

**Tender for Upgradation and Annual Maintenance  
Contract (AMC) of Contact Centre & EPABX System**

**2022**



**National Board of Examinations in Medical Sciences**

**New Delhi**

**[www.natboard.edu.in](http://www.natboard.edu.in)**



## Fact Sheet

Sr. No.	Particulars	Details
1	Tender for	Upgradation and Annual Maintenance Contract (AMC) of Contact Centre & EPABX System
2	Type of Tender	Open, Single Stage Two Bid System (Two Envelope System)
3	Publication Date	05.08.2022
4	Selection Method	Least Cost System (LCS)
5	Tender Documents available at	<a href="https://natboard.edu.in/tenders.php">https://natboard.edu.in/tenders.php</a> <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a>
6	Earnest Money Deposit	NIL
7	Nodal Officer	Joint Director (Administration) National Board of Examinations in Medical Sciences
8	Pre-Bid Meeting	22.08.2022 at 3:00pm <b>(at NBEMS Office, Sector-9, Dwarka, New Delhi)</b>
9	Last date of bid submission	26.08.2022 at 12:00 noon <b>(at National Board of Examinations in Medical Sciences, NAMS Building, Ansari Nagar, New Delhi - 110029)</b>
10	Opening of bids	26.08.2022 at 4:00 pm <b>(at NBEMS Office, Sector-9, Dwarka, New Delhi)</b>
11	Opening of Financial bids	Shall be communicated later
12	Commencement of Contract	Immediate

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## **National Board of Examinations in Medical Sciences**

(Autonomous body of Ministry of Health & Family Welfare, Govt. of India)

NAMS Building, Medical Enclave, Ansari Nagar

New Delhi - 110029

No.: NBEMS/GA/Tender/EPABX/2022

dated: 05.08.2022

### **Tender for Upgradation and Annual Maintenance Contract (AMC) of Contact Centre & EPABX System**

The National Board of Examinations in Medical Sciences (NBEMS) is an autonomous body of Ministry of Health and Family Welfare (MOHFW), Govt. of India, entrusted with the task of conducting uniform and high standard exams at Post Graduation level in the field of Modern Medicine. All entrance tests for admission to Medical courses, with the exception of NEET (UG) are being conducted by the NBEMS. Additionally, the NBEMS conducts Three-year Post Graduation level course namely the Diplomate of National Board (DNB) and a Two years Fellowship Courses.

2. NBEMS invites Tender under two bid system (Technical & Financial) **for Upgradation and Annual Maintenance Contract (AMC) of Contact Centre & EPABX System**. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this Tender Document.

3. The Tender document can be downloaded from NBEMS's web site ([www.natboard.edu.in](http://www.natboard.edu.in)) or Central Public Procurement Portal (<https://eprocure.gov.in/epublish/app>).

## A. Scope of Work / Technical Specifications

This Tender document is to invite bids for Upgradation and Annual Maintenance Contract (AMC) of Contact Centre & EPABX System with the following specifications:

SN	Particulars
1	<p><b>Upgradation</b> of existing Mitel Contact Center to Micc Solidus 9.x -- (installed at Dwarka Office)</p> <p><b>Upgradation</b> of existing AASTRA MX One Call Manager 4.x to MX One 6.0 or OEM released latest version. -(installed at Dwarka Office)</p>
2	<p>Maintenance of Ericsson BP 250 DIGITAL EPABX SYSTEM (installed at Dwarka Office)</p> <p>01 Ericsson PRI Card</p> <p>08 Digital Port</p> <p>96 Analog Extension port with 04 port Voice mail</p> <p>04 port BRI line</p> <p>Ericsson Operator CONSOL 4224-01</p> <p>Ericsson Digital Phone 4222-05</p>
3	<p>Maintenance of GSM Gateway(Syntel Neos 16S)-(installed at Dwarka Office)</p> <p>01 PRI Card</p> <p>12 GSM Port</p>
4	<p>Maintenance of Ericsson BP 250 DIGITAL EPABX SYSTEM(installed at NBEMS Ansari Nagar Office)</p> <p>01 PRI Card</p> <p>08 Digital Port &amp; 20 Analog Extn. Port</p> <p>04 Port Voice Mail</p> <p>04 Port BRI Ericsson Keyphone-04</p>
5	Maintenance of Cabling
6	<p>Microsoft Server 2019(OS)* (compatible with above mentioned software's system)</p> <p>* Software</p>
7	<p>Licenses have to be installed at the local machines either by uploading into the system directly from the internet/cloud or by downloading as a file into a PC and then uploading into the system.</p> <p>Supplier has to keep a backup of the running software and firmware in the system and must be used to restore the system in case of any issue upgrading with the new license.</p>
8	All above upgradation should be compatible with the existing EPABX systems
9	The AMC charges will be paid on Quarterly basis at the end of every quarter after receiving the bill from vendor side.
10	All maintenance services should be provided by vendor 9.30am to 06.30pm

