



(A Government of India Enterprise)

You focus on exports. We cover the risks.

REQUEST FOR TENDER

For Appointment of Market Intelligence Firm

Ref: ECGC/NMD/299/Tender-01/2022-23

Date: 22/07/2022

ECGC LIMITED

5th Floor, Nirmal Building, Nariman Point, Mumbai - 400021

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Section - 1

1. Introduction

1.1. Invitation to Bidders

By way of this Request for Tender ('RFT') Document, (hereinafter also referred to as 'the Bid Document' or 'the Tender Document') **ECGC Limited** (hereinafter referred to as 'ECGC'), a Company wholly owned by Government of India and set up in 1957, invites competitive Bids from the Market Intelligence Firms from Mumbai (hereinafter referred to as ('the Bidder(s)').) for "**Appointment of Market Intelligence Firm**".

The "Technical and Financial Bids" along with other documents would be received in physical form.

The Bidder(s) are advised to study the Tender Document carefully. Submission of Bids shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.

Please note that all the required information as sought in the Tender Document shall be provided by the bidders. Incomplete information may lead to rejection of the Bid. The Company reserves the right to change the dates mentioned in this RFT Document, which will be communicated to the Bidder(s), and shall be displayed on ECGC's website. The information provided by the Bidder(s) in response to this RFT Document will become the property of ECGC and will not be returned. ECGC reserves the right to amend, rescind or reissue this RFT Document and all subsequent amendments, if any to this

RFT Document. Amendments or changes shall be communicated directly and/or displayed at ECGC's website only.

1.2. Schedule of events

RFT Document Availability	The RFT Document will be published on the website of ECGC on 22/07/2022
Last date of submission of Bids	12/08/2022
Opening of Bids	Technical bids: 16/08/2022 Financial bids: 22/08/2022
<u>Contact Details:</u>	
Assistant General Manger (AGM) (NMD): 022-66590770 (D)/ 022- 66590700/10/11 (Board Line) Manager (NMD): 022-66590775 (D)/ 022- 66590700/10/11 (Board Line)	
Address for Communication and submission of Bid.	General Manager (NMD) ECGC Limited, Nirmal Building, 5 th Floor, Nariman Point, Mumbai – 400 021
All correspondence / queries relating to this RFT Document should be sent to / through following email ID only	marketing@ecgc.in

NOTE: Timelines are subject to change at the sole discretion of ECGC Ltd.

Section - 2

2. Disclaimer

The information contained in this RFT Document or information provided subsequently to Bidder(s) in documentary form by or on behalf of ECGC, is provided to the Bidder(s) on the terms and conditions set out in this RFT document and all other terms and conditions subject to which such information is provided.

This RFT Document is neither an agreement nor an offer and is only an invitation by ECGC to the interested parties for submission of Bids. The purpose of this RFT Document is to provide the Bidder(s) with information to assist the formulation of their bids.

This RFT Document does not claim to contain all the information each Bidder may require. ECGC shall incur no liability under any law, statute, rules or regulations as to accuracy, reliability or completeness of this document. ECGC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFT Document.

ECGC reserves the right to reject any or all the bids received in response to this document at any stage without 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 bidder in response to this document will become the property of ECGC and will not be returned. No contractual obligation whatsoever shall arise from the RFT process until a formal contract/service agreement is signed and executed by duly authorized representatives of ECGC with the selected Bidder.

Section - 3

3. Instructions for Bidder(s)

3.1. General Instructions

- 3.1.1** Before bidding, the Bidder(s) are requested to visit the ECGC website <https://www.ecgc.in> and also carefully examine the Tender Document and the Terms and Conditions of the Service Agreement at Annexure 7 therein, and if there appears to be any ambiguity or discrepancy between any terms of the Tender Document and the Contract, they should immediately refer the matter to ECGC for clarifications.
- 3.1.2** Interested Market Intelligence Firm/Company fulfilling the eligibility criterion as outlined in Annexure – “9 may submit its bids,
- 3.1.3** The Bidder, for the purpose of making the Bid, shall complete in all respects, the form(s) annexed to the Tender Document, quote the prices and furnish the information/ documents, called for therein, and shall sign and put date on each of the forms/documents in the space provided therein for the purpose. The Bidder shall affix its initial on each page of the Bidding Documents.
- 3.1.4** The Bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested along with the seal of the Company.
- 3.1.5** The Bid shall contain the address, Tel. No., Fax No. and e-mail id of the Bidder, for the purposes of serving notices required to be given to the Bidder in connection with the Bid.
- 3.1.6** The Bid form and the documents attached to it 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 Bidding process.

