



**CORE-1, SCOPE COMPLEX, 7, INSTITUTIONAL AREA, LODHI ROAD,
NEW DELHI – 110 003 TELEPHONE No: 011-24381343/1483**

E-Tender No: MMTC/CO/COMP/E-Inv/2020/1363/1

Dated: 17.08.2020

MMTC Limited invites E-Tender for implementation of e-Invoicing, e-Waybill and filing of GST returns at MMTC Limited.

Tender number	E-tender no: MMTC/CO/COMP/E-Inv/2020/1363/1
Earnest money	<p>Rs. 5,000/- (Rupees Five Thousand Only) in form of e-payment (NEFT/RTGS) in the bank accounts as per details below:</p> <p>“State Bank of India, Branch: SCOPE Complex, Account No. 52142903753, IFSC Code - SBIN0020511</p> <p style="text-align: center;">OR</p> <p>State Bank of India, CAG Branch, CC Account No.00000010813608375, IFSC Code SBIN0017313, State Bank of India, CAG II Branch, Parsavnath Tower, Gole Market, New Delhi</p> <p>EMD should be deposited in above bank accounts at least one day before closing of tender date. EMD Payment advice to be submitted along with the Technical bid. Exempted bidder must submit a valid certificate from the authorized issuing authorities.</p>
Pre-bid meeting	<p>Due to covid-19, queries for clarifications on tender document shall be received through e-mail till 24.08.2020 (Monday).</p> <p>In case of any clarification the same shall be answered through a published corrigendum on tender sites.</p>
Bid submission	<p>Latest By 1200 Hrs. on 08.09.2020 (Tuesday), online through https://abcprocure.com. No bid will be accepted through any other mode.</p>
Technical bid opening	<p>1230 Hrs. on 08.09.2020 (Tuesday), at MMTC Limited, Corporate Office at Scope Complex, Core – 1, Lodhi Institutional area, New Delhi – 110003</p>

SECTION I

1.0 BACKGROUND

Established in 1963, MMTC, is a leading trading PSU under Union Ministry of Commerce and Industries. It deals in various Minerals and Metals besides Fertilizer, Agro, Coal, Precious metals and Industrial raw material etc. It has over the years retained its position of eminence in country import-export policy. It has its Corporate Office at Delhi, and has five regional offices and various sub-regional offices across India.

1.1 OBJECTIVE:

- 1.1.1** MMTC intends to use SaaS Software solution for e-Invoicing, e-Waybill and filing of GST return.
- 1.1.2** The software solution must ensure compliance of instructions of latest GST council approved standards. Presently MMTC has client server based applications including Ramco e-application (ERP), in-house Retail Management System(RMS) for precious metal products and web based application for sale Indian gold coins (IGC). Integration of the proposed solution with existing MMTC softwares is out of the scope of this tender.
- 1.1.3** MMTC shall provide data in file in desired format(s) including xls or csv related to invoice (or other documents) as per the requirement, one-to-one invoice or in bulk. The same have to be processed through SaaS software provided by bidder / service provider solution as per government mandate:
 - a. For completion of e-invoices.
 - b. For preparation and filing of GST return and
 - c. Creation of e-Way bill Part-A and Part-B.
- 1.1.4** Software solution shall have provision to maintain data for all invoices for reconciliation and sending e-mail(s) to seller/buyer automatically.
- 1.1.5** Service provider shall be responsible for providing processed information for back uploading the same to respective MMTC applications.
- 1.1.6** Service provider shall be responsible for the security of all information received from MMTC against any misuse in any manner. The service provider will have to sign Non-Disclosure agreement (NDA) for the same as per format provided by MMTC.

SECTION -2

2.1 ELIGIBILITY CRITERIA:

1. The bidder company/firm/proprietor should be registered in India. (Documents in support of Company registration/firm/proprietorship, copy of PAN card and GST registration Number).
 2. Bidder must have positive net worth for the last 3 financial years (2017-18, 2018-2019, 2019-2020). (Bidder to provide audited annual report/Balance Sheet for last 3 financial years). Wherever audited annual report for 2019-20 is not finalized due to Covid-19, audited report for nine month period ending December 2019 shall be submitted.
 3. The bidder should submit letter of acceptance of all terms and conditions of the RFP as per FORM A2.
 4. The Bidder should not be black listed or on holiday by any Central Government /State Government as on date of submission of tender. (Undertaking regarding this should be provided by the bidder in their letter head duly signed by the Director/Authorized Signatory).
 5. The Bidder company should have at least one office at Delhi/NCR for support services as on the date of submission of bid.
 6. Bidder should be registered as GSP (GST Suvidha Provider) with GSTN as on the date of submission of bid.
 7. Bidder must provide its own ASP solution. The software application should have been audited by an authorized audit agency.
 8. Bidder should have delivered at least two ASP/GSP solutions to end customers along with training during the last 2 years, with at least One Government/PSU.
- **Supporting document(s) to be enclosed for above eligibility criteria or else bids are liable to be rejected.**
 - **All supporting documents should be duly signed by authorized signatories of the bidder otherwise it will be summarily rejected.**

2.2 CONTRACT PERIOD

- 2.2.1 The contract shall be effective from the date of the implementation of the solution as per work order for a period of one year. Same may be extended for a further period of two years by yearly extensions on same terms and conditions or mutually accepted terms if the services are found to be satisfactory by MMTC Limited. The solution must be implemented within 15 days of issuing the work order.
- 2.2.2 However, MMTC reserves the right to terminate the contract at any point of time during the currency of contract. In such circumstances, one-month notice will be served and payment will be made on pro-rata basis for the actual period of contract.