## B. Eligibility Criteria

The bids of only those firms will be considered which satisfy the following eligibility criteria:

- i. The Bidder should be registered with the Appropriate Authority and have Income Tax Permanent Account Number **(PAN) and GST Registration.**
- ii. **Experience:** The Firm should have experience of work in Maintenance of Contact Centre & EPABX systems of Government Organizations **during last 3 years.**
- iii. The Average Annual Income (during last 3 years) of the Firm in the last 3 financial years i.e. (2018-19, 2019-20 and 2020-21) should be minimum **Rs. 7 lakhs (Rupees Seven Lakh).**
- iv. Bidder **should not be black listed** by any Government departments, PSUs or any other organization in respect of any assignment or behavior. A certificate in this regard required to be submitted as per format in (Form V).
- v. Bids not satisfying the above eligibility criteria / not accompanied by the requisite documentary proofs shall be rejected on Technical grounds and shall not be considered further for evaluation of Bids.
- vi. Location: Vendor **should have its registered office/Branch Office/Service Centre/ in Delhi-NCR** and shall submit a proof of the same.

### **List of Document to be attached at the time of submission of the bid:**

- i. All the documents are mandatory; failure to submit any document will result in disqualification of the bid at technical bid stage only.
- ii. Firm registration certificate/relevant supporting documents.
- iii. Permanent Account Number (PAN) and GST Registration of the Firm.
- iv. Income tax returns/Audited financial statements of past three financial years.
- v. Experience Certificates/ Work-Orders in support of experience.
- vi. Pre-Qualification cum Technical Bid as per **Form I**
- vii. Financial Bid as per **Form II**
- viii. Bid Security Declaration as per **Form III**
- ix. CERTIFICATE of the BIDDER as per **Form IV**
- x. Self- Declaration – No Blacklisting as per **Form V**

## **C. Instructions to the Bidder**

### **I. Tender Document:**

1. Bidder shall submit the Tender Documents duly signed and stamped on each page of tender as a token of his acceptance along with his bid.
2. Bid shall remain valid for 90 days from the date of opening of the Technical Bid.

### **II. Clarification Requests by Bidder**

1. Although the details presented in this Tender Documents consisting of conditions of contract, scope of work and technical specifications have been compiled with all reasonable care, it is the Bidder's responsibility to ensure that the information provided is adequate and clearly understood.
2. Bidder shall examine the Tender documents thoroughly in all respect.
3. Any failure by Bidder to comply with the aforesaid requirements shall not absolve the Bidder from liability, after subsequent award of contract, from performing the work in accordance with the Tender Documents

### **III. Security Deposit/EMD**

1. No EMD is required to be submitted as per the current instructions of the Govt. of India. However, the bidder is required to submit a bid security declaration on non-judicial stamp paper and as per prescribed format (Form III).
2. The Successful bidder shall be required to deposit Performance Security equivalent to 3% of contract value to NBEMS as per norms.

### **IV. Schedule of Rates**

1. The schedule of Rates shall be read in conjunction with all other sections of Tender documents.
2. The rates quoted by the bidder shall be firm and fixed for the period of the tendered works, unless stated otherwise. Taxes will be paid extra, as applicable.
3. If any variation in description is noticed, the bid is liable to be rejected. In any case, bidder shall be presumed to have quoted against the description of work and the same shall be binding on the bidder.
4. Rates quoted shall be in Indian Rupees (INR) Only.
5. Bidder shall quote rates both in figures as well as in words.

