Proposals.

Our attached Financial Proposal is for "Maintenance of existing Web portal & Mobile App, Implementation of QR Code and Designing of new web portal for Standards & Labelling (S&L) Programme of BEE" for total sum of \_\_\_\_\_[Amount in

words and figures] and is exclusive of all taxes.

*Note: Financial quote should be exclusive of all taxes, levies and duties as applicable on the last date of submission of bids, any non-compliance will liable for rejection of the bid. Each Stage of payment will be released on submission of the deliverables as mentioned.*

*GST will be paid extra as per the rules of Government of India and should be cleanly spelt in the financial bid.*

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, and are valid up to One year from the date of opening of financial bids.

We confirm that, contract may be cancelled at any stage by Bureau of Energy Efficiency without giving any reason and will be completely binding on us. We confirm that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:  
Name of the Firm:  
Seal:

**Format for Bank Guarantee (Earnest Money)**

(To be stamped in accordance with Stamp act)

This deed of Guarantee made this \_\_\_\_\_ day  
of \_\_\_\_\_ 2020  
by \_\_\_\_\_

\_\_\_\_\_  
(Name of the Bank)  
having one its branch at \_\_\_\_\_  
acting through its  
Manager (hereinafter called the "Bank") which expression shall wherever the  
context so requires includes its successors and permitted assigns in favour  
of  
Bureau of Energy Efficiency, having its office at \_\_\_\_\_  
(hereinafter  
called) ("BEE") which expression shall include its successors and assigns.

WHEREAS BEE has invited tender vide its Tender Notice No.  
\_\_\_\_\_ Dated \_\_\_\_\_ to  
be opened on AND WHEREAS M/s  
\_\_\_\_\_

\_\_\_\_\_  
(Name of Tenderer)  
having its office at \_\_\_\_\_  
(hereinafter called the "Tenderer"), has/have in response to aforesaid tender  
notice offered to supply/ do the job \_\_\_\_\_ as  
contained in the tender.

AND WHEREAS the Tender is required to furnish to BEE a Bank Guarantee for  
a sum of  
INR \_\_\_\_\_ (Rupees \_\_\_\_\_  
\_\_\_\_\_) Only) as Earnest Money for participation in the Tender  
aforesaid.

AND \_\_\_\_\_ WHEREAS,  
we \_\_\_\_\_  
(Name of Bank) have at the request of the tenderer agree to give BEE this as  
hereinafter contained.

NOW, THEREFORE, in consideration of the promises we, the undersigned,  
hereby covenant that, the aforesaid Tender shall remain open for acceptance by  
BEE during the period of validity as mentioned in the Tender or any extension  
thereof as BEE and the Tenderer may subsequently agree and if the Tenderer  
for any reason back out, whether expressly or impliedly, from his said Tender  
during the period of its validity or any extension thereof as aforesaid or fail  
to furnish Bank Guarantee for performance as per terms of the aforesaid  
Tender, we hereby undertake to pay BEE, New Delhi on demand without demur  
to the extent of  
INR \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

We further agree as follows: -

- (i) That BEE may without affecting this guarantee extend the period of validity of the said Tender or grant other indulgence to or negotiate further with the Tenderer in regard to the conditions contained in the said tender or thereby modify these conditions or add thereto any further conditions as may be mutually agreed to in between BEE and the Tender AND the said Bank shall not be released from its liability under these presents by an exercise by BEE of its liberty with reference to the matters aforesaid or by reason of time being given to the Tenderer or any other forbearance, act or omission on the part of the BEE or any indulgence by BEE to the said Tenderer or any other matter or thing whatsoever.
- (ii) The Bank hereby waive all rights at any time in consistent with the terms of this Guarantee and the obligations of the Bank in terms thereof shall not be otherwise affected or suspended by reason of any dispute or dispute having been raised by the Tenderer (whether or not pending before any arbitrator, tribunal or court) or any denial of liability by the Tenderer stopping or preventing or purporting to stop or prevent any payment by the Bank to BEE in terms thereof.
- (iii) We the said Bank, lastly undertake not to revoke this Guarantee during its currency except with the previous consent of BEE in writing and agree that any charges in the constitution, winding up, dissolution or insolvency of the Tenderer, the said Bank shall not be discharged from their liability.

NOTWITHSTANDING anything contained above, the liability of the Bank in respect of this Guarantee is restricted to the said sum of INR. \_\_\_\_\_  
(Rupees

\_\_\_\_ only) and this Guarantee shall remain in force till \_\_\_\_\_ unless a claim under this guarantee is filed with the bank within 30 (thirty) days from this date or the extended date, as the case may be i.e. up to \_\_\_\_\_ all rights under Guarantee shall lapse and the Bank be discharged from all liabilities hereunder.

In witness whereof, the Bank has subscribed and set its name and seal here under.

*Note: - The date shall be forty-five (45) days after the last date for which the bid is valid.*

### Format for Performance Security

Bureau of Energy Efficiency  
Sewa Bhawan, 4th Floor,  
R. K. Puram, Sector-1  
New Delhi-110066  
(With due Rs.100/- stamp duty, if applicable)

OUR LETTER OF GUARANTEE No.: ..... Date.....

Amount: ..... Valid Date: .....

Bank Name & Address:

.....

In consideration of Bureau of Energy Efficiency having its office at SewaBhawan, 4th Floor, R. K. Puram, Sector-1, New Delhi-110066 (hereinafter referred to as "BEE" which expression shall unless repugnant to the content or meaning there of include all its successors, administrators and executors) and having issued list of successful agencies dated\_\_\_\_\_ against RFP No. \_\_\_\_\_dated \_\_\_\_\_ which includes M/s \_\_\_\_\_ (hereinafter referred to as "The Agency" which expression unless repugnant to the content or meaning thereof, shall include all the successors, administrators, and executors).

WHEREAS the Agency having unequivocally accepted to perform the services as per terms and conditions given in the BID/RFP No \_\_\_\_\_ dated \_\_\_\_\_ and BEE having agreed that the Agency shall furnish to BEE, a Performance Security for the faithful engagement for the entire contract, amounting to Rs. \_\_\_\_\_.

We, \_\_\_\_\_ (The Bank) which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. \_\_\_\_\_ in your favour for account of \_\_\_\_\_ (The Agency) in cover of performance security in accordance with the terms and conditions of the RFP. Hereby, we undertake to pay up to but not exceeding \_\_\_\_\_ (say \_\_\_\_\_ only) upon receipt by us of your first written demand accompanied by your declaration stating that the amount Claimed is due by reason of the Agency having failed to perform the services as per the terms & conditions given in the BID/RFP and despite any contestation on the part of above named-agency.

This Letter of Guarantee will expire on \_\_\_\_\_ including 30 days of claim period and any claims made hereunder must be received by us on or before expiry date after which date this Letter of Guarantee will become of no effect whatsoever whether returned to us or not.

\_\_\_\_\_

Authorized Signature  
Chief Manager/Manager

Seal of Bank

*Note: - The date shall be valid up to sixty (60) days after the last date for which the all obligations under the contract are fulfilled*