SECTION -3

3.1 SCOPE OF WORK

- 3.1.1 The service provider must provide the solution meeting the technical and functional requirements as per latest GST council approved standards for e-invoicing, e-filing and e-way bill and its regular updates.
- 3.1.2 After implementing the solution, service provider shall impart training to use the software. However, video demonstration/training manual about the product, its features and its usage may be available to the user at any time to deal with FAQs.
- 3.1.3 The service provider shall provide online services support during the working hours of the company. However, services may be required under exceptional circumstances on holidays and the same shall be rendered.
- 3.1.4 The ASP Application should be hosted on Cloud (SAAS environment) with web-based access.
- 3.1.5 The application should be capable of providing Access rights to different users viz. Role based/GSTN-wise/Region or Unit-wise. Administrator should be able to centrally/regionally provide access-rights to users, through admin login, based upon user roles-assigned and also be able to do the compliance of rights assigned to the user on monthly basis.
- 3.1.6 The Application must have the capability to access/upload the data through various formats including Excel/CSV.
- 3.1.7 The application should have facility of Dashboard to monitor progress of Compliances made by all locations. Dash Board should summarize compliance history and pending action points/errors with sorting on headers.
- 3.1.8 The application should be able to schedule the invoices to do bulk uploads to IRP at any time and should be capable of handling incremental data changes without affecting other data.
- 3.1.9 The application should be able to print the invoices in the proper GST invoice format with feature of sending the same through e-mail to the designated e-mail ids.
- 3.1.10 The application should have adequate reporting system for monitoring the data at any point of time.
- 3.1.11 The application should have the search option to fetch data from the application at any point of time.
- 3.1.12 The application should prepare, file and reconcile all GST Returns as prescribed by GSTIN based upon release of API's from time to time. The application shall provide all the services so that there is no ITC loss.
- 3.1.13 Application should be able to reconcile the previous returns filed i.e. GSTR1 and GSTR 3B from July 2017 onwards and clearly bring out the mismatch between Data in Books of Accounts and what has been filed on GSTN.
- 3.1.14 Reconciliation:
Multiple Reconciliation of GSTR 1, GSTR 3B, GSTR 2A, GSTR 6A with Flexible Options - Monthly, Quarterly, Yearly and Financial Year-wise:

GSTR 1 Vs 3B and GSTR3B Vs 2A
GSTR 2A Vs Purchase Monthly / Quarterly / Yearly
System should be capable of handling incremental data changes in 2A without affecting Reconciliation action on Previous Reconciled data.

- 3.1.15 Application should have the facility to view the Reconciliation results both Invoice wise and Vendor Wise to view the ITC Impact each vendor is causing.

SECTION-4

4.0 SPECIAL TERM & CONDITION FOR E-TENDER

For any technical issues difficulties pertaining to the e-Procurement portal bidders are advised to get in touch with the service providers helpdesk:

Vendor's Queries	Contact Numbers	e-Mail ID
Mr.Himanshu (Dedicated Helpdesk for MMTC)	+91 9265562826	delhi.support@eptl.in
Technical Assistance: New Bidder registration (Portal Registration), Vendor's ID / Profile Activation, Renewal of Vendor's ID	+91-(79)- 68136833	info@abcProcure.com support@abcProcure.com
	+91-(79)- 68136850	
	+91-(79)- 68136878	
	+91-(79)- 68136823	
	+91-(79)- 68136845	
Mr Nikhil KhalaS Technical Assistance for e-tender and e-Auction services offsite team.	+91-(79)- 68136841	nikhil@eptl.in
	+91 93745 19729	

- 4.1 The bidder shall have valid Class-III Digital Signature Certificate (DSC) (with signing and encryption) issued from Licensed Certifying Authorities operating under Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) in India. The details of the License CA's are available on www.cca.gov.in wherein the details have been mentioned.
- 4.2 The bidders shall be asked to register on the e-portal to have a valid user id for accessing e-tendering /e-auction portal of MMTC.
- 4.3 For minimum system requirements, bidders should be asked to refer to home page of the url<https://mmtc.abcprocure.com> under tab Downloads/Minimum System Requirement-V2.0.
- 4.4 Internet connectivity and other paraphernalia requirements shall have to be ensured by bidders themselves. In order to ward-off such contingent situation like internet connectivity failure, power failure etc., bidders are requested to make all the necessary arrangements / alternatives whatever required so that they are able to circumvent such situation and still be able to participate in the e-Tender / e-Auction successfully. However, the bidders are requested not to wait until the last moment to quote their bids to avoid any such complex situations. It is to be noted that neither MMTC LIMITED nor MMTC LIMITED'S SERVICE PROVIDER shall be responsible for these unforeseen circumstances in any manner whatsoever.
- 4.5 Bidders shall be advised to print and save bid submission receipt on submission of bids.

SECTION -5

INSTRUCTIONS TO BIDDERS

5.0 General

- 5.1.1 The **E-tender** shall be submitted online in two parts:
 - (i) Technical Bid
 - (ii) Commercial Bid
- 5.1.2 Physical or any other mode of submission of bids will not be accepted.
- 5.1.3 **Pre-Bid Queries:** Due to covid-19, queries for clarifications on tender document shall be received through e-mail. In case of any clarification the same shall be answered through a published corrigendum on tender sites. The queries related to tenders terms and conditions shall be addressed to payal@mmtclimited.com; bharat@mmtclimited.com and bagha@mmtclimited.com.
- 5.1.4 MMTC reserves the right to revise or alter the scope of work before acceptance of any bid.
- 5.1.5 Bidder shall clearly indicate rates in figures and words. In case of any difference in rates in figures and words, rates quoted in words will be treated as final.

5.2 Documents to be attached with the Technical Bid

- 5.2.1 Duly filled-in Form - A1, Form - A2, Form - A3 of ANNEXURE - I along with supporting documents.
- 5.2.2 Details of Earnest Money Deposit (EMD) as per details on Page-1. Non-submission of EMD (except by those exempted) will result in rejection of bid. The exempted bidder must submit a valid certificate from the authorized issuing authorities.

5.3 Technical Evaluation Criterion

- 5.3.1 The Bidder should fulfill the entire criterion laid out in Eligibility Criterion.
- 5.3.2 The Bidder should submit all the documents enclosed with the Technical Bid.
- 5.3.3 The Bidder should submit documentary evidence in respect of all the points specified in Eligibility Criteria and also in respect of the documents to be enclosed with the Technical Bid.