## V. NBEMS 's right to Accept or Reject a Bid

1. NBEMS reserves the right to terminate this tender process at any time prior to signing of the contract with successful bidder without assigning any reason thereof and shall not be liable to any bidder /party in any manner either directly or indirectly.

2. NBEMS reserves the right to accept or reject any Bid in whole or part, or to annul the bidding process or to reject all Bids with or without notice or reasons. NBEMS shall bear no liability whatsoever consequent upon such decisions. Conditional tenders shall be rejected.

3. NBEMS shall not be obliged to furnish any information / clarification / explanation to the unsuccessful Bidders as regards non-acceptance of their Bids.

## VI. Type of Tender & Submission of Bid

**Tender Type:** Open, Single Stage Two Bid System (Two Envelope System) shall be followed by NBEMS to determine the successful bidder. The firm (bidder) should bifurcate their bids in two separate envelopes, (with appropriate superscriptions), and submit the same in one sealed envelope as indicated below:

**1) Envelope I:** The First Envelope, called the Technical Bid, should contain EMD/Bid Security Declaration, Eligibility/ Technical Details, Xerox copies of documents sought in the tender, Performance Aspects and Commercial Terms and Conditions (except Price/Quotation).

**2) Envelope II:** In the Second Envelope, called the Financial Bid, the bidder should submit their Price Quotation/Financial Details.

**3) Master Envelope:** Envelopes I and II should be sealed separately and shall be put inside an outer cover and super scribed as "**Tender for Upgradation and Annual Maintenance Contract (AMC) of Contact Centre & EPABX System**". The tenders must be addressed to Hony. Executive Director, National Board of Examinations in Medical Sciences.

4) Interested bidders may **submit their Sealed Bids** by **12 noon of 26.08.2022 (last date)**, in a tender box kept at following address: **National Board of Examinations in Medical Sciences, NAMS Building, Medical Enclave, Ansari Nagar, Mahatma Gandhi Marg, New Delhi – 110029**

5) The Envelopes containing the Technical Bid shall be **opened on the same day at 4 pm** at the NBEMS office at the following address: **National Board of Examinations in Medical Sciences, (Opposite Dwarka Courts) PSP Area, Sector 9, Dwarka, New Delhi – 110075**



6) Technical Bids shall be scrutinised and evaluated by NBEMS 's Tender Evaluation Committee with reference to the parameters prescribed in the tender documents, and responsive, eligible and technically compliant bidders shall be decided.

7) Thereafter, in the Second instance, Financial Bids of only Technically Compliant offers (as decided in the first instance above) shall be opened at NBEMS Dwarka Office for further scrutiny, evaluation. The date and time for Financial Bid Opening shall be communicated through Email. Only Technically compliant Bids shall be opened.

8) Unsigned or unstamped tender shall not be accepted.

9) Any Bid received by NBEMS after the last date of submission of Bids shall be summarily rejected. NBEMS shall not be responsible for any postal delay or non-receipt / non-delivery / incomplete Bid documents. No further correspondence on this will be entertained.

## **VII. Evaluation Process :**

a) Detailed technical evaluation shall be carried out by Tender Evaluation Committee pursuant to Technical prerequisite /criteria and other conditions in the Tender Document to determine the substantial responsiveness of each 'Bidder'. For this clause, the substantially responsive bid is one that conforms to all the eligibility terms and conditions (mandatory as well as preferable/optional) of the tender without any material deviation.

i). Technical Proposal Evaluation:

As a first step, the Technical proposal of each bidder would be evaluated against the technical documents/specifications/eligibility criteria mentioned in the Tender Document and requirements of NBEMS.

ii). Financial Proposal Evaluation:

Financial Bids of only Technically Compliant offers (as decided in the first instance above) shall be opened at NBEMS Dwarka Office as per the schedule, for further scrutiny, evaluation, ranking and placement of contract.

### **VIII. Payment Terms :**

The payment shall be made against the services provided by firm, subject to the following terms and conditions:

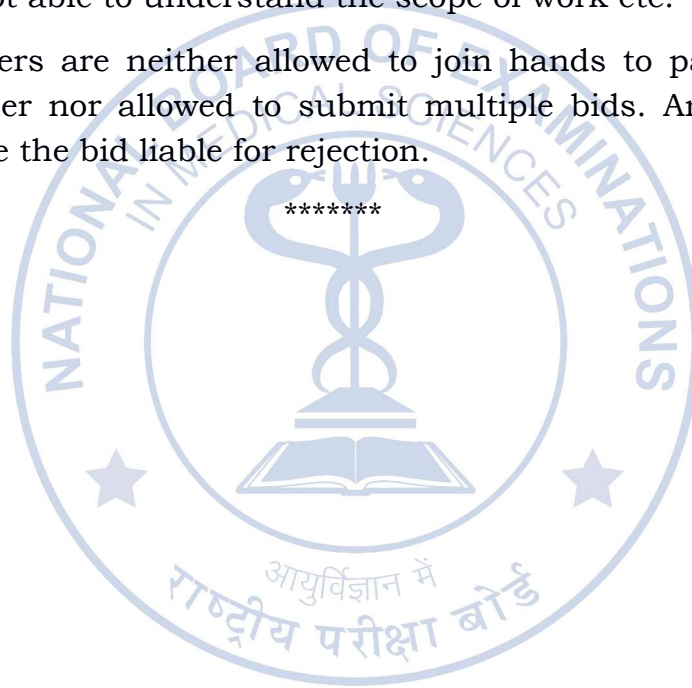
- i). The payment during the entire contract period shall be made in accordance with the financial bid submitted by the selected bidder and accepted by NBEMS. No price variation would be allowed during the contract period. The financial price quoted by the contracting firm shall be final. No request for extra payment on account of increase in price on whatever account will be entertained.
- ii). The price offered by the bidders will be inclusive of all expenses/ cost. Only GST will be payable extra (if applicable).
- iii). TDS under Income tax will be deducted at applicable rates.
- iv). AMC charges shall be paid on quarterly basis, on submission of bill(s), subject to satisfactory completion of work.
- v). NBEMS reserves the right to deduct amount from the bill raised by the firm as may be considered reasonable for unsatisfactory services or delay in providing of services. The decision of NBEMS will be the final in this regard.

### **IX. Other Instructions:**

- i). At any time prior to the last date of submission of bids, NBEMS may modify the tender document without assigning any reasons.
- ii). Any modifications in tender document or reply to queries shall be hosted on [www.natboard.edu.in](http://www.natboard.edu.in)
- iii). NBEMS at its discretion may extend the last date for the receipt of Bids.
- iv). The Responses should be typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the Tender document to be numbered and submitted as a package along with forwarding letter on Bidder's letter head.
- v). All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However, the bidders are cautioned that not giving

complete information called for in the Tender Forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders made by Email and those received late will not be entertained.

- vi). When any offer is submitted pursuant to this tender, it shall be presumed by NBEMS that the bidder has fully ascertained and ensured about its eligibility, under the respective governing laws and regulatory regimen, and it has necessary approvals and permission, and suffers no disability in law or otherwise to act as such.
- vii). Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.
- viii). Bidders are neither allowed to join hands to participate in the Tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.



## **General Terms and Conditions (GCC)**

### **I. Awarding of the Contract:**

1. Successful bidder shall be issued with the 'Notice of Award of Contract'. The bidder will be required to submit the acceptance of the 'Notice of Award of Contract'.
2. Successful bidder will return one copy of the 'Notice of Award of Contract' to NBEMS duly acknowledged, accepted and signed by the authorized signatory, within three (3) days of receipt of the same.
3. Successful Bidder shall have to enter into an Agreement on the prescribed form on anon-judicial Stamp Paper of Rs. 100/- and furnish a Performance Security Deposit within 7 days from the date of issue of 'Notice of Award of Contract' and in case of failure to do so, the NBEMS shall have right to terminate the arrangement and forfeit the Earnest Money Deposit.

### **II. Performance Security Deposit (SD)**

1. The successful bidder who is awarded the contract shall be required to deposit a Performance Security Deposit @ 3% of the total value of the contract in the form of Demand draft / Bank Guarantee / Fixed Deposit from any Scheduled Commercial Bank drawn in favour of National Board of Examinations in Medical Sciences, New Delhi covering the period of contract and 60 days beyond the contract period.
2. In case, the contract is further extended beyond the initial period, the Performance Security Deposit will have to be accordingly extended / renewed by the successful bidder.
3. All incidental charges whatsoever such as premium, commission etc. with respect to Bank Guarantee shall be borne by successful bidder.
4. Non-deposit of PBG within the stipulated time shall render the contract invalid and may also lead to forfeiture of EMD, at the discretion of NBEMS. No interest shall be paid on the Performance Security Deposit.
5. If the successful bidder backs out after award of contract or violates any of the clauses of contract to be entered into with it, Performance Security Deposit along with Earnest Money would be liable to be forfeited and bidder shall be debarred from further tendering in NBEMS for a period of two years at discretion of NBEMS.
6. After the expiry of the Contract period, the Security Deposit/ Performance Bank Guarantee shall be returned subject to there being no claims.

### **III. Modification in Scope of Work**

NBEMS may, at any time, during the period of the contract may increase/decrease the scope of work, without creating any liability of NBEMS for compensation on any grounds, whatsoever due to this change. In such a case, the Agency shall perform the service in the increased/decreased quantity at the same contract rates within the time stipulated.

### **IV. Assignment or Subletting of the Contract**

No part of the Contract shall be sub-let or assigned without the prior written permission of NBEMS nor shall any transfer be made by power of attorney authorizing others to receive payments on behalf of the Bidder. Such consent even if provided shall not relieve the Agency from any liability or any obligation under the contract.

### **V. Confidentiality**

1. The Contractor shall take all precautions not to disclose, divulge and/or disseminate any confidential information to third party, the proprietary information or security arrangements (including but not limited to Assignment Instructions, Schedules and other subsequent Agreements) and/or information of NBEMS. The obligation is not limited to any scope and Bidder shall be held responsible in case of breach of confidentiality of NBEMS 's information.

2. If the NBEMS receives enquiries from Press / News / Media/ Radio / Television or other bodies / persons, the same shall be referred by the bidder to NBEMS immediately on receipt of such queries.

### **VI. Cancellation by Default:**

1. NBEMS may without prejudice to any other remedy for breach of terms and conditions of the Tender and the contract (including forfeiture of Performance Security send a written notice to the vendor and thereby, terminate the work / task in whole or in part as per the terms and conditions specified in the contract with successful bidder/vendor.

2. If the vendor fails to deliver or complete the job assigned in the terms and conditions within the time period (s) specified in the Tender.

3. If the vendor fails to perform any other obligations under the terms and conditions as specified in the contract.

### **VII. Period of Bid Validity**

Bids shall remain valid for 90 days from the date of Bid Opening. Any Bid valid for a shorter period than the period specified shall be rejected as non-responsive. In exceptional cases, NBEMS may seek extension of the bid validity period, where the process could not be completed for any

reason.

### **VIII. Contract Duration:**

The contract shall be initially awarded for the 3 years, which may be extended further for a period of 2 years based on the performance of the bidder and Mutual Consent of both the parties.

### **IX. Termination Clause**

1. The agreement under this tender may be terminated by the NBEMS, either partly or fully by giving One Month notice at any time without assigning any reason.

2. The bidder is also at liberty to terminate the contact by serving atleast three(03) Month notice.

3. The Contract may be terminated forthwith by the NBEMS by giving written notice to the bidder, if:

(a) In case of breach of any of the terms and conditions of the Contract by the Contractor, the Competent Authority of the NBEMS shall have the right to cancel the Contract without assigning any reason thereof, and nothing will be payable by the NBEMS and in that event and the Performance Security Deposit shall be forfeited.

(b) The Contractor goes bankrupt and becomes insolvent.

