

आरएफपी संख्या आईएफसीआई/ CA&T/ई-टेंडर/2024-25/03

दिनांक : 28/01/2025

RFP No: IFCI/CA&T/E-Tender/2024-25/03

Dated: 28/01/2025



प्रस्ताव हेतु अनुरोध (आरएफपी)

आईएफसीआई लिमिटेड के प्रत्यक्ष एवं अप्रत्यक्ष कर मामलों के लिए परामर्शदाता की नियुक्ति

Request for Proposal (RFP)

For

Engagement of Consultant for Income Tax Refund Follow-up Services Part-I of IFCI Limited

निविदा का तरीका - जीईएम पोर्टल पर ई-निविदा

Mode of Tender - e-Tender on GEM Portal

बोलियां जमा करने / अपलोड करने की अंतिम तिथि

सायं **06:00 बजे, 18/02/2025**

Last Date of Submission /Uploading of Bids

06:00 PM on 18/02/2025

संबोधित करें / **Addressed To**

उप-महाप्रबंधक (CA&T), आईएफसीआई लिमिटेड, आईएफसीआई टॉवर,

61 नेहरू प्लेस, नई दिल्ली - 110019

Deputy General Manager (CA&T), IFCI Limited, IFCI

Tower, 61 Nehru Place, New Delhi – 110019

Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of IFCI, is provided to the Bidder on the terms and conditions set out in this RFP document. This RFP is neither an agreement nor an offer and is only an invitation by IFCI to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder with information to assist the formulation of their proposals.

This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary, may obtain independent advice. IFCI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. IFCI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

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This document has not been filed, registered or approved in any Court of Competent jurisdiction. Recipients of this document should inform themselves of and observe any applicable legal requirements.

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Chapter-1

I. Introduction

- a. The Industrial Finance Corporation of India was established on July 1, 1948, as the first Development Financial Institution in the country to cater to the long-term finance needs of the industrial sector. The name of the company was subsequently changed to IFCI Limited (IFCI). IFCI is now a Government of India Undertaking under the aegis of the Department of Financial Services, Ministry of Finance, GOI, primarily a non-Deposit taking Systemically Important NBFC.
- b. IFCI is engaged in the business of providing financial assistance in the form of loans & equity participation. Besides above, IFCI is also investing funds into quoted/ unquoted Shares, Bonds, Mutual Funds and other securities and undertakes the sale & purchase of securities on regular basis. It is also engaged in consultancy and advisory services. IFCI has six subsidiaries and seven step-down subsidiaries.

II. Invitation for Tender Offer:

- a. IFCI invites bids for Engagement of Consultant for Follow-up services of Income Tax Refunds Part - I.
- b. Selected Bidder has to provide, manage and maintain all necessary infrastructure components and services that would be necessary as per the requirements of this RFP. The assignment shall be completed to the satisfaction of IFCI. The applicant has to ensure:
 - i. Laptop is available with the team working on the assignment
 - ii. Official e-mail ids are available with the team working on the assignment (G-mail or any other public e-mail ids shall not be permitted)
 - iii. Concerned team members shall be available in IFCI premises for execution of activities outlined in the scope of work
- c. IFCI reserves the right to alter the scope of work at any stage with suitable adjustment in fees payable.
- d. The applicant shall apply for only one tender out of the below 4 tenders issued by IFCI Ltd:

SN	Components	Tender Ref. No.
1)	Direct Taxation Services	IFCI/CA&T/E-Tender/2024-25/01
2)	Income Tax Refund Follow-up Services Part-I	IFCI/CA&T/E-Tender/2024-25/03
3)	Income Tax Refund Follow-up Services Part-II	IFCI/CA&T/E-Tender/2024-25/04
4)	Indirect Taxation Services	IFCI/CA&T/E-Tender/2024-25/02

Note: In case any applicant applies for more than one tender out of the above 4 tenders then all applications are liable to be rejected.

III. Fact Sheet

Sl. No.	Particulars	Details
1	Tender Notice No	IFCI/CA&T/E-Tender/2024-25/03
2	Tender Name	Engagement of Consultant for Income Tax Refund follow-up Services Part – I of IFCI Limited
3	Non-refundable Application Fee	Rs.5000/- (Rs.4000/- in case of MSEs)
4	Date of Issue	28/01/2025
5	Date of Pre-Bid Meeting	04/02/2025, 11:00 AM (Through WEBEX Meeting. Mail to tax@ifcilttd.com for meeting link)
6	Last date for seeking clarifications, if any	04/02/2025, 05:30 PM
7	Last date & time of submission of Bid (Technical & Financial Bid)	18/02/2025, 06.00 PM
8	Tender Document	The details can be downloaded from GeM portal www.gem.gov.in or from IFCI website https://www.ifcilttd.com/ (Tenders - procurement-goods-and-services).
9	Date & time of opening of Technical Bids	19/02/2025, 04.30 PM
10	Date & time of opening of Financial Bids	Shall be communicated to technically qualified bidders
11	Name of the contact person for any clarification	Mr. Balbir Jha (Mob: 8851102289) Mr. Rahul Bansal (Mob: 8950875878)
12	E-mail Address	tax@ifcilttd.com (Please quote the RFP No. in the Subject Line of the e-mail)

Chapter-2

Instructions to Bidders

1. Bidder shall submit their offers online in an electronic format both for "Technical" and "Financial bid".
2. **On Line submission of bids:** The online bids will have to be digitally signed and submitted within the time specified on website <https://gem.gov.in> the following manner:-
 - a) **Technical Bid: Scanned Copies to be uploaded (.pdf):**
 - i. Bidders shall upload the technical bid in the prescribed formats.
 - ii. The technical information should be prepared very carefully and as indicated in the tender document since it will form the basis for pre-qualification and technical scoring of bidders. Only relevant and to the point information/document should be uploaded. Failure to provide any required information may lead to the rejection of the offer. Bidders must read the tender document very carefully before signing it.
 - iii. Technical bid i.e., all Annexures (including all the pages of tender document), except Financial Bid, must be signed by the authorized representative along with date as token of acceptance of the terms & conditions of tender.
 - b) **Financial Bid: (.xls):** Bidders must read the terms and conditions as mentioned in the format / tender document and submit the form accordingly. Bidders are required to check the prices / amount carefully before uploading the financial bid.
3. Submission of more than one bid is not allowed and shall result in disqualification of bidder.
4. **Validity of bids:** Tender submitted by Bidders shall remain valid for acceptance for a minimum period of Ninety (90) days from the last date of submission of Bid (Technical and Financial), including extensions, if any.
5. IFCI reserves the right to reject any or all the bids without assigning any reasons thereof.
6. **Authorization and Attestation:**

The bidders have to submit an Authorization Letter or valid Power of Attorney on behalf of firm for signing the document.

7. The Standard Terms and Conditions of Contract also form part of the E-Tender specifications. The information furnished shall be complete by itself. The Bidders are required to furnish all the details and other documents as required.
8. Bidders are advised to study all the tender documents carefully.
9. Any conditional bid received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder.