5.4 Documents to be enclosed with the commercial bid

- 5.4.1 The Bidder shall submit the Commercial Bid in the format as per ANNEXURE-II.

- 5.5 The Technical bid will be opened in the presence of the authorized representative of the bidder on scheduled date (details on page-1) at MMTC Limited, Corporate office, Scope Complex, Lodhi Road, New Delhi. The person intends to attend the opening should bring authorization letter for the same from the company along with id proof.

- 5.6 Bidders are advised to submit their bid strictly based on the terms and conditions and specifications contained in this tender, and not to stipulate any deviations. MMTC reserves the right to reject the bids containing deviation to the terms and conditions and requirements of this tender or seek clarifications/ documents.

- 5.7 **Cost of Bid preparation:** The bidder shall bear all costs associated with the preparation and submission of their bids and MMTC shall in no case be responsible or liable for such costs regardless of the result of the bidding process. The bidder whose bid is not accepted shall not be entitled to claim any cost, charges and expenses of and incidental to or incurred by him through or in connection with his submission of bid, even though MMTC may elect to modify/withdraw the tender.

5.8 Amendments to bid information: MMTC reserves the right to make revisions or amendments to this tender prior to the closing date of the bid. Such revisions or amendments shall be announced by an addendum or addenda or corrigendum. In such case, the addendum may include an announcement of the new closing date for the submission of offers. The bid submitted by the bidder shall take into account all such amendments/revisions. The amendments shall be notified on www.mmtclimited.com and www.eprocure.gov.in and these amendments will be binding on bidders.

5.9 Prices

5.9.1 Prices quoted in the commercial bid shall be firm and not subject to variation on any account.

5.9.2 Taxes shall be paid as per actuals.

5.10 Validity

The bid shall be valid for 90 (Ninety) days from the closing date for the e-bids. In exceptional circumstances, prior to the expiry of the original bid validity period, MMTC may request the bidders for a specified extension in the period of validity. A bidder may refuse the request for extension without forfeiting his Earnest Money Deposit (EMD). A bidder agreeing to the request will not be permitted to modify their bid.

5.11 Earnest Money Deposit

5.11.1 Payment advice for EMD should be submitted along with the Technical bid.

5.11.2 EMD will be refunded to unsuccessful bidders. Also the said earnest money deposit will be refunded to successful Bidder on signing of the Contract and after submission and confirmation of Performance Guarantee.

5.11.3 No interest will be payable by MMTC on EMD.

5.11.4 The EMD may be forfeited by MMTC if a bidder withdraws his bid during the period of bid validity or extended bid validity specified above.

5.11.5 Should the tender be withdrawn or cancelled by MMTC, which MMTC has right to cancel any time, EMD will be refunded.

5.12 MSME Exemption

5.12.1 The bidder under MSME category as per Govt. Of India Guidelines is exempted from submission of EMD. The bidder must submit a valid certificate from the authorized issuing authorities.

5.13 List of clients, contract start date, name, address & phone number of contact person should be enclosed for verification of services provided.

5.14 Corrections: Over writing is not permitted. In case of corrections, the correct word/number should be written separately and attested by authorized signatory & stamped.

5.15 Bid Evaluation: Bids received and accepted after fulfilling the terms and conditions of this tender, will be evaluated to ascertain the best and lowest evaluated bid in the interest of MMTC.

5.16 Acceptance of Bids: MMTC reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to the award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for this action.

5.17 Bid Currency: All costs and charges related to the bid shall be expressed in Indian Rupees only.

5.18 Opening of Bids

5.18.1 The bids will be accepted up to the date and time as specified in the tender document.

- 5.18.2 No bids will be accepted after tender deadline.
- 5.18.3 After technical evaluation, the commercial bids of only those technically qualified will be taken up for further price valuation.
- 5.18.4 All technically qualified bidders shall be invited to attend the opening of commercial bids at MMTC office. The date of the opening of the Commercial bids would be communicated to the technically qualified Bidders.

5.19 Definitions:

- (a) “The Purchaser” means MMTC Limited
- (b) “The Bidder” means the individual or firm or Service provider who participates in this tender and submits its bid.
- (c) “The Supplier” means the individual or firm supplying the services under the contract.
- (d) “The Services” means all the services and/or other materials, which the Supplier is required to supply to the Purchaser under the contract.
- (e) “The Purchase/Work Order” means the order placed by the Purchaser on the Supplier signed by the Purchaser including all attachments and appendices thereto and all documents incorporated by reference therein. The purchase/Work order shall be deemed as “Contract” appearing in the document.
- (f) “The Contract Price” means the price payable to the Supplier under the purchase/Work order for the full and proper performance of its contractual obligations.

SECTION -6

6.0 OTHER TERMS & CONDITIONS

6.1 PAYMENT TERMS: -

- 6.1.1 No advance payment in any case would be made.
- 6.1.2 Payment would be made through e-payment mode only. For ensuring e-payment, the service provider would complete all formalities in regard to payment through electronic mode and after submission and confirmation of the performance guarantee.
- 6.1.3 The payment would be made after deducting all applicable taxes, if any.
- 6.1.4 The payment will be made on quarterly basis subject to successful implementation/services.

6.2 Other Expenses:

- 6.2.1 No other expenses would be paid apart from the one mentioned in commercial bid.

6.3 PERFORMANCE GUARANTEE: - (As per ANNEXURE-III)

- 6.3.1 The successful bidder is required to submit a Performance Guarantee as per Purchaser's prescribed Performa on an appropriate value of stamp paper within a period of 30 days from the date of written notification of award to be made to the Bidder, calculated at the rate of ten percent (10%) on the work order value.
- 6.3.2 This will be issued by a Nationalized or scheduled commercial bank.
- 6.3.3 Performance Guarantee shall be valid until the termination of the warranty period. All expenses, commissions and interests related to issuance and surrendering of the Performance Guarantee, accrued to the Bank, shall be at the sole cost of the bidder. The bidder, who has caused and delivered the Performance Guarantee, shall not be entitled to put forth any accrued interests thereon. The Performance Guarantee amount shall be available, if invoked, at the counters of bank in New Delhi within banking hours on the date of presentation.
- 6.3.4 Performance Bank Guarantee shall be acceptable only from such Banks who provide independent confirmation of Performance Bank Guarantee to our Auditors

Failure of the successful bidder to comply with the above requirements shall constitute a sufficient ground for the annulment of the award and forfeiture of the EMD.

