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INVITATION FOR EXPRESSION OF INTEREST

**FOR EMPANELMENT OF AGENCIES TO CONDUCT IMPACT
ASSESSMENT/ NEED ASSESSMENT/ BASELINE, MIDLINE AND
ENDLINE STUDIES OF CSR PROJECTS OF ECGC LIMITED**

Ref: ECGC/CSR/241/EOI-01/2026-27

Date: 23.07.2026

ECGC LIMITED

**ECGC Bhawan, CTS No.393,393/1 to 45, M.V Road,
Andheri East, Mumbai - 400069**

Contents

1. Introduction	3
1.1. Invitation to Bidders	3
1.2. Schedule of events	4
2. Disclaimer	5
3. Instructions for Bidder(s)	6
3.1. General Instructions	6
3.2. Scope of Work	8
3.3. Rights of ECGC:	9
3.4. Queries:	9
3.5. Empanelment Process for Agency/ Entity	9
3.6. Modification and Withdrawal of EOI	10
3.7. Opening and evaluation of EOI	10
3.8. Scoring Criteria	11
4. Selection for Empanelment	13
5. Terms and Conditions of Empanelment	14
Section – 6: Annexures	15
Annexure – 1 : Scope of Work	16
Annexure – 2: Queries Format	19
Annexure – 3 : Acknowledgement	20
Annexure – 4 : Format for Application	22
Annexure – 5: Letter of Empanelment Format	26
Annexure – 6: Bank Details	38
Annexure – 7: Format of Financial Information	39
Annexure – 8 : Eligibility Criteria	40
Annexure – 9 : Code of Integrity	41

Section - 1

1. Introduction

1.1. Invitation to Bidders

By way of this “Invitation of Expression of Interest”, (hereinafter also referred to as ‘EOI/the Document/Invitation Document’) **ECGC Limited** (hereinafter referred to as ‘ECGC/Company’), wholly owned Government of India Enterprise, established in the year 1957, invites Expression of Interest (EOI) from Agencies/Entities based in Mumbai to Conduct Impact Assessment/ Need Assessment/ Baseline, Midline and Endline Studies of CSR Projects and other CSR activities as defined in the ‘Scope of Work” for a period of three years.

The “EOI” along with supporting documents shall be submitted to the Company in physical form only.

The Agencies/Entities are advised to study this Document carefully. Submission of EOIs shall be deemed to have been done after careful study and examination of this Document with full understanding of its implications.

Please note that all the required information sought in this Document shall be provided by the Agencies/Entities. Incomplete information may lead to rejection of the EOI at the initial stage itself. The Company reserves the right to change the dates mentioned in the ‘Schedule of Events’ of this Document at its sole discretion, which will be published on the Website. ECGC reserves the right to amend, rescind or reissue this Invitation Document. All subsequent amendments, if any, shall be published at the ECGC’s website only.

1.2. Schedule of events

Invitation for EOI Document Availability	This invitation for EOI Document will be published on the website of ECGC on: 23/07/2026
Last date of submission of EOI	12/08/2026
Opening of EOI	13/08/2026
<u>Contact Details:</u> 1. Assistant General Manger (AGM) (CSR): 022-66590770 2. Executive Officer (CSR): 022-66590743	
Address for Communication and submission of EOI.	Assistant General Manager (CSR), ECGC Bhawan, CTS No.393,393/1 to 45, M.V Road Andheri East, Mumbai – 400069
All correspondence / queries relating to this EOI Document should be sent to following email ID only	csr@ecgc.in

Section - 2

2. Disclaimer

The information and details contained in this invitation Document or to be provided subsequently to the Agencies/Entities on behalf of ECGC, is subject to the terms and conditions set out in this document and all other conditions subject to which such information is provided shall be part and parcel of this invitation document and shall become part of the terms and conditions of empanelment and are to be read in conjunction with other terms and conditions laid down in this Invitation Document.

This Document is neither an agreement nor an offer but is only an invitation by ECGC to the interested Agencies/Entities for submission of EOI. No contractual/financial obligation whatsoever shall arise from this process until a formal letter of empanelment/ contract is signed and executed duly by the authorized signatories of the parties i.e ECGC and the selected Agency/ies or Entity/ies. The purpose of this Document is to provide the interested Agencies/Entities with information to assist in the formulation of their EOI.

This Document does not claim to contain all the information each Agency/Entity may require. Each Agency/Entity shall conduct its own assessment and analysis to check the accuracy, reliability, and completeness of the information in this Document and if necessary, obtain independent clarification. ECGC shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of this Document. ECGC may in its discretion, but without being under any obligation to do so, update, amend or supplement the information in this Document.

ECGC makes no representation or warranty and shall incur no liability to any person, including Agencies/Entities under any law, statute, rules or regulations for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Document or otherwise, including the accuracy, reliability or completeness of this Document and any assessment, assumption, statement or information contained therein or deemed to form part of

this Document or arising in any way from participation in this empanelment process.

The Agencies/Entities participating in empanelment process is presumed to have examined all instructions, forms, terms and specifications in this Document along with eligibility conditions as on the date of submission of its EOI. Failure to furnish all information required under this Document or submission of a non-responsive EOI in all respect may result in rejection.

ECGC reserves the right to reject any or all the EOIs received in response to this Document at any stage without any liability and assigning any reason whatsoever. The decision of ECGC in this regard shall be final, conclusive, and binding on all the parties. The information provided by the Agency(ies)/Entity(ies) in response to this Document will become the property of ECGC and will not be returned.

Section - 3

3. Instructions for Agencies/Entities

3.1. General Instructions

- 3.1.1** Before submission of EOI, the Agencies/Entities are requested to visit ECGC's website <https://www.ecgc.in> and carefully read this Document and the Terms and Conditions of the Empanelment at Annexure 5 therein, and if there appears to be any ambiguity or discrepancy between any terms of this Document and the terms and conditions of the Empanelment, they should immediately refer the matter to ECGC for clarifications.
- 3.1.2** Interested Agency/Entity fulfilling the eligibility criteria as outlined in "Annexure – 8" may submit its EOI.
- 3.1.3** The Agency/Entity, for the purpose of submitting EOI, shall complete in all respects, the form(s) annexed to this Document, and furnish the information/ documents, called for therein, and shall sign with date on each of the forms/documents in the space provided therein for the purpose. The authorized signatory of the Agency/Entity shall put/affix his/her initial on each page of the Documents before submitting to the Company in response to this EOI.

