

EXPRESSION OF INTEREST

FOR

Backend Partner for Establishment, Operation and Management of Call Centre/Helpdesk/Service Desk for Kapas Kisan Mobile Application and Level-1 Technical Support Services for COTBIZ & BITS Platform of The Cotton Corporation of India Ltd. (CCI)

EOI Ref No: BECIL/DGM/EOI/CATV/CCI/2026/1

Dated: 30.07.2026

Issued By

Jagriti Singh, Deputy General Manager

 बेसिल BECIL	Broadcast Engineering Consultants India Limited (A Government of India Enterprise) Head Office: 14-B Ring Road, IP Estate, New Delhi- 110002 Tel: 011 23378823, Fax: 01123379885 Corporate Office: BECIL BHAWAN, C-56-A/17, Sector-62, Noida-201 307 Tel: 0120 4177850, Fax: 0120 417787 Web: www.becil.com E-mail: jagriti.singh@becil.com	 G20 भारत 2023
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DISCLAIMER

The information contained in this Expression of Interest document (the “EOI”) or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of BECIL or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided. This EOI is not an agreement and is neither an offer nor invitation by BECIL to the prospective Bidders or any other person. The purpose of this EOI is to provide interested parties with information that may be useful to them in making their offers (Bids) pursuant to this EOI. This EOI includes statements, which reflect various assumptions and assessments arrived at by BECIL in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This EOI may not be appropriate for all persons, and it is not possible for BECIL, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this EOI. Each Bidder should, therefore, conduct its own investigations, actual site/ facilities/location inspections and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this EOI and obtain independent advice from appropriate sources. Information provided in this EOI to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. BECIL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. BECIL, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the EOI and any assessment, assumption, statement or information contained therein or deemed to form part of this EOI or arising in any way for participation in this Bid Stage. BECIL also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this EOI. BECIL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this EOI. The issue of this EOI does not imply that BECIL is bound to select a Bidder or to appoint the Selected Bidder for the Project and BECIL reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by BECIL or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and BECIL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process. In case of any rejection/cancellation, no bidder has any right to claim any compensation or reimbursement to cost. Participation in EOI does not guarantee selection of bidder.

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SECTION – I

INTRODUCTION AND BRIEF DESCRIPTION

1. ABOUT BECIL

Broadcast Engineering Consultants India Limited (BECIL), an ISO 9001:2015, 27001:2013, ISO/IEC 2000:2012 certified Mini Ratna Central Public Sector Enterprise (CPSI) was incorporated on 24th March, 1995 under the Companies Act, 2013 (erstwhile the Companies Act, 1956) by Government of India with 100% equity share capital of BECIL held by President of India through Secretary and Joint Secretary of Ministry of Information & Broadcasting.

The Company was initially set up for providing project consultancy services and turnkey solutions encompassing the entire gamut of radio and television broadcast engineering, establishment of transmission facilities, content production facilities, terrestrial, satellite and cable broadcasting in India and abroad. The company has now diversified into the fields of Strategic Projects such as Information Communication.

Technology, Electronic Surveillance (namely CCTV, Access Control, Intrusion, Fire Safety, Hydrants, etc.). Electronic Media contents including films, Sentinel Analytics, Counter Drones/UAV etc. The activities include, but are not limited to Supply, Installation, Testing & Commissioning, Consultancy Services, Technical Audit, Media Analysis, R&D, projects pertaining to Digital India, City Surveillance, Safe City. Smart City, make in India, Manufacturing, Audio Video & Data Analysis, Cyber Security, Engineering, Procurement & Construction, Project Management Services, Operation and Maintenance, Manpower Placement, AMC and providing total turnkey project for critical information infrastructure.

BECIL, has its Head Office in New Delhi, Corporate Office in Noida and Regional Office in Bangalore and Kolkata. BECIL is exploring geographical expansion in many states due to diversification in business portfolios.

Over the years, BECIL has consciously groomed and developed a team of in-house, versatile and dedicated engineers and also cultivated and harnessed a vast reservoir of professionals drawn from various fields of Broadcasting Industry, which include public and private Broadcasters, Defence and Cable Industry. Through this network of resourceful technical professionals, BECIL, has established its pan India presence to serve the needs of the industry.

BECIL has a vast reservoir of experts and integrates the expertise of All India Radio (AIR) and Door Darshan (DD), the national broadcaster of India, catering to one of the largest Radio Networks reaching out to more than a billion people and the world's largest Terrestrial Television Network supplemented by Analogue and Digital satellite Broadcasting services reaching out to millions of TV homes in India and abroad.

2. INTRODUCTION OF PROJECT/TENDER

Cotton Corporation of India Ltd. (CCI) has issued a Tender on **GeM Portal (Bid Number : GEM/2026/B/7781686 dated 13.07.2026** for Selection of Government PSU/Organisation for Establishment, Operation and Management of Call Centre/Helpdesk/Service Desk for Kapas Kisan Mobile Application and Level-1

Technical Support Services for COTBIZ & BITS Platform of The Cotton Corporation of India Ltd. (CCI).

BECIL intends to participate in this tender therefore objective of this EOI is to identify a suitable backend partner who can provide the solution as per requirements of CCI.

****Bidders are advised to visit the GeM portal for updated bidding schedule of the Tender.***

3. ELIGIBLE BIDDERS

Bids may be submitted by bidders as described below

- a) The Bidder must be a company/ registered legal entity in India, which has the capabilities to deliver the entire scope of work as mentioned in the RFP.
- b) The bidders qualifying the Pre-qualification/ eligibility criteria mentioned in the RFP document shall be termed as Eligible Bidders and shall be eligible for opening of their Technical & Commercial Bids.
- c) Consortium partnership will not be allowed. The bidder must meet all eligibility criteria by itself.
- d) Any of the bidders shall not be permitted to quote multiple OEMs for same line item.

4. COST OF BIDDING

The Bidder shall be responsible to bear any costs associated with the preparation and submission of the Bid, and BECIL in no case, shall be responsible or liable for costs, inclusive of but not limited to bank charges, courier charges, site visits, expenses incurred for the purpose of demonstration and representation as desired by BECIL in order to assess the efficiency of the prospective Bidder, or any other expenses incurred for the submission of the Bid. That the Bidder shall be responsible for the costs/expenses regardless of the outcome of the bidding process.

5. ASSURANCE

The successful Bidder shall have to provide requisite documentation and satisfactory assurance of its capability and intention in regard to the supply of the goods and/or performance of the requisite scope of work/services pursuant to the award of the Contract within the time set forth herein.

6. SITE VISIT

It shall be the responsibility of the Bidder to visit the Premises/Site wherein the work is to be performed, or services is to be delivered to obtain all the requisite information that is necessary/essential for preparing the Bids and entering into a Contract. The cost of visiting the Site shall be borne by the Bidder. The grant of permission by BECIL to the Bidder or its Authorized Representative, for the purpose of Site visit shall be contingent on the express condition that the Bidder and its representatives/agents shall indemnify the Company i.e. BECIL and its personnel from and against all liability in respect thereof

and will be responsible for personal injury (whether fatal or otherwise), loss of or damage to property and any other loss, damage, costs and expenses however caused, which, but for the exercise of such permission would not have arisen.

That in the event if the Bidder fails to visit the site, it shall not relieve it from the performance of its scope of work/obligations as per the Contract.

7. CLARIFICATION OF BIDDING DOCUMENT

- i. For any clarification related to EOI please visit BECIL website.
- ii. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- iii. Any queries relating to the process of online bid submission or queries relating to e- tender Portal in general may be directed to the Helpdesk Support.
- iv. **FOR ANY TECHNICAL RELATED QUERIES PLEASE CALL AT 24X7 HELP DESK NUMBER: -**
- v. **E-tendering Phone No. 0120-4001002, 0120-4001005, 0120-4493395**
Mail id: support-eproc@nic.in
- vi. EOI Submission Link: <https://becil.ewizard.in>

8. ADDENDUM/AMENDMENT TO THE BIDDING DOCUMENT

At any time prior to the deadline for the submission of the Bids by the Bidders, BECIL shall have the discretion to amend the bid at its own initiative or in sub-sequence to a clarification sought by the prospective Bidder.

The Amendment / Addendum shall form a part of the Bidding Document pursuant to clause 10 and clause 43 of the General terms and Conditions and the same shall be notified on the said procurement portal, so that the said addendum/amendment becomes binding on all the prospective bidders.

In the event of an Addendum/Amendment to the Bidding Document, the prospective Bidders shall be provided with a reasonable time for the purpose of preparation of their bids.

9. LANGUAGE OF THE BID

That the Bid and all correspondences and communication in connection with this Bid shall be in English language. The supporting documents to be submitted by the Bidder may be in another language provided they are accompanied by a certified translation. However, BECIL may also translate the documents on its own to avert the possibility of any irregularity and ambiguity.

10. EARNEST MONEY DEPOSIT

That a Bid Security amounting to **Rs. 5,21,000/- (2% of Estimated Cost))** to be submitted by all Bidders with the bid in the form of BG/DD/Online transfer in Favor of M/s Broadcast Engineering Consultants India Limited.

That the Earnest money deposit has been sought with an intent to protect the interests of M/s BECIL against the conduct of the Bidder which shall warrant the forfeiture of the earnest money deposit.

That any Bid not secured in accordance with Earnest Money Deposit will be rejected by BECIL by virtue of being un-responsive.

That the Earnest money deposit of all the unsuccessful Bidders shall be discharged/returned not later than 45 days after the finalization of the tendering process, whereas the Earnest money deposit of the successful Bidder shall be discharge upon signing the Work Order/Agreement or upon acknowledging the award and on furnishing of the Performance bank guarantee/ Security deposit.

Exemption to MSME and Startup shall be given as per GoI guidelines. Notwithstanding any contained in the Contract, the Earnest money deposit shall be forfeited in the following circumstances:-

- i. In the event of withdrawal of bid, by the Bidder during the bid validity period
- ii. If the Bidder is found indulgent in fraudulent/collusive and coercive practice
- iii. In the event if the Bidder modifies the bid after the due date and time for the submission of the Bids.
- iv. In the case of successful Bidder, if the Bidder fails to sign the work order/Agreement
- v. In case if the Bidder fails to furnish the Performance bank guarantee/ security.

11. INTENT AND IMPORTANT ASPECTS OF THE EXPRESSION OF INTEREST (EOI)

The Intent and important aspects of this Expression of Interest is (EOI) are as follows: -

The intent of this EOI is to select a **Back-end Partner/System Integrator** of BECIL, subsequently work with BECIL for the above-mentioned tender if work gets awarded to BECIL. An MOU/ Agreement will be signed by BECIL with the Back-end Partner/System Integrator selected through this EOI, for preparation of bid and participation in the above-mentioned tender.

In case the bid submitted by BECIL against the said tender, is accepted and BECIL receives Work Order/ Agreement from/ with the Client. BECIL may issue a Work Order to the selected agency. In such a scenario, the following conditions will be applicable, which are to be fully taken into consideration by the bidders, prior submitting a response to this EOI: -

The Back-end Technology partner selected through this EOI, may be issued a work order by BECIL, for undertaking the work as per the above-mentioned client's tender.

All terms and conditions of the client's tender, and any subsequent amendments/ corrigenda thereof, will be applicable fully on back-to-back basis on the Back-end technology partner selected through this EOI, including all important terms and conditions like EMD, PBG, Payment Terms, SLA conditions, Liquidity Damages, and any other penalties etc.

12. EMD/ Bid Security:

- a) Bidders must pay **EMD of Rs. 5,21,000/- (2% of Estimated Cost)** in the form of **BG/DD/Online transfer in Favor of M/s Broadcast Engineering Consultants India Limited** issued by any scheduled / nationalized bank, valid for 150 days from the last date of bid submission. The bidder must deposit original BG 24 hours before opening of PQ/ Technical bid. EMD deposited by the bidder shall not bear any interest.
- b) The Earnest money deposit of all the unsuccessful Bidders shall be discharged/returned not later than 45 days after the finalization of the tendering process, whereas the Earnest money deposit of the successful Bidder shall be discharged upon signing the Work Order/Agreement or upon acknowledging the award and on furnishing of the Performance bank guarantee/ Security deposit.
- c) The Tender Form Fee & EMD in any shape other than described above shall not be accepted.
- d) Any bid not accompanied with an acceptable Earnest Money deposit (EMD) and not secured as indicated in RFP/EOI, shall be rejected by the BECIL under non-responsive clause.
- e) The Bid Security of the successful Bidders shall be returned after the receipt of Performance Security and Agreement signing for the project.

The EMD/Bid Security may be forfeited: - If the Bidder withdraws the Bid after Bid opening during the period of Bid validity If the Bidder does not accept the correction of the Bid Price, as per the RFP. or in the case of a successful Bidder, if the Bidder fails within the specified time limit to: -

- a) Sign the Agreement; or
- b) Furnish the required Performance Security.
- c) In addition to submission of Performance Security, 5% amount from each bill will also be retained as additional security.

13. Performance Bank Guarantee (PBG):

In case the said tender is awarded to BECIL, the PBG as applicable shall be payable by the selected bidder on back-to-back basis as per the terms and conditions of Client's Tender. The proposed PBG should have validity for at least 60 days beyond the scheduled completion of Contract with claim period of at least 6 months beyond the expiry of Bank Guarantee/Insurance surety bond.

The bidder must submit an undertaking in the bid stating that "they will provide the PBG in accordance with the timeline and the terms and conditions outlined in the client's tender.

All payments in the Project to the selected agency shall be on back-to-back basis only subject to receipt of corresponding payment from the client. An advance payment may be made to the selected agency, only if BECIL, receives an advance from the customer, provided the selected agency submits a bank guarantee (BG)/ISB of 110% of amount to BECIL in addition to the PBG.

The decision to engage the successful bidder as Back End Technology Partner shall be taken by the Competent Authority of BECIL and accordingly the respective agreement shall be signed.

Bidders are advised to go through the Scope of Work and terms & condition of the said tender to understand the requirement and challenges associated with locations prior to submitting their bids.

The selected agency shall not subcontract, assign, or transfer any part of its obligations, duties, or responsibilities to any third party without the prior written consent of BECIL. Any attempt to do so shall be considered a material breach, leading to immediate termination without any liability on the part of BECIL. Bidders to note that the opening / evaluation of the responses will be subject to accord of extension of last date of bid submission in the primary tender.

SECTION – II

IMPORTANT DATES (SCHEDULE AND CRITICAL DATES)

Broadcast Engineering Consultants India Ltd. reserves the right to amend the EOI tentative schedule and critical dates without giving any explanation whatsoever. Corrigendum may be published in this regard on www.becil.com. Bidders are advised to check the website for updates in this regard.

S. No.	Particulars	Details
1	EOI Reference	EOI Ref No: BECIL/DGM/EOI/CATV/CCI/2026/1
2	Date & Time of Issue of EOI	Date: 30.07.2026
3	Last date and time for Submission of bid	Date: 04.08.2026 Time: 02:00 pm.
4	Bid opening date and time	Date: 04.08.2026 Time: 03:00 pm.
5	Place of submission & opening of bid	BECIL Bhawan, C-56/A -17, Sector - 62, Noida – 201307
6	EOI Processing Fee (Non-refundable)	INR 15,000 + GST (Proof of submission to be submitted along with bid)
7	EMD	Rs. 5,21,000/- (2% of Estimated Cost) in the form of BG/DD/Online transfer in favor of M/s Broadcast Engineering Consultants India Limited issued by any scheduled / nationalized bank, to be submitted at the time of submission of BID. Relaxation to be given to MSME & Start-up as per Government norms.
8	Address for communication related to EOI	BECIL Bhawan, C-56/A -17, Sector - 62, Noida – 201307
9	Contact details for this EOI	Name: Jagriti Singh Designation: Deputy General Manager Email: jagriti.singh@becil.com Mobile: 9999676000

- a) BECIL is interested to submit a competitive bid in response to tender on the **GeM website- GEM/2026/B/7781686 dated 13.07.2026** for Selection of Government PSU/Organisation for regarding Establishment, Operation and Management of Call Centre/Helpdesk/Service Desk for Kapas Kisan Mobile Application and Level-1 Technical Support Services for COTBIZ & BITS Platform of The Cotton Corporation of India Ltd. (CCI)
- b) The intent of this EOI is to select a Back-end Partner/System Integrator of BECIL, subsequently work with BECIL for the above-mentioned tender if work gets awarded to BECIL. An MOU/ Agreement will be signed by BECIL with the Back-end Partner/System Integrator selected through this EOI, for preparation of bid and participation in the above-mentioned tender.

c) In case the bid submitted by BECIL against aforesaid tender having the last date of submission as **2026-08-06 15:00:00 on Gem Portal** prepared in collaboration with the Back-end Partner/System Integrator selected through this EOI, is accepted and BECIL receives Work Order / Agreement from / with the Client, BECIL may issue a Work Order/Agreement to the selected agency. In such a scenario, the following conditions will be applicable, which are to be fully taken into consideration by the bidders, prior submitting a response to this EOI: -

- (i) The Back-end Partner/System Integrator selected through this EOI, will have to sign a POST AWARD CONTRACT with BECIL, for undertaking the work as per the above-mentioned Client's tender.
- (ii) All terms and conditions of the Client's tender, and any subsequent amendments/ corrigenda thereof, will be applicable fully on back-to-back basis on the Implementation Agency selected through this EOI, including all important terms and conditions like EMD, PBG, Payment Terms, SLA conditions, Liquidity Damages, and any other penalties etc.
- (iii) EMD and Performance Bank Guarantee as applicable shall be payable by the selected bidder on back-to-back basis as per the terms and conditions of Client Tender, and any subsequent amendments/ corrigendum thereof.
- (iv) In case the bidding against Client's Tender requires online payment for EMD, the same amount will have to be paid in similar mode by the selected bidder to BECIL. In case the bidding is on GeM portal or requires submission of EMD in the form of Bank Guarantee. The successful bidder has to submit back-to-back EMD to BECIL. The cost incurred towards GeM transaction charges and/or EMD (BG) making charges shall also be recovered from the selected bidder in case the Project is awarded to BECIL by the client.
- (v) All payments in the Project to the selected agency, shall be on back-to-back basis only subject to receipt of corresponding payment from the client and on the certification of the concerned coordinator at Doon University. No advance will be paid to the bidder, even though BECIL is eligible to get advance from the customer being a front-end bidder, unless a BG of equivalent amount is submitted by the selected agency to BECIL.
- (vi) The selected bidder, who has partnered with BECIL for a particular tender/ project shall not partner with any other bidder for the same tender/project.

Bidders are advised to inspect the site and ascertain the conditions including leads/lifts involved/ approach to vehicles, power, water geo-political scenario etc. prior to submitting their bids. Their bid price shall be for completeness of system without any extra cost.

SECTION – III

EOI NOTICE & GENERAL TERMS AND CONDITION

1. EOI NOTICE

- 1.1 Broadcast Engineering Consultants India Limited (BECIL) invites Expression of Interest (EOI), through offline mode, for selection of an Back-end Partner/System Integrator of BECIL, for collaborating with BECIL for preparing a bid **and participating in tender on Gem portal regarding, Establishment, Operation and Management of Call Centre/Helpdesk /Service desk for Kapas Kisan Mobile Application and Level-1 Technical Support Services for COTBIZ & BITS Platform of The Cotton Corporation of India Ltd. (CCI).**
- 1.2 **The duly signed Hard Copy of the Bid/ Techno Commercial Proposal is to be submitted in a packed and sealed envelope, in Tender Box, BECIL BHAWAN C56/A17 Sector 62 Noida (UP) 201307**
- 1.3 The EOI must be addressed to the given name and address:

To,
Ms.Jagriti Singh, Deputy General Manager
Broadcast Engineering Consultants India Limited
C-56/A-17, Sector-62, Noida, Uttar Pradesh-201307
- 1.4 The EOI must be submitted in English Only. All the documents including the supporting documents/enclosures etc. must be Calibri/Aerial/Times New Roman, font size-12 and fully legible. Supporting documents if in a language other than English must be accompanied by English translated document. The English version shall prevail in matters of interpretation. Each and every page of the EOI should be numbered and mention the relevant page no. of the documents in the checklist. **EOI Documents which are not legible shall be rejected.**
- 1.5 The representative of agency will require a specific authorization/ board resolution to submit the EOI.
- 1.6 In case the bidder has any doubt about the meaning of anything contained in the EOI document, she/he shall seek clarification within 1 day of issue of EOI. Except for any written clarification by **Ms Jagriti Singh (DGM-BECIL)**, no written or oral communication, presentation or explanation by any other employee of BECIL shall be taken to bind or fetter BECIL under the contract.
- 1.7 Bidders shall have to submit an amount of **Rs. 15,000/- + GST** through RTGS/ NEFT to BECIL (**Bank Mandate Form Enclosed at Annexure B**) towards the cost of EOI Document and no other Mode of payment is acceptable. EOI Document is also available at BECIL Office: C-56/A-17, Sector-62, Noida, and Uttar Pradesh-201307. The cost of EOI document is non-refundable.
- 1.8 The Management of BECIL reserves the right to amend or withdraw any of the terms and conditions mentioned in the EOI Document or reject any or all the bids without giving any notice or assigning any reason. The decision of the Director, Broadcast Engineering Consultants India Limited in this regard shall be final and binding on all.

- 1.9 BECIL reserve the right to amend any term of the EOI at any point of time before the submission and bidder should regularly check the website. Further, BECIL also reserves to increase/decrease/delete/add any BOQ item. Further any amendment done by client after the selection of bidder, all the amendment will be applicable. In case of non-acceptance of such amendment, the EMD submitted will be forfeited by BECIL.
- 1.10 The bidder should submit the signed Integrity Pact on a plain paper along with the bid.
- 1.11 The Bidders will have no right to withdraw from the EOI process post submission of their bid without the formal consent of BECIL.
- 1.12 Participation in the EOI by any bidder will be on “NO COST NO COMMITMENT” basis. The Bidder shall bear all cost associated with the preparation and submission of the Bid including but not limited to Documentation Charges, Bank charges, all courier charges, translation charges, authentication charges and any associated charges including taxes & duties thereon. Further, BECIL will in no case be responsible or liable for these costs, regardless of the outcome of the bidding process.

2. SUBMISSION OF EOI

- 2.1 EOI, complete in all respects, must be submitted offline.
- 2.2 BECIL may, at its own discretion, extend the date for submission of EOI. In such a case all rights and obligations of BECIL and the Bidders shall be applicable to the extended time frame.
- 2.3 As the EOI can be submitted only up to the defined date and time, there can't be any late bids. BECIL will not be responsible for any delay in obtaining the terms and conditions of the tender. BECIL will not be responsible for postal delays. Bids received after the due date will not be opened and rejected.
- 2.4 At any time prior to the last date for receipt of EOI, BECIL may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI Document by an amendment. The amendment will be notified on BECIL's website <http://www.becil.com> and should be taken into consideration by the prospective bidders while preparing their EOI.
- 2.5 The bidders will bear all costs associated with the preparation and submission of their bids. BECIL will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
- 2.6 The EOI must contain:
- 2.6.1 Company/bidder profile relevant to EOI.
 - 2.6.2 It should also include details of past experience relevant to the “Scope of Work”.
 - 2.6.3 Declaration regarding acceptance of Terms and conditions of EOI.
 - 2.6.4 Declaration of not been blacklisted by any of the Government agency.
 - 2.6.5 Essential information such as Name & address of the agency, Business Name, E-mail id, Fax No. /Telephone No., Authorized Signatory name, E-mail ID and contact no.

- 2.7 The Back-end Partner/System Integrator shall ensure that it fulfils the eligibility criteria as desired in the EOI and other essential conditions. Compliance statement of Eligibility criteria with the documents submitted as a proof is to be prepared and submitted. The supporting documents may be with list of existing and past clients with details of services offered, details of similar projects executed.
- 2.8 The EOI should be duly signed on each page by authorized person. Each page should be properly numbered. Documents authorizing the signatory must accompany the EOI.
- 2.9 The EOI complete in all respects must be submitted with requisite information and annexure(s). The EOI should be free from ambiguity, change or interlineations. Incomplete EOI will not be considered and is liable to be rejected without making any further reference to agency/ bidder/OEM/Implementation Agency(s).
- 2.10 Bidders have to take into account any changes/amendments made in the end client's Tender/ RFP through corrigendum till date of submission of bid in response of EOI.
- 2.11 The bidder shall be ignored, if complete information is not given there-in, or if the particulars and data (if any) asked for are not filled in properly.

5.12	Checklist of documents/information to be submitted
(a)	Profile of the company/bidder/firm
(b)	Certificate of Incorporation (for Company/LLP)
(c)	Memorandum & Articles of Association/Partnership deed
(d)	Audited financial statements for the last 3 years
(e)	Income Tax Return Acknowledgment for last 3 years
(f)	Self-Declaration of financial capability
(g)	GST Registration Certificate or valid exemption certificate
(h)	Copy of PAN Card
(i)	Any other relevant registration documents on registration with other appropriate authorities (ESIC, EPFO, Labour Deptt etc.)
(j)	Authorization letter in the bidder's letterhead authorizing the person signing the bid for this EOI as Power of Attorney (POA)
(k)	Undertaking in letter head to indemnify BECIL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc.
(l)	Bidders Details as per format
(m)	All the requisite documents in the prescribed formats placed at Annexures to this EOI
(n)	Pre-Contract Integrity Pact as per Annexure-A (a) Bidders participating in the EOI have to sign Integrity Pact Those bidders who are not willing to sign Integrity Pact will not be considered for bid opening.
(o)	(b) All the documents in support of technical criteria like Experience Certificates, PO, proposed Makes for the solution, Solution architecture (if asked) and other documents as required.
(p)	Price Offer to BECIL as per Format of the EOI.

3. OPENING OF EOI

- 3.1 The bids submitted against this EOI shall be opened on **04.08.2026 Time: 03:00 pm**. BECIL Reserves the right to change the date of opening of bid.
- 3.2 Bidders who wish to attend opening of EOI may visit BECIL for the same at the designated time, with authorization in proper format on bidder's letter head.

4. GENERAL TERMS & CONDITIONS OF EOI

- 4.1 The EOI Processing Fee, technical bid and financial bids are to be placed in separate sealed envelopes, super scribed with words "**EOI Processing Fee**", "**Technical Bid**" and "**Financial Bid**". All the three sealed envelopes as mentioned above are to be placed inside a single sealed envelope named as

"Response for EOI Ref no EOI Ref No: BECIL/DGM/EOI/CATV/CCI/2026/1 Dated: 30.07.2026"

Submitted by: [Firm/Company name]

- 4.2 All bids are to remain valid for minimum of 90 days from the date of submission. BECIL reserve the right to seek the extension of bid validity.
- 4.3 BECIL reserves the right to solicit additional information from bidder/OEM/Back-end Partner/System Integrator to evaluate which bid best meets the need of the Project. Additional information may include, but is not limited to, past performance records, lists of available items of works which will be done simultaneously with the project, on-site visit and evaluations by BECIL personnel, or any other pertinent information. It will be vendor's responsibility to check for updated information on website <https://www.becil.com>. BECIL reserves the right to cross verify the information directly with client.
- 4.4 BECIL reserves the right to waive off any deviations, accept the whole or part thereof or reject any or all bids and to select the bidder/OEM/Implementation Agency(s) which, in the sole opinion of BECIL, best meets the project's interest. BECIL also reserves the right to negotiate with potential bidder/OEM/Back-end Partner/System Integrator so that its best interest to fulfil the need of project is served.
- 4.5 BECIL reserves the right to reject any and all proposals, to negotiate all terms of any agreement resulting from this EOI, and to request additional information from bidder.
- 4.6 All information contained in this EOI, or provided in subsequent discussions or disclosures, is proprietary and confidential. No information may be shared with any other organization, including potential sub-contractors, without prior written consent of BECIL.
- 4.7 In case the agency selected through EOI goes into liquidation or undergoes a change in business/management, it will be intimated to BECIL & the selected agency will fulfil its commitment in case order is awarded to them. In case the selected agency is not able to

perform, the work under reference will be done at risk & cost of the selected agency (successful bidder). EMD or PBG as the case will be forfeited by BECIL

- 4.8 Any dispute or difference or claim arising out of or in relation to this EOI, including the construction, validity, performance or breach thereof, shall be settled or decided by CMD/Director, BECIL or by any other person to be nominated by CMD/Director.

5. **Relationship between the parties**

Nothing contained herein, shall be construed as establishing a relation of master and servant or of Agent and Principal as between the Bidder/Agency and BECIL.

6. **Intellectual property rights**

- 6.1 Deliverable, outputs, plans, drawings, specifications, designs, reports and other documents and software submitted by the Bidders under this EOI and subsequent to this EOI in relation with this EOI shall become and remain the property of BECIL/procuring entity and subject to laws of copyright, must not be shared with third parties or reproduced, whether in whole or part, without BECIL's/ the procuring entity's prior written consent.
- 6.2 The Bidder shall, not later than upon termination or expiration of this Contract and/or subsequent Agreement/Contract signed with the Bidder, deliver all such documents and software to BECIL/the procuring entity, together with a detailed inventory thereof.
- 6.3 The Bidder shall not incorporate any materials, technology or any item or thing that involves the use of intellectual property rights or proprietary rights that the Bidder does not have the right to use or that may result in claims or suits against BECIL arising out of claims of infringement of any intellectual property rights or other proprietary rights.
- 6.4 The Bidder shall perform all acts necessary to obtain and continue to have all necessary licenses, approvals, consents of third parties free from any encumbrances and all necessary technology, hardware and software to enable it to perform its obligations under this Contract. If license agreements are necessary or appropriate between the Bidder and third parties for purposes of enabling, enforcing or implementing the provisions hereinabove, the Bidder shall be under an obligation to enter into such agreements at its own sole cost, expense and risk.

7. **Land and border provision**

The Undertaking at **ANNEXURE-L** shall be submitted by the Bidder in line with the guidelines issued vide the Office Memorandum, No. F. No. 6/18/2019 dated 23.07.2020, by the Department of Expenditure, Ministry of Finance, and Govt. of India.

8. **Indemnity**

- 8.1 The Bidder shall indemnify, save, hold harmless and defend BECIL and its officers, servants, employees and agents promptly upon demand and at its expense, from and against any and all suits, proceedings, actions, demands, losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which BECIL may become subject, insofar as such losses arise out of, in any way relate to, arise or result from:

- a) Deficiency in the Bidder's performance of its scope of service or breach of any of its obligations or scope of work
- b) Actions by the Bidder that causes BECIL to be in indirect or direct consequential breach of the main contract
- c) Any claims by employees, suppliers, creditors or other persons in a relationship with the Bidder
- d) Any claims of infringement, misappropriation or otherwise by third parties in regard to the execution of the scope of work by the Bidder.

9. Code of Integrity

No official of BECIL or the Bidder shall act in contravention of the codes which includes Prohibition of:

- a) Offering of any bribe or undue gratification in any form to BECIL or its officials or indulging in any corrupt practices.
- b) Any omission, or misrepresentation that may mislead or attempt to mislead so that a financial or other benefit may be obtained, or any necessary obligation or pre-requisite may be avoided.
- c) Improper use of information provided by BECIL to the Bidder with an intent to gain an unfair advantage in the procurement process or for personal gain.
- d) Any financial or business transactions between the Bidder and any official of BECIL related to EOI or execution process of contract, which can affect the decision of BECIL directly or indirectly.
- e) Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
- f) Obstruction of any investigation or auditing of a procurement process.
- g) Making false declaration or providing false information for participation in an EOI Process or to secure a contract.

10. Conflict of Interest

Any Bidder having a conflict of interest, which substantially affects fair competition, shall not be eligible to bid in this EOI. Bids found to have a conflict of interest shall be rejected as non-responsive. Bidder shall be required to declare the absence of such conflict of interest in Form Declarations. A bidder in this EOI Process shall be considered to have a conflict of interest if the bidder:

- a) Directly or indirectly controls, is controlled by or is under common control with another Bidder; or
- b) Receives or have received any direct or indirect subsidy/ financial stake from another Bidder; or
- c) Has the same legal representative/ agent as another Bidder for purposes of this bid. A Principal can authorize only one agent, and an agent also should not

represent or quote on behalf of more than one Principal. However, this shall not debar more than one Authorized distributor from quoting equipment manufactured by an Original Equipment Manufacturer (OEM), in procurements under Proprietary Article Certificate; or

- d) Has a relationship with another bidder, directly or through common third parties, that puts it in a position to have access to information about or influence the bid of another Bidder or influence the decisions of the Procuring Entity regarding this EOI process; or
- e) Participates in more than one bid in this tender process. Participation in any capacity by a Bidder (including the participation of a Bidder as sub-contractor in another bid or vice- versa) in more than one bid shall result in the disqualification of all bids in which he is a party. However, this does not limit the participation of a non-bidder firm as a sub- contractor in more than one bid; or
- f) Would be providing goods, works, or non-consulting services resulting from or directly related to consulting services that it provided (or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm), for the procurement planning (inter-alia preparation of feasibility/ cost estimates/ Details Project Report (DPR), design/ technical specifications, terms of reference (ToR)/ Activity Schedule/ schedule of requirements or the EOI Document etc.) of this EOI process; or has a close business or family relationship with a staff of the Procuring Organization who:
 - (i) are directly or indirectly involved in the preparation of the EOI document or specifications of the EOI Process, and/or the evaluation of bids; or
 - (ii) Would be involved in the implementation or supervision of resulting Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Procuring Entity throughout the EOI process and execution of the Contract.

11. Undue influence

- 11.1 The Agency/Bidder undertakes that it has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the BECIL or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show Favor or disfavour to any person in relation to the present Contract or any other Contract with the Government of India.
- 11.2 Any breach of the aforesaid undertaking by the Agency/Bidder or any one employed by it or acting on its behalf (whether with or without the knowledge of the Agency) or the commission of any offers by the Agency or anyone employed by him or acting on his behalf, as defined in the Bhartiya Nyaya Sanhita, erstwhile known as the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle BECIL to cancel the contract and all or any other contracts with the Agency and recover from the Agency the amount of any loss arising from such cancellation, from the present or from any other contract with BECIL.

12. Unlawful/Unethical Practices

- 12.1 If the Contractor/ Bidder has engaged in corrupt, fraudulent, collusive and coercive practices or defaulted commitments under integrity.
- 12.2 Any intentional omission or misrepresentation in the documents submitted by the Bidder for the purpose of due diligence or for the execution of any act essential for the execution of the Project.
- 12.3 If the Bidder uses intimidation / threats or bring undue outside pressure on BECIL or any of its official for acceptance / performances of the deliverable/qualified work under the contract:

13. Penalty for breach of integrity, conflict of interest and undue influence

- 13.1 Forfeiture of Bank guarantee or any other bond or bid security submitted by the Bidder.
- 13.2 Cancellation/ termination of the Contract with the liberty to recover the accrued losses/damages by the Bidder including imposition of penal damages.
- 13.3 Initiation of Arbitration /legal proceedings to recover losses or damages incurred by BECIL due to the violation of ethical practice or use of undue influence by the Agency.

14. Blacklisting/ Debarment

The Bidder/Contractor shall be debarred/blacklisted from bidding for the contract/tender floated by BECIL for a period of two years, for violation of the code of integrity, for undue influence as well as for the breach of any other terms and conditions of the tender as per the General Financial Rules 2017 and the Guidelines for debarment of firms from bidding issued by the Department of Expenditure, Ministry of Finance no. F1/20/2018 –PPD dated 02.11.2021.

15. Risk and cost clause

- 15.1 In case of persistent breach/default of the terms and conditions of the Contract and due to abnormal delay (beyond the maximum late delivery in the Liquidated damages clause) in supplies, defective supplies or non-fulfilment of any of the terms and conditions of the EOI and the Work Order, BECIL may cancel the contract/Work Order in full or part thereof, and will procure supplies/equipment's or ensure the execution of work or any pending service in case of service contract from other willing vendor at the risk and cost of the Bidder.
- 15.2 Risk & Cost Clause, in line with Conditions of Contract may be invoked in any of the following cases:
- 15.3 Bidder's poor progress of the work vis-à-vis execution timeline as stipulated in the Contract, backlog attributable to Bidder including unexecuted portion of work/ supply does not appear to be executable within balance available period.
- 15.4 Withdrawal from or abandonment of the work by Bidder before completion of the work as per contract.
- 15.5 Non completion of work/ Non-supply by the Bidder within scheduled completion/delivery

period as per EOI or as extended from time to time, for the reason attributable to the Agency/ Bidder.

15.6 Assignment, transfer, subletting of Contract by the Agency/Bidder without BECIL's written permission resulting in termination of Contract or part thereof by BECIL.

15.7 Or any other condition mentioned in client tender.

16. Penalties

16.1 In the event of any penalties, deductions, disincentives, or charges levied by the Client due to poor or substandard quality of work, non-compliance with service standards, or any deficiencies related to the assigned scope of work, the same shall be recovered from the Bidder.

16.2 The Bidder shall bear the full financial responsibility for such penalties or deductions imposed on BECIL by the Client and will not be entitled to claim any reimbursement or adjustment for the same.

17. Confidentiality

17.1 The Bidder recognizes, accepts and agrees that disclosure of Confidential information to the Staff shall be only on a need-to-know basis and only those staff who are involved in rendering the services and need to have access would alone be informed of Confidential information.

17.2 The Bidder recognizes, accepts and agrees that all tangible and intangible information obtained or disclosed to the Bidder's and/or its staff, including all details, documents, data, business/ customer information and the BECIL 's practices and trade secrets (all of which are hereinafter collectively referred to as "confidential information") which may be communicated to the Bidder's and/or its facility staff may be privy under or pursuant to this Contract and/or in the course of performance of the Bidder 's obligations under this Contract shall be treated, as absolutely confidential and the Bidder irrevocably agrees and undertakes and ensures that all its facility staff shall keep the same as secret and confidential and shall not disclose the same at all in whole or part to any Person or persons (including legal entities) an any time or use nor shall allow information to be used for any purpose other than that as may be necessary for the due performance of the Bidder's obligations hereunder except when required to disclose under the due process and authority of law.

18. Right to inspection

18.1 That BECIL and its field officers or its Auditors, shall have the right to carry out inspection checks and tests, and do audit of the Bidder's premises, personnel and records relating to the project in order to ensure there is no compromise on the quality of goods/services provided by the Bidder to the BECIL and its Client. The BECIL has a right to review and monitor the security practices and control procedures adopted by the Bidder. The Bidder shall produce and make available all such books, records, information, etc., related to project work for the purpose of Inspection/ audit as sand when required.

- 18.2 That BECIL shall have the right to review and monitor the performance of the Bidders on a continuous basis system integrator shall furnish necessary particulars, statements, etc., as desired by the BECIL in a periodical manner for the purpose of assessment of their performance.

19. Terminations

19.1 Termination of Contract by BECIL due to unsatisfactory performance

- a) If the Bidder refuses or fails to execute the specified quantum of work or any separate part thereof with diligence or ensure its completion within the time specified in the EOI, or subsequent work order issued thereto, then it shall be open to BECIL at its option by written notice to the Agency/Bidder to:
- b) To terminate the contract without prejudice to any other remedy available under the Contract. That a notice of cure, highlighting the deficiency or problem shall be served on the Agency /Bidder by BECIL, with an opportunity to cure the same within a period of 7 days. That on the non-resolution of deficiency, a notice of termination shall be served on the Agency/Bidder, and the Contract shall be deemed terminated after a period of 15 days from the date of notice of termination.

19.2 Termination due to Breach

- a) BECIL may, without prejudice to any other remedy available for the breach of contract, may terminate the contract in sub-sequence to non –resolution of deficiency after the service of a notice of cure with a window period of fifteen days. After the end of the cure period, a 15 (fifteen) days' notice shall be served on the Agency/ Bidder, and the contracts shall be deemed terminated after the end of the period of fifteen days from the date of notice of termination.
- b) The following sub-clauses shall attract the provision of termination, on the occurrence of the following events -:
 - (i) If the Bidder has abandoned or repudiated the Contract;
 - (ii) If the Bidder has without valid reason failed to commence work on the project promptly;
 - (iii) If the Bidder has persistently failed to execute the works/express deliverable in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause;
 - (iv) If the Bidder defaults in proceeding with the works/job with due diligence and continues to do so after a notice in writing of fifteen (15) days from BECIL;
 - (v) If the Bidder has obtained the contract as a result of undue of influence or adopted unethical means/ corrupt practices.
 - (vi) if the information submitted/furnished by the Bidder is found to be incorrect;

19.3 Termination due to Insolvency

- a) If the Agency/Bidder dissolves or become bankrupt or insolvent or cause or suffer any receiver to be appointed for its business of any assets thereof compound with his Creditors, or being a corporation commence to be wound up, not being a member's voluntary winding up for the purpose of amalgamation or reconstruction, or carry on its business under a Receiver for the benefits of its Creditors any of them, then BECIL shall be at liberty:-
- b) To terminate the contract forthwith upon coming to know of the happening of any such event as aforesaid by a fifteen-day notice in writing to the Agency/Bidder or to give the Receiver or liquidator or other person, the option of carrying out the contract subject to it providing a guarantee up to an amount to be agreed upon by BECIL for due and faithful performance of the contract.

19.4 Termination for Convenience

BECIL can terminate the Agreement by serving a 30-day notice without assigning any cause or reason to the Bidder/selected agency. The contract shall be deemed terminated after a period of 30 days from the date of termination notice.

20 Post termination responsibility

- 20.1 In all cases of termination herein set forth, the obligations of BECIL to pay shall be limited to the period up to the date of termination, subject to the receipt of such payment from the Client.
- 20.2 That any pending bills raised by the Bidder, prior to or post the termination of the Contract on account of the breach of the terms and conditions of the contract, shall be put on hold, till the time, the corresponding payment is received from the Client and any amount deducted by the Client against the bills raised by BECIL shall be consequently deducted from the bills raised by the Bidder respectively.
- 20.3 The Bidder shall forthwith stop any of its work then in progress, except such work as BECIL may, in writing, require to be executed at the designated site/premises.

That in the event of termination under clause 19.1 and 19.2 the whole or part of the performance security furnished by the Agency/Bidder is liable to be forfeited without prejudice to the right of BECIL to recover from the Agency/Bidder any accruing or incurred losses or damages, on account of termination of contract due to unsatisfactory performance/ delay in execution of work.

21. Notices

Any notice, invoice, approval, advice, report or notification in connection with this Contract shall be in writing and any notice or other written communication pursuant hereto shall be signed by the party issuing the same and shall be addressed to the BECIL or the Bidder and may be given by delivering the same by hand or sending the same-by prepaid registered mail, official e-mail or facsimile to the relevant address forth below or such other address as each Party may notify in writing to the ether Party from time to time. Any such notice given as aforesaid shall be deemed to be served or received at the time upon delivery (if delivered by hand) or upon actual receipt (if given official e-mail or facsimile) or Fifteen (15) clear days after posting (if sent by post) at the Party's principal

or registered office address as set out below:

**Broadcast Engineering Consultants India Limited,
C-56/ A-17, Sector-62, Noida-201307, U.P., India.
Email: jagriti.singh@becil.com**

22. No waiver

No waiver of any term, provision, or condition of this Contract, whether by conduct or otherwise, in any one or more instances, will be deemed to be or be construed as a further or continuing waiver of any such term, provision, or condition or as a waiver of any other term, provision, or condition of this Contract, unless the same is agreed upon and recorded in writing with mutual consensus of both the parties.

23. Amendment

Unless otherwise stated expressly, this Contract shall be modified only by an instrument in writing duly executed by both the parties.

24. Arbitration

24.1 Conciliation of Dispute

- a. Any dispute(s) /difference(s)/issue(s) of any kind whatsoever between/amongst the Parties arising under/out of/in connection with this contract shall be settled mutually and amicably between the Parties, within a time span of **thirty days** from the date of invocation of dispute vide a written notice by the aggrieved party. The Aggrieved Party shall notify the other party in writing about such dispute(s)/difference(s)/issue(s) between/amongst the Parties and that such a Party wishes to refer the dispute(s)/ difference(s)/issue(s) to Conciliation. Such Notice/Invitation for Conciliation shall contain sufficient information as to the dispute(s)/ difference(s)/issue(s) to enable the other Party to be fully informed as to the nature of the dispute(s)/ difference(s)/issue(s), as well as the amount of monetary claim.
- b. That in the event of reference of dispute for Conciliation, a committee comprising of two members, nominated by each party i.e. the Bidder and BECIL respectively shall try to amicably resolve/settle the dispute.

24.2 Reference of Dispute to Arbitration proceeding post conciliation

- a) In the event of failure in mutual resolution of the issue, any dispute(s)/ controversy(s)/ issue(s) arising out of or in connection with the contract, including any question regarding its existence or validity shall be referred to and finally resolved by Arbitration administered by the Delhi International Arbitration Centre as per the Delhi International Arbitration Centre proceeding Rules 2023.
- b) The Aggrieved party wishing to refer a dispute to Arbitration shall give a notice to the Defaulting Party specifying all the points of dispute(s) with details of corresponding the claim amount.
- c) The Arbitration Proceeding shall commence within a span of **thirty days** from the date of receipt of Invocation Notice complete in all respects as mentioned above,

- d) The dispute(s)/ difference(s)/controversy(s) shall be adjudicated by a single/sole Arbitrator empanelled with the Delhi International Arbitration Centre.
- e) The seat of Arbitrations shall be at New Delhi, and the Arbitration proceeding shall be conducted in English.
- f) The award of Sole Arbitrator shall be final and binding on the parties and unless directed/awarded otherwise by the Sole Arbitrator, the cost of arbitration proceedings shall be shared equally by both the parties.
- g) The provision of the Arbitration and Conciliation Act, 1996 as amended and applicable from time to time shall apply to the Arbitration proceedings under this Contract.
- h) That any claim of damage(s) or losses(s) incurred by BECIL as a consequence of the invocation of the litigation/arbitration proceeding owing to the suspension or abandonment of work by the Bidder/Agency shall be reimbursed by the Bidder/Agency.
- i) That if BECIL considers that a dispute under this contract, involves an issue that is related to a dispute under the main contract., then in that event, the Bidder shall assist, and support BECIL, during the course of arbitration/ legal proceedings emanating from the main contract. Then in that event of initiation of arbitration proceeding, under the main contract, no dispute tied to the main contract, shall be concurrently referred by the Bidder.

25. Jurisdiction

This Agreement, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation, shall be governed by, and construed in accordance with, the laws of India. The Courts at Delhi shall have the exclusive jurisdiction to entertain any matter arising out of or in relation to this Contract.

26. Force majeure

- 26.1 For the purpose of this Contract, the term “Force Majeure” shall mean an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance ,and which makes a Party’s performance of its obligations hereunder impossible or impractical as reasonable to be considered impossible in the circumstance, inclusive of but not limited to war, riots, civil disorder, earthquake, fire, strikes, lockouts or other industrial action (except where such strikes lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent) , confiscation or any other action by the Government Agencies.
- 26.2 Force Majeure shall not include (i) any event which is the caused by the negligence or intentional action of a Party or by of such Party’s agents or employees, nor (ii) any event which a diligent party could reasonably have been expected both to take into account at the time of the acceptance of the work order under this EOI, and avoid or overcome with persistent effort in carrying out its respective obligations.

26.3 In the case of failure to perform this Agreement due to any force majeure, neither party shall be liable for such failure, nor shall this Agreement be terminated automatically, if the persistence of such force majeure event continues for more than three months. In the case of failure to perform any part of this Agreement due to any force majeure, the party suffering from such force majeure may be exempted from corresponding liability to the extent of the impact of such force majeure. However, such party shall continue to perform other obligations under this Agreement which have not been affected by such force majeure.

27. Subcontracting

The Bidder shall not subcontract the entire or any portion of the work to be performed by it, without the prior written consent of BECIL.

28. Extension of time

28.1 It is hereby agreed that BECIL shall by mutual agreement update and extend the timeline/Milestone for the completion of work after discussion with the Client and its officials.

28.2 Any period within which Bidder is unable to complete the work or perform its obligations due to persistence of force majeure event, shall be extended for a period equal to the time during which the Bidder was unable to perform such action.

28.3 Any extension of time agreed upon mutually shall be documented in writing and signed by both the parties to be affected.

29. Assignment

29.1 All terms and provisions of this EOI and subsequent Contract/ Agreement / work order with the successful Bidder shall be binding on both the parties and their respective successors and permitted assigns.

29.2 Subject to clause mentioned above, the selected Agency shall not be permitted to assign its rights and obligations, under the Contract/ Agreement / work order, to any third party.

29.3 BECIL may assign or novate all or any part of the Contract/ Agreement / work order and the Agency shall be a party to such novation, to any third party contracted to provide outsourced services to BECIL or any of its nominees.

30. Compliance With Applicable Law

Each Party to the Contract/ Agreement / work order accepts that its individual conduct shall (to the extent applicable to it) always comply with all laws, rules and regulations of government and other bodies having jurisdiction over the area in which the Services are undertaken. In case of changes in such laws, rules and regulations which result in a change to the Services, shall be dealt with as an exceptional situation with the objective to realign the part getting violated under the revised laws with minimal changes to achieve the objective existent prior to the change. For avoidance of doubt, the obligations of the Parties to the Contract are subject to their respective compliance with all local, state, national, supranational, foreign and international laws and regulations.

31. Severability

If any provision of the Contract/ Agreement / work order, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid or unenforceable; the illegality, invalidity or un-enforceability of such provision or part provision shall not affect the other provisions of the Contract/ Agreement / work order or the remainder of the provisions in question which shall remain in full force and effect. The concerned Parties shall negotiate in good faith to agree to substitute for any illegal, invalid or unenforceable provision with a valid and enforceable provision which achieves to the greatest extent possible the economic, social, legal and commercial objectives of the illegal, invalid or unenforceable provision or part provision.

32. Entire contract

The Contract/ Agreement / work order with all Appendices and Schedules appended thereto, contents and scope/ specifications of the EOI, all the corrigendum's, response to queries etc. that may be issued against this EOI and the Bidder's offer including presentation and all supporting documents shall constitute the entire Contract/ Agreement / work order between the Parties with respect to their subject matter, and as to all other representations, understandings or agreements which are not fully expressed herein, provided that nothing in this clause shall be interpreted so as to exclude any liability in respect of fraudulent misrepresentation.

33. Liquidated damages

- 33.1 If the Bidder fails to achieve the completion of the work in accordance with the scheduled completion date as given in the Contract or the subsequent Work Order issued thereto, BECIL may without prejudice to any other right or remedy available to it as under the Contract or Law:
- 33.2 In case of any liquidated damages imposed on BECIL by the Client, BECIL shall pass on the entire quantum of liquidated damages to the bidder/ selected agency on back-to-back basis.
- 33.3 The amount towards Liquidated Damages shall become leviable from the scheduled completion date or from the expiry of the extension, if any, given by BECIL without the levy of Liquidated damages.
- 33.4 BECIL may without prejudice to its right to effect recovery by any other method, deduct the amount of Liquidated Damages from any money belonging to the Bidder which has become due or payable (which shall also include BECIL's right to claim such amount against Bidder's Bank Guarantee) from this Contract or any other contract with BECIL.
- 33.5 Any such recovery of Liquidated Damages shall not in any way relieve the Bidder from any of its obligations to complete the works or from any other of its other obligation and liabilities under the Contract.

34. Power of attorney

Duly filled Technical Bid with proper seal and signature of authorized person on each page of the bid submitted. The person signing the bid should be the duly authorized representative of the firm/ company whose signature should be verified, and certificate of authority should be submitted. The power of attorney or authorization or any other

document consisting of adequate proof of the ability of the signatory to bind the firm/ company should be annexed to the bid.

35. Signing of Non-Disclosure Agreement

Except with the written consent of the Buyer, the bidder shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party. Bidders interested to participate in this RFP, shall have to sign a NON-DISCLOSURE AGREEMENT with BECIL on a non-judicial stamp-paper of Rs. 100. Participation without undertaking for compliance to above shall be invalid and such bids shall not be considered by BECIL.

36. MSME

- 36.1** The Bidder acknowledges and confirms that BECIL shall be liable to make payments only upon receipt of corresponding payments from the client. Accordingly, the Bidder shall not raise any claims, demands, interest, compensation, or initiate any legal proceedings against BECIL for any delay in payment arising out of delayed release of funds by the client.
- 36.2** Since the payment is agreed to be on back-to-back basis upon receipt by BECIL from the Client, the Bidder agrees to waive any rights under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act) or any similar legislation or regulation, to the extent such rights conflict with the agreed payment terms under the Bidder Agreement. The Bidder further waives its right to claim Interest on delayed payment by BECIL, under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act) or any similar legislation or regulation for the time being in force in India.
- 36.3 The bidder to give the undertaking as per Annexure – O, on a non-judicial stamp-paper of Rs. 100.**

SECTION – IV

SCOPE OF WORKS

1. Objective

The selected Service Provider shall establish, operate, and manage a dedicated Call Centre/Helpdesk for providing customer support services to cotton farmers using the Kapas Kisan Mobile Application and stakeholders associated with the COTBIZ & BITS platform. The Call Centre shall serve as the primary point of contact for addressing user queries, resolving issues, providing guidance on application functionalities, and extending Level-1 technical support services.

2. Establishment and Operation of Call Centre

The Service Provider shall set up and operate a professionally managed Call Centre equipped with the necessary infrastructure, hardware, software, telephony systems, internet connectivity, recording facilities, and trained manpower required for seamless operation. The Call Centre shall be operational on all working days and all Saturdays during the prescribed business hours or as specified by the Corporation from time to time.

3. Support for Kapas Kisan Mobile Application

The Call Centre shall provide assistance to cotton farmers regarding registration, login issues, profile updates, procurement centre selection, appointment scheduling, arrival management, transaction-related queries, payment-related information, and all other functionalities available in the Kapas Kisan Mobile Application. The support team shall guide farmers in the use of the application and facilitate issue resolution in a timely manner. Issues that cannot be resolved at Level-1 shall be escalated to the designated technical team of the Corporation through a defined escalation mechanism.

4. Technical Support for COTBIZ Application

The Call Centre shall provide support services for stakeholders using the COTBIZ platform, including cotton seed registration, bale registration, transaction processing, user account management, operational guidance, and platform usage-related queries. The support team shall assist users in understanding system workflows and resolving routine operational issues. Issues that cannot be resolved at Level-1 shall be escalated to the designated technical team of the Corporation through a defined escalation mechanism.

5. Technical Support for BITS Application

The Service Provider shall provide Level-1 technical support for all functionalities of the BITS application, including user login and authentication issues, master data management, bale registration, bale movement tracking, stock management, report generation, data synchronization, workflow-related issues, and integration-related

support. The support team shall diagnose, troubleshoot, and resolve technical and functional issues reported by users. Issues that cannot be resolved at Level-1 shall be escalated to the designated technical team of the Corporation through a defined escalation mechanism.

6. Complaint Registration and Ticket Management

The Service Provider shall implement a structured complaint registration and ticket management system for recording and storing all incoming calls for the period of six months, complaints, service requests, and queries. Each complaint shall be assigned a unique ticket number for tracking and monitoring purposes. The status of complaints shall be regularly updated until closure and made available to the Corporation as and when required.

7. Escalation Management

The Service Provider shall establish a well-defined escalation matrix for unresolved complaints and technical issues. Issues beyond the scope of Level-1 support shall be escalated to the designated officers, application developers, or technical teams of the Corporation within the prescribed timelines. Proper follow-up shall be ensured until resolution and closure of the issue.

8. Multilingual Support

The Call Centre executives shall be capable of communicating with farmers in Hindi, Punjabi, Gujarati, Marathi, Telugu, Kanada, Odia & English and for Cotbiz stakeholders in Hindi and English. Preference shall be given to providing support in regional languages, wherever feasible, to facilitate effective communication with cotton farmers across various cotton-growing states.

9. Call Recording and Quality Assurance

All inbound and outbound calls shall be recorded and securely stored for audit, monitoring, training, and quality assurance purposes. The Service Provider shall implement quality monitoring mechanisms to ensure professional conduct, courteous interaction, and accurate information dissemination by call centre executives. Further, the call recordings is required to be stored by the vendor for six months period.

10. Reporting and MIS

The Service Provider shall generate and submit daily, weekly, monthly, and ad-hoc Management Information System (MIS) reports and Dashboard to the Corporation. The reports shall include details such as call volume, complaint categories, issue resolution status, average handling time, abandoned calls, escalation statistics, user feedback, and other performance indicators as prescribed by the Corporation.

11. Data Security and Confidentiality

The Service Provider shall ensure complete confidentiality, integrity, and security of all data accessed or processed during the course of service delivery. No data shall be

shared, copied, disclosed, or utilized for any purpose other than the execution of the contract. The Service Provider shall comply with all applicable Government of India data security and privacy guidelines.

12. Service Level Requirements

The Service Provider shall maintain agreed Service Level Agreements (SLAs) relating to call response time, complaint registration, issue resolution, escalation timelines, and customer satisfaction levels. Performance shall be continuously monitored, and penalties may be imposed for non-compliance with the prescribed service levels.

13. Knowledge Management and Training

The Service Provider shall maintain an updated knowledge repository containing frequently asked questions, user manuals, troubleshooting guides, standard operating procedures, and updates related to the Kapas Kisan Application, COTBIZ and BITS platform. The support staff shall be regularly trained to ensure accurate and efficient service delivery.

14. Coordination with Corporation

The Service Provider shall coordinate closely with the Corporation's IT team, field offices, procurement centres, application development agencies, and other stakeholders for effective resolution of user issues. Regular review meetings shall be conducted to assess service performance, identify recurring issues, and implement corrective measures.

15. Transition and Exit Management

Upon completion or termination of the contract, the Service Provider shall ensure smooth transition of services, handover of records, reports, call logs, knowledge base, and all related data to the Corporation without disruption to ongoing support operations.

16. Manpower Requirement (Minimum):

- 1 Project Manager / Team Leader (Full year)
- 14 Kapas kisan Farmer Customer Support Executives (scalable based on call volume) for eight months period (August to March)
- 2 Cotbiz Customer Support Executives (Full year)
- 2 BITS Customer Support Executives (Full year)

For detailed scope of work of the project & the Bill of Material, the bidders may refer the Client's Tender document, and its amendments & corrigenda issued subsequently (if any); (Bidders are instructed to check for any new corrigendum/amendments etc. before bidding)

Client's Tender Reference No: GEM/2026/B/7781686 Dated: 13-07-2026

Link: <https://bidplus.gem.gov.in/all-bids>

Note: All the Scope of work and relevant General Condition as well as special condition of the client tender shall be applicable to the selected bidder on back-to-back basis and the same shall be part of the agreement signed between BECIL and selected bidder.

SECTION –V

1. TECHNICAL CRITERIA AND EVALUATION

S. No.	Eligibility Conditions	Documentary Proof to be submitted
1.	Companies registered under the Indian Companies Act, 1956/2013	<u>For Registered Company</u> (i) Copy of Certificate of Incorporation (with CIN, if applicable)
2.	The bidder should not be insolvent, in receivership, bankrupt or being wound up, not have had their business activities suspended and not be the subject of legal proceedings for any of the foregoing.	Duly signed Self-Declaration by bidder on letter head.
3.	Financial Eligibility:	
a.	The average annual turnover of the bidder during the last three financial years should not be less than ₹ 34 Crore (Rupees Thirty Four Crore only) . The information shall be supported by the copy of Chartered Accountant's certificate and copy of Balance Sheet of last 3 years. 2022-23 2023-24 2024-25	a) Certificate by the CA as per Annexure D . b) Audited financial statements of last three financial years (2024-25, 2023-24 & 2022-23). c) ITR Acknowledgment last three financial years. Note: CA certificate must be issued after the publishing of this EOI.
b.	The bidder should have positive net worth as per the audited financial results for the last three Financial Years ending 31 March 2025.	Certificate by the CA to be submitted.
4	Bidder must have the solvency / credit facility / financial capability from the bank for minimum value of Rs. 65 lakhs .	Duly signed by scheduled/nationalized bank on letter head.
5	The Bidder should not be blacklisted/ debarred/ banned/ restricted by any Union Govt./State Govt./ PSU/Autonomous bodies as on date of submission of the Bid.	"Self-declaration for blacklisting as per the given annexure" duly signed by authorized signatory signing the bid, should be submitted.
6.	Technical Criteria: The bidder should have successfully completed similar project (Operation and Management of Call Centre/Helpdesk/Service Desk) as mentioned below during the last five	The related experience certificate must be attached along with copies of the work orders and the project completion certificate from the organization where the work was executed.

	years for CPSUs/ Govt. Organizations/ Commercial Organizations. The above-mentioned details should be supported by the copies of Purchase orders/contracts/completion Certificates. • One Project value of Rs 24 lakhs • Two Project Value of 18 lakhs each • Three Project Value of 12 lakhs each	
7.	a) Declaration on non-blacklisting b) Un-Conditional acceptance of the tender's terms & conditions c) General Details of the bidder d) PAN No. & GST No.	Undertaking and details in this regard to be signed by the authorized signatory.
8.	Authorized signatory	Power of Attorney in favour of Authorized signatory (ies) duly attested by Notary as per Concerned Exhibit attached with the tender document. OR/ AND True Certified Copy of Board Resolution in favour of Authorized Signatory/Person delegating the POA.
9.	The bidder must hold a valid ISO 27001 Certificate. Attach documentary proof for the same.	Copy of Valid ISO Certificate may be attached.
10.	The bidder must hold a valid CMMI Level 5 Certificate. Attach documentary proof for the same.	Valid CMMI level 5 certificate with appraisal ID which can be verified.

2. TECHNICAL EVALUATION CRITERIA

Only those bidders who qualify in technical criteria as per above will be considered for Technical Evaluation. During the process of evaluation of the Technical Proposals, the Tender Committee may seek additional information and clarifications from any or all the bidders. This clarification will be sought through email communications/request a personal visit of the authorized representatives of the bidder. The bidder is expected to provide the clarifications or additional information within the stipulated time as indicated in the communication. If the bidder fails to provide the clarification or additional information, the information provided in the technical proposal only will be used for evaluation.

a. Commercial Bid Evaluation

- The Financial bids of qualified bidders will be opened on the prescribed date.
- The bid price will include all taxes and levies and shall be in Indian Rupees.
- Any conditional bid would be rejected.

- Bidders will quote item wise rates (all items) in BOQ, if there is no price quoted for any item/items/material or service, the bid shall be declared as disqualified.
- The Total Bid Price, as computed by the Purchaser shall be used for the purpose of commercial evaluation of bids.

b. Selection of Bidder: Lowest Cost Based Selection (L1) Method shall be used for selection of the bidder.

3. PRELIMINARY EVALUATION

- 3.1 BECIL shall evaluate the proposals to determine that they are complete, technically complying, no computational errors have been made, required documents as mentioned in the EOI have been furnished, the documents have been properly signed, and the response is generally in order. In case of any calculation error, the total (final) price shall be considered for evaluation.
- 3.2 BECIL may waive off any minor infirmity or non-conformity or irregularity in the proposal which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder/OEM/Implementation Agency.
- 3.3 In case only one bid is received or during the Technical Evaluation only one bidder/OEM/Implementation Agency qualifies for the next stage of the bidding process, BECIL reserves the right to accept/reject the bid.
- 3.4 In case two bids are received from the bidder, both the bids will be rejected.

4. EVALUATION PROCESS

- 4.1 No enquiry shall be made by the bidder/OEM/Back-end Partner/System Integrator during the course of evaluation of the EOI, after opening of bid, till final decision is conveyed to the successful bidder/OEM/Implementation Agency(s). However, the Evaluation Committee/its authorized representative and office of BECIL can make any enquiry/seek clarification from the bidder/OEM/Implementation Agency(s), which the bidder/OEM/Back-end Partner/System Integrator must furnish within the stipulated time else the bids of such defaulting bidder/OEM/Implementation Agency(s) will be rejected. The proposal will be evaluated on the basis of its content, not its length.
- 4.2 The bidder/OEM/Back-end Partner/System Integrator proposals will be evaluated as per the requirements specified in the EOI and adopting the evaluation criteria spelt out in subsequent paras of this EOI document. The bidder/OEM/Implementation Agency are required to submit all required documentation as per evaluation criteria specified in EOI.
- 4.3 Upon verification, evaluation/ assessment, if in case any information furnished by the bidder/OEM/Implementation Agency is found to be Incomplete/ incorrect, BECIL may seek clarification from the bidder. In case, the bidder fails to submit the relevant documents/details within the stipulated period of time, their bid will be summarily rejected and no correspondence on the same shall be entertained. Submission of false/forged documents will lead to forfeiture of security deposit/EMD and blacklisting of agency for a minimum period of 3 years from participating in BECIL tenders.
- 4.4 BECIL will review the proposal to determine whether the proposals are as per the requirements laid down. Proposals that are not in accordance with these requirements are liable to be disqualified at BECIL's discretion.

4.5 Evaluation of proposals shall be based on:

4.5.1 Information contained in the proposal, the documents submitted thereto and clarifications provided, if any.

4.5.2 Experience and Assessment of the capability of the bidder/ OEM/Implementation Agency based on past record.

4.6 BECIL reserves the right to seek any clarifications on the already submitted bid documents; however, no fresh documents shall be accepted in support of proposals. BECIL also reserves the right to cross verify the information with any agency.

4.6 BECIL reserves the right to seek any clarifications on the already submitted bid documents; however, no fresh documents shall be accepted in support of proposals. BECIL also reserves the right to cross verify the information with any agency.

4.7 Conditional proposals shall NOT be accepted on any ground and shall be rejected straightway. If any. Clarification is required by the bidders, the same should be obtained before submission of the proposals.

4.8 Even though bidder/OEM/Implementation Agency satisfy the necessary requirements they are subject to disqualification if they have:

41.8.1 Made untrue or false representation in the form, statements required in the EOI document.

41.8.2 Records of poor performance such as abandoning work, not properly completing contract, financial failures or delayed completion.

4.9 The Financial Evaluation of the Bidders will be done only for those who qualify the Prequalification and technical evaluation Criteria and other mentioned criteria of the EOI.

5. FINANCIAL EVALUATION OF THE BIDS

The Bids will be financially evaluated as under:

- 1.1 Bidders are advised to quote the lump sum amount of the BOQ as per the Price bid format provided. The successful bidder will be determined based on the Lowest offered rates ranked as L-1, where L1 indicates the Lowest price offered to BECIL as per price format
- 1.2 L1 bidder may be called for further negotiations, if required.
- 1.3 A Pre-Bid agreement shall be signed by BECIL with the successful declared L1 bidder.
- 1.4 The final price quoted in the end client's tender will include the BECIL margin, as determined by BECIL.
- 1.5 The selected agency will not be allowed to increase the price quoted to BECIL during the final tender submission.

SECTION –VI

ENCLOSURES AND ANNEXURES

Annexure- A

PRE CONTRACT INTEGRITY PACT

Between

Broadcast Engineering Consultants India Limited (BECIL) hereinafter referred to as "Principal")

And

..... hereinafter referred to as **"The Bidder/Contractors"**

Preamble:

The principal intends to award, under laid down organizational procedures, contracts **for**..... The principal values full compliance with all relevant laws of the land, rule, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(S) and / Contractor(s).

In order to achieve these goals, the principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

- 1.1. The principal commits itself to take all measures necessary to prevent Corruption and to observe the following principles: -
 - a) No employee of the principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for him/herself or third person, any material or Immaterial benefit which he/she is not legally be entitled to.
 - b) The principal will, during the tender process treat all Bidder(s) with equity and reason. The principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c) The principal will exclude all known prejudiced persons from the process.
- 1.2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the principal will inform the Chief Vigilance Office and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/ Contractor(s)

2.1. The bidder(s) Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- a) The Bidder(s) Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract/ or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b) The Bidder(s) Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c) The Bidder(s) Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d) The Bidder(s) Contractor(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any. Similarly, the Bidder(s) Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" Shall be disclosed by the Bidder(s) / Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/ representative have to be in Indian Rupees only.
- e) The Bidder(s) Contractor(s) will, when presenting himself, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract/Agreement.

2.2. The Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future contracts

If the Bidder(s) Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the principal is entitled to disqualify the Bidder(s) Contractor(s) from the tender process or take action as per the defined procedure.

Section 4 – Compensation for Damages

4.1. If the Principal has disqualified the contractor from the tender process prior to the award

according to Section 3, the principal is entitled to demand and recover the damages Equivalent to Earnest Money Deposit / Bid Security.

- 4.2. If the Principal has terminated the contract according to Section 3, or if the principal is entitled to terminate the contract according to section 3, the principal shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

- 5.1. The Bidder(s) contractor declares that no previous transgression occurred in the last 3 years with any other Company in any country conforming to the Anti-corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.
- 5.2. If the contractor makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in “Guidelines on Banking of business dealings”.

Section 6 – Equal treatment of all Bidders/Contractors/Subcontractors

- 6.1. The Bidder(s) Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact and to submit it to the principal before contract signing.
- 6.2. The principal will enter into agreement with identical conditions as this one with all Bidders, Contractors and Subcontractors.
- 6.3. The principal will disqualify from the tender process all bidder who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s)/Contractor(s)/Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor, which constitutes corruption, or if the principal has substantive suspicion in this regard, the principal will inform the same Chief Vigilance Office.

Section 8 – External Independent Monitor/Monitors

- 8.1. Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- 8.2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the CMD of M/s Broadcast Engineering Consultants India Limited (BECIL).
- 8.3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project

documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/ Subcontractor(s) with confidentiality.

- 8.4. The principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- 8.5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit nonbinding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- 8.6. The Monitor will submit a written report to the Chairperson of the Board of the Principal within 8 to 10 weeks from the date of reference or intimation to him by the 'Principal' and, should the occasion arise, submit proposals for correcting problematic situations.
- 8.7. If the Monitor has reported to the CMD of the BECIL, a substantiated suspicion of an offence under relevant APC/PC Act, and the Chairman BECIL has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Office, the Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India.
- 8.8. The word 'Monitor' would include both singular and plural.

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 20 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by CMD, M/s. Broadcast Engineering Consultants India Limited.

Section 10 – Other provisions

- 10.1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the head office of the principal, i.e., New Delhi.
- 10.2. Changes and supplements as well as termination notices need to be made in writing. Side agreement have not been made.
- 10.3. If the Contractor is a partnership or a consortium, this agreement must be, signed by all partners or consortium members.
- 10.4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

FOR AND ON BEHALF OF CONTRACTOR

FOR AND ON BEHALF OF PRINCIPAL

(BANK MANDATE FORM)

DETAILS FOR PAYMENT OF TENDER PROCESSING FEES



 (A Govt. of India Undertaking)

MID CORPORATE BRANCH, DELHI SOUTH
 D -26-28, Connaught Place, NEW DELHI -110001
 Tel: +91-9137849790; Fax: 01-11 23414330; Swift: UBININBBNDL
 Email: ubin0549797@unionbankofindia.bank

Ref.: MCB:ADV:ATL:2022-23: Date: 18.01.2023

TO WHOMSOEVER IT MAY CONCERN

A	Name of the Beneficiary	BROADCAST ENGINEERING CONSULTANTS INDIA LIMITED
i	Address with Pin Code	BECIL Bhawan, C-56/A17, Sector -62, Noida - 201307 (U.P)
ii	Permanent Account Number (PAN)	AAACB2575L
iii	(a) Telephone No.	0120-4177861
	(b) Fax Number	0120-4177879
	(c) Contact Person	Sh. Awadhesh Pandit General Manager - (Finance and Accounts)
	(d) E-mail Address	panditmd@becil.com
	(e) Mobile No.	+91-8130918866
B	Bank Particulars	
i	Bank Name	UNION BANK OF INDIA
ii	Bank Contact No	+91-9137849790
iii	Branch Address with Pin Code	26/28, 1 st Floor, D Block, Connaught Place, New Delhi, 110001.
iv	BSR Code	549797
v	MICR	110026046
vi	SWIFT CODE	UBININBBNDL
Vii	11 Character IFSC Code of the Bank (Either enclosed a cancelled Cheque or obtain Bank Certificate as appended)	UBIN0549797
Viii	Bank Account Number as appearing on the Cheque Book	565101000065461
ix	Bank Account Type	Overdraft
X	If other, Specify	

**This certificate is issued on the specific request of our customer without any risk and responsibility on the part of the bank or any of its employees.*

Bank Stamp with  Chief Manager
 Date 20-01-2023

Page 1 of 1

Particulars of the Bidder

1.	Name of company/bidder	
2.	Office Address /Telephone No / Fax No / email id / website	
3.	Year of establishment	
4.	Status of the Company/bidder	
5.	Name of Directors	
6.	Names of principle person concerned with this work with title and Telephone No / Fax/ Email Id, etc.	
7.	Whether registered with the registrar of companies /registrar of firms. If so, mention number and date.	
8.	In case of change of Name of the Firm, former Name / Names and year/ years of establishment:	
9.	GST registration certificate	
10.	Whether an assessed of income tax. If so, mention permanent account number.	
11.	State Annual turnover of the company/bidder Furnish copies of audited balance sheet and profit & loss account (audited) for the last three years.	
12.	Particulars and place of similar type of works done in a single order. (Furnish details in a separate sheet and enclose copy of the employer's certificate)	
13.	Specify the maximum value of single work executed in the past three years.	
14.	Status and details of disputes/ litigation/ arbitration, if any.	
15.	Certificate of financial capability / credit facility issued by the bank.	

Signature of Authorized Signatory

Place: _____

Date: _____

Address: _____

Mobile: _____

Email ID: _____

Annual Turnover & Net worth

(To be printed on implementing agency's letterhead and signed by Authorized signatory.)

To

The General Manager
Broadcast Engineering Consultants India Limited
BECIL Bhawan, C-56, A/17, Sector-62, Noida-201307

Full Name of Bidder (Supplier) entity:

Full Address of Bidder (Supplier) entity:

Sr. No.	Financial Year	Turnover of Bidder	Net worth	Remarks
1	2022-23			
2	2023-24			
3	2024-25			

*Enclose Audited Balance sheets only.

Note: The required certificate from CA with UDIN No. is enclosed along with this form. Certificate without UDIN No. will be rejected.

Signature of Authorized

Signatory Place: _____

Date: _____

Address: _____

Mobile: _____

Email ID: _____

Performa of letter of Undertaking for Bid Validity

To

The Deputy General Manager
Broadcast Engineering Consultants India Limited
BECIL Bhawan, C-56, A/17
Sector-62, Noida-201307

Reference: EOI No. <<>> dated << 202X>>

I/We hereby submit our Bid and undertake to keep our Bid valid for the period of 90 d a y s
from the date of submission of the Bid.

I/We also agree to abide by and fulfil all the terms, conditions of provision of the bid document.

Signature of Authorized Signatory

Place: _____

Date: _____

Address: _____

Mobile: _____

Email ID: _____

Bid Covering Letter

To

The Deputy General Manager
Broadcast Engineering Consultants India Limited
BECIL Bhawan, C-56, A/17
Sector-62, Noida-201307

Reference: EOI No.<<>> dated << 202X>>

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the Purchaser on <Name of the Systems Implementation engagement> with your Expression of Interest dated <insert date>and our Proposal. We are hereby submitting our Proposal, which includes our technical bid sealed on the <URL of e-Procurement portal> portal.

We hereby declare that all the information and statements made in this technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the EOI document. We would hold the terms of our bid valid for <180> days as stipulated in the EOI document.

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

Signature of Authorized Signatory

Place: _____

Date: _____

Address: _____

Mobile: _____

Email ID: _____

Credentials Summary

S. No.	Project Name	Client Name	Client Type	Project Value (in INR)	Documentary evidence provided (Yes or No)	Project Status (Completed or Ongoing or Withheld)
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Signature of Authorized Signatory

Place: _____

Date: _____

Address: _____

Mobile: _____

Email ID: _____

Self-Declaration for Non Black Listing

[ON BIDDER'S LETTER HEAD]

Bidder Ref. No.

Dated:

To,
The Deputy General Manager
Broadcast Engineering Consultants India Limited
BECIL Bhawan, C-56, A/17, Sector-62, Noida-201307

We, M/s. ----- hereby declare that the firm/company namely M/s. ---
-----, as on the date of bid submission, has not been blacklisted or debarred by any
of the Central Government or State Government or any organization under Central/ State
Government or any Statutory Authority, or any Public- Sector Undertaking.

M/s has not been found guilty of any criminal offence by any court of law
in India or abroad.

M/s, its directors and officers have not been convicted of any criminal
offence related to their professional conduct or the making of false statement or
misrepresentations as to their qualifications to enter into procurement contract within a period of
three years preceding the commencement of the procurement process or have not been
otherwise disqualified pursuant to debarment proceedings.

Yours faithfully

For,

Signature of Authorized Signatory

Place: _____

Date: _____

Address: _____

Mobile: _____

Email ID: _____

Undertaking Regarding Payment of GST/ Filing Of GST Return

Ref.....

Date

To,

The Chairman and Managing Director,
Broadcast Engineering Consultants India Limited,
56-A/17, Block-C, Sector-62, Noida-201307 (U.P.)

Subject: Undertaking regarding Payment of GST/ Filing of GST Return

Dear Sir,

This is in connection to the works awarded by M/s Broadcast Engineering Consultants India Limited (BECIL), we hereby undertake that we will comply with Goods and Services Tax 2017 and subsequent amendment and Various Rules Relating to GST Act, 2017(herein after referred to as GST Act and Rules) wherever we are obliged to comply with the GST Act and GST Rules.

We further hereby undertake that we will issue proper **“Tax Invoice”** and/or any other Relevant Document as required under GST Act and Rules. We will furnish appropriate GST return and pay GST as required under GST Act and Rules on timely basis and will provide GST credit on timely basis through GST Portal (and/or by any other means as provided by GST Act and Rules).

We hereby certify & undertake that we will not alter, delete or modify the tax invoices and other details uploaded at GST Portal unless approved by BECIL in writing. We hereby certify all the relevant document along with tax invoice as the case may be

We also hereby certify & undertake that we indemnify BECIL on account of any loss of GST input credit as well as any interest, penalty, demands or other costs, expenses suffered by BECIL because of any failure on our part to file appropriate Return on time and/or pay Tax to Government/Appropriate Authority.

In case we do not make payment the tax/interest/penalty/other expenses etc. on demand raised by Government/Tax Authorities due to default/delay on our part/action, we also authorize BECIL to forfeit/deduct from security held by BECIL, equivalent amount of interest/penalty/tax etc. for the amount so withheld.

Signature of Authorized Signatory on behalf of Agency

Address: _____

Mobile: _____

Email ID: _____

PRE BID AGREEMENT

This Pre-Bid Agreement is executed at Noida on this ____ day of _____, **2026** (“Effective Date”).
Between

Broadcast Engineering Consultants India Limited, a Mini Ratna Public Sector Enterprise of the Government of India having its Registered Office at 56-A/17, Block-C, Sector-62, Noida - 201307 (U.P.) and Head Office at 14-B IP Estate Ring Road, New Delhi -110002 acting through Shri (hereinafter referred to as "**BECIL or First Party**") which expression shall unless repugnant to the context or meaning thereof, include its successors, authorized representatives and permitted assigns.

AND

M/s **XXX** registered under the Companies Act, 2013, with its registered office at acting through Shri (hereinafter referred to as "**XXX or Second Party**") which expression shall unless repugnant to the context or meaning thereof, include its successors, authorized representatives and permitted assigns.

BECIL and **XXX** are individually referred to as “Party” and collectively as “Parties”.

ARTICLE 1: PREAMBLE

WHEREAS BECIL represents that it is an ISO 9001:2015, 27001:2013, ISO/IEC 20000:2012 certified, Mini Ratna, Central Public Sector Enterprise (CPSE) of Government of India, which was established on 24th March 1995. BECIL provides Project Consultancy services, Turnkey solutions, System integration, Operation & Maintenance for the entire gamut of radio and television broadcast engineering. BECIL has also diversified into the domain of businesses pertaining to Strategic National Importance and has won major Projects/ Tenders in the field of Security & Surveillance, IT Networking & Data Centre and Communication Intelligence, Third Party Audit of Optical Fiber Networks.

WHEREAS M/s **XXX** is in the business of [The partner's profile to suitably inserted]

WHEREAS [customer name] _____ [Hereinafter referred as “CUSTOMER” or “END CUSTOMER”) floated Tender Number: _____ for _____ [hereinafter referred as **RFP**]

WHEREAS BECIL published EOI No. _____ Dated _____ (hereinafter referred as BECIL EOI) for selection of back-end partner/System Integrator/Implementation Agency to participate in the above RFP.

AND WHEREAS XXX has been selected as back-end partner through the BECIL’s EOI process.

AND WHEREAS Parties have accepted to execute the contract if awarded by [**customer name**] _____ and shall abide by all terms and conditions of such contract signed thereof.

AND WHEREAS BECIL & M/s **XXX** have jointly accepted to collaborate to prepare and submit its competitive bid against the Tender for Procurement of _____ floated by **Client** vide tender no. _____

AND WHEREAS, this Pre-bid agreement is executed solely for the purpose to bid for the tender issued by [**customer name**]_____ for Procurement of _____ and may be superseded by an inter se agreement once the tender is awarded to BECIL.

AND WHEREAS the parties agreed to join its hand on following terms & conditions:

- 1.1 In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the agreement documents referred to.
- 1.2 The Parties wish to work together with the understanding that BECIL shall act as the bidder (sole bidder) and M/s **XXX** as back-end partners for participating in **[INSERT PROJECT NAME]**.
- 1.3 The following documents shall be deemed to form and be read and construed as part of this Agreement–
 - 1.3.1 Tender for Engagement of Implementation Partner for Procurement of _____ vide **tender no.** _____
 - 1.3.2 BECIL's **EOI No.** _____ for _____ **[INSERT PROJECT NAME]** for participation in tender for [**customer name**]
 - 1.3.3 M/s **XXX** Private Limited bid received against the BECIL's EOI.

ARTICLE 2: GENERAL

2.1 PURPOSE:

BECIL, as the sole bidder, shall participate in the bidding process in primary tender of **Client**. The other party shall function as a back-end partner to support BECIL in fulfilling its obligations under the bid.

The back-end partner hereby undertakes not to participate individually, directly or indirectly, or as part of any other consortium/ arrangement for said tender, either independently or through any of its associates.

2.2 Representation of the Parties: M/s **XXX** represents to BECIL that as on date of signing this Agreement:

- 2.2.1 M/s **XXX** is duly organized, validly existing and in good standing under the laws of its incorporation and has all requisite power and authority to enter into this Agreement.
- 2.2.2 That the execution, delivery and performance by M/s **XXX** of this Agreement have been authorized by all necessary and appropriate corporate or governmental action, and will not, to the best of its knowledge:
 - (a) Require any consent or approval not already obtained;
 - (b) Violate any Applicable Law presently in effect and having applicability to it;

- (c) Violate the Agreement and articles of association, by-laws or other applicable organizational documents thereof;
- (d) Violate any clearance, permit, concession, grant, license or other governmental authorization, approval, judgment, order or decree or any mortgage contract, indenture or any other instrument to which M/s **XXX** is a party or by which M/s **XXX** or any of their properties or assets are bound or that is otherwise applicable to M/s **XXX**.

- (e) Create or impose any license, mortgages, pledges, claims, security interests, charges or Encumbrances or obligations to create a lien, charge, pledge, security interest, encumbrances or mortgage in or on the property of such Party, except for encumbrances that would not, individually or in the aggregate, have a material adverse effect on the financial condition or prospects or business of M/s **XXX** so as to prevent such Parties from fulfilling their obligations under this Agreement.

2.2.3 M/s **XXX** has not been black-listed by Central/ State Government or any other Government PSU and are not facing/ likely to face any disciplinary proceedings under Indian or under laws of any other country.

2.2.4 That this aforementioned TENDER is the legal and binding obligation of such Parties, enforceable in accordance with its terms against it;

2.2.5 That there is no litigation pending or, to the best of M/s **XXX** knowledge, threatened to which it or any of its affiliates is a party that presently affects or which would have a material adverse effect on the financial condition or prospects or business of such Party in the fulfilment of its obligations under this Agreement.

2.2.6 That there is no legal action/dispute initiated or pending on M/s **XXX** at the time of signing of this Agreement which is likely to concern or affect BECIL in any manner. If any such case is found pending, the agreement will automatically become invalid and the agency will be penalized by withholding the EMD/ PBG and legal action will be initiated as deemed fit by the competent authority. All ongoing and future business association with BECIL will also be terminated.

ARTICLE 3: PROJECT BACKGROUND AND SCOPE OF WORK

3.1 Project Background

As per the project

3.2 Scope of Work

The detailed scope of work for System Integrator has been referred the **Client's Tender** document. For the detailed scope of work M/s **XXX** shall also refer to the primary tender document, its amendments in the form of corrigenda and subsequent contract signed between BECIL and **[customer name]** in the event of award of tender.

ARTICLE 4: ROLES AND RESPONSIBILITIES

4.1 BECIL and M/s **XXX** Limited hereby mutually agree that both of them shall remain as irrevocable members of this tie-up for the complete execution and completion of **Client** Tender/Work/Project (as per scope of aforementioned BECIL's EOI & **Client** tender).

4.2 DUTIES & OBLIGATIONS OF M/S XXX

- 4.2.1 M/s **XXX** will supply entire range of services for efficient completion of scope of works under the **Client** tender.
- 4.2.2 For the project to be undertaken, M/s **XXX** would formulate state-of-the-art, optimum and **General Standards of performance**. M/s **XXX** shall carry out the Services with due diligence and efficiency, and shall exercise such skill and care in the performance of the services as is consistent with recognized professional standards. M/s **XXX** shall act at all times so as to protect the interests of BECIL.
- 4.2.3 M/s **XXX** have read and understood the terms and conditions of the **Client** tender and it agree to support BECIL in abiding by those terms and conditions.
- 4.2.4 M/s **XXX** confirms that they understood on-ground technical complication and they agree to have taken into consideration the manpower required on the basis of the scope of work.
- 4.2.5 M/s **XXX** has understood the requirement in terms of ROW, Terrain and other clearances required to execute the project. They agree to manage these requirements at their own cost without any liability on BECIL in this regard.
- 4.2.6 M/s **XXX** have agreed to accept all the challenges with regard to Time Overrun, Cost Overrun, payment terms & Liquidated Damages & Penalties and confirm, to abide by the timeline in-case the project is awarded.
- 4.2.7 M/s **XXX** has agreed to accommodate the change in scope of work by **Client** whether or not incidental and ancillary, to achieve the objective as per the **Client** tender requirement, without any additional cost to BECIL.
- 4.2.8 M/s **XXX** agreed to abide by all the terms on back-to-back basis as per the System Integrator duties and Obligations as specified in the **Client** tender.
- 4.2.9 M/s **XXX** shall be responsible for the detailed Scope of Work at Clause 3.2 of this agreement.
- 4.2.10 Since payment conditions are on back-to-back basis and time is the essence of the project; M/s **XXX** should maintain sufficient liquidity/funds for timely and smooth execution of the project.

4.3 DUTIES AND OBLIGATIONS OF BECIL

- 4.3.1 BECIL shall act as coordinator/ Project Management Consultant. Providing timely feedbacks and correspondences with the **Client** on the various stages of project deliverables.
- 4.3.2 To ensure the technical, commercial and administrative coordination of the project.
- 4.3.3 To lead the contract negotiations of the project with the **Client** authority.
- 4.3.4 In the event of project getting awarded, BECIL shall act as the only channel of communication between the **Client** authority and M/s **XXX** to execute the project/ Agreement.

4.4. RESPONSIBILITY MATRIX

In addition to the aforementioned duties and obligations of the parties, the Agreement will cover the following scope to be undertaken by Parties as mentioned in the Responsibility Matrix given below.

P-Primary Responsibility

S-Secondary Responsibility

J- Joint Responsibility

N- No Responsibility

S.NO.	Description	BECIL	XXX
	PRE-BID RESPONSIBILITY		
1.	Pre-bidding site survey, if any	S	P
2.	Fully complied technical bid response preparation as per tender Terms & Conditions.	J	J
3.	Competitive commercial bid preparation as per tender	J	J
4.	Documentation and correspondence with the customer.	P	N
5.	Provisioning of EMD/ Bid Security as per tender Requirement.	P	N
6.	Provision of Back-to-Back EMD except by MSE/Start Ups as per GoI guidelines.	N	P
7.	Provisioning of any other required document for bidding.	J	J
8.	Submission of complete techno-commercial offer to the Customer in requisite mode.	J	J
9.	Any Presentation if required during the tender evaluation.	S	P
10.	Any other relevant follow up, correspondence and meetings with customer.	P	S
	POST-BID RESPONSIBILITY (In the event of winning the contract)		
1.	Signing of contract with the Client	P	N
2.	Submission of PBG to Client	P	N
3.	Submission of back-to-back PBG to BECIL	N	P
4.	Any relevant follow up, correspondence and meeting with the customer	P	S
5.	Executing the entire Scope of Work to the satisfaction of the Client	S	P
6.	Providing project finance/working capital for timely execution of the project.	N	P

4.4 COVENANTS: The Parties hereby undertake that in the event the BECIL is declared the selected Bidder and awarded the project, BECIL shall enter into an Agreement with **Client** for performing all the obligations as **System Integrator**.

ARTICLE 5: COOPERATION OF THE TRANSACTION

- 5.1 The parties agree to abide by the broad Responsibility Matrix mentioned above and forms an integral part of this Agreement including all the tender terms such as General Requirements, Technical Parameters, Commercial Aspects, Evaluation and Acceptance criteria of the tender, Guarantee/ Warranty terms etc.
- 5.2 Expenses towards preparation of proposal, submission of bid and other allied activities for submission of bid will be undertaken by the respective parties at their own cost.
- 5.3 The cooperation for execution of the Project between the parties hereto shall be exclusive, i.e., neither of them shall without the other party's consent - alone or together with another PARTY take part in any agreement or proposal with regard to this tender.

ARTICLE 6: PERIOD OF AGREEMENT

- 6.1 The term of this agreement shall be for 180 Days from the date of signing of this agreement ("Effective Date") or till the completion of the project & release of all payments thereof whichever is later. All obligations hereunder shall only apply during the Term of this agreement and to such obligations and commitments in relation to the Tender/Work/Project under the scope of BECIL's EOI & **Client** tender, as may have been undertaken by the Parties during the Term with validity exceeding the Term. The Term of this agreement can be extended by mutual agreement between the Parties, depending upon the requirement.

NB- Completion shall mean certificate of Completion issued by BECIL.

ARTICLE 7: PAYMENT AND COMMERCIAL

- 7.1 BECIL will Provision the EMD to **Client** as per the Primary tender requirement.
- 7.2 M/s **XXX** will provision for Back-to-Back EMD of equal amount to BECIL, except in case the M/s **XXX** is MSME/Start Ups and are exempted from paying EMD as per GOI guidelines.
- 7.3 BECIL shall furnish Performance Security in the form of PBG as per the terms and conditions of primary tender.
- 7.4 M/s **XXX** will furnish back-to-back performance Security in the form of PBGs to BECIL as per the terms & conditions of the primary tender. The PBG shall remain valid up to **60 days** beyond the date of expiry/date of claim of the PBG submitted by BECIL to **Client**.
- 7.5. M/s **XXX** will raise its invoices to BECIL based on milestone completion. BECIL will then raise the invoices to **Client** (as per relevant clause of primary tender) after getting the relevant documentary proofs of successful completion of the said milestones from M/s **XXX** the service provider invoices duly certified by BECIL Project Manager/Client.
- 7.6 BECIL shall be entitled to keep 6% of the project value (of bid value including taxes submitted by BECIL to **Client**) as its project management consultancy.
- 7.7 Upon receipt of corresponding payment from the **Client**, BECIL shall disburse the payment to M/s **XXX** within 15 days of receipt of the payment from **Client** after deduction

of BECIL project management consultancy as per clause 7.6 and expenses as per clause 7.9 and BG making charges, if any.

- 7.8 All Invoices received from M/s **XXX** would be inclusive of all statutory taxes/ GST. BECIL will consider invoices raised by M/s **XXX** to submission of all relevant documents and in case the documents are not proper, BECIL is liable to reject the invoices.
- 7.9 In case BECIL is required to open the offices, the office rent (including the maintenance & electricity charges as applicable) shall be recovered by BECIL from M/s **XXX**. Also, the Salaries paid to the manpower deployed on the payroll of BECIL, specifically employed for this project shall be recovered from M/s **XXX**.
- 7.10 Notwithstanding anything contained in any other agreement, document, correspondence, arrangement between the parties in respect of **Client** Tender/ Works / Projects, M/s **XXX** understands, agrees and undertakes that:
- 7.10.1 M/s **XXX** participated in BECIL's EOI and that all terms & conditions of the BECIL's EOI shall apply to M/s **XXX**.
- 7.10.2 The payments terms between BECIL & M/s **XXX** are on back-to-back basis and the payment shall be released by BECIL only if and when received by BECIL from **Client** and subject to terms & conditions of agreement and submission of complete required documents.
- 7.10.3 M/s **XXX** will not demand or make any claim under any law with respect to the pending payment till the time corresponding payment is received by BECIL from **Client**. BECIL shall not be responsible in any manner whatsoever for any delay in releasing the payments or withholding of payments by **Client**.
- 7.10.4 The (day) date of delivery of goods and/or rendering of services by M/s **XXX** shall be the date or realization of payment from the **Client** once the goods and/or services are accepted by **Client**.
- 7.10.5 The stage wise invoices raised by M/s **XXX** maybe accepted by BECIL, however, the date of completion of the milestone / delivery of goods or services shall only be recognized for invoice and its payment when the respective acceptance of goods or services and payment thereof is received from **Client**.
- 7.10.6 If in the instant contract, M/s **XXX** is acting only as trader / reseller / distributor/ authorized agents and/ or is engaged in a WORKS contract, no benefits under MSME Act 2006 and PPP Policy 2012 as per MSE Guidelines issued by Ministry of MSME would be applicable to it on account of acceptance of back-to-back payment terms as above. By agreeing to the terms of **Client** Tender, the M/s **XXX** agrees to forgo its rights under this Act and Policy.
- 7.10.7 M/s **XXX** hereby agrees to ensure timely GST compliances as per the statutory requirements. All the costs pertaining to any GST non-compliance including but not limited to any loss of eligible input tax credit due to non-payment/non-filing of GST return and applicable interest/penalties shall be borne/indemnified by M/s **XXX**. Further M/s **XXX** hereby agrees that BECIL reserves the right for reimbursement of any such cost incurred out of the aforesaid noncompliance(s). M/s **XXX** will provide proof of payment of GST i.e. GSTR-1, GSTR-3B, etc. for taking GST payment from BECIL against invoices.

- 7.11 Any sum of money due and payable to M/s **XXX**, under this contract for **Client** tender entered between the parties herein whether continuing or completed may be appropriated by BECIL and set off against any claim of BECIL of any nature whatsoever, arising under this contract or any other contract entered into between the parties, herein whether continuing or complete.
- 7.12 There is also expenses towards Office establishments/ Purchase of fixed assets (with mutual consent) in the project. All such expenditure must be treated as direct expenditure and will be borne by directly M/s **XXX**.
- 7.13 Payments shall be released to M/s **XXX** only on satisfactory acceptance of the deliverables by **Client** for each task and release of payment by **Client** as per the schedule given at clause 22 of Primary tender of **Client** and Corrigendum issued thereof.

ARTICLE 8: GENERAL TERMS & CONDITIONS

8.1 AGENCY

This Agreement between the parties is on a principal-to-principal basis and it is agreed that M/s **XXX** is not and shall not represent itself as an agent of BECIL.

8.2 CONFIDENTIALITY AND NON-DISCLOSURE

- 8.2.1 The M/s **XXX** recognizes, accepts and agrees that disclosure of Confidential information to the Staff shall be only on a need-to-know basis and only those staff who are involved in rendering the services and need to have access would alone be informed of Confidential information.
- 8.2.2 The M/s **XXX** recognizes, accepts and agrees that all tangible and intangible information obtained or disclosed to the Bidder's and/or its staff, including all details, documents, data, business/ customer information and the BECIL 's practices and trade secrets (all of which are hereinafter collectively referred to as "confidential information") which may be communicated to the M/s **XXX** and/or its facility staff may be privy under or pursuant to this Contract and/or in the course of performance of the M/s **XXX** obligations under this Contract shall be treated, as absolutely confidential and the M/s **XXX** irrevocably agrees and undertakes and ensures that all its facility staff shall keep the same as secret and confidential and shall not disclose the same at all in whole or part to any Person or persons (including legal entities) an any time or use nor shall allow information to be used for any purpose other than that as may be necessary for the due performance of the M/s **XXX** obligations hereunder except when required to disclose under the due process and authority of law.

8.3 INTELLECTUAL PROPERTY RIGHTS

- 8.3.1 Deliverable, outputs, plans, drawings, specifications, designs, reports and other documents and software submitted by the Bidders under this EOI and subsequent to this EOI in relation with this tender shall become and remain the property of BECIL/procuring entity and subject to laws of copyright, must not be shared with third parties or reproduced, whether in whole or part, without BECIL's/ the procuring entity's prior written consent.
- 8.3.2 The M/s **XXX** shall, not later than upon termination or expiration of this Contract and/or subsequent Agreement/Contract signed with the M/s **XXX**, deliver all such documents

and software to BECIL/the procuring entity, together with a detailed inventory thereof.

- 8.3.3 M/s **XXX** shall not incorporate any materials, technology or any item or thing that involves the use of intellectual property rights or proprietary rights that the M/s **XXX** does not have the right to use or that may result in claims or suits against BECIL arising out of claims of infringement of any intellectual property rights or other proprietary rights.
- 8.3.4 The M/s **XXX** shall perform all acts necessary to obtain and continue to have all necessary licenses, approvals, consents of third parties free from any encumbrances and all necessary technology, hardware and software to enable it to perform its obligations under this Contract. If license agreements are necessary or appropriate between the M/s **XXX** and third parties for purposes of enabling, enforcing or implementing the provisions hereinabove, the Bidder shall be under an obligation to enter into such agreements at its own sole cost, expense and risk.

8.4 RISK & COST CLAUSE

- 8.4.1 In case of persistent breach/default of the terms and conditions of the Contract and due to abnormal delay (beyond the maximum late delivery in the Liquidated damages clause) in supplies, defective supplies or non-fulfilment of any of the terms and conditions of the RFP and the Work Order, BECIL may cancel the contract/Work Order in full or part thereof, and will procure supplies/equipment's or ensure the execution of work or any pending service in case of service contract from other willing vendor at the risk and cost of the Bidder/Agency. Risk & Cost Clause, in line with Conditions of Contract may be invoked in any of the following cases:
- 8.4.2 Agency/ Bidder's poor progress of the work vis-à-vis execution timeline as stipulated in the Contract, backlog attributable to Agency including unexecuted portion of work/ supply does not appear to be executable within balance available period.
- 8.4.3 Withdrawal from or abandonment of the work by Agency/Bidder before completion of the work as per contract.
- 8.4.4 Non completion of work/ Non-supply by the Agency/ Bidder within scheduled completion/delivery period as per RFP or as extended from time to time, for the reason attributable to the Agency/ Bidder.
- 8.4.5 Termination of Contract on account of any other reason (s) attributable to Agency/ Bidder.
- 8.4.6 Assignment, transfer, subletting of Contract by the Agency/Bidder without BECIL's written permission resulting in termination of Contract or part thereof by BECIL.

8.5 Extension of time

- 8.5.1 It is hereby agreed that BECIL shall by mutual agreement update and extend the timeline/ milestone for the completion of work after discussion with the Client and its officials.
- 8.5.2 Any period within which M/s **XXX** is unable to complete the work or perform its obligations due to persistence of force majeure event, shall be extended for a period equal to the time during which the M/s **XXX** was unable to perform such action.

8.5.3 Any extension of time agreed upon mutually shall be documented in writing and signed by both the parties to be affected.

8.6 LIQUIDATED DAMAGES

8.6.1 If the M/s **XXX** fails to achieve the completion of the work in accordance with the scheduled completion date as given in the RFP or the subsequent Work Order issued thereto, BECIL may without prejudice to any other right or remedy available to it as under the Contract or Law:

8.6.2 Any liquidated damages imposed on BECIL by the Client, BECIL shall pass on the entire quantum of liquidated damages to the bidder/ selected agency on back-to-back basis.

8.6.3 The amount towards Liquidated Damages shall become leviable from the scheduled completion date or from the expiry of the extension, if any, given by BECIL without the levy of Liquidated damages.

8.6.4 BECIL may without prejudice to its right to effect recovery by any other method, deduct the amount of Liquidated Damages from any money belonging to the Bidder which has become due or payable (which shall also include BECIL 's right to claim such amount against Bidder's Bank Guarantee)

8.6.5 Any such recovery of Liquidated Damages shall not in any way relieve the Bidder from any of its obligations to complete the works or from any other of its other obligation and liabilities under the Contract.

8.7 Undue Influence

8.7.1 The M/s **XXX** undertakes that it has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the BECIL or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show Favor or disfavour to any person in relation to the present Contract or any other Contract with the Government of India.

8.7.2 Any breach of the aforesaid undertaking by the M/s **XXX** or any one employed by it or acting on its behalf (whether with or without the knowledge of the Agency) or the commission of any offers by the Agency or anyone employed by him or acting on his behalf, as defined in the Bhartiya Nyaya Sanhita, erstwhile known as the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle BECIL to cancel the contract and all or any other contracts with the M/s **XXX** and recover from the M/s **XXX** the amount of any loss arising from such cancellation.

8.8 Unethical Practice

8.8.1 If the M/s **XXX** has engaged in corrupt, fraudulent, collusive and coercive practices or defaulted commitments under integrity.

8.8.2 Any intentional omission or misrepresentation in the documents submitted by the M/s **XXX** for the purpose of due diligence or for the execution of any act essential for the

execution of the Project.

- 8.8.3 If the M/s **XXX** uses intimidation / threats or bring undue outside pressure on BECIL or any of its official for acceptance / performances of the deliverable/qualified work under the contract:

8.9 **Penalty for Unethical Practice and Undue Influence**

- 8.9.1 Forfeiture of Bank guarantee or any other bond or bid security submitted by the M/s **XXX**.
- 8.9.2 Cancellation/ termination of the Contract with the liberty to recover the accrued losses/damages from the pending bills raised by the Bidder against the delivery of material and execution of work.
- 8.9.3 Initiation of arbitration /legal proceedings to recover losses or damages incurred by BECIL due to the violation of ethical practice or use of undue influence by the M/s **XXX**.

8.10 **PENALTIES**

- 8.10.1 In the event of any penalties, deductions, disincentives, or charges levied by the **Client** due to poor or substandard quality of work, non-compliance with service standards, or any deficiencies related to the assigned scope of work, the same will be recovered from the bills submitted by the System Integrator.
- 8.10.2 The System Integrator shall bear the full financial responsibility for such penalties or deductions imposed on BECIL by **Client** and will not be entitled to claim any reimbursement or adjustment for the same.

8.11 **TERMINATION**

8.11.1 **Termination of Contract by BECIL due to unsatisfactory performance**

- (i) If the M/s **XXX** refuses or fails to execute the specified quantum of work or any separate part thereof with diligence or ensure its completion within the time specified in the RFP, or subsequent work order issued thereto, then it shall be open to BECIL at its option by written notice to the M/s **XXX** to:-
- (ii) To terminate the contract without prejudice to any other remedy available under the Contract. That a notice of cure, highlighting the deficiency or problem shall be served on the M/s **XXX** by BECIL, with an opportunity to cure the same within a window period of 15 days. That on the non-resolution of deficiency, a notice of termination shall be served on the M/s **XXX** and the Contract shall be deemed terminated after a period of 15 days from the date of notice of termination.
- (iii) That the contract shall stand terminated and shall cease to be in force and in effect after a fifteen-day period from the date of the notice of termination. The M/s **XXX** in consequence of the above, shall stop forthwith any of its work then in progress, except such work as BECIL may, in writing, require to be executed at the designated site/premises.
- (iv) That the whole or part of the performance security furnished by the M/s **XXX** is liable to be forfeited without prejudice to the right of BECIL to recover from the M/s

XXX any accruing or incurred losses or damages, on account of termination of contract due to unsatisfactory performance/ delay in execution of work.

8.11.2 Termination due to breach

- (i) BECIL may, without prejudice to any other remedy available for the breach of contract, may terminate the contract in sub-sequence to non –resolution of deficiency after the service of a notice of cure with a window period of fifteen days. After the end of the cure period, a 15 (fifteen) days' notice shall be served on the M/s **XXX** and the contracts shall be deemed terminated after the end of the period of fifteen days from the date of notice of termination.
- (ii) The following sub-clauses shall attract the provision of termination, in the event if:-
 - a. If the M/s **XXX** has abandoned or repudiated the Contract;
 - b. If the M/s **XXX** has without valid reason failed to commence work on the project promptly;
 - c. If the **XXX** has persistently failed to execute the works/express deliverable in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause;
 - d. If the M/s **XXX** defaults in proceeding with the works/job with due diligence and continues to do so after a notice in writing of fifteen (15) days from BECIL;
 - e. If the M/s **XXX** has obtained the contract as a result of undue influence or has adopted unethical means/corrupt practices.
 - f. if the information submitted/furnished by the M/s **XXX** is found to be incorrect;
- (iii) That any pending bills/ invoices raised by the M/s **XXX**, prior to or post the termination of the contract on account of its breach of terms and conditions shall be put on hold for a period of six weeks, and any amount deducted by the **Client** against the bills raised by BECIL shall be consequently deducted from the bills raised by the M/s **XXX**, respectively.

8.11.3 Termination due to Insolvency

- (i) If the M/s **XXX** dissolves or become bankrupt or insolvent or cause or suffer any receiver to be appointed for its business of any assets thereof compound with his Creditors, or being a corporation commence to be wound up, not being a member's voluntary winding up for the purpose of amalgamation or reconstruction, or carry on its business under a Receiver for the benefits of its Creditors any of them, then BECIL shall be at liberty :-
- (ii) To terminate the contract forthwith upon coming to know of the happening of any such event as aforesaid by a fifteen-day notice in writing to the M/s **XXX** or to give the Receiver or liquidator or other person, the option of carrying out the contract subject to it providing a guarantee up to an amount to be agreed upon by BECIL for due and faithful performance of the contract.

8.11.4 Termination for Convenience

BECIL can terminate the Agreement by serving a 30 days' notice without assigning any cause or reason on the part of M/s **XXX**. The contract shall be deemed terminated after a period of 30 days from the date of termination notice.

8.12 Post Termination Responsibility:

8.12.1 In all cases of termination herein set forth, the obligations of BECIL to pay shall be limited to the period up to the date of termination, subject to the receipt of such payment from the Client.

8.12.2 That any pending bills raised by the M/s **XXX**, prior to or post the termination of the Contract on account of the breach of the terms and conditions of the contract, shall be put on hold, till the time, the corresponding payment is received from the **Client** and any amount deducted by the **Client** against the bills raised by BECIL shall be consequently deducted from the bills raised by the Bidder respectively.

8.12.3 The M/s **XXX**, shall forthwith stop any of its work then in progress, except such work as BECIL may, in writing, require to be executed at the designated site/premises.

8.12.4 That in the event of termination under clause 8.12.1 and 8.12.2 the whole or part of the performance security furnished by the M/s **XXX** is liable to be forfeited without prejudice to the right of BECIL to recover from the M/s **XXX** any accruing or incurred losses or damages, on account of termination of contract due to unsatisfactory performance/ delay in execution of work

8.13 TAXES

8.13.1 M/s **XXX** shall bear all taxes and duties etc. levied or imposed on them under the Agreement including but not limited to, Customs duty, Excise duty, GST, any other taxes and all Income Tax levied under Indian Income Tax Act – 1961 or any amendment thereof during the entire Agreement period.

8.13.2 Should M/s **XXX** fail to submit returns/ pay taxes in times as stipulated under applicable Indian/ State Tax Laws and consequently any interest or penalty is imposed by the concerned authority, M/s **XXX** shall pay the same. M/s **XXX** shall indemnify BECIL against any and all liabilities or claims arising out of this Agreement for **Client** tender for such taxes including interest and penalty by any such Tax Authority may assess or levy against the BECIL.

8.14 Indemnity

8.14.1 The Bidder shall indemnify, save, hold harmless and defend BECIL and its officers, servants, employees and agents promptly upon demand and at its expense, from and against any and all suits, proceedings, actions, demands, losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which BECIL may become subject, insofar as such losses arise out of, in any way relate to, arise or result from:

- a) Any Compensation/ claim or proceeding by any third party against BECIL arising out of any act, deed or omission by the M/s **XXX**;
- b) Any breach by the M/s **XXX** of any of its obligations under this Contract or from any

negligence under the Contract, including any errors or deficiencies in the performance its scope of work.

8.14.2 That BECIL shall have no liability whatsoever for any injury/death to the staff M/s **XXX** caused or suffered during the performance of its obligations hereunder

8.15 **ASSIGNMENT AND SUB-CONTRACTING**

8.15.1 Neither this agreement nor any of the rights and obligations under it can be assigned by any party. Parties may engage sub-contractors by mutual consent.

8.15.2 M/s **XXX** shall not participate directly or indirectly whether in consortium or separately in **Client** Tender and shall not quote rates to any other party participating/pre-qualified for the current **Client** Tender directly or indirectly through its subsidiary, partnership, ownership, individual firm etc.

8.16 **FORCE MAJEURE**

8.16.1 For the purpose of this Contract, the term "Force Majeure" shall mean an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance ,and which makes a Party's performance of its obligations hereunder impossible or impractical as reasonable to be considered impossible in the circumstance, inclusive of but not limited to war, riots, civil disorder, earthquake, fire, strikes, lockouts or other industrial action (except where such strikes lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by the Government Agencies.

8.16.2 Force Majeure shall not include (i) any event which is the caused by the negligence or intentional action of a Party or by of such Party's agents or employees, nor (ii) any event which a diligent party could reasonably have been expected both to take into account at the time of the acceptance of the work order under this RFP, and avoid or overcome with persistent effort in carrying out its respective obligations.

8.16.3 In the case of failure to perform this Agreement due to any force majeure, neither party shall be liable for such failure, and this Agreement shall be terminated automatically, if the persistence of such force majeure event continues for more than three months. In the case of failure to perform any part of this Agreement due to any force majeure, the party suffering from such force majeure may be exempted from corresponding liability to the extent of the impact of such force majeure. However, such party shall continue to perform other obligations under this Agreement which have not been affected by such force majeure.

8.17 **GOVERNING LAW AND JURISDICTION**

8.17.1 This agreement is governed by the laws of India and each Party irrevocably and unconditionally submits to the exclusive jurisdiction of the Courts at New Delhi, India.

8.17.2 Where the M/s **XXX** has not agreed to dispute resolution, the dispute/ claims arising out of the tender and this agreement shall be subject to the jurisdiction of the competent courts at New Delhi, India.

8.18 ARBITRATION CLAUSE

8.18.1 Conciliation of Dispute

- (i) Any dispute(s) /difference(s)/issue(s) of any kind whatsoever between/amongst the Parties arising under/out of/in connection with this contract shall be settled mutually and amicably between the Parties, within a time span of thirty days from the date of invocation of dispute vide a written notice by the aggrieved party. The Aggrieved Party shall notify the other party in writing about such dispute(s)/difference(s)/issue(s) between/amongst the Parties and that such a Party wishes to refer the dispute(s)/ difference(s)/issue(s) to Conciliation. Such Notice/Invitation for Conciliation shall contain sufficient information as to the dispute(s)/ difference(s)/issue(s) to enable the other Party to be fully informed as to the nature of the dispute(s)/ difference(s)/issue(s), as well as the amount of monetary claim.
- (ii) That in the event of reference of dispute for Conciliation, a committee comprising of two members, nominated by each party i.e. the M/s **XXX** and BECIL respectively shall try to amicably resolve/settle the dispute.

8.18.2 Reference of Dispute to Arbitration

- (i) In the event of failure in mutual resolution of the issue, any dispute(s)/ controversy(s)/ issue(s) arising out of or in connection with the contract, including any question regarding its existence or validity shall be referred to and finally resolved by Arbitration administered by the Delhi International Arbitration Centre as per the Delhi International Arbitration Centre proceeding Rules 2023.
- (ii) The Aggrieved party wishing to refer a dispute to Arbitration shall give a notice to the Defaulting Party specifying all the points of dispute(s) with details of corresponding the claim amount.
- (iii) The Arbitration Proceeding shall commence within a span of thirty days from the date of receipt of Invocation Notice complete in all respects as mentioned above,
- (iv) The dispute(s)/ difference(s)/controversy(s) shall be adjudicated by a single/sole Arbitrator empanelled with the Delhi International Arbitration Centre.
- (v) The seat of Arbitrations shall be at New Delhi and the Arbitration proceeding shall be conducted in English.
- (vi) The award of Sole Arbitrator shall be final and binding on the parties and unless directed/awarded otherwise by the Sole Arbitrator, the cost of arbitration proceedings shall be shared equally by both the parties.
- (vii) The provision of the Arbitration and Conciliation Act, 1996 as amended and applicable from time to time shall apply to the Arbitration proceedings under this Contract.
- (viii) That any claim of damage(s) or loses (s) incurred by BECIL as a consequence of the invocation of the litigation/arbitration proceeding owing to the suspension or abandonment of work by the M/s **XXX** shall be reimbursed by M/s **XXX**.

8.18.3 In the event of initiation of AMRCD proceedings between BECIL and the client, the decision / mutual settlement arrived at, on the conclusion of the proceeding between the parties, shall in turn become applicable on M/s **XXX**.

8.19 RIGHT TO INSPECTION

8.19.1 That BECIL and its field officers or its Auditors, shall have the right to carry out inspection checks and tests, and do audit of the Bidder's premises, personnel and records relating to the project in order to ensure there is no compromise on the quality of goods/services provided by the Bidder to the BECIL and its Client. The BECIL has a right to review and monitor the security practices and control procedures adopted by the Bidder. The Bidder shall produce and make available all such books, records, information, etc. 'related to project work for the purpose of Inspection/ audit as and when required.

8.19.2 That BECIL shall have the right to review and monitor the performance of the Bidders on a continuous basis system integrator shall furnish necessary particulars, statements, etc., as desired by the BECIL in a periodical manner for the purpose of assessment of their performance.

8.20 NOTICES

8.20.1 Any notice, invoice, approval, advice, report or notification in connection with this Contract shall be in writing and any notice or other written communication pursuant hereto shall be signed by the party issuing the same and shall be addressed to the BECIL or the System Integrator and may be given by delivering the same by hand or sending the same by prepaid registered mail, official e-mail or facsimile to the relevant address forth below or such other address as each Party may notify in writing to the other Party from time to time. Any such notice given as aforesaid shall be deemed to be served or received at the time upon delivery (if delivered by hand) or upon actual receipt (if given official e-mail or facsimile) or Fifteen (15) Clear days after posting (if sent by post).

- (a) Any notice or other document which may be given by either Party under the Contract/ Agreement shall be given in writing in person or by pre-paid recorded delivery post, email.
- (b) In relation to a notice given under the Contract/ Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address as set out below:

Name: Designation: Address: Broadcast Engineering Consultants India Limited, C-56/A-17, Sector- 62, Noida- 201307, U.P. Email:	Name:, Designation: Address: Email:
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8.20.2 In relation to a notice given under the Contract/ Agreement, a Party shall specify the Parties address for service of notices, any such notice to be copied to the Parties at the addresses set out in this tender.

8.20.3 Any such notice or other document shall be deemed to have been given to the other Party (or, if relevant, its relevant associated company) if delivered between the business hours of 9.00 am and 5.30 pm at the address of the other Party set forth above, or on the next working day thereafter if delivered outside such hours, and 7 days from the date of posting (if by letter).

8.20.4 Either Party to the Contract may change its address, telephone number, and nominated contact for notification purposes by giving the other Party reasonable prior written notice of the new information and its effective date.

8.21 **No Waiver**

No failure on the part of the either party hereto to exercise, and no delay on its part in exercising, any right or remedy under this Contract will operate as a waiver thereof nor will any single or partial exercise of any right or remedy preclude any other or further exercise thereof or the exercise of any other right or remedy and the same shall not affect in any manner the effectiveness of any of the provisions of this Contract.

8.22 **SURVIVAL**

8.22.1 The Rights and obligations under this Agreement that by their nature should survive and will remain in effect after termination or expiration of this Agreement.

8.22.2 Each indemnity and guarantee arising in respect of this agreement survives the performance of obligations arising out of or under this agreement and the termination of this agreement and will continue in force as long as necessary to affect their purpose.

8.23 **AMENDMENT**

Unless otherwise stated expressly, this Contract shall be modified only by an instrument in writing duly executed by both the parties.

8.24 **SEVERABILITY**

If any provision of this agreement is held invalid by any law or regulation of any government or by any court or arbitrator, that invalidity will not affect the enforceability of any other provision.

8.25 **DAMAGES**

Once the Bid has been submitted for primary tender of **Client**, M/s **XXX** cannot withdraw from the Agreement. Any damage/ loss caused to BECIL due to failure on the part of the M/s **XXX** to enter into a detailed agreement with **Client** shall be borne by the M/s **XXX** and will be made good by the M/s **XXX** in case BECIL has to make payment of any damages/penalty to **Client**.

8.26 **LIMITATION OF LIABILITY:**

With the exception of any breach of confidentiality obligations, neither party will be liable to the other party for any costs, damages, expenditure, loss of profits, prospective profits of any kind or nature etc. arising from the termination or alleged breach of this agreement or in any manner arising from this agreement.

- 8.27 By signing this Agreement, BECIL, and M/s **XXX** acknowledge that it correctly records the understanding they have reached with regard to the Project.
- 8.28 M/s **XXX** shall be liable to BECIL to compensate any losses or damages if so, suffered by BECIL for any breach of this agreement and/ or action initiated by the **Client** for non-performance of the contract.
- 8.29 Nothing in this agreement shall constitute, create or give effect or recognize a, partnership or business entity of any kind.
- 8.30 On award of the work of the **Client** tender to BECIL, BECIL may enter into a detailed Inter-se Agreement with M/s **XXX** based on the terms and Conditions of the agreement, BECIL EOI, **Client** tender as well as the Contract signed between BECIL & **Client**.
- 8.31 After mutual consultation, a joint team consisting of representatives of the parties will be formed for various activities like, technical discussions, deciding the preparation of final Bid/ offer, terms & conditions and demonstration of functionality required in the **Client** Tender/Work/Project.
- 8.32 Expenses towards bid preparation would be borne by the individual Parties viz. BECIL and M/s **XXX** for their respective work. BECIL will not reimburse any such expenses to M/s **XXX** towards preparation and submission of the bid.
- 8.33 Notwithstanding anything contained in any other agreement, document, correspondence, arrangement between the parties in respect of **Client** Tender/ Works / Projects, the M/s **XXX** understands, agrees and undertakes that:
- 8.33.1 At any given point of time, M/s **XXX** may not assign or delegate its rights, duties or obligations under this agreement to any other party, without prior written consent of BECIL.
- 8.33.2 In the event of breach of any of the terms & conditions of this agreement or in case of any default of any terms & conditions of this agreement, on the part of M/s **XXX**, BECIL reserves the right to take necessary steps / action as per available documents, including but not limited to, termination of contract, forfeiture of Performance Security / EMD, blacklisting / banning etc. and execute the work at the risk & cost of the M/s **XXX**.

8.34 **BLACKLISTING/ DEBARMENT**

M/s **XXX** shall be debarred/blacklisted from bidding for the contract/tender/EOI floated by BECIL for a period of two years, for violation of the code of integrity, Conflict of Interest as well as for the material breach of terms and conditions of the tender as per the General Financial Rules 2017 and the Guidelines for debarment of firms from bidding issued by the Department of Expenditure, Ministry of Finance no. F1/20/2018 –PPD dated 02.11.2021.

8.35 **COUNTERPARTS**

This agreement is executed in two counterparts, with each party retaining one original.

8.36 **ENTIRE AGREEMENT**

This agreement hereto constitutes the entire agreement between the Parties with regard to the subject matter contained in this agreement and supersedes all prior negotiations, representations, agreement and understandings, written or oral preceding the execution of this agreement.

IN WITNESS WHEREOF, the parties hereto, intending to be legally bound, have executed this Pre-Bid Agreement as of the date first above mentioned.

This Agreement has been signed on behalf of the parties by their respective duly authorized representatives as of the Effective Date.

On Behalf of BECIL	On Behalf of
Name: Designation: Address: Broadcast Engineering Consultants India Limited, C-56/A-17, Sector- 62, Noida- 201307, U.P. Email:	Name: Designation: Address: Email:

1 Signature of Witness:

Name: Title:

1 Signature of Witness:

Name: Title:

2 Signature of Witness:

Name: Title:

2 Signature of Witness:

Name: Title:

Power of Attorney for signing the Bid on Rs. 100 Stamp Paper

KNOW ALL MEN BY THESE PRESENTS,

We “Name of Bidder” do hereby irrevocably constitute, nominate, appoint and authorize , who is presently employed with us and holding the position of “_____”, as our true and lawful attorney (*hereinafter referred to as the “Attorney”*) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for qualification and submission of our bid for the Project “**Name of Project**” of “_____” (the “client”) including but not limited to signing and submission of all applications, bids and other documents and writings, participate in pre-applications and other conferences and providing information/ responses to the client, representing us in all matters before the client, signing and execution of all contracts including the Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the client in all matters in connection with or relating to or arising out of our bid for the said Project and/ or upon award thereof to us and/or till the entering into of the Agreement with the client. The act done by _____(Name of authorized person) will be binding on the selected bidder.

IN WITNESS WHEREOF WE, (Name of Bidder)_____, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF Date_____ .

For **Name of Bidder**,

Accepted

Witnesses:

1. (Notarized)

Format for Compliance w.r.t. to Land Border Clause

<To be submitted on Agency's Letter Head>

Declaration

EOI Reference no.:
Dated:.....

I/We certify that this Bidder M/s
..... is not from such a country
or if from such a country has been registered with the Competent authority. I hereby certify
that this bidder fulfils all requirements in this regard.

I/We certify that this Bidder is not from such a country or if from such a country has been
registered with the competent authority and will not sub-contract any work to a contractor from
such countries unless such contractor is registered with the competent authority. I hereby
certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

Authorized Signatory with Date and Seal:

Designation:

Business:

Address:

Signature:

Seal:

Date & Time:

NON-DISCLOSURE AGREEMENT

For EOI Reference No.- dated

Note: Format of the NDA agreement will be shared separately by BECIL.

PRICE BID FORMAT

For Establishment, Operation and Management of Call Centre/Helpdesk/Service desk for Kapas Kisan Mobile Application and Level-1 Technical Support Services for COTBIZ & BITS Platform of The Cotton Corporation of India Ltd. (CCI)

No	Particulars	Total Cost (exclusive taxes) (INR) 1	Tax (% & INR) 2	Total Cost Inclusive of Taxes (INR) 3=1+2
A	One Time Cost for Establishment, Operation and Management of Call Centre/Helpdesk/Service desk for Kapas Kisan Mobile Application and Level-1 Technical Support Services for COTBIZ & BITS Platform with one year support/warranty with following manpowers • 1 Project Manager / Team Leader (Full year) • 14 Kapas kisan Farmer Customer Support Executives (scalable based on call volume) for eight months period (August to March) • 2 Cotbiz Customer Support Executives (Full year) • 2 BITS Customer Support Executives (Full year)			
B.	Total Cost (A)			
C.	Annual Maintenance Charges for second year.			
D.	Annual Maintenance Charges for Third year			
E.	Annual Maintenance Charges for Fourth year			
F.	Annual Maintenance Charges for Fifth year			
G.	Total Cost (C+D+E+F)			
H	GRAND TOTAL (B+G)			

NOTE: GRAND TOTAL will be the basis for deciding L-1 bidder.

Bidder has to maintain the Project for a period of minimum 4 years after one year warranty/support at the cost mentioned at G above.

Additional Resource Charges (if required)

1. Charges per person per month (Customer Support Executive)

Per person per month charges (exclusive taxes) (INR)	Tax (% & INR)	Total Cost Inclusive of Taxes (INR)

2. Charges per person per month (Project Manager / Team Leader)

Per person per month charges (exclusive taxes) (INR)	Tax (% & INR)	Total Cost Inclusive of Taxes (INR)

MSME UNDERTAKING
(To be given on a Rs. 100/- Stamp Paper)

This Undertaking is made on this ____ day of _____, 2025, by: _____

M/s. [Name of Bidder], having its registered office at..... [address] (hereinafter referred to as the "Bidder", which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors, legal representatives, and permitted assigns);

IN FAVOUR OF:

Broadcast Engineering Consultants India Limited (BECIL), a distinguished Mini Ratna Public Sector Enterprise, having its Corporate Office at BECIL Bhawan, C-56, A/17, Sector-62, Noida - 201307(UP) (hereinafter referred to as the "BECIL", which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors, legal representatives, and permitted assigns).

WHEREAS:

1. The Principal Employer/client, have awarded the work for execution of the project to BECIL.
2. BECIL through this EOI intends to onboard on OEM/OEM distributor/OEM Channel Partner.
3. As per the terms of the EOI, BECIL shall release payment to the selected Bidder/bidders only after receiving the payment from the Principal Employer/client.

NOW THEREFORE, the bidder hereby undertakes and agrees as follows:

1. The bidder acknowledges and confirms that the BECIL shall be liable to make payments only upon receipt of corresponding payments from the Principal Employer/client. Accordingly, the bidder shall not raise any claims, demands, interest, compensation, or initiate any legal proceedings against the BECIL for any delay in payment arising out of delayed release of funds by the Principal Employer/client.
2. The Bidder waives any rights under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act) or any similar legislation or regulation, to the extent such rights conflict with the agreed payment terms under the Subcontract Agreement. The bidder further waives its right to claim Interest on delayed payment by the BECIL, under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act) or any similar legislation or regulation for the time being in force in India.
3. This obligation shall survive the termination or expiry of the Contract signed with the successful bidder selected through this EOI process.

Signature & Stamp of Bidder