6.4 Delays in the bidder's Performance: Delay by the bidder in the performance of its obligations shall render the bidder liable to any or all of the following sanctions: -

- 1. Invocation of its Performance Guarantee.
- 2. Imposition of liquidated damages, and/or
- 3. Termination of the Contract for Default.

6.5 Indemnity: -“The bidder irrevocably undertakes & agrees to indemnify and hold harmless purchaser in full, being unlimited with time against all allegations, claims, actions, suits, demands, damages, losses, settlements, costs and expenses consequences, liabilities of any kind whatsoever directly/indirectly arising from or relating to or resulting from the said work for infringement of any rights protected by patent registration, design or trademark or incidental thereto. In the event of any claim in respect of any alleged breach of patent, registered design or trademark being made against Purchaser, it shall notify to the Bidder and Bidder shall at his own expense, either settle any such dispute or conduct any litigation that may arise there from.”

6.6 Liquidated Damages: -The timely execution of contract is essence of the work order. In the event of service provider's failure to deliver the services within the stipulated delivery period, the liquidated damages are payable by them @ 1 % per week of the order value subject to a maximum of 10% total annual order value. Minimum guaranteed parameters and rates quoted by the successful bidders shall be used to determine the annual order value.

6.7 Termination For Default:-

6.7.1 The Purchaser may, without prejudice to any other remedy for breach of purchase order/ work order, by written notice of default, sent to the supplier, terminate this Purchase order/ work order in whole or in part:

- (i) If the Supplier fails to deliver any or all of the services within the time period(s) specified in the Purchase order/ work order, or any extension thereof granted by the Purchaser.
- (ii) If the Supplier fails to perform any other obligation(s) under the Purchase order/ work order; and
- (iii) If the Supplier, in either of the above circumstances, does not remedy his failure within a period of 7 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser.

6.8 Set Off -Any sum of money due and payable to the supplier (including security deposit refundable to him) under this work order may be appropriated by MMTC and set off against any claim of MMTC.

6.10 Force Majeure:

6.10.1 If any time during the existence of this contract either party is unable to perform in whole or in part any obligations under this contract because of war, hostility, military operations, civil commotion, sabotage, quarantine, restrictions, acts of Gods and acts of Government (including but not restricted to prohibitions of exports and imports). Fires, floods, explosions, epidemics, strikes or any other labor trouble, embargoes, then the date of fulfillment of any obligations engagement shall be postponed during the time when such circumstances are operative.

6.10.2 If operations of such circumstances exceed three months either party will have the right to refuse further performance of the contract in which case neither party shall have the right to claim eventual damages.

6.10.3 The party which is unable to fulfill its obligations under the present contract must within 30 days of occurrence of any of the causes mentioned in this clause shall inform the other party of the existence or termination of circumstances preventing the performance of the contract. Certificate issued by Chamber of Commerce or any other Competent Authority connected with the case shall be sufficient proof of the existence of be above circumstances and their duration.

6.11 Dispute Resolution:-

i. **Conciliation:**

At the outset parties shall endeavor to resort to conciliation proceedings to reach an amicable settlement. The parties agree to attempt to resolve all disputes arising under the Agreement, equitably, in good faith and using their best endeavors. To this end, the parties agree to provide frank, candid and timely disclosure of all relevant facts, information and

documents to facilitate discussions between them/their representatives or senior officers. This exercise may be conducted first.

ii. **Arbitration:**

- a) In case conciliation proceedings do not fructify, arbitration shall be resorted.
- b) Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration by a sole arbitrator to be nominated by Chairman and Managing Director(CMD) of MMTC. The provisions of Arbitration and Conciliation Act -1996 shall apply to such arbitration proceedings and the award made in pursuance thereof shall be binding on the parties.
- c) The venue of arbitration shall be Delhi.
- d) The language of the arbitration shall be English.

iii. **Exclusive Jurisdiction:**

The parties hereto agree that any matter or issues arising hereunder or any dispute hereunder shall be subject to the exclusive jurisdiction of the courts of Delhi only.

6.12 Merger & Acquisitions: -In case of mergers and acquisitions of Bidder Company, all contractual conditions and obligations shall automatically get transferred to acquiring company/entity and acquiring company must assume all the obligations of the contract till the end of the contract period.

6.13 Fraud Prevention Policy:-

6.13.1 Commitments of Bidder(s) shall be bound to take all measures necessary to prevent Fraud and Corruption while dealing with MMTC. They agree and undertake to observe the principles/provisions as laid down in “Fraud Prevention Policy” of MMTC (Full text of which is available with MMTC during their participation in the tender process, during the execution of contract and in any other transactions with MMTC).

- a. The bidder(s)/ shall not directly or through any other person or firms, offer, promise or give or otherwise allow any of MMTC’s employees any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b. The bidder(s) shall not enter with other bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The bidder(s) shall not commit or allow any employee of MMTC to commit any offence under the relevant provisions of IPC/Prevention of Corruption Act, further the bidder(s) will not use improperly or allow any employee(s) of MMTC, for purposes of competition or personal gain or pass on the other, any information or documents provided by MMTC as part of the business relationship, including information contained or transmitted electronically.
- d. The bidder(s) shall not instigate third persons to commit offences/activities outlined in fraud prevention policy or be an accessory to such offences.
- e. The bidder(s) if in possession of any information regarding fraud /suspected fraud, hereby agree and undertake to inform MMTC of same without any delay.