- 3.1.7** The Bidder, irrespective of its participation in the bidding process, shall treat the details of the documents as privileged, secret and confidential.
- 3.1.8** ECGC does not bind itself to accept the lowest of any Bid or any other bid received and shall have the right to reject any Bid without assigning any reason whatsoever. ECGC also reserves the right to re-issue the Tender Document.
- 3.1.9** The Bidder should ensure that there are no cuttings, over-writings, and illegible or undecipherable figures to indicate their Bid. All such Bids may be disqualified on this ground alone. The decision of ECGC shall be final and binding on the Bidder. The Bidder should ensure that ambiguous or unquantifiable costs/ amounts are not included in the Bid, which would disqualify the Bid.
- 3.1.10** Each Bidder can submit only one Technical and Financial Bid each.
- 3.1.11** The Bidder should commit to provide the services desired by ECGC for the entire duration of the engagement, at the agreed cost and terms and conditions.
- 3.1.12** Partial Bids will not be accepted and shall stand rejected. Bidder(s) shall have to quote for the entire scope of work.
- 3.1.13** All rates and total amount should be written both in figures and in words and if there is any discrepancy between the two, the lowest amount will only be accepted.

- 3.1.14** No questions or items in the annexures shall be left blank or unanswered. In case you have no details or answers to be provided in the Bid Document, a 'No' or 'Nil' or 'Not Applicable' statement shall be made by you as appropriate. Forms with blank columns or unsigned forms will be summarily rejected.
- 3.1.15** Bids not conforming to the requirement of the RFT may not be considered by ECGC. However, ECGC reserves the right at any time to waive any of the requirements of the RFT.
- 3.1.16** Bids must be received by ECGC at the address specified, no later than the date & time specified in the "Schedule of Events" in Invitation to Bid.
- 3.1.17** ECGC is not responsible for non-receipt of bids within the specified date due to any reason including postal delays or holidays.
- 3.1.18** Any Bid received after the deadline for submission of Bids prescribed, will be rejected and subsequently destroyed. No Bids shall be returned.
- 3.1.19** ECGC may, at its discretion, extend the deadline for submission of Bids by amending the appropriate terms and conditions in the Bid Document, in which case, all rights and obligations of ECGC and Bidders previously subject to the deadline will thereafter be subject to the extended deadline, which would also be published on ECGC's website.
- 3.1.20** ECGC reserves the right to accept or reject any Bid or to cancel the Bidding process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder or Bidder(s). All decisions taken by ECGC are binding and final.

- 3.1.21** ECGC reserves the right to verify the validity of bid information and reject any bid, where the contents are found incorrect whether partially or fully, at the time during the process of RFT or even after the award of the contract.
- 3.1.22** The bid is liable to be disqualified in the following cases:
- i. Bid not submitted in accordance with RFT and prescribed format;
 - ii. Bid received is incomplete;
 - iii. Bid is not accompanied by all requisite documents;
 - iv. Bid is received after the prescribed due date.
- 3.1.23** The bids once submitted cannot be modified or altered.
- 3.1.24** The Bidder shall bear all costs associated with the preparation and submission of its Bid, and ECGC will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

3.2. Scope of Work

The Scope of Work is as per Annexure 1.

3.3. Rights of ECGC:

- i. 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.
- ii. While processing the Bids, ECGC further reserves the right to delete or reduce any item or section contained in the Tender Document or in the Scope of Work without assigning any reason thereof.

3.4. Professional Staff

The selected bidder shall provide to ECGC a list of Professional Staff who shall work on the project along with their qualification and relevant experience at the time of signing of service agreement / contract in the format as provided under Annexure 2.

3.5. Queries:

- i. The Bidder(s) having any doubt/ queries/ concerns with any clause of this document or selection process shall raise their concern within 3 days of release of RFT Document in the format annexed at Annexure – 3. ECGC will not be liable to accept or provide any explanation towards any doubt/ concerns beyond the deadline of 3 days from the release of RFT document.
- ii. All the queries shall be communicated only through the e-mail id provided- marketing@ecgc.in in the format provided in Annexure - 3.
- iii. ECGC would issue clarifications/ amendments in writing via e-mail/website and the same will become part of RFT.