### **X. Disclaimer**

Family Members of NBEMS employees or their relatives are prohibited from participation in this bid.

### **XI. Jurisdiction**

1. All differences and disputes arising out of or in connection with the Agreement shall be settled by mutual discussions and negotiations. If such disputes and differences cannot be settled and resolved by discussions and negotiations, then the same shall be referred to the Sole Arbitrator appointed by the Hony. Executive Director, NBEMS whose decision shall be final and binding on both the parties.

2. Judicial jurisdiction shall within New Delhi only.

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**Form I: PRE-QUALIFICATION-CUM-TECHNICAL BID**

<b>Sr. No</b>	<b>Particulars</b>	<b>Details</b>		
1	Name of the Bidder Firm			
2	Address			
	Telephone No. / Fax No.			
	E-Mail Address:			
3	Name & Address of the officer to whom all references shall be made regarding this tender			
	Telephone / Fax / Mobile			
4	Type of Firm (Proprietorship/ Partnership/Pvt. Ltd. etc.)			
5	Earnest Money Deposit	- Deleted -		
6	Registration Details (Attach relevant documents):			
	<b>Document Type</b>	<b>Registration No. &amp; Date</b>	<b>Details</b>	
			<b>Yes/No</b>	<b>At Page No.</b>
	a) Company Registration No.			
	b) PAN Number			
	c) GSTIN			
	d) MSME/NSIC Registration			
7	Annual Turnover for the last three Financial years	<b>Turnover</b> (In INR)		
	a) F.Y. 2018-19*			
	b) F.Y. 2019-20*			
	c) F.Y. 2020-21*			
8	Experience Details:			
	Organization	Details of Works/Services	Value	Period

\* Attach Balance Sheet, P&L A/c, ITR and Certificate from CA for all FYs.

I certify that the above particulars are correct. In the event of any information found to be incorrect, NBEMS is at liberty to reject the proposal.

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**SEAL:** \_\_\_\_\_

**Name & Designation:** \_\_\_\_\_

\_\_\_\_\_

**Form II: FINANCIAL BID**

I/We, on behalf of M/s .....submit our Financial **Bid/Tender for Upgradation and Annual Maintenance Contract (AMC) of Contact Centre & EPABX System** as per the Scope of work given in this Tender document in accordance with the terms and conditions

<b>Sl. No.</b>	<b>Description of Items</b>	<b>Amount (in INR) (Excluding GST)</b>
1.	Upgradation Charges of Contact Centre Softwares as per Work-Scope <b>(One Time Charges)</b>	
2.	Microsoft Windows Server 2019 compatible with mentioned software systems <b>(One Time Charges)</b>	
3.	Annual Maintenance Contract (AMC) of Contact Centre & EPABX System as per Work Scope <b>(Quote for a period of 3 Years)</b>	
<b>Total Amount (1 + 2 + 3)</b>		
Total Amount (in words) _____		
_____		

**Note:**

- (i) **L1 will be decided based on Total Amount.**
- (ii) Rates to be quoted in Absolute Numbers upto 2 Decimal places only.
- (iii) Quoted rates should be excluding GST, the same will be payable as per prevailing rates, as per norms (if applicable).
- (iv) Quoted rates should be free from pre-conditions regarding payments, etc., otherwise offers are liable to be rejected. Conditional offers will not be accepted.
- (v) Rates are to be quoted strictly as per the above format. No modification is allowed in the format.
- (vi) Statutory Changes in tax rate if any shall be borne by NBEMS. Deductions shall be made by NBEMS as per statutory rates and norms wherever applicable.

We undertake that the rates quoted above by us will not change during the Contract period and its extended period. We also accept the payment schedule/payment terms.

**Place:** \_\_\_\_\_ **Signature and Seal:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Name and Designation:** \_\_\_\_\_



**Form III: Bid Security Declaration**

[Department of Expenditure (P.P.D.) OM No. F.9/4/2020-PPD dated 12/11/2020]

To,

The Honorary Executive Director,  
National Board of Examinations in Medical Sciences,  
Ansari Nagar, New Delhi

Sir,

I/We..... the undersigned, declare that: I/We understand that bids must be supported by a Bid Securing Declaration. I/We accept that I/We may be disqualified from bidding for any contract with you/ NBEMS for a period of two years from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity or its extended period, if any; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Bank Guarantee, in accordance with the Instructions to Bidders.
- c) If the bidder is found indulging in any corrupt, fraudulent or other malpractice in respect of the bid; or
- d) If there is a discrepancy between words and figures quoted by the bidder and the bidder does not accept that the amount in words prevails over amount in figure.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

(Sign & Seal of Bidder)

Name of the Bidder : \_\_\_\_\_

Company Name : \_\_\_\_\_

(With Full Address) : \_\_\_\_\_

Date : \_\_\_\_\_

Place : \_\_\_\_\_

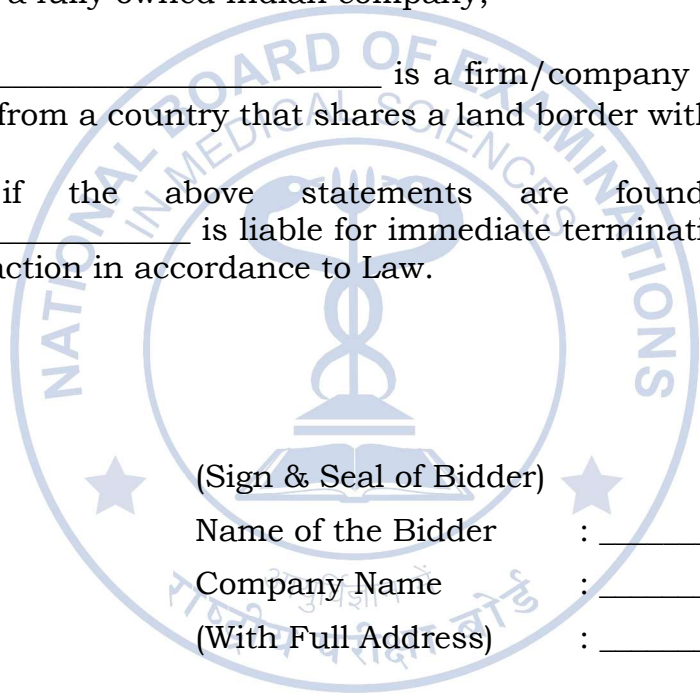
**Form IV: CERTIFICATE of the BIDDER**

(issued under Deptt. Of Expenditure, Govt. of India O.M. No. 6/18/2019-PPD dated 23/7/2020)

M/s. \_\_\_\_\_ with registered office at \_\_\_\_\_  
hereby certify the following:

- a) That, our company is a Bidder for the Tender for **Upgradation and Annual Maintenance Contract (AMC) of Contact Centre & EPABX System** floated by the National Board of Examinations in Medical Sciences, New Delhi;
- b) That, M/s. \_\_\_\_\_ is a firm/company registered in India and is a fully owned Indian company;
- c) That, M/s. \_\_\_\_\_ is a firm/company of Indian origin and is NOT from a country that shares a land border with India.

Further, that if the above statements are found to be false, M/s. \_\_\_\_\_ is liable for immediate termination of the Contract and further legal action in accordance to Law.



(Sign & Seal of Bidder)

Name of the Bidder : \_\_\_\_\_

Company Name : \_\_\_\_\_

(With Full Address) : \_\_\_\_\_

Date : \_\_\_\_\_

Place : \_\_\_\_\_

**Form V: Self- Declaration – No Blacklisting**

To,

The Honorary Executive Director.  
National Board of Examinations in Medical Sciences,  
Ansari Nagar, New Delhi

Sir,

In response to the Tender for **Upgradation and Annual Maintenance Contract (AMC) of Contact Centre & EPABX System** to National Board of Examinations in Medical Sciences, I/We hereby declare that presently our firm/company .....is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/Central Government/PSU/ Autonomous Body.

We further declare that presently our Firm/Company is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/PSU/ Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my /our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Signatures .....

Name .....

Seal of the Bidder .....

Place .....

Date .....