

Request for Proposal for Procurement of Customer/Investor Relationship Management Software

**Instructions, Evaluation, Scope & Formats
Issued on Behalf of DIPIP, GoMP by
MP Industrial Development Corporation Limited
(A Govt. of M.P. Undertaking)
"MPIDC" 21, Arera Hills Bhopal - 462001, M.P (India)
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invest.mp.gov.in**

Tender Document for Procurement of Customer/Investor Relationship Management Software

This document outlines the requirements for procuring a unified Customer/Investor Relationship Management (CRM) software that supports marketing, investor acquisition, investor support, analytics, project management, implementation, and post on-boarding support in a centralized system. The goal is to improve cross-functional collaboration, customer/investor engagement, and data-driven decision-making.

1. Eligibility Criteria for Participation in this Tender/BID

Subject to provisions in the Bid Document, participation in this Tender/Bid Process is open to all bidders who fulfil the 'Eligibility' and 'Qualification' criteria. Bidder should meet the following eligibility criteria as on the date of the bid submission and should continue to meet these till the award of the contract. The bidder should upload the scanned copy of the following documents duly signed by the authorized signatory:

S.No	Criteria	Documents to be submitted
1.	Legal Entity: Bidder should have a legal status, as a single legal entity, must be incorporated and registered in India under statute or legal provisions like The Companies Act, 1956 and The Companies Act, 2013 or a Limited Liability Partnership (LLP) registered under the Limited Liability Partnership Act, 2008 or The Indian Partnership Act, 1932, etc. and should have been in continuous operation in India for at least 3 years as on 30 th April 2024. MSE or Start-ups are exempted from the condition of having continuous operation in India for at least 3 years as on 30 th April 2025.	Certificate of Incorporation relevant document as per the statute under which the Bidder is registered indicating the dates of incorporation / Registration. MSME registration certificate if applicable.
2.	Bidder should have Certificates of valid GST and PAN	Copies of PAN Card, GST Registration Certificate
3.	Authorization letter / MAF establishing the relationship of at least 3 years for the product quoted in the bid	Signed Authorization letter/MAF
4.	Bidder should have Average Annual Turnover during the last three financial years (FY 2021 – 22, FY 2022 – 23 and FY 2023 – 24) \geq ₹ 1 Crore.	Turnover certificate from a Chartered Accountant of the last 3 financial years (FY 2021 – 22, FY 2022 – 23 and FY 2023 – 24)
5.	The Bidder should be profitable in the last three financial years (FY 2022 – 23, FY 2023 – 24 and FY 2024 – 25).	A Certificate from a Chartered Accountant is to be submitted.

6.	The Bidder should not be blacklisted by any Department/Ministry of Govt. of India / State Govt / firm /autonomous organization / Statutory bodies / Public Sector Undertaking / Public Sector Banks.	Self-Declaration from the authorized signatory on the letter head of the company addressed to MD, MPIDC stating the following: - “The “company/Bidder M/s.....” has not been blacklisted by any Department/ Ministry of Government of India/ State Government/ firm/ autonomous organization/ statutory bodies/ Public Sector Undertaking/ Public Sector Banks as on the date of bid submission by the competent authority mentioned above.”
7.	Products offered along with the Make & Model	Details of product offered and Technical Compliance sheet by the bidder as per Annexure-1 Bidder must submit the technical compliance sheet on Company’s Letter Head, confirming the specifications mentioned at Annexure-1 and OEM’s Datasheet /Brochure for the same. Non- compliance to the specifications mentioned in Annexure-1 may result in rejection of the bid.
8.	EMD	An EMD of Rs. 50,000/- is to be deposited.
9.	The proposed product should feature in the Gartner Magic Quadrant during the Last 5 Year.	Proof regarding the same should be submitted.
10.	Scope of Supply <ul style="list-style-type: none"> ● Provisioning of the required licenses ● initial onboarding, training, post-implementation support and data migration, integration for the entire project duration. 	Self-Declaration as per Annexure-2
11.	The information and application should be stored in the Data Centre established in India	Self-Declaration as per Annexure-3

2. Important Dates

S. No.	Activity	Date and Time
1	Start Date of Purchase of RFP	13 May 2025 12:00 Hours
2	Date of Pre-Bid Conference and Submission of Pre-bid Query	15 May 2025 15:00 Hours
3	Last Date of Submission of Proposal	23 May 2025 15:00 Hours
4	Date of Opening of Tender, Pre-qualification and Technical Proposal	24 May 2025 15:30 Hours
5	Tentative Date of Opening of Financial bid	28 May 2025 15:00 Hours

3. Submission of Bids

- 3.1. Bids must be uploaded till the deadline for submission mentioned in the bid document on MP Tenders portal.
- 3.2. No manual Bids shall be made available or accepted for submission. Bidder must comply with the conditions of the MP Tenders portal, including registration, compatible Digital Signature Certificate (DSC) etc. In the case of downloaded documents, Bidder must not make any changes to the contents of the documents while uploading, except for filling in the required information.