3.6. Bidding process

3.6.1. The interested eligible bidders should submit their proposal in two sealed NON-WINDOW envelope superscripted with **‘Market Intelligence Firm- Technical Bids’** and **‘Market Intelligence Firm - Financial Bids’** before the last date of submission of bids. Out of two envelopes, one envelope should contain technical bid and one should contain the financial bid. Please note that if both technical and financial

bids are placed in same envelope then the bids will not be considered for evaluation.

3.6.2. The Bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The envelope shall be addressed to ECGC at the said address given in Section 1.2; The envelopes shall contain completely filled documents in the following order:

Envelop – 1 (Technical Bid)

- (i) Annexure – 6: Format for application duly filled in and applicable supporting documents as documentary evidence of eligibility;
- (ii) Annexure-2: Details of Professional staff
- (iii) Annexure – 5: Acknowledgment;

Envelop -2

- (iv) Annexure – 4: Financial Bid;
- (v) Annexure – 8: Bank Details.

3.6.3. All envelopes should indicate the name and address of the Bidder on the cover.

3.6.4. If the envelope is not sealed and marked, ECGC will assume no responsibility for the Bid's misplacement or its premature opening.

3.6.5. Prices are to be quoted in Indian Rupees only in the format at Annexure – 4.

3.6.6. Prices quoted should be exclusive of all Central / State Government levies, taxes (including Service Tax / GST).

3.6.7. Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and shall not be subject to

variation on any account, including exchange rate fluctuations, during the validity period of the contract. Taxes / Duties / Levies / Cess etc. levied by Central or State Governments, or Statutory, Quasi-Government Bodies, or Regulators may be charged as per actuals, and are allowed to vary. A Bid submitted with an adjustable price quotation, other than exceptions specified herein, will be treated as non-responsive and shall be rejected.

3.7. Period of Validity of Bids

3.7.1 Bids shall remain valid up to signing of the agreement or for a period of 90 days, whichever is earlier, from the date of opening of the Bid. The fees quoted shall remain fixed during the currency of the Contract unless agreed otherwise by ECGC. Bidder shall not be entitled during this period to revoke or vary the content of Bid or any term thereof. In such case of making any variation subsequent to submission of bid, the offer shall be treated as “REJECTED”. ECGC may debar such Bidders from any future RFPs who revoke or vary the content of Bid or any term after the last date for submission of bid.

3.7.2 In exceptional circumstances, ECGC may solicit the Bidder’s consent to an extension of the period of validity of the Bid on the same terms and conditions. The request and the responses thereto shall be made in writing. At this point, a Bidder may refuse the request without risk of exclusion from any future RFTs or any debarment.

3.7.3 The Company reserves the right to call for fresh quotes any time during the validity period of the Bid, if considered necessary.

3.8 Opening and evaluation of bids

3.8.1 Opening of Bids by ECGC

3.8.1.1 ECGC reserves the right to open the Bids soon after the cutoff time and date specified in the RFT.

3.8.1.2 ECGC will examine the Bids to determine whether they are complete, whether the required formats have been furnished, the documents have been properly signed, and that the Bids are generally in order.

3.8.1.3 Prior to the detailed evaluation, ECGC will determine the responsiveness of each Bid to the Bid Document. For purposes of these clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bid Document without any deviations.

3.8.1.4 Only those Bidders and Bids which have been found to be in conformity of the terms and conditions of RFT during the preliminary evaluation would be taken up by ECGC for further detailed evaluation.

3.8.1.5 No Bidder shall contact ECGC on any matter relating to its Bid, from the time of opening of Financial Bid to the time the Contract is awarded.

3.8.1.6 Any effort by a Bidder to influence ECGC in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the

Bidder's Bid and barring such bidder/s from any future RFTs / contracts / business with ECGC.

3.9 Scoring Criteria

3.9.1 In case, more than one firm bid at same price, their financial bids will be ranked based on their ranking in the technical qualifications. This would be at the sole discretion of ECGC.

3.9.2 Ranking of the firms as per the details in the technical bids will be based on following criteria's:

3.9.1.1 Age of the Firm.

3.9.1.2 Number of Employees.

3.9.1.3 Number of appointments as Market Intelligence Firm with Central Government/State Government/CPSE/PSB.

3.9.1.4 Number of appointments as Market Intelligence Firm with Insurance Companies.

3.9.1.5 Number of appointments as Market Intelligence Firm with MNC's.

3.9.1.6 Turnover of the Firm.

Section – 4

Award of Contract

The Bidder who qualifies the technical round and bids the lowest in financial round shall be awarded the Contract. However, ECGC shall be under no obligation to accept the lowest or any bid received and shall be entitled to reject any or all bids without assigning any reason whatsoever. ECGC will notify the successful Bidder in writing, by letter or by e-mail, that its Bid has been accepted. The notification of award will constitute the formation of the offer to contract. The selected Bidder should convey acceptance of the award of contract by returning duly signed and stamped duplicate copy of the award letter within seven working days of receipt of the communication. In case the selected Bidder fails to accept the award then the Bidder having the next lowest financial bid among the Bidder(s) (other than the Bidder who has failed to accept the award) will be considered for the award and so on. The successful Bidder will have to execute a Service Agreement within 7(seven) working days of the award of Contract, which will be valid for the tenure as mentioned in this RFT Document. The draft of the same is annexed herein below and marked as Annexure – 7. ECGC reserves the right to alter / vary / amend / modify all or any of the terms set out in the said draft Agreement before the same is signed.

Section – 5

TERMS AND CONDITIONS OF CONTRACT (TCC)

As stated in draft Service Agreement at Annexure 7.

Section – 6 (Annexures)

1. Annexure 1: Scope of work
2. Annexure 2: Details of Professional Staff
3. Annexure 3: Queries
4. Annexure 4: Financial Bid Format
5. Annexure 5: Acknowledgement
6. Annexure 6: Format of Application
7. Annexure 7: Service Agreement Format
8. Annexure 8: Bank Details
9. Annexure 9: Eligibility Criteria

Scope of Work

A. : To identify the scope & potential of the business, and the market available for export credit insurance in the “service sector”. The services defined under foreign trade policy (FTP) and covered by Services Export Promotion Council (SEPC) are to be included. This may involve inputs on the following broader points:

- I. Service category-wise value of export in USD as well as INR for the last five years;
- II. Determination of insurable exports out of the total services exports from India
- III. Top countries procuring services from India in each service category;
- IV. Top buyers procuring services from India;
- V. Prominent Centre’s in India for services exports.

B. Documents involved: To identify various documents (commercial, statutory, etc.) involved in the export of services transaction and its significance. The same would help us in prescribing necessary documents for underwriting and claims. The study may cover the following broader area:

- I. Types of contracts / agreements / orders used by the exporter and buyer for supply of services in various service category sectors;
- II. Any statutory / third-party document establishing the export of services;

- III. Regulatory landscape of the industry
- IV. Documents establishing the delivery of services to the buyer;
- V. Documents establishing acknowledgment of debt / liability of payment by the buyer/ascertainment of loss;
- VI. Modes of supply of services in each category sector / sub-category sector.

C. Credit Risk perception: To analyze credit risk perception among various categories sector/ sub-categories sector of service exports, highlighting the following:

- I. Payment terms prevailing in each category of services and risks involved therein;
- II. Payment realization trends;
- III. Payment defaults during the last five years and the reasons for defaults;
- IV. Credit insurance requirements of various categories of exporters, based on their existing business practices.

D. Business Model: To provide details of the business models for each service category sector, covering the following aspects:

- I. Details of working capital requirement and its utilization (major heads);
- II. Role of various agencies involved in services exports sector in particular the Bank, STPI etc.,
- III. Whole transaction process including commencement of the export contract, supply of services, and up to realization of export proceeds, supporting documents/method of loss ascertainment, recourse mechanism available in case of non-payment;

- IV. Measuring outstanding/overdues/payment due dates/progress of work specific to a contract.
- V. Challenges faced by Services exports industry, sector-wise;
- VI. Types of audits involved.

E. Focus Analysis: It is observed that Software including IT/ITES, Business Services including consultancy, and Transportation services account for more than 80% of services exports from India. Therefore, special focus may be given to these sectors in the proposed study.

F. Product analysis: It is proposed that our existing products (MITES, SITES, SRC and SPP) may be reviewed by the consultant and if required new products may be suggested to meet the expectations / requirements of the services exporters.

After carrying out the aforementioned analysis, the selected bidder would be required to submit the following reports:

1.1.

Sr. No.	Reports
1	Report comprising the scope & potential of the business, and the market available for export credit insurance in the “service sector”. The services defined under foreign trade policy (FTP) and covered by Services Export Promotion Council (SEPC) are to be included.
2	Report comprising the various documents (commercial, statutory, etc.) involved in the export of services transaction and its significance.

3	Report consisting of the analysis of credit risk perception among various categories sector/ sub-categories sector of service exports
4	Report comprising of details of the business models for each service category sector
5	Report providing the scope of Software including IT/ITES, Business Services including consultancy, and Transportation services of services exports from India.
6	Report comprising of review of our existing products (MITES, SITES, SRC and SPP) if required, to meet the expectations / requirements of the services exporters.

Note: It may be required that the selected bidder may have to prepare preliminary reports, give presentations and submit final reports to the satisfaction of the Company. The successful bidder may also be required to make power point presentations before officials, etc. of the Company.

Time period: The successful bidder would be required to submit the first draft of the report within 45 days from the issue of work order and final reports within 90 days.

Details of Professional staff

Details of Professional staff who will be engaged for the project

(Separate Sheet for every Staff member who is likely to be involved in the project)

1. Name of Person
2. E-mail Id
3. Phone No. (Office)
4. Mobile No
5. Date since working in the Company/Firm
6. Professional Qualifications
7. Experience

Sr. No.	Qualification	Brief Details of services undertaken in Organization where assignment was undertaken	Period: From-To
01			
02			
03			
04			

Queries Format

Sr No	Bidder Name	Page No. (tender Ref)	Clause (tender Ref)	Description in the tender (tender Ref)	Query
1					
2					

Note: The queries may be communicated only through the e-mail id provided, marketing@ecgc.in Responses of queries will be uploaded on ECGC website or emailed to concerned bidder. 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.

Price / Financial Bid Format

**PRICE/FINANCIAL BID FOR APPOINTMENT OF
MARKET INTELLIGENCE FIRM**

(Must be submitted in the **sealed envelope** as mentioned above)

COMPANY NAME:

ADDRESS:

CONTACT PERSON: _____

PHONE NUMBER: _____

EMAIL: _____

WEB SITE: _____

We submit our Price/Financial bid (fees) for the proposed assignment as under:

Sr. No.	Description of Services	Amount in INR
Part A		
1.	Report comprising the scope & potential of the business, and the market available for export credit insurance in the “service sector”. The services defined under foreign trade	

	policy (FTP) and covered by Services Export Promotion Council (SEPC) are to be included.	
2	Report comprising the various documents (commercial, statutory, etc.) involved in the export of services transaction and its significance.	
3	Report consisting of the analysis of credit risk perception among various categories sector/ sub-categories sector of service exports	
4	Report comprising of details of the business models for each service category sector	
5	Report providing the scope of Software including IT/ITES, Business Services including consultancy, and Transportation services of services exports from India.	
6	Report comprising of review of our existing products (MITES, SITES, SRC and SPP) if required, to meet the expectations / requirements of the services exporters.	

Terms and Conditions:

- 1) The above quoted fee is **inclusive of all expenses excluding taxes.**
- 2) We undertake to deliver all the deliverables as envisaged in the proposal / agreement and the assignment within the time frame stipulated in the RFT document.

- 3) ECGC will deduct tax (TDS) while releasing payment, if applicable as per the provisions of Income Tax Act, and all other applicable taxes, levies, cess etc.
- 4) ECGC reserves the right to negotiate and change the milestones / payment schedule / percentages with the successful bidder.
- 5) Fee should be quoted in INR and in two decimal points only.

Signature of the Authorized Signatory of Company

Name:

Designation:

Contact no. (Mobile):

Email Id:

Company Seal:

Acknowledgement

Date:

To,
General Manager (NMD),
ECGC Limited,
Nirmal Building, 5th Floor,
Nariman Point,
Mumbai - 400021

Dear Sir/Madam,

Subject: Response to the Request for Tender for “Appointment of Market Intelligence Firm”

1. Having examined the Request for Tender Document including Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide services in accordance with the scope of work as stated in the RFT Document within the cost as stated in the Bid.
2. If our Bid is accepted, we undertake to abide by all the terms and conditions of this RFT.
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 Bid 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 this RFT Document and all amendments any time during the tendering process.

5. We agree that we have no objection with any of the clauses and bidding process of this Tender Document.

.....
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 selection of Market Intelligence Firm**

क्रसं Sr.	विवरण Particulars	
1	Name and Address of the Firm	
2	Registration Number	
3	Management Details	
4	Whether the company/firm have been prohibited /debarred by any Regulatory Authority including IRDA, RBI, SEBI, ICAI or in any PSU etc.	
5	Details of consultancy/services provided to PSU's/PSB's/Insurance Companies	
	a) No. of companies b) Name of the company c) Mention nature of office & location	

क्रसं Sr.	विवरण Particulars	
	d) Period for which services were given	
6	Any other relevant information	

Kindly attach appointment letter including scope of Services rendered and completion certificate in support of engagements as mentioned in para 5 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 approval of our proposal/bid 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 proposal/bid."

स्थान : मुंबई

Place: MUMBAI

दिनांक /Date:

मोहर के साथ हस्ताक्षर

Signature with Seal

Service Agreement Format

This **SERVICE AGREEMENT** (hereinafter referred to as “**Agreement**”) is made and entered into on this the [•] day of [•] Two Thousand and Twenty [___]/[___]/2022),

BY AND BETWEEN:

ECGC Limited, a Public Sector Enterprise wholly owned by Government of India, having its registered office at 10th Floor, Express Tower, Nariman Point, Mumbai – 400021 (hereinafter referred to as the “**Company**”, which term shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors-in-interest and permitted assigns), of the ONE PART;

AND

M/s..... a company/ firm/partnership firm with registration no.....’ (hereinafter referred to as the “**Service Provider**”, which term shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors-in-interest and permitted assigns), of the OTHER PART.

Company and the Service Provider shall hereinafter jointly be referred to as “Parties” and individually as a “Party”

WHEREAS:

1. The Company is, *inter alia*, engaged in the business of providing export credit insurance to Indian exporters and banks;

2. The Service Provider is, *inter alia*, involved in the business of providing services of Consultancy for Marketing Intelligence.
3. The Company floated Request for Tender having reference: **ECGC/NMD/299/Tender-01/2022-23** (hereinafter referred to as “the said RFT”)
4. The Service Provider has become the successful bidder in the said RFT and the Company has selected the Service Provider to provide services as mentioned in the Annexure 1 of the Tender Document and the Service Provider has agreed to provide the services, as they undertake to have the required skills and personnel.

NOW THEREFORE, in consideration of the mutual covenants, terms and conditions and understandings set forth in this Agreement, the Parties with the intent to be legally bound hereby agree as follows:

2. Definitions:

In this Contract, the following terms shall be interpreted as indicated:

- i. “Service Provider” is the successful Bidder whose Technical Bid has been accepted and who was L1 as per its financial bid and to whom notification of award has been given by ECGC.
- ii. “The Services” means the scope of services which the Service Provider is required to provide to ECGC under the Contract.
- iii. “The Contract” means the agreement entered into between ECGC and the Service Provider, and signed by the parties,

including all attachments and appendices thereto and all documents incorporated by reference therein;

- iv. "The Contract Price" means the price payable to the Service Provider under the Contract for the full and proper performance of its contractual obligations;
- v. "TCC" means the Terms and Conditions of Contract;
- vi. "The Project/Assignment" means providing services for gathering Marketing Intelligence data.
- vii. "The Project Site" means designated locations of ECGC as may be specified in RFT.
- viii. Confidential Information means all the information of the Company which is disclosed to the service provider 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, sales and marketing plans techniques, schematics, designs, contracts, financial information, sales and marketing plans, business plans, clients, client data, business affairs, operations, strategies, methodologies, technologies, 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 Indian Evidence Act, 1872, 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.

3. APPOINTMENT & SCOPE OF SERVICES

- 3.1. The Company hereby appoints the Service Provider to provide the 'Services' clearly set out under the '**Scope of Work** as per Annexure – 1 hereto with effect from **XX.XX.XXX** ("**Effective Date**") and within a period of 90 days from such effective date and the Service Provider hereby agrees to provide the Services in accordance with the terms and conditions as stipulated below.

- 3.2. The Service Provider, acting as an independent contractor, shall provide the Services ("Services") and the Deliverables

("Deliverables"), as per the Procedure.

4. PAYMENT TERMS

4.1. Fees payable for the services shall be as per the completion of work assigned in accordance with Scope of work as already informed vide e-mail/letter dated..... regarding awarding of contract.

4.2. Payment shall be made in Indian Rupees only.

4.3. Payment shall be made via electronic fund transfer only to the bank account specified, as per the form provided under Annexure -8, in the RFT response.

4.4. Payments shall be made only on receipt of invoice from the Service Provider.

4.5. It may be noted that ECGC 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 agreed amount as per the contract.

4.6. All payments shall be subject to TDS and any other taxes as per the tax rules prevalent at the time of payment.

4.7. All the payments would be against the submission of the invoices to the Company along with the relevant supporting documents, if any.

4.8. Payment will be released according to deliverables mentioned in the table below:

- i. On award of Contract- 25%
- ii. Submission of all the preliminary reports as per the scope of work- 25%
- iii. Submission of final report- 25%
- iv. Acceptance of final report by the Company- 25%

However, same can be revised as per requirements of the selected agency.

5. SERVICE PROVIDER'S RESPONSIBILITIES

5.1. The Service Provider shall be responsible for:

5.1.1. Providing the Services to be delivered or rendered hereunder, of the type and quality as specified in the relevant **Scope of Work**.

5.1.2. 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 Service Provider. However, in the event there is a conflict between the guidelines and the terms set out in the Agreement, the terms set out in the Agreement shall prevail;

5.1.3. Supervising and controlling its staff/ employee/ personnel deployed (If any) at the Company's premises for providing the Services; and

5.1.4. Complying with all applicable laws and regulations in the course of providing the Services.

5.1.5. Any other responsibilities that may arise during the performance of the services as mentioned in **Scope of Work**.

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,

supplies and such other facilities as set out in relevant **Scope of Work**.

6.1.2. Performing all other general acts as may be necessary to enable the Service Provider to efficiently provide the Services.

7. Service Delivery Location

The major scope of work as mentioned above will be required to be delivered at ECGC Limited, Nirmal building 5th floor, Nariman point Mumbai – 400021. The Team may also be required to travel for meetings with / discussions with / presentations as per requirement of ECGC as per scope of work.

8. INTELLECTUAL PROPERTY

- 8.1. All the manuals, guidelines, documents etc. provided by Client/company shall be treated as Confidential information by the Service Provider.
- 8.2. The service provider shall provide Reports, Documents and all other relevant materials, etc. during the assignments to the Company and the Company shall own all IPRs in such Reports, Documents and all other relevant materials, artifacts etc. All documents related to such shall be treated as confidential information by the service provider.
- 8.3. It is however hereby clarified that if the Deliverables incorporate any pre-existing intellectual property rights of the Company, the rights therein shall continue to vest with the Company.
- 8.4. A party shall not directly or indirectly, use any of the other party's trademarks, trade names, service marks and logos in any manner, except as permitted by the other party in writing.

9. Non- Disclosure:

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

9.2. The service provider will use the Company's Confidential Information solely to fulfil its obligations as part of and in furtherance of this service contract.

9.3. The service provider shall not use the Confidential Information in any way 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. The service provider 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 Agreement. In this regard, any agreement entered into between the service provider and any such person/s shall be forwarded to the Company promptly thereafter. Prior to disclosing any Confidential Information to such person/s, the service provider shall inform them of the confidential nature of the information and their obligation to refrain from disclosure of the Confidential Information.

9.4. The service provider 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.

10. INDEMNITY AND LIMITATION OF LIABILITY

- 10.1. 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 Agreement, the negligence or willful misconduct of 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.
- 10.3. Except for breach of Confidentiality and Infringement of Intellectual property rights under this agreement, each party's total liability for any damages, losses, costs, liabilities arising out of or in connection with this Agreement whether under contract, tort or otherwise shall not exceed an amount equivalent to the total fees paid by the Company to the Service Provider under this Agreement.
- 10.4. Service Provider shall also be required to comply with the statutory and regulatory requirements as imposed by various statutes, labour laws, local body rules, State and Central Government Body statutes,

and any other regulatory requirements applicable on the Service Provider, and shall produce the same for records of ECGC and / or its Auditors and / or its regulator.

11. WARRANTY & WARRANTY DISCLAIMER

11.1. The Service Provider hereby warrants that the Service Provider shall provide the Services in accordance with **Scope of Work** and that in the course thereof, it shall exercise the same degree of professional competence, care, skill, diligence and prudence as is normally exercised by professionals in the Service Provider's field.

12. TIME PERIOD AND TERMINATION

12.1. The service provider would be required to submit final reports within 90 days. The time period can be extended by the Company, if required.

12.2. The term of this agreement shall be 180 days from date of signing.

12.3. In case of a breach (material in nature) under the Contract or any other subsequent documents containing obligations under the service agreement, the Company shall notify the Service Provider and give a period of further maximum 7 days to rectify the breach as 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 contract by giving a written notice of 2 days.

13. Working on ECGC's Holiday

Request for permission for working on Saturday / Sunday / holidays if required, should be submitted 3 working days prior to the date of holiday, to respective locations head. The Service Provider should provide the visiting Team member's details in advance to respective

offices. The Team Member shall visit at the scheduled date and time and show his identity card/ permission letter when asked for.

14. MISCELLANEOUS PROVISIONS

- 14.1. It is expressly agreed between the parties that the Contract, The Request for Tender (RFT) Document, any addendum or corrigendum issued thereafter and the complete Annexures thereto constitute the Entire Agreement between the Parties.
- 14.2. All notices, requests, demands or other communications which are required to be given pursuant to the terms of this Agreement 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 Agreement, or to such other addresses or individual(s) as the Parties may mutually agree in writing from time to time.
- 14.3. Service Provider agrees and undertakes that they have not directly or through any other person or firm offered, promised or given nor shall offer, promise or give, to any employee of ECGC involved in the processing and/or approval of their bid/tender 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 their bid/tender.
- 14.4. During the term of this agreement and one year thereafter, the parties shall not solicit, encourage or attempt to solicit, induce or encourage, either directly or indirectly, any of the party's personnel or employee for employment, unless prior written permission is obtained from the other party; provided however, that the foregoing

shall not apply to the hiring of employees who respond to Internet or other advertisements of general circulation not specifically targeted to such employees.

- 14.5. The relationship between Company and Service Provider is solely that of an Independent contractor and the relationship is on a principal-to-principal basis. Nothing in this Agreement, and no course of dealing between the parties, shall be construed to create an employment or agency relationship or a partnership between a party and the other party or the other party's employees or Clients or agents
- 14.6. This Agreement shall not be assigned by either party without the prior written consent of the other party.
- 14.7. If any provision of this Agreement is held to be invalid, illegal or unenforceable, such provision will be struck from the Agreement and the remaining provisions of this Agreement shall remain in full force and effect.
- 14.8. 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.
- 14.9. Termination or cancellation of this Agreement for any reason shall not release either party from any liabilities or obligations set forth in or arising from this Agreement which remain to be performed or by their nature would be intended to be applicable following any such termination or cancellation.
- 14.10. This Agreement along with the said RFT, bids and other annexures constitutes the entire agreement between parties relating to the subject matter hereof and supersedes any prior proposals, understandings, correspondence or other documents exchanged

between the parties prior hereto. This Agreement can be modified, supplemented or amended only by a written agreement executed by both parties.

14.11. 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 RFT, the subsequent contract awarded or the terms and conditions of the Contract.

14.12. Force Majeure:

Notwithstanding the provisions of Terms and Conditions of Contract, the Service Provider shall not be liable for liquidated damages, or termination for default, if and to the extent, that, the delay in performance, or other failure to perform its obligations under the Contract, is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Service Provider shall promptly notify ECGC in writing of such condition and the cause thereof. Unless otherwise directed by ECGC in writing, the Service Provider 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.

IN WITNESS WHEREOF, the Parties hereto have set and subscribed their respective hands unto this Agreement on the day and date first set out hereinabove.

**For and on behalf of
ECGC Ltd.**

**the “Company” aforesaid,
through its authorised signatory**

**NAME :
DESIGNATION : GM(NMD)**

**For and on behalf of
SERVICE PROVIDER**

**the “Service Provider”
aforesaid,
through its authorised signatory**

**NAME:
DESIGNATION:**

WITNESSES:

1.

2.

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

Eligibility criteria

The bidders must fulfill following eligibility criteria:

- a) The bidder must be a Market Intelligence Firm/Company having its own establishment in Mumbai, India.
- b) The Market Intelligence Firm should have a minimum experience of 3 years of providing consultancy services for Marketing Intelligence in a Company having turnover more than Rs. 300 crore.
- c) The bidder should have been in the business of consultation in India at least for ten years as on 31st March 2022.