6.13.2 Disqualification from tender process and exclusion from future contracts : If the bidder(s) before award or during execution has committed a transgression through a violation of Clause above of “fraud prevention Policy” of MMTC in any other form such as to put their

reliability or credibility in question, MMTC other than taking recourse available under law, shall be entitled to disqualify the Bidder(s) from undertaking any transaction with MMTC and/or declare the bidder(s)/contractor(s) ineligible to be awarded a contract either indefinitely or for a stated period of time.

- 6.13.3 **Damages:** If MMTC has disqualified the bidder(s) from the tender process prior to the award or during execution according to Clause 6.13.2, MMTC shall be entitled to demand and recover from the contractor liquidated damages or the contract value or the amount equivalent to Performance Bank Guarantee.
- 6.14 **Holiday Listing:** Notwithstanding anything contained in this agreement, MMTC's policy for Holiday-Listing of an Agency mutatis mutandis applies to this agreement and in the event, the agency(s) while discharging its obligations under the Agreement or otherwise, come(s) within the ambit of the said policy, MMTC at its sole discretion reserves the right to suspend/discontinue dealings or take any curative measures with the agency(s) in accordance with the policy in force.
- 6.15 **Confidentiality:-** All documents, information and reports relating to the assignment would be handled and kept strictly confidential and not shared/published/supplied or disseminated in any manner whatsoever to any third party, except with MMTC's written permission. In this regard vendor has to enter into Non-Disclosure Agreement with MMTC as per Annexure- IV within 30 days of issuance of work order.
- 6.16 For any further clarification, the bidder may contact Ms. Payal Arora, Senior Manager (Systems) e-mail id payal@mmtclimited.com, or Mr. Bharat Bhargava, Chief Manager(Systems) email id bharat@mmtclimited.com or Mr. HK Bagha, AGM (Systems) at email id bagha@mmtclimited.com Tel Nos: 011- 2438 1372/1453/1352.
- 6.17 This agreement shall be governed by Indian laws.

TECHNICAL BID**FORM- A1**

S.No.	Description	Compliance (Y/N)
1	The bidder company/firm/proprietor should be registered in India. (Documents in support of Company registration/firm/proprietorship, copy of PAN card and GST registration Number).	
2	Bidder must have positive net worth for the last 3 financial years (2017-18, 2018-2019, 2019-2020). (Bidder to provide audited annual report/Balance Sheet for last 3 financial years). Wherever audited annual report for 2019-20 is not finalized due to Covid-19, audited report for nine month period ending December 2019 shall be submitted.	
3	The bidder should submit letter of acceptance of all terms and conditions of the RFP as per FORM A2.	
4	The Bidder should not be black listed or on holiday by any Central Government /State Government as on date of submission of tender. (Undertaking regarding this should be provided by the bidder in their letter head duly signed by the Director/Authorized Signatory).	
5	The Bidder company should have at least one office at Delhi/NCR for support services as on the date of submission of bid.	
6	Bidder should be registered as GSP (GST Suvidha Provider) with GSTN as on the date of submission of bid.	
7	Bidder must provide its own ASP solution. The software application should have been audited by an authorized audit agency.	
8	Bidder should have delivered at least two ASP/GSP solutions to end customers along with training during the last 2 years, with at least One Government/PSU.	

Supporting document(s) to be enclosed for above eligibility criteria or else bids are liable to be rejected.

TECHNICAL BID

FORM A2

TERMS AND CONDITIONS AS AGREED

Our Company/Firm is agreeable to all the terms and conditions of the RFP. A copy of the same duly signed by us is attached.

Signature:
Name:
Designation:
Company/Firm:

Date:

Place:

TECHNICAL BID**FORM A3****BIDDER DETAILS**

Tender No.	
COMPANY DETAILS:	
COMPANY NAME	
NATURE OF COMPANY	
GST REGISTRATION NO	
PAN NO	
REGISTERED ADDRESS	
CITY	
POSTAL CODE	
CONTACT DETAILS:	
CONTACT NAME	
CORRESPONDENCE EMAIL	
DESIGNATION	
PHONE	
MOBILE	

Company name & stamp of the company

COMMERCIAL BID

S.No	Cost Head	Amount in INR for one (1) year	Taxes as applicable (INR)	Total Amount
1	Subscription cost for hiring software solution. (As per scope mentioned in this document, for 15 GSTINs, 25 concurrent users and 50,000 transactions Yearly).	X1	T1	Y1=X1 + T1
2	Amount Charged per GSTIN per month in S.No 1	X2	T2	Y2=X2 + T2
3	Amount Charged per user per month in S.No 1	X3	T3	Y3=X3 + T3
4	Amount charged per transaction over and above 50,000 in S.No 1	X4	T4	Y4=X4 + T4

L1 Evaluation Criterion: Total Bid Cost (for a Year) = Y1

$$[(Y2 \times 15) + (Y3 \times 25)] \times 12 + (Y4 \times 50,000) = Z1.$$

A deviation (plus or minus) upto 2% is acceptable between Y1 and Z1.

Bidder having lowest total Bid cost will be declared as L1 and will be selected as vendor / Service provided for the project.

Charges specified at serial nos 2,3,4 will be used in case of additional GSTIN, user, transaction respectively if any.

Definitions:

Transaction – Number of invoices or Debit Note(s) or Credit Note(s) or E-way Bill(s) (issued by MMTC as well as by MMTC's vendors).

Concurrent Users - Number of active users at any given point of time (working on the software of service provider). This may vary with the number of rights given to the users or Login IDs provided by the service provider, as all the users may not be active at a given point of time.