4. Bid Opening

Bids received shall be opened online at the specified date and time given in Bid document. If the office is closed on the specified date of opening of the bids, the opening shall be done on the next working day at the same time.

5. Disclaimers and Rights of Buyer Department

The issue of the Tender/ Bid Document does not imply that the Buyer Department/organisation is bound to select bid(s), and it reserves the right without assigning any reason to:

- a) reject any or all the Bids, or
- b) cancel the tender process; or
- c) abandon the procurement of the Product/Services;
- d) issue another tender for identical or similar Product/Services.

6. Tender/Bid Information Summary

1.	Name of the client: MP Industrial Development Corporation Limited (MPIDC)
2.	Financial proposal to be submitted together with Technical Proposal: Yes Name of the assignment: Customer/Investor Relationship Management Software.
3.	Address: MP Industrial Development Corporation (A Govt. of M.P. Undertaking), 21, Arera Hills, Bhopal, 462011 Conference Room, Sixth Floor https://invest.mp.gov.in/ and https://mptenders.gov.in Contact person: Ms. Sapna Kushwah, Manager MPIDC Telephone: 0755-3523408 Email – ifc@mpidc.co.in

4.	<p>a. Agencies are requested to visit the following URL for more information. http://www.invest.mp.gov.in/</p> <p>b. Agencies are requested to contact MPIDC office for any kind of clarification, information on the project.</p>								
5.	<p>This RFP has been issued in the English language. Proposals shall be submitted in English language. All correspondence exchanges shall be in English language.</p>								
6.	<p>Participation of Sub-Agency in more than one Proposal is permissible: No Consortiums allowed: No</p>								
7.	<p>Proposals must remain valid for 180 calendar days after the proposal submission deadline (i.e., until: 19th November, 2025).</p>								
8.	<p>Price break-up must not be uploaded with Technical Bid. Uploading of price break- up with Technical Bid would summarily cause rejection of the bid. Price break-up will be the part of the Financial Bid only.</p>								
9.	<p>Initially 15 licenses would be procured by MPIDC subject to the need in future additional licenses may be procured on pro-rata basis. The vendor would be responsible to supply additional licenses at the rates submitted in the financial bid.</p> <p>The license and implementation cost would be applicable for the entire project duration that is 36 months and extension of 24 months (if extended). Additional licenses as may be required should be provided on the same cost quoted in the tender</p>								
10.	<p>In case client feels that the proposal validity should be extended in order to get formal approval and go-ahead. Client will send a confirmation mail to all Agencies. All Agencies may send their consent via email to extend the validity of the proposal for another 90 days.</p>								
11.	<p>Clarifications may be requested by 13th May 2025 through email. All requests for clarifications shall be made via email (ifc@mpidc.co.in), as per the format below and in excel file only.</p> <table border="1" data-bbox="293 1226 1166 1423"> <thead> <tr> <th>S.no</th> <th>RFP Ref/Page No</th> <th>RFP Clause</th> <th>Clarification Sought/Query</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	S.no	RFP Ref/Page No	RFP Clause	Clarification Sought/Query				
S.no	RFP Ref/Page No	RFP Clause	Clarification Sought/Query						
12.	<p>Online submission of proposals are as per the process defined in https://mptenders.gov.in/</p>								
13.	<p>Project Duration: 36 months from the date of signing of contract with a provision for further extension of 24 months</p>								
14.	<p>Method of Selection: L1 Basis</p>								
15.	<ul style="list-style-type: none"> • Agencies shall submit their Proposals electronically on the portal: www.mptenders.gov.in • For participation in e-tendering, it is mandatory for prospective Agency to get registered on website https://mptenders.gov.in/ . Therefore, it is advised to all prospective agencies to get registration by making on line registration fees payment at the earliest. • Tender documents can be downloaded from website www.mptenders.gov.in and http://www.invest.mp.gov.in. However, a tender documents fee of Rs 10,000 /- (Rs Ten Thousand only) + GST is to be paid on www.mptenders.gov.in . Responses Without tender document fee bid will not be accepted. • Service and gateway charges (including taxes) shall be borne by the Agency. 								

16.	<p>EMD</p> <ul style="list-style-type: none"> • Agency shall submit an EMD of Rs.50,000/- online through the eProcurement portal (website www.mptenders.gov.in). • The bid will be disqualified if the EMD is not submitted within the stipulated timeline. • Unsuccessful Agency's EMD will be released as promptly as possible, but not later than 90 days after the award of the contract to the successful Agency. • The EMD may be forfeited in following cases – If an Agency withdraws its bid or increases its quoted prices during the period of bid validity or its extended period, if any; or In the case of a successful Agency, if it fails within the specified time limit to sign the Agreement.
17.	<p>Performance Bank Guarantee</p> <ul style="list-style-type: none"> • The Agency shall at its own expense, deposit with MPIDC, within Thirty (30) working days of the; date of notice of award (LOI) or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled/ nationalized Bank of a value equivalent to 10% of the Contract Value, acceptable to MPIDC, for the due performance and fulfillment of the contract by the successful Agency. • Performance Guarantee should be valid up to 3 Months beyond the contract period. • Performance Guarantee may be forfeited by the MPIDC, if the Successful agency fails to perform within the period(s) specified in the Contract, or within any extension thereof granted by the MPIDC pursuant to conditions of contract clause or if the Successful Agency fails to perform any other obligation(s) under the Contract. • Except as provided above, a delay by the successful Agency in the performance of its delivery obligations shall render the successful Agency liable to the imposition of liquidated damages pursuant to conditions of Contract. The Agency shall indemnify MPIDC in case any of the resources deployed by them damages the equipment, assets etc. owned by Government of Madhya Pradesh. Further, without prejudice to its other remedies under the Contract, the contract can be terminated by MPIDC and the Performance Bank Guarantee can be forfeited.

7. Scope of work, Coverage area and Job description

7.1. Requirement:

- Supply of Customer/Investor Relationship Management Software as per the specifications mentioned in **Annexure-2**.
- Technical Support for implementation of solution, customization, data migration, Integration with Platforms like, training, report customization WhatsApp social media support etc.

7.2. Major penalties:

The following incidents will be considered as major penalties and will attract penalty of 10% of the amount payable for the quarter subject to the non-compliance of the following terms:

S. No.	Terms
1.	Non-Supply of the required licenses as defined by MPIDC within 5 days of the receiving the order
2.	Additional licenses as may be required should be provided on the same cost quoted in the tender, escalation in this cost may result in the termination of the agreement and forfeiture of Bank guarantee.
3.	Dedicated Technical support team for Implementation, training, Customization, Integration should be available to MPIDC, failure in providing the same may result in invocation of penalty clauses.
4.	Non signing of the successful bidder will lead to Forfeiture of EMD and Black listing of the bidder by MPIDC

8. Deliverables and Payments

- 8.1. The cost of the licenses would be paid within 45 days of supply and required commissioning and customization. The associated implementation and support cost would be payable on quarterly basis.
- 8.2. In consideration to the services performed by the agency, the agency would be required to submit Quarterly reports and would be eligible for the payments.
- 8.3. The agency would be required to make a presentation to the committee constituted by MD MPIDC, members from the engagement team of the agency would present the reports.
- 8.4. The payment for a particular quarter would be released on the approval of the committee. If the work is not found to the satisfaction of the committee, the committee will ensure that a time of 10 days is given for the rectification of the highlighted issues. Post 10 days if the highlighted issues are not resolved a 10 % of the payable amount would be deducted as Penalty.
- 8.5. In addition to the above penalties on non-rectification of issues raised in the QPR, Penalty may also be imposed on the agency for the following
 - a) Incomplete or unsatisfactory delivery of the deliverables
 - b) Delay in the delivery of the deliverables
- 8.6. The penalty for deficiency in the delivery of service would be capped at 10 % of the payment payable for that quarter.

Note:

- a. Any dispute regarding the payments would be referred to MD, MPIDC, who would take decision in this regard.
- b. If the issues are not resolved at the level of MD, MPIDC the final decision would be taken by Principal Secretary, Department of Industrial Policy and Investment Promotion. Decision of PS, DIPIP would be binding to both the parties.
- c. The payment shall be made based on the successful submission of quarterly progress report and invoice.
- d. The reports are required to be submitted in Hard Copy and Soft copy.
- e. Standard tax deductions shall be made as per the prevailing rules.

9. Evaluation of Bids

9.1. Preliminary Examination of Bids - Determining Responsiveness

A substantially responsive bid is complete and confirms to the Tender/Bid Document's essential terms, conditions, and requirements, without substantive deviation, reservation, or omission. Only substantively responsive bids shall be considered for further evaluation. Unless otherwise stipulated in the Bid/ Tender Document, the following are some of the crucial aspects for which a bid shall be rejected as nonresponsive:

- a. Bidder is not eligible to participate in the bid as per laid down eligibility criteria;
- b. The Services offered are not eligible as per the provision of this tender.
- c. Bidder has quoted conditional bids or more than one bid or alternative bids unless permitted explicitly in the Bid Document.
- d. The bid departs from the essential requirements stipulated in the bidding document;
- e. Non-submission or submission of illegible scanned copies of stipulated documents/ declarations.
- f. Non- responsiveness may also be determined in view of the rules and guidelines issued by Government of India/State Government from time to time.

9.2. Evaluation of Financial Bids and Ranking of Bids

Evaluation of the financial bids shall be on the price criteria only. Financial Bids of all Techno- commercially suitable bids are evaluated and ranked to determine the lowest priced bidder.

10. Litigation

Any dispute arising out of this Bid, or contract with the successful bidder or any other participating bidder in this procurement process shall be subject to the jurisdiction of courts of Justice in Bhopal (M.P).

11. Contract Agreement

All conditions of RFP, Technical Proposal (including the presentations) of the bidder shall be considered to be integral part of the work order/ Contract/ Agreement.

Final draft of the agreement would be shared with Successful bidder prior to the signing of the agreement.

Details of Product Offered

Proposed Product Name (Make/ Model/Version)	
Company/OEM -	
Name of the Partner -	
No of Years associated with OEM	
Partnership with OEM (Gold/Platinum/Premium etc.)	

Technical Compliance sheet

Sr no.	Requirements	Compliance (Yes/No)
Functional Requirements		
1.	Customer Relationship Management (CRM)	
	<ul style="list-style-type: none"> • Must offer sales automation tools including deal pipelines, contact management, and workflow automation. 	
	<ul style="list-style-type: none"> • Should support custom modules and field-level personalization. 	
	<ul style="list-style-type: none"> • Required to have a robust lead and deal tracking system with activity timelines. 	
2.	Helpdesk & Customer Support	
	<ul style="list-style-type: none"> • The solution must include a ticketing system to manage customer inquiries via multiple channels (email, chat, phone, etc.). 	
	<ul style="list-style-type: none"> • Should allow SLAs, escalations, and multi-department ticket routing. 	
	<ul style="list-style-type: none"> • Customer feedback collection post-ticket resolution is essential 	
3.	Live Chat & Visitor Tracking	
	<ul style="list-style-type: none"> • A website visitor tracking system should be available for lead engagement. 	
	<ul style="list-style-type: none"> • Must include real-time live chat with automated prompts and chatbot options. 	
	<ul style="list-style-type: none"> • Should provide heatmaps and session tracking for visitor behavior analysis 	
4.	Email Marketing Automation	

	<ul style="list-style-type: none"> Platform must support bulk email campaigns with automation workflows. 	
	<ul style="list-style-type: none"> Should provide A/B testing, segmentation, and response tracking. 	
	<ul style="list-style-type: none"> Compliance with global anti-spam laws and GDPR is required. 	
5.	Social Media Management	
	<ul style="list-style-type: none"> Should integrate with major platforms (Facebook, LinkedIn, X/Twitter, Instagram). 	
	<ul style="list-style-type: none"> Must support scheduling, posting, monitoring, and performance analytics. 	
	<ul style="list-style-type: none"> Sentiment analysis and engagement tracking should be included. 	
6.	Survey & Feedback Collection	
	<ul style="list-style-type: none"> A survey module should enable creation of forms and questionnaires. 	
	<ul style="list-style-type: none"> Should support conditional logic, branding, and multi-channel distribution. 	
	<ul style="list-style-type: none"> Real-time analysis and reporting of responses is essential 	
7.	Project & Task Management	
	<ul style="list-style-type: none"> The system must offer project tracking with tasks, milestones, timelines, and Gantt charts. 	
	<ul style="list-style-type: none"> Collaboration tools like comments, file sharing, and task dependencies are required. 	
	<ul style="list-style-type: none"> Time tracking and issue management must be supported. 	
8.	Business Intelligence & Analytics	
	<ul style="list-style-type: none"> The platform should provide advanced analytics and dashboard creation. 	
	<ul style="list-style-type: none"> Data blending from multiple modules/applications should be possible. 	
	<ul style="list-style-type: none"> Predictive insights and KPI tracking tools are mandatory. 	
9.	Gamification (or similar features) & Performance Tracking	
	<ul style="list-style-type: none"> Required to have gamification features like targets, leaderboards, and goal tracking. 	
	<ul style="list-style-type: none"> Should motivate sales and support staff with progress dashboards and performance analytics. 	

➤ Non-Functional Requirements		
1.	Security:- Must comply with industry standards (ISO, GDPR, etc.)	
2.	Scalability:- Capable of supporting growth across departments and users.	
3.	User Access Control:- Role-based access and permissions for data privacy.	
4.	Mobile Accessibility:- Full-featured mobile application for field staff.	

5.	Support & Documentation:- 24x7 technical support with training resources.	
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➤ Implementation Preference		
1.	Preference for a unified platform from a single vendor to ensure seamless integration and data consistency.	
2.	Vendor must offer initial onboarding, training, and post-implementation support.	
3.	Monthly support and maintenance services should be available on-demand or under an annual support agreement, as per the department's requirement.	

**Format for Self-declaration for Scope of supply
(On Agency Letterhead)**

To
The Managing Director,
MP Industrial Development Corporation (MPIDC),
21, Arera Hills, Bhopal,
Madhya Pradesh – 462011
Date: DD/MM/YYYY
Sub: Self-declaration for scope of supply
Ref:<<RFP Title>>Bidding Document No: _____ Dated: __/__/__)

Sir,

I <<bidder name>> hereby declare that the proposed product <<name of product>> complies to the specifications mentioned in the RFP and <<bidder name>> will extend necessary support for Onboarding , training , Customization , data migration , integration , troubleshooting as per the requirements defined by MPIDC from time to time ”

Date: _____ Signature of Authorized representative
Name of Agency:
Full Address
Telephone No.:

**Format for Self-declaration for Data Centre established in India
(On Agency Letterhead)**

To
The Managing Director,
MP Industrial Development Corporation (MPIDC),
21, Arera Hills, Bhopal,
Madhya Pradesh – 462011
Date: DD/MM/YYYY
Sub: Self-declaration for Data Centre established in India
Ref:<<RFP Title>>Bidding Document No: _____ Dated: __/__/____)

Sir,

We <<bidder name>> hereby declare that the proposed product/solution including the data will be hosted in the data centers established in india and the data center complies with latest data security protocols.

Date:

Signature of Authorized representative

Name of Agency:

Full Address

Telephone No.:

Sample Format for Performance Security

[Date]

To

Managing Director,
MP Industrial Development Corporation (MPIDC),
21, Arera Hills, Bhopal,
Madhya Pradesh – 462011

Sub: Performance Bank Guarantee

Ref: <<RFP Title >>(Tender No: _____ Dated: __/__/____)

Dear Sir,

M/s. (name of Agency), a company registered under the Companies Act, 1956, having its registered office at (address of the Agency),(here in after referred to as “our constituent”, which expression, unless exclude do repugnant to the context or meaning here of, include sits successors and assignees), agreed to enter into a contract dated (Herein after, referred to as “Contract”) with you (MP Industrial Development Corporation (MPIDC)) for referred RFP.

We are aware of the fact that as per the terms of the contract, M/s. (name of Agency) is required to furnish an unconditional and irrevocable bank guarantee of amount 10% of purchase order in favor of MPIDC for an amount<<...>>and guarantee the due performance by our constituent as per the contract and do here by agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/ default of the said contract by our constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered in to the said contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee. Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said contract, and which has not been rectified by him, we here by agree to pay you forth with on demand such sum/s not exceeding the sum of amount <<...>>), without any demur.

Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s)/breach(es),as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur. This PBG will remain valid for 5 Years.

We further agree that the termination of the said agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.

We here by expressly waive all our rights to pursue legal remedies against MPIDC and other Concerned Government Departments of Madhya Pradesh.

We the guarantor, as primary oblige or and not merely surety or guarantor of

collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise here under may be sent by special courier, telex, fax, registered post, or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48 hours from the time it is posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent upon intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption there of or therewith or reconstruction or winding up, but will ensure to your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained herein above, our liability under this Performance Guarantee is restricted to amount<<....>>), and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We here by confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient to the authority by express delegation of power//have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favor.

We further agree that the exercise of any of your rights against our constituent to enforce or for bear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee. Not with standing anything contained herein, our liability under this Performance Bank Guarantee shall not exceed amount INR <<....>>.

The PBG shall remain valid during the entire warranty period; and We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only if we receive a written claim or demand on or before (Date) i.e. 3 years or applicable extension from start of project. Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or with holding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian

Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in Bhopal (M.P) for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Datedthis Day20..

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation (Address of the Bank)

Note:

This guarantee will attract stamp duty as security bond. A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.