

**Government of National Capital Territory of Delhi
Health and Family Welfare Department
State Health Society, Delhi State Health Mission
VIKAS BHAWAN 2, SIXTH FLOOR, A&B WING,
NEAR METCALF HOUSE, CIVIL LINES. NEW DELHI 110054.**

**Request for Proposal for “Closed User Group (CUG) Mobile Telephone
Connections (GSM SIM CARDS)”**

Section I

- Tender No : 2016_DSHM_102921
- Name of Work : “Provision of Closed User Group (CUG) Mobile Telephone Connections (GSM SIM CARDS)” to the ANMs & ASHAs under DSHM.
- Name of Department : Delhi State Health Mission.
- Address of Tender Process : Office of the Delhi State Health Mission (DSHM), Vikas Bhawan II, Sixth Floor, Civil Lines, New Delhi- 110054
- Annual Estimated Cost of Project : Rs. 100 x 7000 x 12 = Rs. 84,00,000/-
- Duration : Two years (subject to continuation of approval for next year(s))
- Issue of RFP : The RFP may be downloaded from the portal of E-procurement site of Delhi Govt from 01/04/2016 to 29/4/2016 (<https://govtprocurement.delhi.gov.in>)
- Closing Date : Proposals as per the procedure below should be submitted in the website of e-procurement portal of Delhi Govt. from 01/04/2016 to 29/4/2016, 3:00pm. No tender will be accepted after the last date and time of Submission.
- Pre Bid Conference :** **Pre bid conference will be held on Date:11/04/2016 at 11.00am in the conference hall of Delhi State Health Mission.**

Opening of the Technical bid : The technical bid will be opened on 29/4/2016 at 3.30 pm in Office of the Delhi State Health Mission, Vikas Bhawan II, Sixth Floor, A & B Wing, Near Metcalf House, Civil Lines, New Delhi - 110054 in presence of designated Committee and the authorized representative of the bidders who choose to be present on the occasion. The representatives attending the bid opening proceedings must tender an authorization letter from the bidders.

Opening of financial bid : Only the bid of the technically qualified bidder will be opened.

Tender form download starts on	Last date of submission of tender document	Place of deposit of the proposal	Opening date, time & place of tender
01.04.2016 at 5.30 pm	29.04.2016 till 3.00 pm	On the e-procurement web site of Delhi Govt.	29.04.2016 at 3.30 pm On the e-procurement web site of Delhi Govt.

Section II

1. Mission Director, DSHM, Delhi hereby invites Proposals from the Mobile Service Providers directly or vendor authorized by them specifically for this tender in the state of Delhi NCR for supply of Mobile Phones connections (GSM SIM CARDS) as under:

Description of	Quantity Required	EMD (In Rs)
Mobile Phone connections	7000+ / - 10%	2.00 Lacs

2. A complete set of bidding documents specifying eligibility criteria, specifications and other terms and conditions applicable for the above service provision may be downloaded from the E-Procurement website of Delhi Government (<https://govtprocurement.delhi.gov.in>).
3. The bidders are further advised to browse web site regularly before the opening of tender for any amendments/latest up-dates etc.
4. **Qualification Criteria for Eligible Bidders:**
 - i. The bidder along with the associates shall be GSM Mobile Service Provider having valid cellular (GSM) licenses given by DOT.
 - ii. The bidder must be operating in the state of Delhi having 100 % network coverage and the service provider must have connectivity/operations in all areas of the state of Delhi NCR.
 - iii. The bidder should be able to integrate with USSD gateway of NIC (National Informatics Centre).
 - iv. Only bidders willing to provide following services should participate in the tender:
 - a. Unlimited free calls from CUG to CUG
 - b. The service provider has to give 300 free SMS within or outside network.
 - v. Bids of bidders quoting as authorized representative of the original Mobile Service Providers can be considered, provided the bidder furnishes a legally enforceable authorization from the Original Mobile Service Provider in the prescribed form **(Annexure-II)**.
 - vi. The successful bidder will ensure good signal strengths, un-interrupted communication. If required service provider shall install booster/antenna or other device at his own cost within a week after getting complaint.

- vii. The annual turnover of the bidder in the previous 3 years should not be less than Rs. 5 Crore per year and turn over certificate duly attested by Chartered Accountant and ITR for last 3 years along with PAN, Service Tax registration certificate must also be attached with the technical bid.
- viii. Delhi State Health Mission (DSHM) will not pay any cost towards SIM charges, security deposit (Local/STD) and installation/activation charges. SIM cards are to be issued in the name of DSHM. No roaming charges to be levied.
- ix. The bidder firm should not have been blacklisted /debarred by any State Govt. Organization or Central Govt. organization. The bidder should also submit an affidavit that the bidder has not been blacklisted/debarred by any state Govt. /Central Govt. Organization (as per format provided at **Annexure-III**).
- x. A sum of Rs. 2.00 Lacs must be deposited by the bidder as Earnest Money Deposit (EMD) in the shape of Bank Draft /Bank Guarantee in favour of NUHM Flexible Pool account payable at Delhi. The draft of EMD must accompany the technical tender, without which the tender will not be considered. The said amount will be forfeited if any successful tenderer fails to execute the contract.
- xi. Delivery and activation time will be of maximum 15 days from the date of signing of agreement.
- xii. The bidder must provide a full time Service Manager at State level and one person at each District level who: a) Should be responsible for all the relevant issues like billing issues, payments, issuing of new sim cards in case previous sim card damaged or lost, mobile number /sim card swapping, suspension or restoration, no network or signal related issues. b) Must be available during standard business hours (9.00 am to 6.00 pm) via email/telephone/SMS. There must be a specified individual to serve as backup during vacations and other times if the named Service manager is not available. The alternate manager must be able to be reached for emergency purposes during off hours.
- xiii. No promotional or marketing SMS/call should be received on CUG number. DND service should be activated forever on all CUG numbers.
- xiv. The Vendor shall issue new connection on request of NHM within 2 days. This includes delivery of SIMs and activation of the SIMs within the stipulated period.
- xv. No VAS (Value Added Services) i.e (Hello tunes, Game shows, Internet) facility be provided on any of the CUG SIM until the request is forwarded from DSHM. In case any VAS activated on CUG Sim without prior permission from NHM no payment will be made.

Section-III

Procedure for Submission and evaluation of bids:

A. TECHNICAL BID

The bidder should submit the bid electronically on the E-Procurement Website of Delhi Government. The documents to be uploaded:

- a) Bid Security (Earnest Money Deposit) should be deposited in the form of Bank draft / Bank Guarantee drawn in favour of NUHM Flexible Pool account payable at New Delhi.
- b) Duly attested photocopy of License for providing GSM Mobile Service in State of Delhi.
- c) Documentary evidence for the constitution of the bidder organization/ firm such as Memorandum and Articles of Association, Partnership deed etc. with details of the Name, Address, Telephone Number, Fax No., Email address of the firm and of the Director/Partners/ Proprietor.
- d) Authorization like power of attorney, resolution of board, for the senior officer of the company who has signed the tender documents and the bid. In case of partnership firm authority like power of Attorney for the partner who has signed the bid and in case of sole proprietorship the bid should be signed by the sole proprietor.
- e) **"Self declaration statement** depicting similar contracts of at least 3 (Three) CUG group of at-least 1000 connections per contract for minimum one year either from public sector or Government sector during preceding three financial years **anywhere in India."**
- f) Copies of Service Tax Return for last three years.
- g) Declaration Form **in Annexure-IV** for acceptance of all Tender conditions.
- h) In case where the bidder is Authorized agent, the Authorization Form as per **Annexure-II** must be attached with the bid.
- i) The bidder shall submit a Checklist (**Annexure-VI**) for the list of documents enclosed with their page number. The documents shall be serially arranged as per this Check List and shall be uploaded on the Website.
- j) The signatory of offer must enclose power of attorney/ authorization letter issued in his/her name. All pages of offer must be signed by the bidder.
- k) In addition to submitting the documents on the above mentioned E-Procurement Website which is mandatory, the EMD along with the other documents of the technical bid shall be submitted in the office of the Delhi State Health Mission in an

envelope labeled "**Technical Bid for supply of Mobile connections under Delhi State Health Mission in the State of Delhi**" addressed to the Mission Director, DSHM, 6th Floor, A & B wing, Vikas Bhawan-II, Civil Lines, New Delhi.

B. Submission of PRICE BID

1. Price bid shall be submitted only electronically on the e-procurement website.
No hard copy of the price bid shall be submitted.
2. The rate should be quoted as per the Price **Bid Format, Annexure-I.**
3. No other chargeable service in any other form shall be activated in CUG numbers other than the Fixed Rental / Billing CUG.
4. Outgoing calls rates shall be same for all type of calls i.e: within network, outside network to mobile and to landline phones.
5. The bidder should not give any monthly rental (Zero Rental) and no quotes for SMS beyond 300 Free SMS.

C. Bid opening and Evaluation:

1. Bids will be opened at DSHM on the date and time specified in the presence of the representatives of the bidders who prefer to attend bid opening.
2. Technical Bids of the bidders will be opened first and evaluated on the basis of the details furnished by the bidders. The result of the technical bid opened will be uploaded on the E- procurement website and price bid will be opened only for the technically qualified bidders. The date and time of opening of Price Bids will be uploaded on the E-procurement website. The decision of the Committee designated for processing and evaluating the bids shall be final.

Price Bids: The price bids of only the technically eligible bidders shall be evaluated.

Bids will be opened in the presence of bidders/their representatives who prefer to attend on the specified date and time. Representatives should carry the authorization letter, authorizing them to represent the bidder for this.

All the requisite documents must be attached with the bid submitted. No further opportunity will be given for submitting any document after the opening of bid and bids will be evaluated on the basis of documents uploaded along with bid.

Section IV

Tender for Closed User Group (CUG) Mobile Telephone Connections Approx. 7000 (GSM SIM CARDS) under DSHM in the State of Delhi.

Terms and Conditions:

1. Bid(s) received after the time and date specified for receipt of tenders will not be entertained.
2. Bidder should read all the terms and conditions of the bid document properly before submitting the tender.
3. Offer must be clear and complete in all respects, no such amendments/hidden cost/additional cost, charges; Taxes etc. will be entertained after submission of offers.
4. At any time prior to the date of submission of bid, DSHM, Delhi may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by an amendment. All prospective bidders who have downloaded the bidding document should browse the website regularly for any amendment on the website and same will be binding on them. In order to allow reasonable time, for taking the amendment into account, DSHM, Delhi may at its discretion, extend the date and time for submission of bids.
5. Interested eligible bidders may contact office of the DSHM for further clarification /information if required.
6. Incomplete or conditional offer incorporating price maintained and force majeure etc. will not be entertained.
7. In any case the tender opening day is declared as a holiday in Delhi Govt. offices than the next working day will be treated as receipt and opening day at the same time & venue.
8. Delhi State Health Mission (DSHM), Delhi reserves the right to cancel this invitation and / or invite fresh proposals with or without amendments to this invitation, without liability or any obligation for such invitation and without assigning any reason.
9. Mission Director, DSHM, Delhi reserves the rights to accept/reject any or all the bid(s) without assigning any reason.
10. **Bid Security (Earnest Money Deposit)**
 - a. Each bid must be accompanied with a **Bid Security (EMD)** in the form of Bank Draft /Bank guarantee in favour of NUHM flexible Pool account payable at Delhi. **Bid Security submitted in any other form will not be**

accepted. Any bid submitted without Bid Security in accordance with this clause will be rejected. **The Bid Security (EMD) of unsuccessful bidder would be returned within a period of 8 weeks from the date of announcement of successful bidder.** The bid Security (EMD) submitted by successful bidder shall be released upon furnishing of the Performance Guarantee in the form of manner as stipulated in the agreement. The Bid Security amount will not carry any interest. If the successful bidder fails to execute the agreement and/or deposit the performance security (Security Deposit) within the specified time, or withdraws his bid within the validity period of the bid, this bid security amount will be forfeited.

- b. No exemption is available to any organization from submission of bid security and bids not accompanied by the requisite bid security will be rejected outright.
- c. Bid security shall be forfeited in the following cases:
 - i. If the bidder withdraws its proposal during the interval between the proposal due date and expiry of proposal validity period;
 - ii. If the successful bidder fails to provide the Performance Guarantee and execute the Agreement with DSHM, Delhi within the stipulated time or any extension thereof provided by DSHM, Delhi.

12. Performance Security (Security Deposit):

- i. The Successful bidder shall submit Performance Security Deposit of Rs. 8 Lacs within 14 days of the issuance of Notification of Award. The Performance Security shall be denominated in Indian Rupees in the form of a Bank Draft/ Bank Guarantee/ FDR drawn in favour of NUHM Flexible Pool account payable at Delhi. This performance security amount will be refunded after satisfactory completion of service agreement.
- ii. In addition to other penal action if the supplier fails to perform the services as per terms and conditions of contract, it will lead to termination of the contract and the performance security amount will be forfeited.

13. Period of validity of bids:

Price Quoted should be valid for 90 days from the opening of the Technical bids. A bid valid for a shorter period will be rejected as non-responsive. DSHM will make every endeavor to finalize the bids in the original validity period of the bids. However if for any reason, DSHM is not able to finalize the tender within the original validity period of the bids, DSHM may solicit the bidders consent for an extension in the period of bid validity. A bidder may refuse the request without forfeiting their bid security.

- 14.** The quantity mentioned is only the tentative requirement and may be increased or decreased by 10% as per the decision of the Mission Director, DSHM.

15. No bid with conditions like "AT CURRENT MARKET RATES" shall be accepted. No handling, clearing, transport charges etc., will be paid. The deliveries should be made as stipulated in the offer letter placed with successful bidder.
16. The rates quoted and accepted will be binding on the bidder for the stipulated period and on no account any increase in the price will be entertained till the completion of the tender period.
17. No bidder will be allowed at any time on any ground whatsoever to claim revision of / modification in the rates quoted by him. The representation of the bidder that "**clerical error, Typographical error etc. has been committed in the bid**" and request for revision shall not be considered after opening of the bid. Conditions such as "SUBJECT TO AVAILABILITY" "services will be provided as and when infrastructure / manpower is available" etc., will not be considered under any circumstances and the bids of those who have placed such conditions shall be treated as incomplete and such bids, shall be summarily rejected.

18. Notification of award:

DSHM will award the Contract to the successful Bidder whose bid has been determined to be responsive and has been determined as the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily and will be governed by all the terms and Conditions stipulated in this Bid document.

19. Acceptance of tender:

The result of the technical and subsequently financial evaluation will be available on the Website.

20. Delivery conditions:

- i. Delivery and activation time will be of maximum 15 days from the date of signing of agreement. Delivery is at our destination at O/o Mission Director, DSHM, 6th Floor, A&B Wing, Vikas Bhawan-II, Civil Lines, New Delhi-54.
- ii. If the supplier fails to execute the purchase order within the stipulated time, the DSHM, Delhi is empowered to impose penalty @ Rs. 1000/day for any delay. Overall penalty is limited to Performance Security.
- iii. The deliveries shall be made strictly as per the offer letter.
- iv. The successful bidder will ensure good signal strengths, un-interrupted communication. If required service provider shall install booster/antenna or other device at his own cost within a week after getting complaint from the user or DSHM.

21. Validity of rates after acceptance of tender:

- i. **Delhi State Health Mission will not pay any cost toward SIM charges, security deposit (Local /STD) and installation/activation charges. SIM cards are to be issued in the name of Delhi State Health Mission, Delhi.**
- ii. The rates quoted for service charges i.e. rent, call rates etc in respect of successful bidder should be valid for 24 months from the date of issuance of offer letter.
- iii. It may be noted that any changes /modification (increase) in the free talk time announced by the operator would automatically be applicable to all CUG subscribers under this scheme. Similarly downward revision of call charges announced by the operator would automatically be applicable to constitutes of this CUG in the same ratio under this scheme. Further in case of increase in call charges in future, during this period, the quoted/finalized rates shall not be increased.

22. The number of connections may be increased or decreased by 10% at any time at the discretion of the SHS, Delhi. If SHS, Delhi wants additional number of connection, service provider shall provide additional connections at same rates/terms as finalized.

23. *Delhi State Health Mission, Delhi also reserves the right to add any other number in CUG wherein the cost will be borne by the user. The calls made within CUG will not be charged."*

24. Continuance of Service:

The maximum monthly bill (including fixed rent, call charges etc and including Service tax as applicable) should not exceed Rs. 100/- per connection/ user. Once the maximum is reached the service provider should stop the outgoing calls outside the CUG. However free SMS service up-to 300 SMS, in coming SMS, incoming calls and CUG (incoming and outgoing) calls must continue in all the cases and should not be barred /stopped unless specifically instructed by the Delhi State Health Mission, Delhi. No Value added services should be activated on any mobile number without specific and written request from the department.

25. Payment provisions:

- I. Any upward revision of any of statutory taxes will be borne by Delhi State Health Mission during the contract period.
- II. Taxes will be paid as per the prevailing rates during the period of Contract.
- III. Payment of Monthly Taxes will be paid as per bills. The service provider should raise monthly consolidated bills for all the connections and submit the same to the DSHM, Delhi.

- IV. The service provider will raise district wise 11 bills for facilitating the payment in the name of Mission Director, IDHS (Integrated District Health Society) along with the usage details of all mobile connections without any extra charges. Payment will be made after scrutiny of the bills by the respective district.
 - V. *"The service provider should submit the hardcopy as well as soft copy of monthly bill (in PDF format along with annexure in MS excel format) depicting details like Name of user, mobile number, amount, period of usage". The Soft copy of MIS should also provide full details i.e. (district-wise mobile numbers, their usages (outgoing calls , roaming etc) in 'Ms_excel format which should be re-arrangeable).*
 - VI. Any taxes/duties/cess etc. deductible as per applicable statutory provisions will be deducted.
 - VII. The service provider should raise monthly consolidated itemized bill in excel format for all the connections. The period of billing is from 1st of every month to end of every month to Delhi State Health Mission. (ex: 1st to 31st March)
- 26.If some other service provider is selected after the expiry of contract, then all the numbers of CUG will be allowed to be used/ transferred to new service provider.
- 27.Furnishing of any wrong information, declaration, forged documents or false affidavit by the bidder to get the tender may lead to forfeiture of EMD submitted by such bidder and the bidder may also be Blacklisted for participating in any tender floated by the DSHM either permanently or for a specified period of time as deemed fit by the Mission Director, DSHM, Delhi, New Delhi.
- 28.If the successful bidder fails to execute the Award and /or deposit the required performance security deposit within the time specified or withdraws his tender after the intimation of the acceptance of his tender which has been sent to him, owing to any other reasons and he is unable to undertake the contract. Then his contract will be cancelled and the Earnest Money deposited by him along with his tender shall stand forfeited to the DSHM-Delhi, New Delhi and he will also be liable for all damages sustained by the DSHM by reasons of breach such as failure to provide services not conforming to the tender specifications, including the liabilities to pay any differences between the prices accepted by him and those ultimately paid for the procurement of the services concerned. Such damages shall be assessed by the Mission Director, DSHM, Delhi, whose decision is final in the matter.
- 29.If the supplier fails to perform the services within the stipulated delivery period or within any extension period granted by MD, DSHM will be at liberty to terminate the Contract without prejudice to any other Rights that the MD, DSHM may have against the supplier as per provisions of the Contract.

30. The Mission Director, DSHM-Delhi, will be at liberty to terminate without assigning any reasons thereof, the contract either wholly or in a part on 30 days notice. The bidder will not be entitled for any compensation whatsoever in respect of such termination.

31. Non performance of contract provisions may disqualify the successful bidder to participate in the tender for the next five years.

32. Force Majeure:

Force Majeure means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events include but are not limited to, acts of the purchaser either in its sovereign of contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. The Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

33. Saving Clause:

- i. No suit, prosecution or any legal proceedings shall lie against DSHM, or any person for anything that is done in good faith or intended to be done in pursuance of tender.
- ii. In the event of any dispute arising out the tender such dispute would be subject to the jurisdiction of the Civil Court within the Delhi.

In case of any disputes arising at any time between the parties out of this agreement, the same shall be referred to sole arbitrator i.e. Secretary Health & Family Welfare, Government Delhi or to an arbitrator nominated and appointed by him/her, under the Arbitration and Conciliation Act-1996. The award of the arbitrator shall be final and binding on the parties. The venue for such arbitration shall be New Delhi.

MISSION DIRECTOR

ANNEXURE –I

➔ Rates/Tariff for supply of mobile SIMs with CUG facility

S.No.	Item	Unit Cost
1.	<i>Call Charges-(pulse one second) to all phones (Mobile to mobile (GSM/CDMA) as well as landlines outside CUG</i>	

NOTE:

1. ***Only single rates must be given. No additional information has to be filled.***
2. Call charges must be quoted in form of Rupee Per second.
3. No installation/activation/clip charges will be paid by the department.

Place -

Date:

Seal and signature of. Bidder

Name

Designation.....

- **Attach separate sheet if required.**

ANNEXURE –II

SERVICE PROVIDER’S AUTHORIZATION FORM

No. _____ Dated: _____

To,

Dear Sir,

Bid Ref. No. _____

We _____ who are established and reputable service providers of _____ having company outlets at _____ Registered office at _____ possessing Lincense No. _____, dated: _____, valid up to _____ (copy enclosed) do hereby authorize M/s _____ (Name and Address of Representative) to submit a bid, and subsequently negotiate and sign the contract with you against the above mentioned tender.

No company or Firm or individual other than M/s _____ are authorized to bid, negotiate and conclude and contract in regard to this business against this specific tender.

We hereby extend SIM connection offered for supply against this invitation for bid by the above firm.

Place: _____

Date: _____

Seal and signature of authorized person

Name _____

Designation _____

Contact No. _____

ANNEXURE III

PROFORMA OF AFFIDAVIT REGARDING BIDDER NOT BLACKLISTED/DEBARRED

I _____ S/O, W/O _____, _____

(Designation of Deponent) of _____ (name and complete Address of the bidder firm) is authorized signatory of the firm _____ (Name of The bidder firm), do hereby solemnly affirm and declare as under:-

That the firm _____ (Name of the firm) or Directors/Partners/Owners have not been blacklisted or debarred by any Govt. undertaking.

DEPONENT

VERIFICATION

Verified that the contents of the above affidavit are true to my knowledge and belief and nothing has been concealed therein.

DEPONENT

ANNEXURE — IV
DECLARATION FORM

I/We _____ have our _____ office at
_____ do declare that
I / We have carefully read all the conditions of bid
documents and hereby agree to all the conditions and abide by all the conditions set
forth therein, for the service to be provided to Govt. Institution.

Signature:

Date:

Name of the Organization and Address:

Attested By Notary Public:

ANNEXURE-V

PERFORMANCE SECURITY FORM

To: Mission Director, DSHM, Delhi

WHEREAS(Name of Supplier) hereinafter called "the Supplier" has undertaken, in pursuance of Contract No datedto supply (Description of Goods and Services) herein after called "the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract. AND WHEREAS we have agreed to give the Supplier a Guarantee: THEREFORE WE hereby affirm that we are Guarantors and responsible to you , on behalf of the Supplier, up to a total o f (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the day of..... 20

Signature and Seal of

Guarantors

Date.....20.....

Address.....

.....

.....

ANNEXURE —VI

CHECK LIST FOR TECHNICAL BID

Sr. No.	Particulars	Yes/ No/ NA	Page No.	Remarks
1.	Duly signed & Stamped copy of Tender Document			
2.	EMD in the form of Bank Draft / Bank Guarantee shall be kept in an envelope.			
3.	List of items quoted as per Bid form-Annexure-I			
4.	Self declaration certificate depicting that service provider is operating 3 CUGs with 1000 or more users per contract.			
5.	Authorization to a responsible officer of the organization for signing bid documents.			
6.	Documentary evidence for the Constitution of the firm Audited.			
7.	Attached copy of PAN			
8.	Annual turnover statement for the last 3 years, i.e. 2012-13, 2013-14 & 2014-15			
9.	Copies of Service Tax Return for the last 3 years, i.e 2012-13, 2013-14 & 2014-15			
11.	Declaration form In Annexure-IV for acceptance of all tender conditions.			
12.	Affidavit that Bidder is not blacklisted/debarred by any Govt. undertaking- Annexure-III			
13.	Service Provider's Authorization Form-Annexure-II			
14.	Performance Security Form – Annexure -V			