ANNEXURE-III

PERFORMANCE BANK GUARANTEE
(On Rs. 100 stamp paper)

BG No:

Date:

To
MMTC Limited
Core-I, Scope Complex
7, Lodhi Road
New Delhi – 11

1. WHEREAS, MMTC Limited, having its registered office at Core-1, SCOPE Complex, 7, Institutional Area, Lodhi Road, New Delhi -110 003 India and one of its office at _____(hereinafter called 'the MMTC') have entered into Contract No. _____ dated _____(hereinafter called 'the CONTRACT) for with M/s. (name) _____ address _____, (hereinafter called the 'XX')
2. AND WHEREAS the 'XX' under the CONTRACT is required to furnish a Security for the performance of the CONTRACT and MMTC has agreed to accept the Bank Guarantee in lieu of security deposit of the said sum of Rs. _____(10% of the total **contract** value).
3. AND WHEREAS at the request of the 'XX', we, _____ Bank, _____(address), hereby irrevocably and unconditionally guarantee and undertake to payment to the MMTC, immediately on demand upto and not exceeding the sum of Rs. _____payable by the 'XX' in the event of failing to perform any or all their obligations under the CONTRACT. The decision of the MMTC that the 'XX' has failed to perform all or any of its obligations under the CONTRACT shall be conclusive, final and binding on us.
4. We, _____Bank, undertake to pay the amount demanded by the MMTC not exceeding the sum of Rs. _____only without any demur, delay, protest and without any reference or recourse to the 'XX' notwithstanding any dispute raised by 'XX' in any suit proceedings relating there to pending before any court or tribunal our liability under these presents being absolute and unequivocal. The payment shall be made to the MMTC across the Counter of the bank on the same day of receipt of invocation of this Bank Guarantee.

5. NOTWITHSTANDING anything to the contrary contained hereinabove, liability under the Guarantee is restricted to Rs. _____. Our Guarantee shall remain in force until () date).

6. All your rights under the Guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder unless a claim under the Guarantee is made on our Bank in writing on or before _____ (expiry date).

7. Your Letter of Demand in writing may be presented to the Bank by Registered Post or in person and the same shall be binding on us.

8. This guarantee comes into force forthwith.

9. We further agree that MMTC shall have the fullest liberty without our consent and without effecting in any manner, our obligations hereunder to vary any of the terms and conditions of the delivery or extend time of performance by the said "XX" from time to time or to postpone for any time or from time to time, any of the powers exercisable by MMTC against the said "XX" and to forbear or enforce any part of the terms and conditions relating to the said CONTRACT and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said M/s "XX".

10. The liability of the Bank under this Guarantee shall be discharged on receipt of Rs. _____ only by MMTC.

11. We _____.(Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of MMTC Limited in writing.

12. This guarantee will not be discharged due to change in the constitution of the bank or the said 'XX'.

13. We have the power to issue this Guarantee in your favour under the Charter of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED THIS _____DAY OF _____ ,

Witness: 1.
2.

Yours faithfully
For and on behalf of Bank

(Address)

(Authorised Signatory)

With Seal & Signature

NON-DISCLOSURE AGREEMENT (NDA)

This Non-Disclosure Agreement ("The Agreement") is signed at (Venue) on _____ day of _____ 2017, by and between

..... having its registered office at _____ (hereinafter referred to as "....." which expression shall include its successors, and assigns which expression unless it be repugnant to the context or meaning thereof includes its successors, representatives and permitted assigns) on the one part.

and

MMTC Limited having its office at Core-1, SCOPE Complex, 7 Institutional Area, Lodhi Road, New Delhi-110 003 ("MMTC" which expression unless repugnant to the context or meaning thereof includes its successors, representatives and assigns) on the other part.

WHEREAS:

- A. [INSERT NAME] is engaged in the business of, inter-alia, providing IT Security Consulting also services.
- B. MMTC is India's leading international trading company, with a turnover of over US\$ 5.5 billion. MMTC is the largest non-oil importer in India. MMTC's diverse trade activities encompass Third Country Trade, Joint Ventures, Link Deals - all modern day tools of international trading. .
- C. MMTC, pursuant to its Tender dated _____, declared [INSERT NAME] as successful Bidder for its appointment as IT Security Consultant. Pursuant to appointment of [INSERT NAME] as IT Security Consultant, certain Confidential Information relating to MMTC's business may be disclosed by MMTC to [INSERT NAME] which shall be subject to the terms and conditions contained in this Agreement.
- D. Both Parties agrees that the security of IT infrastructure of MMTC is critical and the IT architecture/environment/reports needs to be analyzed and reviewed to ensure that MMTC's IT infrastructure remains secured to the best possible extent. Therefore [INSERT THE NAME] has agreed to observe and be bound by the restrictions and obligations relating to its use of such Confidential Information.

**THEREFORE IN CONSIDERATION OF THE PREMISES AND OBLIGATIONS SET FORTH
HEREIN, IT IS AGREED AS FOLLOWS:**

1. DEFINITIONS:

In this Agreement, unless the context otherwise requires,

- (a) The term "**Confidential Information**" includes data, reports, drawings, records, correspondence, notes, compilations, studies, in the form of samples, models and other information/documentation given or disclosed by MMTC to [please insert the name] or any of their Representative(s) relating to or in any way connected and relating to any of MMTC's business activities actual or proposed, IT Infrastructure, systems, marketing plans, agreements, methods, techniques, processes, theories, formulas, know-how, techniques, applications, systems, components, improvements, technology, market projections, sales records, software programs, test data, customers, customer lists, or any other information relating to MMC that [PLEASE INSERT THE NAME] becomes aware of whether or not disclosed by MMTC and whether such information is in tangible, writing, oral, electronic, printed, human or in machine readable form, regardless of the media or form transmitted or stored in, or any information ascertainable by inspection, or any other information designated as Confidential Information at the time of disclosure.
- (b) "Contract" means the Contract for providing Consultancy for IT Security to be entered into between MMTC and [INSERT NAME] pursuant to the award letter dated _____ declaring [INSERT NAME] as successful Bidder for its appointment as IT Security Consultant.

- (c) **"Representatives"** means directors/partners, officers, agents, advisors, consultants or employees or respective shareholders or ultimate parent company, as the case may be of [Please Insert The Name].