10. Any submission in tender shall be deemed to have been done after careful study and examination of the e-tender documents and with the full understanding of the implications thereof.
11. Should the e-tenderers have any doubt about the meaning of any portion of the Tender Specification or find discrepancies or omissions in the scope of work or the e-tender documents issued are incomplete or shall require clarification on any of the technical aspect, the scope of work etc. Tenderers shall at once, contact the authority inviting the tender well in time (so as not to affect last date of submission) for clarification before the submission of the tender.
12. Bidders' request for clarification shall be with reference to Sections and Clause numbers given in the e-tender document.
13. The specifications and terms and conditions shall be deemed to have been accepted by the Bidders in his offer.
14. Non-compliance with any of the requirements and instructions of the e-tender document may result in the rejection of the tender.
15. This document has not been filed, registered or approved in any Court of Competent jurisdiction. Recipient of this document should inform themselves of and observe any applicable legal requirements.
16. This document constitutes no form of commitment on the part of the IFCI. Furthermore, this document confers neither the right nor an expectation on any party to participate in the tendering process.
17. Merely participation in this Tender Document by any party does not confer or constitute any right of association with IFCI.
18. **Conflict of Interest**
 - a) The consultant shall not receive any remuneration in connection with the assignment except as provided in the contract.
 - b) The consultant and its affiliates shall not engage in consulting activities that conflict with the interest of the client under the contract. The consultants should provide professional, objective and impartial advice and at all times hold the company's interests paramount, without any consideration for future work, and that in providing advice they avoid conflicts with other assignments and their own corporate interests. It is clarified that the bidder shall not undertake any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of being unable to carry out the assignment in the best interest of the company.
 - c) Without limitation on the generality of the fore-goings, the selected bidder and any of their affiliates and member firms, shall be considered to have conflict of interest and shall not be engaged under any of the circumstances set forth below:

- i. Conflict among consulting assignments: Consultants (including their personnel) or any of their affiliates and members shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the consultants to be executed for the same or /and any other employer.
 - ii. Relationship with the staff: Consultants (including their personnel) that have a business or family relationship with a member of IFCI's staff who are directly or indirectly involved in any part of (a) the preparation of the RFP or the contract or terms of reference or assignment, (b) the selection process for such assignment / contract, or (c) supervision of such contract; may not be awarded a contract, unless it is established to the complete satisfaction of the employing authority, for the reason to be recorded in writing, that such relationship would not affect the aspects of fairness and transparency in the selection process and monitoring of consultant's work because of resolution of conflict stemming from such relationship in a fair and reasonable manner throughout selection process and execution of the contract.
- d) The bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interests of the company, or that may reasonably be perceived as having this effect. The bidders will disclose in their tender details of any circumstances, including personal, financial and business activity that will, or might, give rise to a conflict of interest if they are awarded contract pursuant to RFP.
- e) If tenderer identify any potential conflict, at any stage of their engagement, they should forthwith inform the company and state how they intend/plan to avoid such conflicts.
- f) IFCI reserves the right to reject any tender which, in IFCI's opinion, gives rise, or could potentially give rise to, a conflict of interest.

19. RFP document submission is required to be done as under:

The Tender documents (Receipt, Technical Bid & Financial Bid) should be submitted online on GeM Portal www.gem.gov.in

20. Bid Submission

Bidders who wish to participate in this tender will have to register online on www.gem.gov.in.

Bidder shall submit their offers online in an electronic format both for "Technical" and "Financial bid".

- a. Before electronically submitting the tenders, it should be ensured that all the documents and annexures being uploaded are self-certified/ signed by the bidders.
- b. On-line submission of bids: Online bids will have to be digitally signed and submitted within the time specified on website www.gem.gov.in

21. Application Fee

Bids received without non-refundable application fees is liable to be rejected. Bidder(s) should ensure payment to the credit of IFCI Limited. The Bank account details are as below:

HDFC BANK ACCOUNT No	00030350002631
Account / Beneficiary Name	IFCI Ltd.
Bank Name	HDFC Bank Ltd.
HDFC Bank Branch Address	209-214, Kailash Building, Kasturba Gandhi Marg, New Delhi – 110 001. T.No.011-41699422/41699472 Fax No. 011-23359580/41699402
9 Digit (MICR) Code Number of the Company & Branch	110240001
Account Type (with Code)	Current Account
BANK & BRANCH CODE / BSR Code	051005
Ledger N. / Ledger Folio No	HDFC Bank does not maintain Ledgers
IFSC Code (Indian Financial System Code)	HDFC0000003
SWIFT Code	HDFCINBBXXX

22. Technical Bid (Eligibility Criteria)

Technical bid response must comply with the annexures provided and all the compliances stated in the **Chapter-3 Eligibility Criteria**.

IFCI reserves the right to waive any of the Technical Specification during technical evaluation, if in IFCI's opinion it is found to be minor or acceptable deviation.

23. Financial Bid

The rates as given in the schedule to be quoted in figures and the rates must be inclusive of all and out-of-pocket expenses (except for travel outside Delhi) in financial bid. The bidder is required to check the prices/amount carefully before uploading financial bid.

24. Only one bid would be considered from one firm for online e-Tendering.

25. The Bidders are also advised to visit the aforementioned websites on regular basis for checking necessary updates. IFCI also reserves the right to amend the dates mentioned in the **FACT SHEET** of this Bid document. All prospective bidders will be notified of the amendment which will be final and binding on all the bidders via notification of the GeM Portal and IFCI Website only.

26. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their Bids, IFCI, at its discretion, may extend the deadline for the submission of Bids. Further, IFCI reserves the right to scrap the RFP or drop the tendering process at any stage without assigning any reason.

27. If the online submission does not include all the information required or is incomplete, the proposal is liable to be rejected.

28. Bids submitted by Fax or E-mail or any form other than mentioned above will not be acceptable and liable to be rejected by IFCI.

29. The evaluation of the bid will only be based on the documents uploaded online on e-Tendering portal www.gem.gov.in.
30. The bids shall be submitted strictly as per the format specified in this Request for Proposal. Bids with deviation from this format are liable to be rejected.
31. In the first stage, only TECHNICAL BID will be opened and evaluated for the bidders qualifying the eligibility criteria. Those bidders who satisfy the technical requirements as determined by IFCI, shall qualify for the FINANCIAL BID evaluation.
32. The Tender evaluation committee constituted for the said purpose, shall conduct bid evaluation. The objective of evaluation methodology is to facilitate the selection of desired solution at optimal cost. The purpose of it is only to provide the Bidder an idea of the evaluation process that IFCI may adopt.
33. IFCI reserves the right to modify the evaluation process at any time during the Tender process (before submission of technical and financial responses by the prospective bidder), without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change.
34. IFCI's decision in respect of evaluation methodology and short listing of bidders will be final and no claims, whatsoever in this respect, shall be entertained.
35. The clarification shall be given in writing immediately, but no change in the price shall be sought, offered or permitted.

36. Transfer of Bid Document/ Award

Transfer of Bids submitted by one Bidder of Award by successful bidder to other party is not permissible. IFCI may request any bidder in writing to provide clarification on any tender clause based on the technical evaluation. Subsequent queries of IFCI, if any, on the technical details, clarifications or any other information should be replied positively within the time specified, failing which Tenders shall be finalized on the basis of the information, available. It shall, therefore, be in the Bidders' interest to give complete and comprehensive technical particulars/description and details.

37. Price Evaluation Criteria

Bidders should quote their rates/prices in Indian Rupees only for entire scope of work as per Price bid format included of this tender document.

Chapter-3

Eligibility Criteria

I. Eligibility Criteria for Pre-Qualification of the Bidders:

(1) Proposals not complying with the 'Minimum Eligibility criteria' are liable to be rejected and will not be considered for further evaluation.

(2) The proposal should adhere to the following minimum eligibility criteria.

S. No.	Eligibility Criteria	Documents to be submitted
1.	Applicant should be a Chartered Accountant firm	ICAI Registration certificate
2.	Firm Should have an office in New Delhi	Profile of firm indicating all such details
3.	Firm should have a minimum 10 years of experience in Direct Taxation Services.	Profile of firm indicating all such details
4.	Proposed engagement partner of the firm should be a Chartered Accountant with a minimum of 8 years of experience	ICAI Registration certificate and firm membership record and Profile of the engagement partner
5.	Firm should have average gross receipt/turnover of more than Rs.20.00 Lakhs in the last 3 financial years prior to the date of making applications (i.e. FY 2022 to FY 2024). (Rs.16.00 Lakh in case of MSEs)	A certificate from a practising chartered accountant (from outside the firm)
6.	Firm should provide commitment to deploy 1 chartered accountant employee of the firm and 1 other employee of the firm and should be available in IFCI premises for execution of activities mentioned in the scope of work Note: Trainees shall not be treated as employees of the firm	Written commitment to be provided on the letterhead by the engagement partner. Note: In future if it is observed that the commitment is not complied with, the assignment shall be terminated.

Bids submitted by all the bidders would be evaluated for eligibility as mentioned in the 'Eligibility Criteria' section. Bids not complying with the eligibility criteria are liable to be disqualified/ rejected and will not be considered for further evaluation. IFCI reserves the right to cancel the bid / call for clarifications in this regard. Bidders must submit the proof of all the credentials as required for evaluation of eligibility criteria. Claims of the bidders without verifiable facts won't be considered as credentials towards satisfying eligibility criteria.

II. Evaluation Methodology:

A. Evaluation process

1. The evaluation shall be a 2-stage bid process in which the Bidder has to submit following bids in separate envelopes at the time of submission of bids as stipulated in this document.
 - a. Technical Bid
 - b. Financial Bid

2. The Company shall first evaluate the Technical Bid comprising of 'Eligibility Criteria' and other supporting documents. The applicant satisfying eligibility criteria shall become a pre-qualified bidder.
3. Thereafter, Financial Bid of pre-qualified bidders shall be opened
4. The successful bidder will be a pre-qualified bidder whose financial bid is the lowest.
5. The evaluation by IFCI will be undertaken by Tender Evaluation Committee of officials or/and representatives formed by IFCI and its decision will be final.
6. All the documentary proofs are to be submitted along with the bid in this regard.
7. Bidders must not present any reference as credential for which it is not in a position to present the verifiable facts/documents. IFCI would not consider any statement as a credential if same cannot be verified as per its requirement for evaluation.
8. During evaluation, Company at its discretion can ask the bidders for clarifications.
9. IFCI may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.
10. **Normalization** - IFCI reserves the right to go for normalization process after technical evaluation and accordingly may request all the bidders to submit revised bid (technical or commercial or both) to avoid any possible ambiguity in evaluation process or make apple-to-apple comparison or to bring further transparency in the evaluation process.
11. **The successful technically qualified bidders will be informed of the date of opening of the financial bid for appointment as Tax consultant. The decision of IFCI will be final in this regard.**
12. In order to understand profile of the firm and to have a clear understanding of the areas in which firm is having requisite expertise, IFCI may at its absolute discretion invite one or more or all the bidders for further presentation.
13. The Financial Bid should be submitted strictly in the prescribed format and should not have any deviations, restrictive statements, etc. therein. Otherwise, such bids are liable to be rejected at the sole discretion of IFCI. The price shall be quoted in Indian Currency only. No separate fees/reimbursements other than GST, as applicable, at the time of payment shall be made by the Company.
14. The decision of IFCI shall be final and binding on all the Bidders to this document. IFCI reserves the right to accept or reject an offer without assigning any reason whatsoever.
15. In case of a tie, preference will be given to the bidder having better technical credentials;
16. Bidders should submit their Technical & Financial Bids strictly in the format given in Annexure **1** and Annexure **2**, respectively.

Chapter - 4

A. Scope of Work – Direct Tax Services of Income Tax Refunds Part-I

- To follow-up with the various IT authorities for pending appeal effects, refund orders, rectification orders and other pending actions on the part of IT authorities. Since IFCI has many pending orders/effects, follow-up shall form a major component of the scope of work. The consultant is expected to review all the files/records connected with pending appeal and rectification effects, for each assessment year and provide a status note starting from filing of ITR. The consultant is expected to draft applications and submit it on our behalf before the income tax authorities for obtaining effects in respect of the pending matters.
- The consultant should identify appropriate income tax authority (including CBDT) for ensuring effective consideration of our application of refunds.
- The consultant should certify the year wise amount of Refund to be received from Income Tax Authorities. Also suggest the accounting treatment.
- The consultant is expected to visit the income tax department at least once in 15 days and provide fortnightly status of refund
- Following Estimated Pending refunds has been covered in this chapter:

S. No	Assessment Year	Amount of refund (Rs.)
1	2001-02	6,71,32,426.00
2	2006-07	34,25,61,770.00
3	2007-08	2,74,98,315.00
4	2008-09	3,07,03,599.00
5	2009-10	19,76,858.00
6	2010-11	88,33,630.00

B. Terms & Fee Structure

- The fee shall be payable in the following manner:
 - 20% on preparation of detailed status note, Certification,, application for obtaining challans and submission of application (not exceeding Rs.40,000 per FY) and remaining on obtaining refund. In the case of a part refund, pro-rata fee shall be payable.
- The place of work shall normally be in Delhi. However, in case partner or any team member of the firm has to travel outside Delhi in connection with the scope of work, travelling and boarding & lodging expenses shall be paid on actual basis, subject to rules applicable to IFCI employees;
- For ensuring efficient execution of the scope of work the firm is atleast expected to deploy at IFCI premises-
 - An employee who is a Chartered Accountant and
 - An employee of a firm

C. Period of Contract

The tenure of the contract shall start from the award date for one year, with an option to extend it for another two year(s) in one or more tranches at the discretion of IFCI at mutually agreed terms.

Chapter-5

Standard Terms & Conditions

Clarification of Tender Document

The prospective Bidders requiring any clarification may notify IFCI in writing or by e-mail as specified in Key Events and Dates section.

Amendment of Tender Document

At any time prior to the last date and time of receipt of bids, IFCI may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidders may modify the Tender Document by an amendment. The amendment will be notified in writing/ published on the IFCI's website. In order to accord prospective Bidders reasonable time to prepare their bids, IFCI may, at its discretion, extend the last date and time for submission of Bids.

Completeness of Response

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of this RFP document with full understanding of its implications.

The response to this RFP should be full and complete in all respects. Failure to furnish all information required or submission of a proposal not substantially responsive in every respect will be at the Bidder's own risk and may result in rejection of their bid.

Proposal Cost

IFCI shall not be liable for any cost incurred by bidders in preparing responses to this RFP or for any work performed prior to official appointment by IFCI.

Any other Information

In addition to the information desired in the terms and conditions as well as in the technical bid, the Bidder may provide any other information/description like performance figures specified/indicated along with supporting documents/calculations.

Validity of the Bid

The Bid shall remain valid for acceptance for a minimum period of Ninety (90) days from the last date of submission of Bid (Technical and Financial), including extensions, if any.

In exceptional circumstances, IFCI may solicit the Bidder(s) consent for extension of the period of validity. The request and response thereto shall be made in writing.

Exclusivity

IFCI will choose one (1) successful bidder to provide the required services.

Further, no Consortium bids as well as sub-contracting in any form, shall be accepted.

Micro & Small Enterprises (MSEs)

Bidders claiming exemption for Micro and Small Enterprises (MSEs) shall provide copy of valid Registration Certificate. MSE Bidders shall provide certificate of registration from either of following agencies:

- District Industry Centres;
- Khadi and Village Industries Commission;
- Khadi and Village Industries Board;
- Coir Board;
- National Small Industries Corporation;
- Directorate of Handicrafts and Handloom;
- Any other body specified by Ministry of MSME.

The Registration Certificate should clearly indicate the monetary limit, if any, and the items for which bidder are registered with any of the aforesaid agencies.

MSE - Allocation

As the nature of this procurement is such that it cannot be split.

MSEs – Relaxation

Eligibility criteria has been framed considering MSEs.

Preference to Make in India (MII)

NA

Language

The Bidder shall quote the rates in English language and international numerals. The rate shall be in whole numbers. These rates shall be entered in figures as well as in words. In the event of variation in number written in figure and words, the number written in words will be taken as final.

Rectification of Errors

Arithmetical errors in the Financial Bid will be rectified on the following basis.

- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and will be considered for future calculations.
- If there is a discrepancy between words and figures, the amount in words shall prevail.
- If Bidder does not accept the correction of errors, their bid will be rejected.

Rejection of Bid

Bids may be rejected on occurrence of any one of the following events/ conditions:

(i) General Rejection Criteria

- Any effort by a Bidder to influence IFCI in its decisions on bid evaluation, bid comparison or contract award may result in rejection of Bidders bid.
- Bids which do not conform to unconditional validity of the bid as prescribed in the Tender.
- If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Tendering Process.
- Any evidences of cartelisation.
- Bids received by IFCI after the last date prescribed for receipt of bids.
- Bids without signature of person (s) duly authorized on required pages of the bid.
- Bids without power of authorization and any other document consisting of adequate proof of the ability & eligibility of the signatory to bind the Bidder.

(ii) Technical Rejection Criteria

- Technical Bid containing financial details.
- Revelation of Prices in any form or by any reason before opening the Financial Bid.
- Failure to furnish all information required by the RFP Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidder.
- Bidder's not complying with the Technical and General Terms and conditions as stated in the RFP Documents.
- Bidder's not conforming to unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.
- If the bid does not confirm to the timelines indicated in the bid.

(iii) Financial Rejection Criteria

- Incomplete Price Bid.
- Price Bids that do not conform to the Tender's price bid format.

Confidentiality of the Document

The Bidder will treat all data & information about IFCI, obtained in the execution of its responsibilities as confidential & will not reveal such information to any other party without prior written approval of IFCI. If the Bidder leaks any such information to any third party by any means, IFCI holds the right to take such action as may be necessary.

Conflict Of Interest

Bidders must disclose to IFCI in their proposal any potential conflict of interest, including any conflict which may involve IFCI employees who may have a financial interest in a Bidder.

If such conflict of interest exist, IFCI may, at its discretion, refuse to consider the Proposal.

Non-Collusion

Bidder shall not discuss or communicate, directly or indirectly, with any other Bidder or their agent or representative about the preparation of their Proposals. Bidder shall attest that its participation in the RFP process is conducted without collusion or fraud.

If IFCI discovers there has been a breach of this Requirement at any time, IFCI reserves the right to disqualify the bid or to terminate any ensuing Agreement.

Right to Accept or Reject the Tenders

The right to accept the bid in full or in part/parts will rest with IFCI. IFCI reserve the right to reject (during any stage of the Tendering Process) any or all the bids received without assigning any reason whatsoever.

Tenders, in which any of the particulars and prescribed information are missing or are incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non-responsive and are liable to be rejected at the discretion of IFCI.

IFCI may waive any minor informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

Clarification of bids

During evaluation of Bids, IFCI, at its discretion, may ask the Bidder for clarification of their Bid submitted. The request for clarification and the response shall be in writing (e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

Debarment

In case of any misconduct or fraudulent practice, bidder may be debarred in accordance with Guidelines on "Debarment of firms from bidding" issued by Department of Expenditure, Ministry of Finance (O.M. No. F.1\20\2018-PPD) dt: 2/11/2021.

Assignment

The Bidder shall not assign, in whole or in part, its obligation to perform under this contract, except with IFCI's prior written consent. The Bidder shall notify IFCI in writing of all sub-contracts awarded under the contract, if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the Bidder from any liability or obligation under the contract.

Annulment of Award

Failure of the successful bidder to comply with the requirement as mentioned in scope of work shall constitute sufficient ground for the annulment of the award in which event IFCI may award to any other bidder or call for new bids.

Good Faith Statement

All information provided by IFCI in this RFP is offered in good faith. Individual items are subject to change at any time. IFCI makes no certification that any item is without error. IFCI is not responsible or liable for any resulting claims arising out of use of this information.

Award of Contract

Before the expiry of the period of validity of the proposal, IFCI shall notify the L1 Bidder in writing by letter or e-mail, that its bid has been accepted.

The Bidder shall acknowledge in writing receipt of the notification of award and shall send his acceptance to enter into agreement within three (3) days of receiving the notification.

If L1 Bidder fails to accept the LOI/PO/Work Order, IFCI will be free to award the contract to other bidders in accordance with overall ranking subject to their matching price approved by IFCI.

If a bidder who is a proprietor expires after the submission of his tender or after the acceptance of his tender, IFCI may at their discretion, cancel such tender. If a partner of a firm expires after the submission of tender or after the acceptance of the tender, IFCI may then cancel such tender at IFCI's discretion.

Commencement of Work

The successful bidder shall commence work within 5 working days from date of award of contract or as per the schedule provided by IFCI and shall proceed with the same with due expedition without delay.

If the bidder fails to start the work within stipulated time as per LOI/PO/Work Order or as intimated, IFCI at its sole discretion will have the right to cancel the contract.

All the work shall be carried out under the direction and to the satisfaction of IFCI.

Supplementary Information to the RFP

If IFCI deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

Termination Clause

IFCI at its absolute discretion, reserves its right to terminate the contract/agreement for any reason including but not limited to the following:

- IFCI without prejudice to any other remedy for breach of contract, may terminate the contract/agreement by giving seven days' notice in the event of unsatisfactory performance or on breach of any stipulated conditions or qualitative dimensions of the various services specified/agreed upon by the selected bidder, or if the engagement is not in the interest of IFCI or IFCI no more requires any such service.
- Other Grounds for Termination: IFCI is entitled to terminate this contract/agreement for any reason at its absolute discretion forthwith without notice, without assigning any reason and without payment of any compensation, in the following cases: -
 - the Bidder is adjudicated insolvent by a Competent Court or files for insolvency.
 - it is clearly understood by the Bidder that if a charge sheet is filed by any competent authority of the Government against the Bidder, the Bidder is obliged to notify IFCI within fifteen days of filing of the charge sheet. Failure to do so shall result in forfeiture of all payments due for service rendered after the date of the filing of the charge sheet.
 - for any reason whatsoever, the selected bidder becomes disentitled in law to perform his obligations under this contract/agreement.
 - the bidder is involved in wrongful billing. In addition, hereto wrongful billing shall also result in the organization being debarred in accordance with guidelines on "Debarment of firms from bidding" issued by Department of Expenditure, Ministry of Finance (O.M. No. F.1\20\2018-PPD) dt: 2/11/2021.

Indemnity

In accordance with standard industry practice, Bidders aggregate liability under this RFP and in connection with the services shall be for direct damages and shall, in all circumstances and events, limited to the fees paid/payable to the Bidder. Bidder shall not be liable for any indirect or consequential losses.

Jurisdiction

The jurisdiction for the purpose of settlement of any dispute of differences whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions thereof or the construction and/or interpretation thereof shall be that of the appropriate court in New Delhi. The jurisdiction of any other court in any place other than New Delhi is specifically excluded.

Violation of Terms

IFCI clarifies that IFCI shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder and its Partners from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies. IFCI may have at law or in equity, including without limitation, a right for recovery of any amounts and related costs and a right for damages.

Penalty for deficiency in Services

Any delay/failure in completion of the job as per the scope of work or part thereof will invite imposition of penalty @ 2% of the contract value per week to the extent of remaining fees

Waiver of Minor Irregularities

IFCI reserves the right to waive minor irregularities in proposals provided such action is in the best interest of IFCI. Where IFCI may waive minor irregularities, such waiver shall in no way modify the "Request for Proposal" (RFP), requirements or excuse the Bidder from full compliance with the RFP specifications and other contract requirements, if the Bidder is selected.

Force Majeure

IFCI may cancel the award without any penalty or may extend time limit set for the completion of the work as deemed fit in case the timely completion of the work is delayed by force majeure beyond the selected bidder's control, subject to what is stated in the following sub paragraphs and to the procedures detailed there in being followed.

Force majeure is defined an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states, the direct and indirect consequences of wars (declared or un-declared), hostilities, national emergencies, civil commotions.

The successful Bidder's right to an extension of the time limit for completion of the work in above mentioned cases is subject to the following procedures:

- a. That within 2 days after the occurrence of a case of force majeure but before the expiry of the stipulated date of completion, the successful bidder informs IFCI in writing that the Bidder considers himself entitled to an extension of the time limit;
- b. That the successful Bidder produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities;
- c. That the successful Bidder proves that the said conditions have actually been interfered with the carrying out of the contract; and
- d. That the successful Bidder proves that the delay occurred is not due to his own action or lack of action.

However, Force Majeure does not entitle the successful Bidder to any relaxation or to any compensation of damage or loss suffered.

Merger/ Acquisition of Bidder

In the event of the Bidder's Firm or the concerned division of the firm being taken over/bought over by another firm, all the obligations under the agreement with IFCI should be passed on for compliance to the new firm in the Negotiations for their transfer.

Delays in the Bidder's Performance

If at any time during performance of the Contract, the Bidder should encounter conditions impeding timely performance of services, the Bidder shall promptly notify IFCI in writing of the fact of the delay, its likely duration and its cause(s).

IFCI reserves the right to reject a bidder in case it is observed that they may not be in position to execute this job as per the required schedule. The decision of IFCI will be final in the regard.

As soon as practicable after receipt of the Bidder's notice, IFCI shall evaluate the situation and may at its discretion extend the Bidder's time for performance.

Preliminary Examinations

- IFCI will examine the Bids to determine whether they are complete, the documents have been properly signed, supporting papers/documents attached and the bids are generally in order.
- IFCI at its sole discretion, waive any minor nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- Prior to the detailed evaluation, IFCI will determine the substantial responsiveness of each Bid to the Bidding document. For purposes of these Clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations.
- If a Bid is not substantially responsive, it will be rejected by IFCI and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

Bidders are expected to examine all instructions, forms, terms and specification in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid.

Reservation Right

Bidders will not have the right to change conditions, terms or prices of the proposal once the proposal has been submitted in writing to IFCI, nor shall bidders have the right to withdraw a proposal once it has been submitted.

Withdrawal of Bids

No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid.

Transition Process

- Upon termination or expiration of this Contract, IFCI and the Bidder shall reasonably cooperate with each other to affect a smooth transition so as not to impose undue hardship.
- Moreover, the bidder must handover all the files and documents related to Direct and Indirect Tax matters to IFCI and new consultant/ party within 5 days of the expiration/ termination of the contract.
- The bidder shall also ensure the compliances pertaining to the month of expiration/ termination of contract. For example, if the contract is expiring/terminating in the month of March, the compliances for March falling due in the following month i.e. April, shall be done by the bidder.

Liquidated Damages and Penalties

If the Selected Bidder fails to provide the Services within the time period(s) specified in the Contract, IFCI shall, without prejudice to its other remedies under the Contract, have the right to forfeit the performance security.

The Bidder covenants to be bound by the decision of IFCI without any demure in such an eventuality.

Confidentiality of Information

Disclosure of any part of information to parties not directly involved in providing the services requested could result in the disqualification of the Bidder, pre-mature termination of the contract and/or legal action against the Bidder for breach of trust.

No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent from IFCI. Reproduction of this RFP, without prior written consent of IFCI, by photographic, electronic, or other means is prohibited.

ARBITRATION & RECONCILIATION:

- i) In case amicable settlement is not reached in the event of any dispute, such dispute or difference shall (except as to any matters, the decision of which is specifically provided for therein) be referred to sole arbitrator. Arbitrator shall be appointed by mutual consent.
- ii) The award of the Arbitrator shall be binding upon the parties to the dispute.
- iii) The provisions of Arbitration and Reconciliation Act 1996 (India) or statutory modifications or re-enactments thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The venue of the arbitration shall be the place from which the contract is issued or such other place as the Arbitrator at his discretion may determine.

- iv) The cost of arbitration shall be borne equally by both the parties.
- v) Work under the contract shall be continued during the arbitration proceedings.

Miscellaneous Terms & Conditions:

- a. This tender document contains information that is believed to be relevant at the date but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with IFCI. Neither IFCI nor any of its employees, agents, contractors, or advisors gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document;
- b. Each respondent should notify IFCI Ltd of any error, omission, or discrepancy found in this tender document;
- c. A Respondent will, by responding to IFCI Ltd for tender, be deemed to have accepted the terms of this RFP;
- d. Selected bidder shall during the tenure of the Contract and at any time thereafter keep all information relating to the work in full confidence and shall not, unless so authorized in writing by IFCI, divulge or grant access to any information about the work or its results and shall prevent anyone becoming acquainted with either through Tax consultant or its personnel or agents;
- e. The bidders are requested to submit their bids (technical and financial) prior to last date of submission to avoid any technical or other difficulty resulting in non-submission of their bids due to non-availability of portal at last moment and or any reason whatsoever;
- f. At any time prior to the deadline for submission of Bids, IFCI may, for any reason, whether at its own initiative or in response to a clarification sought by any prospective bidder, modify the bidding documents by amendment / addendum/corrigendum;
- g. Bidder should provide all the information ensuring its completeness and accuracy, in the desired format in clear and unambiguous manner.
- h. Each bidder shall submit only one bid for a single assignment.
- i. If any false information/ documents are provided/ submitted in the bid document, IFCI reserves the right to reject such bid at any stage or to terminate the contract, if awarded, with immediate effect and take legal action against the bidder/ appointed firm, as may be appropriate.
- j. The successful Bidder shall nominate a Nodal Officer, within 2 days from the award of the work/contract. Details of the Nodal Officer should be given to IFCI immediately after his/her nomination for timely and smooth interaction.

Chapter - 6

Annexures

Annexure 1

Technical Bid Format

(To be submitted on Bidder's letter head)

To

Deputy General Manager
Corporate Accounts & Taxation Department
IFCI Limited,
IFCI Tower, 61 Nehru Place,
NEW Delhi -110 019

Dear Sir,

Subject: RFP for Engagement of Consultant for Income Tax Refund Follow-up Services
Part-I of IFCI Limited

Tender Reference No: _____

This is in reference to your above-mentioned tender. Having examined the tender document, I/we the undersigned, hereby submit my/our proposal along with necessary supporting documents as desired by IFCI.

I/we agree that I/we have applied for only one tender out of the below 4 tenders issued by IFCI Ltd:

SN	Components	Tender Ref. No.	Apply(Y/N)
1.	Direct Taxation Services	IFCI/CA&T/E-Tender/2024-25/01	
2.	Income Tax Refund Follow-up Services Part-I	IFCI/CA&T/E-Tender/2024-25/03	
3.	Income Tax Refund Follow-up Services Part-II	IFCI/CA&T/E-Tender/2024-25/04	
4.	Indirect Taxation Services	IFCI/CA&T/E-Tender/2024-25/02	

Note: Incase any applicant applies for more than one tender out of the above 4 tenders then all applications are liable to be rejected.

Further, I/we agree, that IFCI reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change.

Further, I/we agree to abide by all the terms and conditions as mentioned in the tender document. I/We have also noted that IFCI reserves the right to consider/ reject any or all applications without assigning any reason thereof.

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, I/We hereby enclose my/our offer, as detailed in your above referred RFP.

I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality/ entirety.

I/We hereby declare that my/our Firm/Organization has not been blacklisted/ debarred /banned or disqualified by any Government or any Government agency including PSUs, Public Sector Companies/ Banks / Public Sector Insurance Companies, during a period of last three year.

I/We hereby declare that Firm is not owned or controlled by any Director or Employee of IFCI and its subsidiaries/associate institutions

Further, I/We hereby declare that none of my/our partners /directors of my/our Firm/Organization is blacklisted /debarred /banned by any Government or any Government agencies including PSUs, Public Sector Companies/ Banks/ Public Sector Insurance Companies, any Government regulatory body nor has any criminal case against him /her is filed/pending during a period of last three years.

I/We certify that all information furnished by my/our Firm is true & correct and, in the event, that the information is found to be incorrect/untrue or found violated, then IFCI shall without giving any notice or reason can summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit /Security deposit or both absolutely.

I/We hereby certify that all the information and data furnished by me/us with regard to the above Tender Specification are true and complete to the best of my/our knowledge. I/We have gone through the specifications, condition, stipulations and other pertinent issues till date, and agree to comply with the requirements and Intent of the specification.

I/We further certify that I/We am/are authorized to represent on behalf of my/our firm/organization for the above-mentioned tender and a valid Power of Attorney/Authorization letter to this effect is also enclosed.

I/We hereby confirm that I/we have not changed/modified/materially altered any of the tender documents as downloaded from the website/issued by IFCI and in case of such observance at any stage, it shall be treated as null and void and our tender shall be deemed to be withdrawn.

I/We also hereby confirm that I/we have neither set any Terms and Conditions nor have I/We taken any deviation from the Tender conditions together with other references applicable for the above referred NIT/Tender Specification.

I/We further confirm my/our unqualified acceptance to all Terms and conditions, unqualified compliance to Tender Conditions, Integrity Pact, and acceptance to Reverse bidding process.

I/We confirm that my/our firm/organization has not been referred to NCLT by any creditor. I/We further confirm that my/our firm/organization and/or Promoters/Directors have not been convicted under Criminal law by Competent Court or Higher Court.

I/We confirm to have submitted offer in accordance with tender instructions and as per aforesaid reference.

I/We confirm that the declaration/ confirmation has been given to the best of knowledge and belief of my/our firm/organization and its Designated Partners/ Directors.

I/We hereby provide details towards eligibility criteria as under:

Sl. No.	Particulars (Information Required)	Bidder's Response	Document Page Nos.
1.	Applicant should be a Chartered Accountant firm		
2.	Firm Should have an office in New Delhi		
3.	Firm should have a minimum 10 years of experience in Direct Taxation Services		
4.	Proposed engagement partner of the firm should be a Chartered Accountant with a minimum of 8 years of experience		
5.	Firm should have average gross receipt/ turnover of more than Rs.20.00 Lakhs in the last 3 financial years prior to the date of making applications (i.e. FY 2022 to FY 2024) (Rs.16.00 lakh in case of MSEs).		
6.	Firm should provide commitment to deploy 1 chartered accountant employee of the firm and 1 other employee of the firm and should be available in IFCI premises for execution of activities mentioned in the scope of work Note: Trainees shall not be treated as employees of the firm		
7.	The Bidder must have following valid Certificates: Permanent Account Number GST Registration		
8.	Work plan/methodology for effective execution of the assignment at IFCI		
9.	Application Fee Details		
10.	Annexure-3 Declaration by Authorized Signatory of Bidder		
11.	Annexure 4 Integrity Pact		
12.	Annexure 5 Declaration for relation in IFCI along with Power of Attorney/Authorisation Letter		
13.	Annexure 6 Declaration that the Bidder has not been blacklisted		
14.	Annexure 7 No Deviation Certificate		
15.	Annexure 8 Letter of Competence Format		

Note: Bidder should submit all the required documents as per Eligibility Criteria.

Date:
Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Organization Seal]

Financial Bid Format
Engagement of Consultant for Income Tax Refund Follow-up Services Part-I of
IFCI Limited

Note: Price Bid mentioned here is for illustration purpose only. Bidders must upload the Financial Bid as per format on GeM PORTAL separately. Financial Bid should not be uploaded in any case along with Technical Bid Documents. If any bidder uploads the Financial Bid along with Technical Bid, the said bidder is liable to be disqualified/ rejected and their bid will not be considered for further evaluation.

To
 Deputy General Manager
 Corporate Accounts & Taxation Department
 IFCI Limited,
 IFCI Tower, 61 Nehru Place,
 NEW Delhi -110 019

Dear Sir,

Re: Engagement of Consultant for Income Tax Refund Follow-up Services Part-I of IFCI Limited

I/We _____ (Name) r/o _____ (Place of principal office) are pleased to submit my/our Financial Bid for the assignment/ scope of work as mentioned in the tender document. My/Our fee quote for the same is as below:

Particulars	Fees (In Rupees)	
	Amount: _____ (In Figures)	Amount: _____ (In Words)
Lump-sum annual fee for rendering consultancy services in relation to the Income tax refund follow-up Services Part-I for Scope of Work as mentioned in the tender document		

The fee above is **inclusive** of out-of-pocket expenses and exclusive of prescribed outstation out-of-pocket expenses and applicable taxes.

Date:
 Place:

[Signature]
 (Name of Authorised Signatory)
 Designation
 [Organization Seal]

Declaration by Authorised Signatory of Bidder

(To be submitted on Bidder's letter head)

To,

Deputy General Manager
Corporate Accounts & Taxation Department
IFCI Limited,
IFCI Tower, 61 Nehru Place,
NEW Delhi -110 019

Dear Sir,

Subject: Declaration by Authorized Signatory

Ref: i) Name of Tender and RFP No.,

I/We hereby certify that all the information and data furnished by me/us with regard to the above Tender Specification are true and complete to the best of my/our knowledge. I/We have gone through the specifications, condition, stipulations and other pertinent issues till date, and agree to comply with the requirements and Intent of the specification.

I/We further certify that I/We am/are authorized to represent on behalf of my/our firm/organization for the above-mentioned tender and a valid Power of Attorney/Authorization letter to this effect is also enclosed.

Date:

Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Organization Seal]

Enclosed: Power of Attorney/Authorization letter

Integrity Pact

(To be executed on plain paper and submitted along with Technical Bid for Tenders having a value of Rs.10 Lakh or more. To be signed by the same signatory competent / authorized to sign the relevant contract on behalf of IFCI Ltd.)

(_____ Name of the Department /
Officer)
Tender _____ No. _____
for _____ (Each Tender must have Distinct Number
and Subject Matter)

This pre-bid pre-contract Integrity Pact (Agreement) (hereinafter called the Integrity Pact) (IP) is made on _____ day of the _____, between, on one hand, IFCI Ltd., a company Incorporated under Companies Act, 1956, with its Registered Office at IFCI Tower, 61 Nehru Place, New Delhi – 110019, acting through its authorized officer, (hereinafter called Principal), which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part

And

M/s.

(with complete address and contact details) represented
by
Shri _____ (i.e., Vendor / Bidders hereinafter
called the 'Counter Party') which expression shall mean and include, unless the context
otherwise requires, his successors and permitted assigns) of the Second Part.

AND WHEREAS the PRINCIPAL values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with Counter Party(ies).

AND WHEREAS, in order to achieve these goals, the principal has appointed Independent External Monitors (IEMs) to monitor the Tender process and execution of the Contract for compliance with the principles as laid down in this Agreement.

WHEREAS THE Principal proposes to procure the Goods/services and Counter Party is willing to supply/has promised to supply the goods OR to offer/has offered the services and

WHEREAS the Counter Party is a private Company/ Public Company/ Government Undertaking/ Partnership, etc. constituted in accordance with the relevant law in the matter and the Principal is a Government Company and a Systemically Important, Non-Deposit taking, Non-Companying Financial Company, (NBFC-ND-SI).

NOW THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence, prejudiced dealing prior to, during and subsequent to the tenor of the contract to be entered into with a view to "-

Enabling the PRINCIPAL to obtain the desired goods/services at competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling the Counter Party to abstain from bribing or indulging in any type of corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows: -

A. Commitment of the Principal

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 any of his/her family members will in connection with the Tender or the execution of the contract, procurement or services/goods, demand, take a promise for or accept for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b) The Principal will, during the Tender Process treat all the Counter Party (ies) with equity and reason. The Principal will, in particular, before and during the Tender Process, provide to all Counter Party (ies) the same information and will not provide to any Counter Party (ies) confidential / additional information through which the Counter Party (ies) could obtain an advantage in relation to the Tender Process or the Contract execution.
 - c) The Principal shall endeavour to exclude from the Tender process any person, whose conduct in the past had been of biased nature.
2. If the Principal obtains information on the conduct of any of its employee which is a criminal offence under the Indian Penal Code (IPC) / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there is a substantive suspicion in this regard, the principal will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

B. Commitments of Counter Parties

The Counter Party commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of bid or during any pre-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following. Counter Party (ies) commit himself / themselves to observe these principles during participation in the Tender Process and during the Contract execution: -

1. The Counter Party will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement etc. to any official of the

PRINCIPAL which is not available legally, connected directly or indirectly with the bidding process, or to any person organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

2. The Counter party further undertakes that it has not given, offered or promised to give directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement etc. to any official of the Principal or otherwise in procurement contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Principal for forbearing to show favour of disfavour to any person in relation to the contract or any other contract with the Principal.
3. Counter Party shall disclose the name and address of agents and representatives, if any, handling the procurement / service contract Foreign Counter Parties shall disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals and associates.
4. Counter Party shall disclose the payments to be made by them to agents / brokers; or any other intermediary of any, in connection with the bid / contract.
5. The Counter Party has to further confirm and declare to the Principal that the Counter Party is the original integrator and has not engaged any other individual or firm or company, whether in Indian or foreign intercede, facilitate or in any way to recommend to Principal or any of its functionaries whether officially or unofficially to the award of the contract to the Counter Party nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any intercession, facilitation or recommendation.
6. The Counter Party, either while presenting the bid or during pre-contract negotiation or before signing the contract shall disclose any payment made, is committed to or intends to make to officials of Principal, or their family members, agents, brokers or any other intermediaries in connection with the contract and the details or services agreed upon for such payments.
7. The Counter Party will not collude with other parties interested in the contract to impair the transparency, fairness and progress of bidding process, bid evaluation, contracting and implementation of the Contract. Also, the Counter Party has not entered into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts etc.
8. The Counter Party shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
9. The Counter Party shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Principal as part of the

business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The Counter Party also undertakes to exercise due and adequate care lest any such information is divulged.

10. The Counter Party commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
11. The Counter Party shall not instigate or cause to instigate any third person including their competitor(s) of bidding to commit any of the actions mentioned above.
12. If the Counter Party or any employee of the Counter Party or any person acting on behalf of the Counter Party, either directly or indirectly, is a relative of any of the official / employee of Principal, or alternatively, if any relative of an official / employee of Principal has financial interest / stake in the Counter Party firm, the same shall be disclosed by the Counter Party at the time of filling of tender.
13. The term 'relative' for this purpose would be as defined in Section 2 Sub Section 77 of the Companies Act, 2013.
14. The Counter Party shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employees / officials of the Principal.
15. The Counter Party shall disclose any transgression with any other Company that may impinge on the ant-corruption Principle.
16. The Counter Party agrees that if it makes incorrect statement on this subject, Bidder / Counter Party can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

C. Disqualification from Tender Process and exclusion from Future Contracts

1. If the Bidder(s), either before award or during execution of Contract has committed a transgression through a violation of Article II above or in any other from, such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Counter Party from the Tender Process or terminate the Contract, if already executed or exclude the Counter Party from future contract award processes.
2. The Counter Party accepts and undertakes to respect and uphold the Principal's absolute right to resort to and impose such execution.
3. Apart from the above, the Principal may take action for banning of business dealings / Counter Party as deemed fit by the Principal.
4. If the Counter Party can prove that it has resorted / recouped the damage caused and has installed a suitable corruption prevention system as per the satisfaction of the Principal, the Principal may at its own discretion, as per laid down organizational procedure, revoke the exclusion.

D. Consequences of Breach

Without prejudice to any rights that may be available to the Principal under Law or the Contract or its established policies and laid down procedure, the Principal shall have the following rights in case of breach of this Integrity Pact by the Counter Party: -

1. Forfeiture of EMD / Security Deposit: If the Principal has disqualified the Counter Party(ies) from the Tender Process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according to the Article III, the Principal apart from exercising any legal rights that may have accrued to the Principal, may in its considered opinion forfeit the Earnest Money Deposit / Bid Security amount of the Counter Party.
2. Criminal Liability: IF the Principal obtains knowledge of conduct of a Counter Party which constitute corruption within the meaning of PC Act, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

E. Equal Treatment of all Bidders/Manpower Agencies/Sub-Manpower agencies/Counter Parties

1. The Counter Party (ies) undertake (s) to demand from all sub-Manpower agencies a commitment in conformity with this Integrity Pact. The Counter-Party shall be responsible for any violation(s) of the principles laid down in this Agreement / Pact by any of its sub-Manpower agencies / sub-vendors.
2. The Principal will enter into Pacts in identical terms as this one with all Counter Parties.
3. The Principal will disqualify Counter Parties who do not submit, the duly signed Pact, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

F. Independent External Monitor (IEM)

1. The Central Vigilance Commission has approved the appointment of Independent External Monitor (s) (IEMs) for this Pact. The task of the IEM is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact. The name and particulars of the two IEMs is as under:-

1. Shri Umendra Sharma Email Id: Sharmaumendra@gmail.com	2. Shri A. Vijay Anand Email ID: Vijay_anand45@gmail.com
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2. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. The IEM shall give his / recommendations to the MD & CEO/ DMD, IFCI Ltd.

3. The Counter Party(ies) accept that IEM has the right to access without restriction, to all Tender documentation related papers / files of the Principal including that provided by the Counter Party. The Counter Party will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his or any of his Sub-Manpower Agency's Tender Documentation / papers / files. The IEM is under contractual obligation to treat the information and documents of the Counter Party (ies) with confidentiality.
4. As soon the IEM notices, or believes to notice, a violation of this Pact, 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 IEM can in this regard submit non-binding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
5. The IEMs would examine all complaints and would give their recommendations / views to the MD&CEO of the Principal. IEM may also send their report directly to the CVO and the Commission in case of suspicion of serious irregularities requiring legal / administrative action. IEMs are expected to tender their advice on the complaints within 10 days as far as possible.
6. For ensuring their desired transparency and objectivity in dealing with the complaints arising out of any tendering process, the matter shall be examined by the full panel of IEMs jointly as far as possible, who would look into the records, conduct and investigation and submit their joint recommendation to the management of the Principal.
7. The role of the IEMs shall be advisory and would not be binding and it is restricted to resolving issues raised by the Counter Party regarding any aspect of the tender which allegedly restricts competition or bias towards the Counter Party.
8. The word 'IEM' would include both singular and plural.

G. Duration of the Integrity Pact (IP)

1. This IP shall be operative from the date IP is signed by both the Parties till the final completion of the contract. Any violation of the same would entail disqualification of the Counter Party and exclusion from future business dealings.
2. If any claim is made / lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by the IFCI Ltd.

H. Other Provisions

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the Principal who has floated the Tender. The concerned Office / Department which has floated the Tender would be the focal point for implementation of IP.

2. Changes and supplements in any Procurement / Service Contract / Tender need to be made in writing. Changes and supplement in IP need to be made in writing.
3. If the Counter Party is a partnership or a consortium, this IP must be signed by all the partners and consortium members. In case of a Company, the IP must be signed by a representative of the Counter Party duly authorized by Board resolution.
4. Should one or several provisions of this IP turn out to be invalid; the remainder of this Pact remains valid. In the case, the parties will strive to come to an agreement to their original intentions.
5. A person signing the IP shall not approach the Court while representing the matter to the IEMs and he / she will await their decision in the matter.
6. This IP is deemed as part of the procurement / service contract and both the Principal and the Counter Party are bound by its provisions.

I. Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and / or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Pact will have precedence over the Tender / Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact (IP) at the place and date first above mentioned in the presence of the following witnesses: -

(For and behalf of Principal)

(For and behalf of Counter Party)

WITNESSES:

1. _____ (Signature, name and address)

2. _____ (Signature, name and address)

Note: In case of Purchase Order wherein formal agreements are not signed reference to witnesses may be deleted from the last part of the Agreement. In case of Partnership, authorised representative may sign the IP. IFCI reserves the right for further authentication, if required.

Declaration for Relation in IFCI
(To be submitted on Bidder's letter head)

To,

Deputy General Manager
Corporate Accounts & Taxation Department
IFCI Limited,
IFCI Tower, 61 Nehru Place,
NEW Delhi -110 019

Dear Sir,

Subject: Declaration for relation in IFCI

I/We hereby submit the following information pertaining to relation/relatives of Proprietor/
Partner (s) employed in IFCI

Tick (✓) any one as applicable:

1. The Proprietor, Partner(s) of my/our Firm DO NOT have any relation or relatives employed in IFCI

OR

2. The Proprietor, Partner(s), of my/our Firm have relation/relatives employed in IFCI and their particulars are as below:

(i)

(ii)

Date:

Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Organization Seal]

Declaration that the Bidder has not been blacklisted

(To be submitted on Bidder's letter head along with Technical Bid)

To

Deputy General Manager
Corporate Accounts & Taxation Department
IFCI Limited,
IFCI Tower, 61 Nehru Place,
NEW Delhi -110 019

Subject: RFP for Engagement of Consultant for Income Tax Refund Follow-up Services
Part-I of IFCI Limited

Dear Sir,

I/We confirm that my/our firm/organization is not blacklisted in any manner whatsoever by any central Government department, autonomous organizations, Public Sector Undertakings (PSUs) or any other Government organizations in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

It is hereby confirmed that I/We are entitled to act on behalf of our firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Date:
Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Organization Seal]

In absence of above declaration/certification, the Bid is liable to be rejected.

No Deviation Certificate
(To be submitted on Bidder's letter head)

To,

Deputy General Manager
Corporate Accounts & Taxation Department
IFCI Limited,
IFCI Tower, 61 Nehru Place,
NEW Delhi -110 019

Dear Sir,

Subject: No Deviation Certificate

Ref: i) NIT/Tender No.....,

I/We hereby confirm that I/We have not changed/modified/materially altered any of the tender documents as downloaded from the website/issued by IFCI and in case of such observance at any stage, it shall be treated as null and void and my/our tender shall be deemed to be withdrawn.

I/We also hereby confirm that I/We have neither set any Terms and Conditions and nor have I/We taken any deviation from the Tender conditions together with other references applicable for the above referred NIT/Tender Specification.

I/We further confirm my/our unqualified acceptance to all Terms and conditions, unqualified compliance to Tender Conditions, Integrity Pact (if applicable), and acceptance to Reverse bidding process.

I/We confirm to have submitted offer in accordance with tender instructions and as per aforesaid reference.

Date:
Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Organization Seal]

Letter of Competence Format

(To be submitted on Bidder's letter head along with Technical Bid)

To

Deputy General Manager
Corporate Accounts & Taxation Department
IFCI Limited,
IFCI Tower, 61 Nehru Place,
NEW Delhi -110 019

Dear Sir,

Letter of Competence for Quoting against IFCI's RFP No. /.....

This is to certify that I/we [Insert name of Bidder], Address..... am/are fully competent to successfully deliver the scope of services mentioned in the above-mentioned RFP. This recommendation is being made after fully understanding the objectives of the assignment and requirements like experience etc.

I/We certify that the quality and number of resources to be deployed by me/us for implementation will be adequate to provide the services professionally and competently.

I/We also certify that all the information given by me/us in response to above-mentioned RFP is true and correct.

Date:

Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Organization Seal]

Format of sending Pre-bid queries

**Re: Engagement of Consultant for Income Tax Refund Follow-up Services
Part-I of IFCI Limited**

Tender No.:

Date:

Name of the Bidder:

Name of the Bidder:

Contact Address of the Bidder:

Sl. No.	Section Number	Page Number	Query

Date:

Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Organization Seal]

RFP No: IFCI/CA&T/E-Tender/2024-25/03**Consultant for Income Tax Refund Follow-up Services Part-I****Corrigendum**

Sl. No.	Clause and Page No.	Existing Clause	Proposed Clause
1	Page No. 11	Firm Should have an office in New Delhi	New Delhi may be read as Delhi NCR.
2	Chapter-4 Clause B Page No. 13	20% on preparation of detailed status note, Certification, application for obtaining challans and submission of application (not exceeding Rs.40,000 per FY) and remaining on obtaining refund. In the case of a part refund, pro-rata fee shall be payable.	20% on preparation of detailed status note, Certification, application for obtaining challans and submission of application (not exceeding Rs.40,000 per FY) and remaining on obtaining refund. In the case of a part refund, pro-rata fee shall be payable. The fees mentioned in the Financial Bid shall be equally divided by the number of years envisaged in the scope of work. It is further clarified that in case fees allocated for a particular year is higher than the principal amount of refund, then in that case fees payable shall be restricted to principal + 50% of interest. In case original refund for a particular year stands modified on account of justified grounds, the fees shall be payable considering the modified amount as the original amount of refund. It is further clarified that pro-rata fees shall be computed based on the ratio: principal amount of refund received divided by the principal amount of refund certified.