- 3.1.4** The EOI shall be signed by a person or persons duly authorized by the Agency/Entity with signature duly attested along with the stamp/seal of the Agency/Entity.
- 3.1.5** The EOI shall contain the address, Telephone Number, and e-mail ID of the Agency/Entity, for the purpose of serving notices in connection with the EOI.
- 3.1.6** The EOI Application form and the supporting documents shall not be detached from one another and no alteration or mutilation (other than filling in all the blank spaces) shall be made in any of the forms or documents attached thereto. Any alterations or changes to the entries in the attached documents shall only be made by a separate covering letter, otherwise it shall not be entertained for the empanelment of Agency/Entity.
- 3.1.7** The Agency/Entity, irrespective of its participation in the empanelment of Agency/Entity, shall treat the details of the documents as privileged, secret, and confidential.
- 3.1.8** ECGC shall have the right to reject any EOI without assigning any reason whatsoever. ECGC also reserves the right to re-issue this Document.
- 3.1.9** Each Agency/Entity can submit only one EOI.
- 3.1.10** The Agency/Entity should commit to provide the services desired by ECGC for the entire duration of the empanelment, at the agreed terms and conditions.
- 3.1.11** No questions or items in the annexures shall be left blank or unanswered. In case the Agency/Entity has no details or answers to be provided in the EOI Form, a 'No' or 'Nil' or 'Not Applicable' statement shall be made as appropriate. Forms with blank columns or unsigned forms will be summarily rejected.
- 3.1.12** EOI not conforming to the requirements of this Invitation Document may not be considered by ECGC. However, ECGC reserves the right at any time to waive any of the requirements under this Invitation Document.
- 3.1.13** EOI must be received by ECGC at the address specified, no later than the date & time specified in the "Schedule of Events" in this EOI.
- 3.1.14** ECGC shall not be responsible for non-receipt of EOI within the specified date due to any reason including postal delays or holidays.

- 3.1.15** Any EOI received after the deadline for submission of EOI prescribed, will be rejected, and subsequently destroyed. No EOI shall be returned.
- 3.1.16** ECGC may, at its discretion, extend the deadline for submission of EOI by amending the appropriate terms and conditions in this Document, in which case, all rights and obligations of ECGC and Agencies/Entities previously subject to the deadline will thereafter be subject to the extended deadline, which would also be published on ECGC's website.
- 3.1.17** ECGC reserves the right to accept or reject any EOI or to cancel the process of empanelment of Agencies/Entities and reject all EOI at any time prior to empanelment, without incurring any liability to the affected Agency/Entity. All decisions taken by ECGC are binding and final.
- 3.1.18** ECGC reserves the right to verify the validity of EOI information and reject any EOI, where the contents are found incorrect whether partially or fully, at any time during the process of EOI or even after the empanelment or even after issue of Work Order.
- 3.1.19** The EOI is liable to be disqualified inter-alia in the following cases:
- i. EOI not submitted in accordance with this Document and prescribed format;
 - ii. EOI received is incomplete;
 - iii. EOI is not accompanied by all requisite supporting documents;
 - iv. EOI is received after the prescribed last date of submission
- 3.1.20** The EOI once submitted cannot be modified or altered.
- 3.1.21** The Agency/Entity shall bear all costs associated with the preparation and submission of its EOI, and ECGC shall in no case be responsible or liable for these costs, regardless of the conduct or outcome of the empanelment process.

3.2. Scope of Work

The Scope of Work is as per Annexure 1.

3.3. Rights of ECGC:

While examining EOI, ECGC reserves the right to delete or reduce any item or section contained in this Document or in the Scope of Work without assigning any reason thereof.

3.4 Queries:

- I. The Agencies/Entities having any doubt/ queries/ concerns with any clause of this Invitation Document or selection process shall raise their concern within 3 (three) days of release of this Document in the format annexed at Annexure – 2, only to the email Id provided i.e., csr@ecgc.in. ECGC will not be liable to accept or provide any explanation towards any doubt/ concerns beyond the deadline of 3 (three) days from the release of EOI.
- II. After clarification, if any, amendment would be required to the existing Invitation Documents, ECGC shall issue such amendments in the form of corrigendum/ addendum in writing via e-mail/website and the same shall be binding and become part of this Invitation Document.

3.5. Empanelment process for Agency/Entity:

3.5.1 The interested Agencies/Entities should submit their EOI in a sealed NON-WINDOW envelope superscripted with **“EMPANELMENT OF AGENCIES TO CONDUCT IMPACT ASSESSMENT/ NEED ASSESSMENT/ BASELINE, MIDLINE AND ENDLINE STUDIES OF CSR PROJECTS”** on or before the last date of submission of EOI as mentioned under ‘Schedule of Events’

3.5.2 The EOI shall be signed by the Agency/Entity or a person or persons duly authorized to bind the Agency/Entity to a Contract. The envelope shall be addressed to ECGC at the said address given in Section 1.2; The envelope shall contain completely filled documents in the following order:

- (i) Annexure – 4: Format for application duly filled in and applicable supporting documents as documentary evidence of eligibility;
- (ii) Annexure – 3: Acknowledgment;
- (iii) Annexure – 6: Bank Details.
- (iv) Annexure – 7: Format of Financial information
- (v) Annexure – 8 : Eligibility Criteria
- (vi) Annexure - 9: Code of Integrity

3.5.3 All envelopes should indicate the name and address of the Agency/Entity on the cover.

3.5.4 If the envelope is not sealed and marked, ECGC will assume no responsibility for the EOI misplacement or its premature opening.

3.5.5 Non-submission of any of the specified documents by the Agency/Entity would result in rejection of EOI. ECGC reserves the right to ask for additional/ alternate documents from the Agency/Entity. Only the Agency/Entity meeting the eligibility criteria will be taken forward to the next stage of process. The documentary evidence of the Agency/Entity's qualifications to perform the Contract in its EOI will be accepted only if it is established that the same are to the Company's satisfaction

3.6. Modification and withdrawal of EOI

3.6.1 The Agency/Entity, if after evincing interest in participating in the empanelment process, wishes to withdraw from the same, the Agency/Entity may do so till the last date of submission without any penal action including debarment or exclusion from future EOIs/LTEs / contracts / business, provided the Agency/Entity submits its decision to the Company in writing, along with its reasons for the same.

3.7. Opening and evaluation of EOI:

3.7.1 Opening of EOI by ECGC

- I. ECGC reserves the right to open the EOI soon after the cutoff time and date specified in this Document.
- II. ECGC will examine the EOI to determine whether they are complete, whether the required formats have been furnished, the documents have been properly signed, and that the EOIs are generally in order.
- III. Prior to the detailed evaluation, ECGC will determine the responsiveness of each EOI to this Document. For purposes of these clauses, a responsive EOI is one, which conforms to all the terms and conditions of this Document without any deviations.
- IV. Only those Agencies/Entities and EOIs which have been found to be in conformity of the terms and conditions of EOI during the

preliminary evaluation would be taken up by ECGC for further detailed evaluation.

- V. Agencies/Entities participating in the empanelment process shall give as a part of the proposal documents a statement/ acknowledgement on their letter head, as per the format provided under **Annexure – 3**.
- VI. No Agency/Entity shall contact ECGC on any matter relating to its EOI, from the time of opening of EOI to the time the empanelment of Agency/Entity selection.
- VII. Any effort by an Agency/Entity to influence ECGC in its decisions on EOI evaluation, EOI comparison or empanelment may result in the rejection of the Agency's EOI and barring such Agencies/Entities from any future EOIs / contracts / business with ECGC.

3.8. Scoring Criteria

3.8.1 The parameters for evaluation would be based on evaluation of annual turnover, operational geographical presence, client base, experience, etc. The evaluation will be for a maximum of 100 marks. Ranking of the Agency/Entity as per the details in the EOI selection will be based on following criteria:

S. No.	Criteria and Max Marks	Max. Marks
1.	Number of Impact Assessment Study conducted for Govt.Organization/PSU or their subsidiaries. (Supporting Work Orders/ completion certificates issued by Govt. organisation/ PSU of last three years to be submitted)	20
2.	Area of operation of the agency: states where the organization has outreach in respect of studies conducted/ projects implemented/ monitored. (Supporting Work Orders/ completion certificates of last three years to be submitted)	20

3.	Cumulative Turnover in the last 3 financial years (FY 2023-24 to FY 2025-26).	20
4.	Number of CSR projects involving construction assessed/ monitored/ audited during last three years. (Supporting Work Orders/ completion certificates of last three years to be submitted)	10
5.	Presence of a full – fledged office in a state. (Supporting documents to be submitted)	10

Note:

1. Top twelve (12) agencies scoring 40 or more marks out of 80 marks (from parameter 1 to 4) in technical bidding would be invited for presentation (20 marks).
2. In case of a tie, agency having higher average turnover as per Sr.No 3 will be placed on a higher rank. Final list shall be prepared considering final score on 100.
3. Relevant supporting documents to be submitted.

Section – 4

Selection for Empanelment

The eight (8) highest scoring agencies scoring 50 or more marks out of 100 marks on the parameters in Section 3.8 of this Document will be selected for empanelment. In case of a tie, agency having higher average turnover as per Sr. No. 3 will be placed on a higher rank. ECGC will notify the successful Agencies/Entities in writing, by letter or by e-mail, that their EOI has been accepted. The notification of selection will constitute the formation of the offer for empanelment. The selected Agencies/Entities should convey acceptance for empanelment by returning duly signed and stamped duplicate copy of the selection letter/letter of empanelment within 07 (seven) days of receipt of the communication. In case any Agency/Entity fails to accept the selection then the Agency/Entity having the next highest score among the Agencies/Entities (other than the Agency/Entity who has failed to accept the selection) will be considered for the empanelment and so on. The draft of letter of empanelment containing terms of empanelment is annexed herein below and marked as **Annexure – 5**. ECGC reserves the right to alter / vary / amend / modify all or any of the terms and conditions as set out in the said draft of Letter of Empanelment before the same is issued.

Section – 5

TERMS AND CONDITIONS OF EMPANELMENT

As stated in the draft Letter of Empanelment at **Annexure 5**.

Section – 6 (Annexures)

1. Annexure 1: Scope of work
2. Annexure 2: Queries
3. Annexure 3: Acknowledgement
4. Annexure 4: Format of Application
5. Annexure 5: Letter of Empanelment Format
6. Annexure 6: Bank Details
7. Annexure 7: Format of Financial Information (Turnover/ Profit & Loss) During last three years
8. Annexure 8: Eligibility Criteria
9. Annexure 9: Code of Integrity

Scope of Work

Indicative (not exhaustive) scope of work will be-

Objective:

- To assess the transparency, accountability, efficiency and effectiveness of social/ developmental CSR projects of the Company, ensuring alignment with intended goals, stakeholder needs, legal mandates and social impact outcomes.

Proposal Evaluation:

- To examine the CSR project proposal and other relevant documents in discussion with ECGC Ltd. in order to examine the genuineness of project and implementing agency and examine the social and economic viability of the project. The evaluation shall provide high-quality recommendations on the CSR proposals.

Project Monitoring/ Implementing Agency:

- To ensure actual ground-level execution of the CSR projects approved by ECGC Ltd.
- Executing projects in line with the Company's CSR policy and statutory guidelines.
- Monitoring and Evaluation of the projects and reporting to ECGC Ltd. as per agreed terms.

Social Audit Scope:

- A participatory tool to monitor and evaluate implementation and outcomes from the perspective of the community.
- Compliance Review: Verify adherence to statutory CSR guidelines and CSR policy of ECGC Ltd.
- Examine financial records for proper fund utilization and to confirm no diversion whatsoever from the intended purpose.

- Beneficiary Feedback: Capture perceptions, satisfaction and suggestions of primary stakeholders (beneficiaries, community groups)
- Process Verification: Assess project implementation processes (transparency, resource use, timelines)
- Activity Verification: Physically verifying the implementation of planned activities at project sites, matching them with project proposals and reports.
- Stakeholder Engagement: Evaluate involvement of local bodies, NGOs and stakeholders in planning and execution.

Baseline Study Scope:

- Develop a comprehensive understanding of the CSR projects including objective, target beneficiaries and geographical coverage and design the Need Assessment/ Baseline, Midline and Endline Studies framework and evaluation framework.
- Design a need assessment evaluation methodology which includes impact indicators, techniques of data collection, sample size and sampling plan with appropriate geographical coverage of beneficiaries, project outcome analysis and long-term viability of project.

Impact Assessment Study Scope:

- A data-driven impact evaluation to measure the changes brought by the project in the target population or area.
- Baseline & Endline Comparison: Assess change in socio-economic indicators before and after project execution.
- Evaluate the long-term change brought by an intervention (e.g., reduction in poverty or unemployment).
- Sustainability Assessment: Evaluate the likelihood of continued benefits beyond the project life.
- Cost-effectiveness: Analyze whether the outcomes justify the costs incurred.
- Scalability & Replicability: Identify potential for expansion or adaptation in other regions.
- Prepare a high-quality assessment/ evaluation report with an executive summary and relevant deliverables, high – resolution

- Draft success stories for CSR project/s as per the number agreed upon in consultation with the ECGC Ltd.

Methodologies for audit

- Field Surveys and FGDs (Focus Group Discussions)
- Key Informant Interviews (KIIs)
- Document Review and MIS Analysis
- GIS Mapping and Photo Documentation
- Logical Framework or Theory of Change models

Probable Deliverables:

- Submit assessments report detailing evaluation framework, methodology and results
- Submit survey instruments – quantitative, qualitative and mixed
- Submit the list of sample and field implementation plans
- Submit high-resolution photographs and videos, presentations and brief learning notes within the stipulate time frame
- Submit raw and final data to ECGC Ltd as per the agreed format
- Submit an analysis report, final report having strong high-quality recommendations.
- Success story/case study of the completed CSR projects.

WORK ALLOCATION

Empanelment does not guarantee any assignment of work. Assignment will be purely on a need basis i.e; as and when required by the ECGC. For each assignment, ECGC will invite financial quotations from empaneled agencies. The empaneled agency quoting the lowest bid/price/fee will be assigned the work. However, ECGC shall be under no obligation to accept any EOI received and shall be entitled to reject any or all EOIs without assigning any reason whatsoever.

Annexure – 2**Queries Format**

Sr No	Name of the Agency/Entity	Page No. (document Ref)	Clause (document Ref)	Description in this Document (document Ref)	Query
1					
2					

Note: The queries may be communicated only to the e-mail id provided i.e; csr@ecgc.in Responses of queries will be uploaded on ECGC website or emailed to concerned Agency/Entity. No queries will be accepted on telephone or through any means other than e-mail. The queries shall be sent in .xls/.xlsx format in the above mentioned proforma.

Acknowledgement

Date:

To,
General Manager (CSR),
ECGC Bhawan,
CTS No.393,393/1 to 45,
M.V Road Andheri East,
Mumbai – 400069

Subject: Response to the Invitation for Expression of Interest (EOI) for Empanelment of Agencies to Conduct Impact Assessment/ Need Assessment/ Baseline, Midline and Endline Studies of CSR Projects of ECGC Limited.

Dear Sir,

Having thoroughly read and understood the Invitation Document/EOI including Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned express our interest for being empanelled with ECGC to conduct Impact Assessment/ Need Assessment/ Baseline, Midline and Endline Studies of CSR Projects and to provide services in accordance with the scope of work as stated in the Invitation Document.

1. If our EOI is accepted, we undertake to abide by all the terms and conditions of this Invitation Document for Empanelment.
2. I/ We certify that neither our agency/entity nor any of constituent partners/employees have been debarred to participate in EOI/Tender request for proposal etc. by ECGC or any other government body during the last 5 (five) years prior to the date of this document.
3. We certify that we have provided all the information as requested by ECGC in the prescribed format. We also understand that ECGC has the right to reject this EOI if ECGC finds that the required information is not provided or is provided in a

different format not suitable for evaluation process for any other reason as it deems fit. ECGC's decision shall be final and binding on us.

4. We agree that ECGC reserves the right to amend, rescind or reissue the Invitation Document for empanelment and all amendments any time during this Empanelment process.
5. We agree that we have no objection with any of the clauses and empanelment process.

.....
Signature of the authorized Signatory of Company
(Company Seal)
Name:
Designation:
Contact No (Mobile):
Email ID:

Format for Application

ईसीजीसी लिमिटेड

ECGC Limited

सी आई एन : यू74999एम एच1957जीओआई010918, आई आर डी ए पंजीकरण संख्या - 124

CIN: U74999MH1957GOI010918, IRDA Registration no – 124

**Application format for Empanelment of Agencies to Conduct Impact
Assessment/ Need Assessment/ Baseline, Midline and Endline Studies of CSR
Projects of ECGC Ltd.**

क्रसं Sr.	विवरण Particulars	
1.	Name, address and telephone numbers/email/website of the Agency/Entity/Company	
2.	Names of Partners, (Directors with membership number or DIN) (if applicable), Qualifications and experience	
3.	Number of years as an establishment as Business Entity. (Enclose Certificate of Incorporation/Registration)	
4.	Number of years of experience in in carrying out social audit/ impact study & assessment of CSR activities. (Enclose declaration)	
5.	Details of registration with GeM Portal. (Enclose details)	
6.	Declaration that the Agency is not penalized or found guilty in the court of law. Also, the agency must have high reputation and there should not be any adverse media publicity about the agency during last three years. (Enclose Declaration)	

क्रसं Sr.	विवरण Particulars	
7.	Details of full-fledged offices in the country. (Enclose supporting with documents with declaration)	
8.	Number of impact assessment study conducted for Govt.Organisation/PSU or their subsidiaries in last 3 years. a) No. of company/ies b) Name of the company/ies c) Period for which services were given d) Category/ Type of Service/s for which engaged (Supporting Work Order/s or completion certificates to be submitted)	
9.	Number of states which are area of operation of the agency: states where the agency/entity has operational outreach in respect of CSR studies conducted/ projects implemented/ monitored. a) No. of State/s b) Name of the Assignment/s c) Duration of the Assignment/s d) Category/ Type of Service/s for which engaged (Supporting Work Order/s or completion certificates to be submitted)	
10.	Number of CSR projects involving construction assessed/ monitored/ audited during last three years. a) No. of CSR Project/s b) Name of the CSR Project/s and Assignment/s Name c) Period for which service/s were given	

क्रसं Sr.	विवरण Particulars	
	(Supporting Work Order/s or completion certificates to be submitted)	
11.	Average Turnover in last 3 financial years (FY 2023-24 to 2025-26). (As per Annexure 7 Format).	
12.	Operating profits for the last three financial years i.e 2023-24, 2024-25 & 2025-26 (As per Annexure 7 Format).	
13.	Average number of Employees in last 3 financial years. (Submit year wise employee strength and enclose relevant supporting documents)	
14.	Agency follows Corporate Governance Norms, if applicable. (Declaration to be submitted)	
15.	Any other relevant information.	

Kindly attach supporting documents for the above.

घोषणा

Declaration

मैं/हम उपरोक्त सूचना हमारे सर्वोत्तम जानकारी के अनुसार सही है।

I / We state that the above-mentioned information are true and correct to the best of our knowledge.

हम एतद्वारा सहमत एवं वचनबद्ध हैं कि हमने प्रत्यक्ष अथवा किसी अन्य व्यक्ति अथवा फर्म के जरिए, किसी भी प्रकार का लाभ प्राप्त करने के उद्देश्य से, ईसीजीसी के किसी कर्मचारी जो कि बोली/प्रस्ताव की प्रक्रिया एवं/अथवा अनुमोदन में शामिल है को अथवा किसी तीसरे पक्ष को, प्रस्ताव के पूर्व अथवा प्रक्रिया के दौरान अथवा प्रक्रिया के बाद एवं/अथवा हमारे प्रस्ताव/बोली के अनुमोदन के बाद, कोई भी ऐसी वस्तु अथवा अन्य कोई लाभ, जिसके लिए वह कानूनी रूप से हकदार नहीं है, प्रदान करने की पेशकश, वादा अथवा प्रदान नहीं किया है न ही हम पेशकश, वादा अथवा प्रदान करेंगे।

We hereby agree and undertake that we have not directly or through any other person or firm offered, promised or given nor shall we offer, promise or give, to any employee of ECGC involved in the processing and/or selection of our EOI or to any third person any material or any other benefit which he/she is not legally entitled to, in order to obtain in exchange advantage of any kind whatsoever, before or during or after the processing and/or approval of our EOI."

स्थान :

मोहर के साथ हस्ताक्षर

Place:

Signature with Seal

दिनांक /Date:

LETTER OF EMPANELMENT FORMAT

Ref No...

Date:

To,

(Name of Agency)

Dear Sir/Madam,

Subject: Letter of Empanelment to Conduct Impact Assessment/ Need Assessment/ Baseline, Midline and Endline Studies of CSR Projects of ECGC Limited.

This has reference to your Expression of Interest (EOI) dated..... for empanelment of your Agency/Entity to Conduct Impact Assessment/ Need Assessment/ Baseline, Midline and Endline Studies of CSR Projects of ECGC Limited (hereinafter referred to as the “Company”). Your EOI for the above-mentioned Work has been selected by the Company. Accordingly, we hereby issue this letter of empanelment.

(NOTE: The Company and the Agency are hereinafter collectively referred to as the “Parties” and individually as “Party”.)

WHEREAS:

1. The Company is, *inter alia*, engaged in the business of providing credit insurance to Indian exporters and banks;
2. The Agency is, *inter alia*, involved in the business of providing CSR related services like impact assessments, proposal evaluation, baseline, midline assessments etc.
3. The Company had invited Expression of Interest vide Document with reference: **ECGC/CSR/241/01/2026-27** (hereinafter referred to as “the said Document”)

Based on the EOI submitted the Agency has been selected and is hereby empaneled for providing services as mentioned in the **Annexure 1** of the said Document on the following terms:

1. Definitions:

In this Letter of Empanelment, the following terms used shall be interpreted as indicated:

- i. "Empaneled Agency" is the successful Agency/ Entity whose EOI has been accepted and which has qualified as per scoring criteria mentioned in EOI and to whom this letter of empanelment has been given by ECGC.
- ii. "The Services" means the scope of services which the empanelled Agency is required to provide to ECGC as per **Annexure 1** of the Invitation to EOI.
- iii. "Confidential Information" means all the information of the Company which is disclosed to the empaneled Agency whether oral or written or through visual observation or in electronic mode and shall include but is not limited to trade secrets, know-how, techniques, processes, plans, algorithms, software programs, source code, business methods, customer lists, contacts, financial information, schematics, designs, contracts, financial information, CSR clients, implementing agencies data, employees, subcontractors, the contents of any and all agreements, subscription lists, photo files, advertising materials, contract quotations, documents, passwords, codes, computer programs, tapes, books, records, files and tax returns, data, statistics, facts, figures, numbers, records, professionals employed, correspondence carried out with and received from professionals such as Advocates, Solicitors, Barristers, Attorneys, Chartered Accountants, Company Secretaries, Auditors, etc. Opinions, Reports, all matters coming within the purview of Privileged Communications as contemplated under Bharatiya Sakshya Adhiniyam 2023, legal notices sent and received, policy files, Claim files, Insurance policies, their rates, advantages, terms, conditions, exclusions, charges, correspondence from and with clients/ customers or their representatives, Proposal

Forms, Claim-forms, Complaints, Suits, testimonies, matters related to any enquiry, claim-notes, defenses taken before a Court of Law, Judicial Forum, Quasi-judicial bodies, or any Authority, Commission, pricing, service proposals, methods of operations, procedures, products and/ or services and business information of the Company.

2. TERM OF EMPANELMENT:

- 2.1. The empanelment shall be with effect from --.---.2026 ("Effective Date") for the a period of three years i.e; till --.-- 2029. The empaneled Agency/Entity hereby agrees to provide the Services in accordance with the terms and conditions as stipulated below.
- 2.2. The empaneled Agency/Entity, acting as an independent contractor, shall provide the Services ("Services") and the Deliverables ("Deliverables"), as per the Procedure.

3. METHOD FOR AWARDING ASSIGNMNET(S) TO EMPANELED AGENCIES/ENTITIES:

- 3.1 For allocation of assignments, quotations shall be invited as per the requirements of the Company and assignments shall be awarded to empaneled Agencies accordingly.
- 3.2 In the event of specific or urgent requirement, Company reserves the right to contact any/all empaneled Agencies through telephone/e-mail etc. to execute the assignment.
- 3.3 Depending on requirement, quotations for any or all assignments may be called from limited number of empaneled Agencies.
- 3.5 ECGC does not bind itself to accept the lowest quotation and reserves the right to reject any or all the quotations received, without assigning any reason thereof.

4. PAYMENT TERMS

- 4.1. Fees payable for the services shall be as per the completion of work assigned as per specific assignment issued against invoices raised by the empaneled Agencies.
- 4.2. Undisputed invoices shall be paid within 30 (thirty) days of receipt.

- 4.3. Payment shall be made in Indian Rupees (INR) only.
- 4.4. Payment shall be made via electronic fund transfer only to the bank account specified, as per the form provided under **Annexure - 6**, in the EOI response.
- 4.5. Payments shall be made only on receipt of invoice from the empaneled Agency. The Company shall not be liable to pay any interest for delayed payment whatsoever.
- 4.6. Provided, however that the Company shall be entitled to withhold payment on the grounds of deficiency in service in terms of quantity or quality issue and shall communicate the same vide written communication.
- 4.7. It may be noted that the Company shall not pay any additional amount/ expenses / charges/ fees / travelling expenses / boarding expenses / lodging expenses / conveyance expenses / miscellaneous expenses/ out of pocket expenses other than the amount as per the assignment terms/contract.
- 4.8. All payments shall be subject to TDS and any other taxes as per the tax rules prevalent at the time of payment.
- 4.9. All the payments would be against the submission of the invoices to the Company along with the relevant supporting documents, if any.

5. RESPONSIBILITIES OF EMPANELLED AGENCIES/ENTITIES

- 5.1. The empaneled Agency/Entity shall be responsible for:
- 5.1.1. Complying with Company's internal guidelines, instructions, manuals, scrutiny lists, procedures, further specifics and requirements ("**Guidelines**") in relation to the Services, as may be provided in writing by the Company to the empaneled Agency/Entity. However, in the event there is a conflict between the guidelines and the terms set out in the Letter of Empanelment, the terms set out in the Letter of Empanelment shall prevail;
- 5.1.2. Ensuring that the deliverables do not infringe any third party's Intellectual Property Rights.
- 5.1.3. Complying with all applicable laws, rules and regulations in the course of providing the Services.
- 5.1.4. Performing any other responsibilities that may reasonably arise during the execution of the services.

- 5.1.5. Ensuring timely commission of assignments in accordance with the timelines specified by the Company from time to time.
- 5.1.6. The empaneled Agency shall exercise the same degree of professional competence, care, skill, diligence and prudence as is normally exercised by professionals working in this field.

6. COMPANY'S RESPONSIBILITIES

- 6.1. The Company, on its part, shall be responsible for:
 - 6.1.1. Providing the necessary assistance for delivery of Services by way of providing the necessary information, documents and such other facilities as may be required.
 - 6.1.2. Performing all other general acts as may be necessary to enable the Agency to efficiently provide the Services.

7. INTELLECTUAL PROPERTY

- 7.1. All the manuals, guidelines, documents, information etc. provided by the Company shall be treated as Confidential information by the empaneled Agency/entity.
- 7.2. The Company shall retain all rights, title, interest including Intellectual Property Rights in and to the methodologies, procedures, techniques, ideas, concepts etc. embodied in the deliverables, developed or supplied in connection with this Letter of Empanelment.
- 7.3. All reports, documents designs, artworks, drafts, concepts, creatives and any other material produced, developed or submitted by the empaneled Agency during the course of the assignments shall be provided to the Company. All the Intellectual Property Rights shall vest exclusively with the Company. All such materials shall be treated as confidential information by the empaneled agency.
- 7.4. It is however hereby clarified that if the Assignments/Deliverables incorporate any pre-existing intellectual property rights of the Company, the rights therein shall continue to vest with the Company.
- 7.5. The empaneled Agency shall not directly or indirectly, use any of the Company's trademarks, trade names, service marks and logos in any manner except with the prior written approval of the Company for promotion of their Agency's brand value or for marketing purpose.

8. Non-Disclosure:

8.1. The Company shall be deemed to be the owner of all Confidential Information.

8.2. The empaneled Agency shall use the Company's Confidential Information solely to fulfil its obligations as part of and in furtherance of this Letter of Empanelment.

8.3. The empaneled Agency shall not use the Confidential Information in any manner that is directly or indirectly detrimental to the Company or its subsidiaries or affiliates, and shall not disclose the Confidential Information to any unauthorized third party.

8.4. The empaneled Agency shall not disclose any Confidential Information to any person except to its employees and consultants, on a need-to-know basis, who have prior to the disclosure of or access to any such Confidential Information agreed in writing to receive it under terms as restrictive as those specified in this Letter of Empanelment. In this regard, any agreement entered into between the empaneled Agency and any such person/s shall be forwarded to the Company promptly. Prior to disclosing any Confidential Information to such person/s, the empaneled Agency shall inform them of the confidential nature of the information and their obligation to refrain from disclosure of the Confidential Information.

8.5. The empaneled Agency shall use the same degree of care in safeguarding the Confidential Information as it uses or would have used in safeguarding its own Confidential Information, and shall take all steps necessary to protect the Confidential Information from any unauthorized or inadvertent use.

8.6. Upon completion, expiry or termination of the empanelment or a specific assignment, or upon written request of the Company, the empaneled agency/entity shall promptly return or permanently destroy all Confidential Information, including all copies thereof, and certify such destruction in writing to the Company.

9. COMPLIANCE WITH DIGITAL PERSONAL DATA PROTECTION ACT, 2023:

9.1. The empaneled Agency shall process Personal Data strictly as per the Company's instructions and for the lawful purpose communicated by the Company.

9.2. The empaneled Agency shall ensure full compliance with the DPDP Act and its rules and any other applicable data protection laws.

9.3. The empaneled Agency shall implement appropriate technical and organizational safeguards to protect against unauthorized access, loss, misuse, or disclosure of Personal Data.

9.4. The empaneled Agency shall promptly notify the Company of any actual or suspected data breach involving Personal Data.

9.5. The empaneled Agency shall destroy or return any Personal Data upon the conclusion of the engagement or on written instructions from the Company, except where retention is legally mandated.

9.6. The empaneled Agency shall indemnify and hold the Company harmless against any claims, losses, damages, expenses (including legal fees), or liabilities arising out of or in connection with any breach of confidentiality and data protection obligations.

10. INDEMNITY AND LIMITATION OF LIABILITY

10.1. The defaulting party shall indemnify, defend and hold harmless the other from and against any and all liability, losses, costs, and expenses (including reasonable attorney's fees) relating to or arising out of the breach of this Letter of Empanelment or a specific assignment, the negligence or willful misconduct of the defaulting party, or its employees or agents. No party shall however be liable for any loss or damage arising from reliance on any information or materials supplied by the other party or any third party on behalf of the other party, or for any inaccuracy or other defect in any information or materials supplied by the other party or any third party on behalf of the other party.

10.2. Notwithstanding anything stated herein, neither party shall be liable to the other party for any indirect, incidental, consequential, special or exemplary or other damages, including but not limited to loss of business, profits,

information, business interruption and the like, suffered by the other or any third party under or in pursuance of the terms hereof, howsoever arising, whether under contract, tort or otherwise, even if advised about the possibility of the same.

11. TERMINATION

11.1. In case of a breach (material in nature) under the terms of Empanelment or any other subsequent documents containing obligations under the same, the Company shall notify the empaneled Agency and give a period of further maximum 15 (fifteen) working days to rectify the breach to the Company's satisfaction. In case the breach is not rectified to the Company's satisfaction, the Company reserves the right to terminate the Empanelment by giving a written notice of 5 (five) working days.

11.2. If the empaneled agency/entity is found to have misrepresented facts to the Company in order to secure empanelment by way of any fraud or is not able to demonstrate sufficient in-house capability to perform the obligations under any awarded assignment or have assigned any awarded assignment to any third party by sub-contracting without obtaining written consent, ECGC may, at its sole discretion, terminate the empanelment by giving 5 (five) days written notice to the empaneled agency/entity.

11.3. Both parties can terminate the Empanelment without assigning any reason to the other party by giving a written notice of 7 working days.

11.4. In case of termination of the Empanelment, the empaneled Agency shall not be entitled to any fees or compensation except the amount/fees due and payable to them for the assignment actually awarded by the Company and completed by them to the satisfaction of the Company. The quantum of such payable amount/fee shall be determined solely by the Company.

11.5. Termination of this Empanelment for any reason shall not release either party from any liabilities or obligations set forth in or arising from this

Empanelment which remain to be performed or by their nature would be intended to be applicable following any such termination or cancellation.

11.6. In case of any loss or damage due to default on the part of the empaneled Agency/Entity in performing any of its obligations with regard to providing any services as per the scope of work under any awarded assignment, the empaneled Agency/ shall compensate the Company for any such loss, damages or other costs incurred by the Company.

12. LIQUIDATED DAMAGES

a. The empaneled Agency shall adhere to all the terms, conditions and all the requirements as laid down in the EOI Documents, this Letter of Empanelment, and subsequent Work Order. In the event of any delay in performance of the services under any awarded assignment, as per the requirements of this Letter of Empanelment and where such delay is solely attributable to the empaneled Agency, the empaneled Agency shall be liable to pay Liquidated Damages at 10% of the price/fee as agreed under the awarded assignment.

b. Any Liquidated Damages so levied may be set off against any pending payment/future payment by the Company to the empaneled Agency at the sole discretion of the Company.

c. Any such recovery of Liquidated Damages shall not in any way relieve the empaneled Agency from any of its obligations to complete the assignment or from any other obligations and liabilities under this Empanelment.

13. MISCELLANEOUS PROVISIONS

13.1. It is expressly agreed between the parties that the Letter of Empanelment, the Expression of Interest (EOI) Document, any addendum or corrigendum issued thereafter and the complete Annexures thereto constitute the Entire Agreement/Contract between the Parties.

14. AMENDMENT

13.1 The Company shall not agree to any proposed addition, alteration, or deletion of any part of this Letter of Empanelment, unless such amendment is mutually agreed upon in writing and duly executed by both parties.

13.2 All notices, requests, demands or other communications which are required to be given pursuant to the terms of this Letter of Empanelment shall be in writing addressed to the above-mentioned addresses and will be deemed to have been duly given when received. The notices shall be sent to the addresses as set forth above and to the attention of the signatories of this Letter of Empanelment, or to such other addresses or individual(s) as the Parties may mutually agree in writing from time to time.

13.3 The relationship between Company and empaneled Agency/Entity is solely that of an Independent contractor and the relationship is on a principal-to-principal basis. Nothing contained in this Letter of Empanelment, or arising out of the course of dealing between the parties, shall be construed to create any employer-employee relationship, agency or partnership between the parties or between either party and the other party's employees, clients or agents.

15. ASSIGNMENT OR SUB-CONTRACT

14.1 This Letter of Empanelment shall not be assigned by either party without the prior written consent of the other party.

14.2 ECGC expects the empaneled Agency to have necessary in-house capabilities to deliver any or all awarded assignments as per the scope of work outlined in this Document. Sub-contracting or outsourcing of the services whether in whole or part, with other entities shall not be permitted. If any stage, it is found that the Agency does not possess the requisite capabilities or has subcontracted any portion of the work, the Agency shall stand removed from the empanelment.

16. WAIVER:

No failure on the part of any party to exercise or delay in exercising any right hereunder will be deemed a waiver thereof, nor will any single or partial exercise preclude any further or other exercise of such or any other right.

17. GOVERNING LAW AND DISPUTE RESOLUTION

The courts at Mumbai shall alone have exclusive jurisdiction for the purposes of adjudication of any dispute of differences whatsoever in respect of or relating to or arising out of or in any way touching the empanelment, the subsequent award of assignments or the terms and conditions of the Letter of Empanelment.

18. FORCE MAJEURE:

17.1 Notwithstanding any provisions of this letter of Empanelment, the empaneled Agency shall not be liable for liquidated damages, or termination, if and to the extent, that, the delay in performance, or failure to perform its obligations, is the result of a Force Majeure event.

17.2 For purposes of this clause, "Force Majeure" means any event or circumstance beyond the reasonable control of the empaneled Agency/Entity and not caused by its fault or negligence, and not reasonably foreseeable. Such events may include, but are not restricted to, acts of wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

17.3 If a Force Majeure situation arises, the empaneled Agency/Entity shall promptly notify ECGC in writing of the occurrence of such event and the cause thereof. Unless otherwise directed by ECGC in writing, the empaneled Agency/Entity shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Kindly return the copy of this Letter of Empanelment duly signed and stamped and sealed confirming your acceptance.

For and on behalf of
ECGC Ltd.
the “Company” aforesaid,
through its authorized signatory

NAME:

DESIGNATION: GM(CSR)

Enclosures: As above

We confirm acceptance of all the terms and conditions of the Letter of Empanelment.

(Name of the Agency/Entity)

Bank Details

Sr No	Description	Details
1	Name of the Bank	
2	Address of the Bank	
3	Bank Branch IFSC Code	
4	Bank Account Number	
5	Type of Account	

.....
Signature of the authorized Signatory of Company
(Company Seal)
Name
Designation
Contact No (Mobile)
Email Id

Annexure – 7

**FORMAT OF FINANCIAL INFORMATION (TURNOVER/ PROFIT &LOSS)
DURING LAST THREE YEARS**

S.No	Financial Year	Annual Turnover	Profit/Loss	Documents Enclosed as proof (CA Certification)
1.	2023-24			
2.	2024-25			
3.	2025-26			
TOTAL				

Eligibility criteria

The Agency/Entity must fulfill following eligibility criteria:

- a) The Agency should be a Partnership Firm/Private Limited Company/ Limited Liability Partnership Firm/MNC (Multinational Company) / Registered Societies / Trusts / Section 8 companies / Public Limited Company registered or incorporated in India and involved in consulting/ research/ monitoring & evaluation/ advisory business operations etc.
- b) Minimum 5 years of experience in development sector and have experience in carrying out social audit/ impact study & assessment of CSR activities.
- c) The Agency Should Have a Minimum Average Turnover of Rs. 5 Cr. From Indian Operations Over the Last three F.Y. (2023-24, 2024-25 & 2025-26) – CA certification to be submitted
- d) The Agency should not have been penalized or found guilty in the court of law/ blacklisted by Niti Ayog/ Ministry of Corporate Affairs, and / or by any other Nationalized Bank, Public-Sector Unit or Government Body. Also, the agency must have high reputation and there should not be any adverse media publicity about the agency.
- e) The Agency should be earning operating profits for the last three financial years i.e 2023-24, 2024-25 & 2025-26 - CA certification to be submitted
- f) The agency should have a full-fledged office in minimum three states in the country.
- g) The Agency should have minimum 10 full time employee's
- h) The Agency should be registered with GeM portal.
- i) The Agency should follow Corporate Governance Norms, if applicable.

Note: Supporting Documents/ Self-declaration as applicable supporting Eligibility Criteria are required to be submitted by the Agency against each criteria.

CODE OF INTEGRITY

DECLARATION

I/We__working as__in____(name of the Agency with complete address), hereby solemnly affirm and declare that I have been authorized by the Agency to sign the EOI. I, hereby declare and certify, on behalf of the Agency, that we have accepted all the terms & conditions mentioned in the EOI and we shall abide by all the terms & conditions of the Document.

I/ We hereby agree and undertake that we have not directly or through any other person or firm offered, promised or given nor shall we offer, promise or give, to any employee of ECGC involved in the processing and/or approval of our empanelment or to any third person any material or any other benefit which he/she is not legally entitled to, in order to obtain in exchange advantage of any kind whatsoever, before or during or after the processing and/or approval of our empanelment.

I/we further declare that in relation to my/our EOI submitted to ECGC, in response to /we.....hereby undertake that I/we shall abide by the Code of Integrity and make disclosure as to any Conflict of Interest at all times, and understand that any breach of the Code of Integrity will render me/us liable to be removed from the list of registered Agencies/Entities, and would also subject me/us to other punitive and penal action such as cancellation of empanelment, banning, debarring and blacklisting or action in the Court of Law, and so on.

Signature of Authorized Signatory of the Agency with Seal & Stamp

Date :

Place:

Name:

Designation:

Address:

***** End of Document *****