2. Confidential Information and Protection:

- 2.1 MMTC may, from time to time, disclose Confidential Information to [PLEASE INSERT THE NAME] and/or their Representatives for performance by [PLEASE INSERT THE NAME] of the Contract entered into between MMTC and [PLEASE INSERT THE NAME].
- 2.2 The [INSERT NAME] understands and acknowledges that the Confidential Information is proprietary and confidential information of MMTC which has been created, developed or obtained by MMTC by investment of significant time, substantial effort and expense. The Confidential Information is a valuable, special and unique asset of MMTC which gives significant competitive advantage to MMTC and that protection of Confidential Information is of the highest importance to MMTC. Therefore [INSERT NAME] acknowledges and undertake:
- (a) to keep the Confidential Information in strict confidence for the entire duration of the Contract.;
 - (b) without the prior written consent of MMTC, [INSERT NAME] shall not disclose Confidential Information furnished to it to anyone other than its Representatives expressly approved by MMTC;
 - (c) [INSERT NAME] shall procure that its approved Representatives shall not communicate with any third party, copy, publish, disclose or otherwise deal with any Confidential Information, otherwise than for the performance of their obligations under the Contract.
 - (d) In case the Confidential Information is disclosed to any of [INSERT NAME] approved Representatives, [INSERT NAME] shall further enter into agreements with its Representatives binding them to the same obligations to which [INSERT NAME] is bound under this Agreement, and ensure compliance of this Agreement by its approved Representatives and make them liable for any breach by them of such obligations.
 - (e) to inform its approved Representatives to whom any Confidential Information may be disclosed of their obligations of confidentiality pursuant to this Agreement, to ensure compliance with its terms and to be liable for any breach by them of such obligations; and
 - (f) to keep separate all Confidential Information from all documents and other records of the Parties and shall mark all such Confidential Information received from MMTC as "Confidential".
 - (g) the Confidential Information which may be disclosed to [INSERT NAME] will contain proprietary assets, designs and other intellectual property rights with respect to the MMTC's Products which are the exclusive property of MMTC and are critical for the business of the MMTC and its profitability, [INSERT NAME] agrees not to do anything which may, in any manner, whether directly or indirectly, affect the above proprietary rights, interest, business and profitability of MMTC.
 - (h) The [INSERT NAME] shall not copy or modify any Confidential Information without the prior written consent of MMTC. Any permitted reproduction of Confidential Information must contain all confidential or proprietary legends which appear on the original. [INSERT NAME] shall immediately notify the disclosing party in the event of any loss or unauthorised disclosure or use of the Confidential Information.
 - (i) [INSERT NAME] shall notify MMTC promptly of any material unauthorised possession, use or knowledge, or attempt thereof, of the MMTC's Confidential

Information by any person or entity other than MMTC and its Authorised Representatives

- (j) promptly furnish to MMTC full details of the unauthorised possession, use or knowledge, or attempt thereof;
- (k) use reasonable efforts to assist MMTC in investigating or preventing the recurrence of any unauthorised possession, use or knowledge, or attempt thereof, of Confidential Information;
- (l) use reasonable efforts to cooperate with MMTC in any litigation and investigation against third parties deemed necessary by MMTC to protect its proprietary rights; and
- (m) promptly use all reasonable efforts to prevent a recurrence of any unauthorized possession, use or knowledge of Confidential Information

3. The Undertakings in Clause 2 shall not apply to any Confidential Information which:

- (a) at the time of its disclosure to [INSERT NAME] is in the public domain;
- (b) In the event that [INSERT NAME] is required or requested by any court, legislative or administrative body to disclose any Confidential Information, then it shall prior to disclosure, promptly notify MMTC or any of its duly authorized representatives so that an appropriate protective order and/or any other action can be taken if possible.

In the event that such protective order is not, or cannot be, obtained, then [INSERT NAME] may disclose to the appropriate body that portion of the Confidential Information that it is legally required to disclose and shall use reasonable efforts to obtain assurances that confidential treatment shall be accorded to the Confidential Information.

4. NO COMMITMENTS, WARRANTIES OR SOLICITATION

- (a) The Confidential Information disclosed by MMTC to [INSERT NAME] shall be used by [INSERT NAME] strictly for the purposes expressly authorised by MMTC.
- (b) No representations or warranties, express or implied, are made by MMTC concerning the accuracy or completeness of the Confidential Information supplied under this Agreement and neither MMTC nor any of its Representatives shall be liable in any way to [INSERT NAME] for receipt or use of such Confidential Information and MMTC expressly disclaims any such liability whether in negligence or otherwise.
- (c) MMTC shall not be under any obligation or commitment to enter into discussions or any further agreement merely by reason of the execution of this Agreement or the disclosure, evaluation or inspection of Confidential Information, and this Confidentiality Agreement shall not constitute nor should it be construed to constitute an offer or commitment by MMTC with regard to the Tender.
- (d) MMTC shall not be precluded from entering into any agreement or obligation with any other party relating to the Agreement or the Confidential Information merely by reason of the execution of this Agreement or the disclosure, evaluation or inspection of Confidential Information.
- (e) Without prejudice to the generality of the above, nothing herein shall grant to [INSERT NAME] the right to make representations and/or commitments of any kind on behalf of MMTC without the prior written consent of MMTC.

5 Return of Confidential Information

- (a) Upon the written request of MMTC, the [INSERT NAME] shall return to MMTC all Confidential Information that is in tangible form (including, without limitation, Confidential Information contained on computer disks) furnished, together with any copies or extracts thereof;. [INSERT NAME] shall also deliver to MMTC written statements signed by the

receiving party certifying that all materials have been returned within fifteen (15) days of receipt of the request.

- (b) Upon specific request by MMTC, [INSERT NAME] shall destroy all analyses, compilations, drawings, or other documents which have been prepared and which reflect any Confidential Information.

6 Indemnity; No Waiver; Specific Performance

- (a) [INSERT NAME] shall indemnify, defend and hold harmless MMTC against any losses, liabilities, claims, damages, costs, and expenses including reasonable legal fees and other expenses and disbursements in connection therewith and interest charges thereon suffered or incurred by MMTC which arise out of, result from, or may be payable by virtue of any breach of any representation, warranty, covenant or agreement made or obligation required to be performed under this Agreement by [INSERT NAME].
- (b) [INSERT NAME] acknowledge that damages alone would not be an adequate remedy for any breach of the terms and conditions of this Agreement and MMTC shall be entitled to the remedies of injunction, specific performance or other equitable relief. Such remedy shall be in addition to and not in lieu or limitation of other remedies available to MMTC at law or in equity.
- (c) Failure by MMTC in exercising any right, power or privilege hereunder shall not act as a waiver, nor shall any single or partial exercise thereof preclude any further exercise of any right, power or privilege.

7. Relationship of Parties

MMTC has no obligation under this Agreement to purchase any service or item from [PLEASE INSERT THE NAME], or commercially offer any products using or incorporating the Confidential Information. This Agreement is intended to facilitate only the exchange of Confidential Information and is not intended to be, and shall not be construed to create a teaming agreement, joint venture association, partnership, or other business organization or agency arrangement and [PLEASE INSERT THE NAME] shall have the authority to bind MMTC without the separate prior written agreement thereof.

8 No Grant of Property Rights

[INSERT THE NAME] recognizes and agrees that, except as expressly and specifically set forth in this Agreement, nothing herein shall be construed as granting any property right, by license, implication, estoppels or otherwise, to any of MMTC's Confidential Information, or to any invention or any patent right that has issued or that may issue based on such Confidential Information. All Information disclosed is provided "as is" without any warranties of any kind.

9 General Provisions

- (a) MMTC has no obligation to supply Confidential Information hereunder and has no obligation to enter into any Contract with [PLEASE INSERT THE NAME] and it has no right to offer for sale products or services using or incorporating the Confidential Information.
- (b) This Agreement shall not be assigned by [PLEASE INSERT THE NAME], and it shall not delegate its duties under this Agreement, without prior written consent of the other.

10. TERM AND TERMINATION

- (a) This Agreement shall enter into force on the date first above mentioned and shall remain in force till the validity of the Contract.
- (b) Notwithstanding clause 10 (a) above, MMTC may terminate this Agreement by giving a 30 days prior written notice to the other Party.

11. CONSEQUENCES OF TERMINATION

- (a) Upon termination of this Agreement, [INSERT NAME] shall return all Confidential Information that is in tangible form (including, without limitation, Confidential Information contained on computer disks) furnished, together with any copies or extracts thereof; and
- (b) Termination will not affect MMTC's right to claim damages, in case of breach of any of the terms and conditions of this Agreement by [INSERT NAME] or its Representatives.
- (c) [INSERT NAME] shall cease use of any Confidential Information after the termination of this Agreement. This clause shall survive termination of this Agreement.

12. GOVERNING LAW

The Courts having territorial jurisdiction over New Delhi shall have exclusive jurisdiction, to the exclusion of any other court, to entertain, try and determine all and any question, issue, dispute, claim, actions, suits and proceedings between the Parties arising out of this Agreement including any matter connected therewith and any application to be made under the Arbitration and Conciliation Act, 1996 as amended and re-enacted from time to time

13. ENTIRE AGREEMENT

This Agreement constitutes the entire agreement of the parties with respect to the subject matter thereof and supersedes any and all prior communications understandings and agreements between the parties, whether written, oral, express or implied relating thereto. No amendment or modification to this Agreement shall be valid unless in writing and signed by a duly authorised Representative of each of the parties.

14. DISPUTE RESOLUTION

i. Conciliation:

At the outset parties shall endeavor to resort to conciliation proceedings to reach an amicable settlement. The parties agree to attempt to resolve all disputes arising under the Agreement, equitably, in good faith and using their best endeavors. To this end, the parties agree to provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate discussions between them/their representatives or senior officers. This exercise may be conducted first.

ii. Arbitration:

In case conciliation proceedings do not fructify, arbitration shall be resorted.

Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration by a sole arbitrator to be nominated by Chairman and Managing Director(CMD) of MMTC. The provisions of Arbitration and Conciliation Act -1996 shall apply to such arbitration proceedings and the award made in pursuance thereof shall be binding on the parties.

The venue of arbitration shall be Delhi.

The language of the arbitration shall be English.

iii. Exclusive Jurisdiction:

The parties hereto agree that any matter or issues arising hereunder or any dispute hereunder shall be subject to the exclusive jurisdiction of the courts of Delhi only.

15. SEVERABILITY

If any term or provision of this Agreement is found by a court of competent jurisdiction or by a duly appointed Arbitrator under clause 13 of this Agreement, to be invalid, illegal or otherwise unenforceable, such term or provision shall not affect the other terms or provisions of this Agreement or this Agreement as a whole, (which shall continue to remain valid, binding and enforceable by and against the parties

notwithstanding any such finding) but such term or provision shall be deemed modified or deleted to the extent necessary, to render such term or provision enforceable. Upon such modification, the rights and obligations of the parties shall be construed and enforced in accordance with such modification, preserving to the fullest permissible extent the intent and agreements of the parties set forth in this Agreement.

16. **NOTICES**

Any notices to be given hereunder by either party to the other shall be in English and sent by registered letter, courier or facsimile to the other party at the addresses stated below:

- (a) To,
Payal Arora
Senior Manager (Systems)
MMTC LIMITED
Core-1, SCOPE Complex,
7 Institutional Area,
Lodhi Road,
New Delhi-110 003

- (b) [INSERT NAME]

Any notice shall be effective only upon actual receipt at the above mentioned address unless change in the address is notified by a party by giving 10 days advance notice.

IN WITNESS WHEREOF this Agreement has been executed by the duly authorised Representatives of the parties the day and year first above written.

1. signed and delivered by:

MMTC LIMITED
Core-1, SCOPE Complex,
7 Institutional Area,
Lodhi Road,
New Delhi-110 003

2. signed and delivered by:

[INSERT NAME]

In the presence of the following witnesses:

1. Signature:
2. Name:
Address: