



**Request for Quotation
for selection of an agency for carrying out the HR Climate Survey for
Faculty, Staff and Students at Indian Institute of Management
Bangalore.**

Tender ID: IIMB/CAO/2025-26/03

Dated: 08.12.2025

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Indian Institute of Management Bangalore

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1. Scope of the Tender

Indian Institute of Management Bangalore (IIMB) (hereinafter referred to as the “Institute”), an Educational Institute of National Importance, invites E- bids on open tender two bids system for Quotation for selection of an agency for carrying out the HR Climate Survey for Faculty, Staff and Students at Indian Institute of Management Bangalore. The tender document can be downloaded from the Institute website at URL Link: https://www.iimb.ac.in/tender_notices and from Central Public Procurement Portal link: [URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app). The submission of e-Bids will be only through the e-Tender portal <https://eprocure.gov.in/eprocure/app>. Bids will not be accepted in any other form.

2. About IIMB:

Indian Institute of Management Bangalore is a designated institute of ‘National Importance’ and body corporate under the Indian Institute of Management Act, 2017 (“IIMB”). IIMB has highly experienced and renowned faculty, staff and a distinguished Board of Governors. The institute has an outstanding infrastructure and provides a distinctive learning environment with a strong focus on research and academic excellence.

3. IIMB’s Mission:

- 3.1. Nurture innovative global business leaders, entrepreneurs, policymakers and social change agents through holistic and transformative education.
- 3.2. Provide thought leadership that is contextually embedded and socially relevant and makes positive impact.
- 3.3. Pursue excellence in education and thought leadership simultaneously without making any trade-offs.

4. Background and Rationale

After 52 years of excellence, IIMB stands at an important juncture of reflection and renewal. The institute’s growth, diversity, and complexity necessitate a structured assessment of its organizational HR climate to ensure continued alignment with its mission and values.

The HR Climate Survey aims to:

- 4.1. Capture perceptions, attitudes, and experiences of faculty, staff, and students.
- 4.2. Identify existing motivators and de-energizers within the system.
- 4.3. Strengthen policies, practices, and institutional culture to foster innovation and engagement.
- 4.4. Provide a baseline for continuous improvement in HR systems, leadership practices, and organizational culture.

5. Objectives of the HR Climate Survey:

- 5.1. To document the current HR climate (mood of the institution, sources of motivation, energisers, de-energisers in the climate or HR policies and practices, work conditions, values and culture etc.) as experienced by faculty , students, staff and keep measuring to improve it from time to time.
- 5.2. To understand and maintain the motivators, and effect policy, practice and other changes if any required to build new energisers for various categories of employees and students.
- 5.3. For providing feedback to various leaders and leadership role holders and other stake holders to maintain and enhance the psychological climate so as to get the best from each of them.
- 5.4. To design and implement training, performance management and such other HR mechanisms for enhanced commitment and capability development.

6. Scope and Coverage

The study will encompass the following stakeholder groups within IIMB:

| Stakeholder Group | Approximate Strength | Focus Areas |
|--|----------------------|---|
| Faculty Members | 100+ | Academic environment, autonomy, collaboration, institutional support |
| Administrative Staff (Permanent) | 37 | Work culture, supervision, motivation, performance systems, engagement, empowerment and career progression |
| Administrative Staff Contract Staff | 197 | Work culture, supervision, motivation, performance systems, engagement, empowerment and career progression. |
| Students (Masters & Doctoral) | 1300+ | Learning climate, faculty support, academic experience |

7. Dimensions to be Studied

7.1. Dimensions for Faculty: For faculty the following are preliminary list of dimensions coming out of the discussions with select faculty. These dimensions could be finalised by the agency conducting the survey using participative methods

- a. Vision and Values (example: IIMB is a vision driven institution, IIMB operates with a high degree of professionalism, IIMB is value driven institution, IIMB practices its values etc.)
- b. Leadership of faculty (Academic initiatives of the faculty is valued in the institute. Faculty have freedom to initiate new programs that impact society and practice)
- c. Freedom and autonomy
- d. Professional Initiative and Activity levels of faculty
- e. Empowerment
- f. Communication
- g. Planning culture
- h. Participative decision making
- i. Loyalty, Collaborative attitudes and team spirit
- j. Learning climate
- k. Faculty development and investments of faculty
- l. Administrative and Support to faculty and system maturity
- m. Creativity and Willingness to change
- n. Process sensitivity and values
- o. Faculty/Academic council and its functioning
- p. Workload and measures of commitment (recognition of outside class investments by faculty in project guidance, mentoring etc.)
- q. Faculty-staff interaction
- r. Future Directions and strategies
- s. Review and Self-renewal mechanisms
- t. Changing nature of faculty-student interaction
- u. Discipline and learning culture in the classroom (Technological disruptions and student preferences)
- v. Value add by curricular and extra curricular activities
- w. Leadership Culture, styles and support of Director, Deans and others including the Board members and faculty on the Board (openness, trust, collaboration, empowerment, imitative, risk taking and experimentation, confrontation of issues etc.)

7.2. Dimensions for Staff: For Staff (both permanent and contract) the dimensions to be covered may include:

- a. Working conditions and Infrastructure
- b. Supportive supervision
- c. Motivation and Talent management
- d. Performance appraisals
- e. Rewards, Recognition and Incentives
- f. Openness, Collaboration and Teamwork
- g. Faculty and administrative/Leadership support
- h. Innovations
- i. Promotions, Growth opportunities and Career Progression
- j. Roles and role clarity
- k. Delegation and empowerment – sense of ownership
- l. Responsibility and citizenship behaviour
- m. Drive for excellence and achievement.
- n. Governance
- o. Decision making
- p. Motivation and initiative of new recruits
- q. Induction and socialisation
- r. Teamwork
- s. Role clarity and effectiveness (feeling central and important)
- t. Managing mistakes
- u. Discipline and adherence to policies
- v. Information sharing and Transparency of HR policies
- w. Supervision
- x. Friendly and helpful people and environment

7.3. Dimensions for Students: For students the dimensions to be covered may include:

- a. Learning Environment and Academic Support
- b. Faculty Accessibility and Responsiveness
- c. Mentorship and Feedback Mechanisms
- d. Peer Collaboration and Classroom Climate
- e. Institutional Services (hostels, library, IT infrastructure)
- f. Participation in Academic and Co-curricular Activities
- g. Inclusivity and Well-being

8. Methodology of Survey:

The selected agency is expected to follow a participatory and scientifically grounded methodology, which will include:

8.1. Inception and Consultation Phase:

Meetings with the HR Sub-Committee, faculty, staff, and student representatives to finalize survey dimensions and design instruments.

8.2. Survey Tool Design:

Separate structured questionnaires for each stakeholder group, validated through pilot testing.

8.3. Administration of Survey:

Conduct survey both online and offline as required, ensuring high response rates and complete anonymity.

Efforts should be made to reach out to solicit maximum response. To make the survey deemed to be successful, the response should cover the following minimum: Faculty-33%, Staff-50% and Students- 33% . Based on the criticality, IIMB may also modify the % response required to complete the survey. The decision of IIMB is final in this regard.

8.4. Data Analysis:

Employ qualitative and quantitative techniques, including statistical analysis, factor analysis, and thematic coding.

8.5. Reporting and Presentation:

Prepare a comprehensive analytical report highlighting key findings, comparative insights, and actionable recommendations. Present findings to the IIMB Leadership and HR Sub-Committee.

9. Timelines of the Survey:

Overall co-ordination for the conduct of the survey will be done by the CAO.

The agency shall provide the following deliverables:

| Deliverable | Description | Timeline |
|----------------------------|---|--|
| Inception Report | Methodology, tools, work plan | Within 2 weeks of award from the date of placement of work order |
| Finalized Questionnaires | Separate for faculty, staff, and students | Week 3 from the date of placement of work order |
| Data Collection Completion | Field and online survey execution | Week 6 from the date of placement of work order |
| Interim Progress Report | Key trends and preliminary findings | Week 8 from the date of placement of work order |
| Final Report | Detailed analysis and recommendations | Week 10 from the date of placement of work order |

The final report to be submitted to the CAO, IIMB

All the works related to the surveys like planning, designing, implementation, advertisement among employees etc will be the responsibility of the consultant.

Diagnostic, findings, Recommendations / Actionable points etc. on the basis of the survey, to be submitted by the consultant in the form of write-up, presentations, sessions with the Management , Workshop etc., as desired by IIMB to CAO.

The service provider shall analyse & submit survey results across all key areas of engagement & enablement with findings categorized across demographic cuts (cadre wise, age wise, gender wise etc.)

Description of Deliverables

- Creation of Survey Questionnaire Format
- Identification of Representative Sample
- Employee Engagement Survey Tool
- Designing of Communication Collateral
- Survey Administration
- Analysis of Survey Data and Report Submission
- Recommendations and Roadmaps
- Trend and impact analysis
- Tool for Continuous in-house survey / feedback
- Technical Support for application and data security.

10. Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

| Si. No | Eligibility Criteria | Supporting Documents |
|--------|---|---|
| 10.1 | The bidder should be a professional Management Consulting Company / | A write up about the company / firm, its standing and past work done. (Not exceeding 2 pages) |

| | | |
|------|--|---|
| | firm of international repute / standing HR consulting company registered under applicable Act in India. | Copy of the Certificate of Incorporation/ Registration Certificate or any other valid certificates issued by Registrar of Companies / firms and full address of the registered office. |
| 10.2 | The bidder should be in existence for a minimum period of 5 years in India as on 31.10.2025. | Registration/Incorporation Certificate or any other valid documents as proof. |
| 10.3 | The Bidder must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 | Bidder should specifically certify in Annexure-I in this regard and provide copy of registration certificate issued by competent authority wherever applicable. |
| 10.4 | Minimum average annual turnover in the last three financial years (April-March) i.e.,2022-23, 2023-24 and 2024-25 for a similar line of business on survey for Rs 1.2 Crore | Copies of certified Audited Balance Sheets or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the years 2022-23, 2023-24 and 2024-25 shall be submitted with the bid. Copies of financial statements for the period such as Profit and Loss Statements & Balance Sheet should also be submitted |
| 10.5 | The bidder should have relevant experience of conducting employee engagement survey/HR Climate Survey in 2 Government entities (Central/State) or Private Entities in India in the last three years as on 31.10.2025 | Copy of the engagement letters/ contracts. and / or Certificate of completion of the work. |
| 10.6 | Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 2 client reference is required) | Bidder should specifically confirm on their letter head in this regard as per Annexure-VI . |
| 10.7 | Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the IIMB) | Brief details of litigations, disputes related to product/services being procured under this RFP or infringement of any third party Intellectual Property Rights by prospective Bidder/ OEM or disputes among Bidder's board of directors, liquidation, Bankruptcy , insolvency cases or cases for debarment/blacklisting for breach of contract/fraud/corrupt practices by any Scheduled Commercial IIMB/ Public Sector Undertaking / State or Central Government or their agencies/ departments or any such similar cases, if any are to be given on Company's letter head. |
| 10.8 | Statutory tax registrations PAN and GST | Copies of the registration certificate |
| 10.9 | The Vendor should be neither blacklisted by any Government Dept., nor any criminal case is registered / | A duly completed certificate to this effect is to be submitted as per the Annexure-IV |

| | | |
|--|---|--|
| | pending against the Vendor or its owner / partners anywhere in India. | |
|--|---|--|

11. Pre-bid meeting

Pre-bid meeting will be held on **15.12.2025 at 1500 Hrs** at Indian Institute of Management Bangalore, Bannerghatta Main Road, Bangalore-560076, to address the queries of the bidders regarding the Tender. Interested bidders may send their queries on or before **14.12.2025 by 1730 Hrs.** to the email id tenders@iimb.ac.in The Pre -bid meeting minutes will be uploaded on URL:<http://eprocure.gov.in/eprocure/app> and IIMB Website.

12. Earnest Money Deposit:

EMD of Rs 1,00,000/- (Rupees One Lakh only) should be submitted through NEFT or RTGS in favour of Indian Institute of Management Bangalore or through Bank Guarantee. If the bidder submits the EMD through Bank Guarantee, such bank guarantee shall be valid for the period of 120 days from the date of opening of the Technical Bid. The scanned copy of the BG should be uploaded with the technical bid. The original Bank Guarantee must be delivered to the address mentioned below on or before bid submission date and time failing which the bid shall be rejected.

**Chief Administrative Officer,
Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore-560076**

Bank details for NEFT/RTGS transfer to IIMB

| | |
|-------------------------------|----------------------------------|
| Bank Name | : HDFC Bank Ltd |
| Bank Street Address | : J.P. NAGAR BRANCH, BANGALORE |
| Branch Code | : 0133 |
| IFSC CODE | : HDFC0000133 |
| Customer HDFC Bank a/c name | : Indian Institute of Management |
| Customer HDFC Bank a/c number | : 01331450000019 |

Copy of Bank guarantee or UTR details for NEFT/RTGS transfer should be enclosed with the technical bid.

- 12.2. **Micro and Small Enterprises (MSEs) Vendors** as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) are exempted from EMD. The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category of MSE with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.
- 12.3. EMD of all unsuccessful bidders will be returned within 30 days of finalization of the tender. EMD of successful bidder will be returned only after receipt of Performance Security.
- 12.4. The amount of EMD (if any) is liable to be forfeited if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security.
- 12.5. No interest will be paid on the EMD.
- 12.6. Bids without EMD or Udyam registration certificate in case of EMD exemption will be summarily rejected.

13. Bid Validity Period

The bid must be valid for 90 days from the date of opening of Technical Bids. A bid valid for a shorter period shall be rejected, being non-responsive. In exceptional circumstances, IIMB may request the bidders for the extension of the validity period.

14. Evaluation Of Bids**14.1 Phase 1 – Eligibility Criteria Evaluation**

Bidders should comply with scope of work and eligibility criteria; no deviations are acceptable. The bidder is to complete the same in all respect and submit accordingly. The bids which meet all the eligibility criteria and submitted all the documents for the same will be qualified on eligibility criteria and eligible for further evaluation. Bids not meeting the eligibility criteria will be rejected and not considered for further evaluation. If any information/documents provided in the technical bids are proved to be false, the technical bid will be rejected.

14.2. Phase 2 -Technical Eligibility Criteria Evaluation for technical parameters (total marks – 100, weightage – 65%)

| Sl. | Criteria | Documents to be submitted along with the Technical Bid | Marks | Total |
|---------|---|---|-------|-------|
| 14.2.1. | Experience in HR Consultancy/Advisory services in India | Copy of the Certificate of Incorporation/ Registration Certificate or any other valid certificates issued by Registrar of Companies. | | 20 |
| | 3 years to 5 Years | | 10 | |
| | More than 5 Years- up to 7 Years | | 15 | |
| | More than 7 Years | | 20 | |
| 14.2.2. | No. of Employee Engagement Surveys carried out in India either Government entities (Central/State) or Private Entities in India in last 5 years as on 31.10.2025 | Copies of the engagement letters/ contracts/ Certificate of completion of the work for each Survey carried out for Government entities (Central/State) or Private Entities in India | | 30 |
| | 2 | | 5 | |
| | More than 2 – up to 5 | | 10 | |
| | More than 5 – up to 10 | | 20 | |
| | More than 10 | | 30 | |
| 14.2.3 | Annual turnover in the last three financial years (April- March) i.e.,2022-23, 2023-24 and 2024-25 for a similar line of business on survey. | Copies of certified Audited Balance Sheets or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the years 2022-23, 2023-24 and 2024-25. | | 20 |
| | 1.2 Crore- 2 Crore | | 5 | |
| | Above 2.0 Crore up to 3 Crore | | 10 | |
| | More than 3.0 Crore | | 20 | |
| | Presentation | | | |
| 14.2.4. | Quality and understanding of the scope | | 10 | |
| | Proposed team structure for carrying out the survey. | | | |
| 14.2.5 | Completeness of approach and proposed methodology demonstrated in response to the tender. | | 10 | |
| 14.2.6. | Quality of tools proposed to conduct the survey. | | 10 | |
| | Total | | 100 | |

Note: The Technical Eligibility Criteria for Sl.No. 14.2.1 to 14.2.3 will be based on the Supporting documents/ Undertaking submitted by the Bidders along with their technical bid. For Sl.No. 14.2.4 to 14.2.6, the bidders are required to make a presentation before the IIMB Purchase committee at IIMB.

Presentation Details:

- The presentation be made in 15- 20 PPT slides. The presentation will be online or offline in IIMB office at the discretion of the IIMB committee. The presentation will be for 25 min followed by 15 min for Q & A. The IIMB committee will evaluate the presentation made by each bidder and provide marks.
- Bidders who score 65 marks out of 100 as per the above technical evaluation will only be considered for opening of financial bids. The decision of IIMB will be final in this regard.

14.3. Phase-3- Financial Bid Evaluation

Financial bids of only those bidders, who have qualified in technical evaluation as above would be opened. The Financial Bid should consist of comprehensive cost for required services.

14.3.1. **Combined Techno-Financial evaluation/Quality and Cost based Selection:** A combined “Techno Commercial (TC)” score will be arrived at after considering the following: -

- a) The marks obtained in technical evaluation and
- b) Financial Bid

14.3.2. Technical bids will be awarded 65 % weightage and financial bids will be awarded 35 % weightage.

Techno Commercial Score (TC) shall be arrived according to the following formula:

$$TC \text{ score of A} = 65 * \left[\frac{\text{Technical Score of A}}{\text{Highest Tech Score}} \right] + 35 * \left[\frac{\text{Lowest Financial Bid}}{\text{Financial Bid of A}} \right]$$

The bidder obtaining the highest TC score in evaluation of technical and financial score will be ranked TC-1 followed by bidder securing next highest TC score as TC-2, TC-3 etc. Bidder securing highest Techno Commercial score and ranked TC-1 shall be recommended for award of contract.

An illustration is provided as under: -

| Sl.No | Bidder | Technical Evaluation Marks | Nominal Financial Bid | Weighted technical Score | Weighted Financial Score | Score 'TC' out of 100 | Rank |
|-------|--------|----------------------------|-----------------------|--------------------------|--------------------------|-----------------------|---------|
| | | (t) | (f) | = (t)/t highest * 65 | = f lowest / f * 35 | | |
| 1 | A | 90 | 60 | 90/90 * 65 = 65 | 50/60 * 35 = 29.16 | 94.16 | TC-I |
| 2 | B | 80 | 70 | 80/90 * 65 = 57.77 | 50/70 * 35 = 25 | 82.77 | TC- III |
| 3 | C | 70 | 50 | 70/90 * 65 = 50.55 | 50/50 * 35 = 35 | 85.55 | TC-II |

In the above example, 'A' with the highest TC score becomes the successful bidder. In case there is tie between bidders for the TC score, the bidder having higher technical score will be awarded higher TC rank.

15. Award Of Contract:

- 15.1. Bidder securing highest Techno Commercial score and ranked TC-1 shall be recommended for award of contract.
- 15.2. A letter of award/service order will be placed on the successful bidder who is required to commence the services within 15 days from the date of service order. The successful bidder is also required to enter into an agreement with IIMB within one month from the date of LOA /Service order.
- 15.3. The selected agency must maintain strict confidentiality and sign a Non-Disclosure Agreement (NDA).

16. Tender Schedule:

| S. No. | Particulars | Date | Time |
|--------|--|------------|----------|
| 01 | Date & Time of Online Publication/Download of Tender | 08.12.2025 | 1700 Hrs |
| 02 | Pre-bid Meeting | 15.12.2025 | 1500 Hrs |
| 03 | Bid Submission Start Date & Time | 08.12.2025 | 1730 Hrs |
| 04 | Bid Submission Close Date & Time | 29.12.2025 | 1100 Hrs |
| 05 | Opening of Technical Bids | 30.12.2025 | 1130 Hrs |

Note:

- If the bid opening date is declared an Institute holiday, the bid will be opened on the next working day.
- IIMB may at its discretion extend/ change the schedule of any activity and intimate the prospective bidders by notifications through CPP Portal.
- IIMB reserves the rights to accept or reject any bids or accept all bids either in part or in full or to split the order, or to annul the bidding process without assigning any reasons thereof.

17. Project Duration

The total duration of the assignment shall be **90 days (3 months)** from the date of contract signing.

18. Payment Schedule:

The payment will be made on milestone basis on completion of the deliverables as below:

| Sl.No | Deliverables | Milestone Payment |
|-------|--|-------------------|
| 1. | Inception Report(along with submission of Performance Security), Finalized Questionnaires | 10% |
| 2. | Completion of survey | 20% |
| 3. | Submission of Interim report | 30% |
| 4. | Submission of Final Report | 40% |

All payments are subject to satisfactory completion and acceptance by IIMB. Payments will be made within 21 days from the date of submission of undisputed invoices.

19. Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

19.1. Registration

- 19.1.1. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
- 19.1.2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 19.1.3. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g., Sify / nCode / eMudhra etc.), with their profile.
- 19.1.4. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 19.1.5. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

19.2. Searching For Tender Documents

- 19.2.1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 19.2.2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

19.3. Preparation of bids:

- 19.3.1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 19.3.2. Bidder to go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 19.3.3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 19.3.4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while

submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: *My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

19.4. **Submission of bids**

- 19.4.1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 19.4.2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 19.4.3. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 19.4.4. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 19.4.5. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 19.4.6. Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 19.4.7. The bid summary has to be printed and kept as an acknowledgment of the submission of the bid.
- 19.4.8. **The bid should be submitted in**
 - i) **Technical Bid:** (a) EMD: Copy of the UTR details for online transfer to IIMB or Copy of the BG Or Udyam Registration Certificate for EMD exemption.
(b) Copies of the documents supporting Eligibility Criteria **Clause 10.1 to 10.9**
c) Documents in support of Technical bid evaluation as per clause 14.2.1 to 14.2.3
(c) **Annexure I,II,III,IV,V, VI and VII**
 - ii) **Financial Bid:** Bidders are requested to note that they should submit their financial bid in the BoQ format provided and no other format is acceptable.

Validate Print Help Item Rate BoQ

Tender Inviting Authority: CAO

Name of Work: Selection of an agency for carrying out the HR Climate Survey for Faculty, Staff and Students at Indian Institute of Management Bangalore.

Tender No: IIMB/CAO/2025-26/3

Name of the Bidder Bidding Firm / Company :

PRICE SCHEDULE
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

| Sl. No. | Item Description | Quantity | Units | LUMP SUM AMOUNT In Figures To be entered by the Bidder Rs. P | GST (%) | TOTAL AMOUNT Without Taxes | TOTAL AMOUNT In Words |
|----------------------|--|----------|---------|---|---------|----------------------------|-----------------------|
| 1 | Selection of an agency for carrying out the HR Climate Survey for Faculty, Staff and Students at Indian Institute of Management Bangalore. | | | | | | |
| 1.01 | Total fee for the entire services as indicated in the Scope of Service and coverage as detailed in the Tender Document. | 1.00 | Lumpsum | | | 0.00 | INR Zero Only |
| Total in Figures | | | | | | 0.00 | INR Zero Only |
| Quoted Rate in Words | | | | | | INR Zero Only | |

This is for reference only and not to be filled in and submitted along with the Technical Bid.

19.5. Assistance To Bidders:

19.5.1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the email id tenders@iimb.ac.in on or before **14.12.2025 at 1700 Hrs**

19.5.2. Any queries relating to the process of online bid submission or queries relating to CPP Portal, in general, may be directed to the 24x7 CPP Portal Helpdesk numbers.

20. Opening of Bids

20.1. Technical Bids will be opened on **30.12.2025 at 1130 Hrs.**

20.2. Financial Bids of the bidders qualified in technical bid evaluation will be opened later. The date and time for opening of Financial Bids of the qualified bidders will be intimated through CPP Portal.

21. Amendment/ Cancellation of RFQ

At any time prior to the deadline for submission of proposals, Institute for any reason, whether at its own initiative or in response to a clarification requested by a prospective Tenderer may modify the Tender Document by issuing an addendum/corrigendum. Any Addendum/corrigendum thus issued shall become a part of the Tender Document and will also be posted on the website of the Institute. To provide reasonable time to the prospective Tenderers to take an addendum into account while preparing their proposals, the deadline for submission of proposals may be extended, at the discretion of IIMB, if required. IIMB has the right to cancel this tender at any point of time without assigning any reasons.

22. Performance Security (PS)

A Performance security at 3% on the contract value in the form of Bank Guarantee drawn from any scheduled commercial Bank or in the form of online bank transfer to IIMB shall be provided by the Bidder within 15 days from the date of issue of letter of award. The PS shall be valid during the term of the Contract and additional three months.

The PS shall be released after the completion of the work pursuant to this Contract based on the "Completion Certificate" issued by IIMB stating that the Bidder has completed the work in all respects, satisfactorily.

In case where the Contract has been rescinded, the PS will be forfeited and the Bank Guarantee shall be encashed and the balance work shall be completed independently by IIMB at the risk and cost of the Bidder. The Original Bidder shall be debarred from participating in the subsequent Bidding process for executing the balance work.

In case the contract being determined as terminated or rescinded under provision of the contract, the PS shall be forfeited in full.

23. General Conditions of Contract

23.1. Intellectual Property Rights (IPR)

23.1.1. The Bidder undertakes not to, in any manner, claim all or any part of the IPR or commercially exploit all or any of the proprietary rights generated and developed by IIMB as vested whether trademarked, copyrighted or not.

23.1.2. Bidder acknowledges that all IPR relating to the entire content of the existing IIMB website, and all the output relating to the service belongs to and vests exclusively with IIMB and under no circumstances whatsoever the Bidder shall claim all or any rights proprietary or otherwise over all or any portion of the IPR belonging to IIMB.

23.2. **Data Security:** The Bidder shall use inputs provided by IIMB solely for performing its obligations under this Contract, and will not, at any time, transfer, save, download, print, disclose, or in any other way use the inputs other than as directly required for the provision of the services under this Contract or as directed by IIMB in writing.

23.3. **Confidentiality:** Both the Parties hereby undertake that under no circumstances whatsoever they shall disclose any of the Terms of this Contract and all or any Confidential Information belonging to the other party like financial plans, business plans, and others, declared confidential to which they might have access during the association with one another in terms of this Contract, except to the extent that is already in public knowledge/ domain. The Confidential Information as hereinabove detailed shall not be disclosed during the subsistence of this Contract and thereafter for a period of five years from the date of termination of this Contract for whatever reason.

23.4. **Indemnity:** Either Party (Indemnifying Party) shall indemnify, defend and hold harmless the other Party (Indemnified Party), its directors, officers and employees from and against any and all claims, demands, liabilities, and reasonable attorney's fees but only in proportion to and to the extent such claims, liabilities, and attorney's fees arise from any errors and any act/commission/omission on part of the Indemnifying Party or in connection with any work, authority or jurisdiction delegated to the Indemnifying Party under this Contract.

23.5. **Arbitration:** Any dispute arising under the terms of this Contract which cannot be resolved by the Parties shall be referred to arbitration as mutually agreed by the parties, in writing. The said Arbitration shall act under the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications or re-enactment thereof or any rules made thereof. The arbitration shall take place in Bangalore, India. Proceedings shall be conducted, and documentation presented in English. It shall further be agreed that the decision of the arbitration shall be final and binding on both the Parties.

23.6. **Jurisdiction:** This Contract shall be governed and construed in accordance with the Indian Laws and subject to the exclusive jurisdiction of competent courts at Bangalore, India.

23.7. POWERS TO VARY OR OMIT WORK:

23.7.1. No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by IIMB. The IIMB shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify IIMB thereof in writing with reasons for holding such opinion and IIMB shall instruct the successful Bidder to make such other modified variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If IIMB confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation involves extra cost. Any agreed difference in

cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

23.7.2. In any case in which the successful Bidder has received instructions from IIMB as to the requirements for carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

23.7.3. If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder(s) proceeds with the change.

24. Termination:

IIMB will have the right to terminate the assignment by giving 30 (thirty) days written notice. In the event of termination for no fault of Bidder, the IIMB will reimburse all the expenses incurred by the Bidder (upon submission of proof) including closing-up of the project. If the assignment is terminated due to the fault of the Bidder or in case of termination of the assignment by the Bidder for reasons not attributable to the IIMB, IIMB is within its rights to recover any advance payment made, not make any more payments and also invoke the performance security submitted by the Bidder.

25. Assignment: The Bidder shall not transfer, assign or sublet the Contract or any part thereof without the prior written consent of IIMB. Any permitted transfer/assignment or subletting shall not relieve the Bidder of any of his obligations which might have arisen before such permission was given.

26. Notice: All notices, including notice of address change, required to be sent hereunder shall be in writing and shall be deemed to have been delivered when mailed by first class mail or reputed courier service return receipt requested, to the address stated in the first page of the SLA. Electronic communications are admissible provided these are sent with delivery confirmation receipt and followed by physical copy mailed as set forth above.

27. Force Majeure: No Party shall be in default under this Contract by reason of its failure or delay in the performance of its obligation, if such failure or delay is caused by acts of God, Government Laws and Regulations, Strikes/lock-outs, war, natural calamities or any other cause beyond its control and without its fault or negligence. The Party claiming the relief under force majeure shall notify the other Party thereof without undue delay and if the impediment continues for more than three (3) months due to such causes as mentioned above, either party shall be entitled to terminate the Contract by written notice to the other party without incurring any liability for breach of contract.

28. Conflict of Interest.

Any bidder having a conflict of interest, which substantially affects fair competition, shall not be eligible to bid in this tender. Bids found to have a conflict of interest shall be rejected as nonresponsive. A bidder in this Tender Process shall be considered to have a conflict of interest if the bidder:

- 28.1. directly or indirectly controls, is controlled by or is under common control with another Bidder; or
- 28.2. receives or have received any direct or indirect subsidy/ financial stake from another bidder; or
- 28.3. has the same legal representative/ agent as another bidder for purposes of this bid. A Principal can authorize only one agent, and an agent also should not represent or quote on behalf of more than one Principal. However, this shall not debar more than one Authorised distributor from quoting equipment manufactured by an Original Equipment Manufacturer (OEM), in procurements under Proprietary Article Certificate; or

- 28.4. has a relationship with another bidder, directly or through common third parties, that puts it in a position to have access to information about or influence the bid of another Bidder or influence the decisions of the Procuring Entity regarding this Tender process; or
- 28.5. participates in more than one bid in this tender process. Participation in any capacity by a Bidder (including the participation of a Bidder as sub-contractor in another bid or vice-versa) in more than one bid shall result in the disqualification of all bids in which he is a party. However, this does not limit the participation of a non-bidder firm as a sub-contractor in more than one bid; or
- 28.6. would be providing goods, works, or non-consulting services resulting from or directly related to consulting services that it provided (or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm), for the procurement planning (inter-alia preparation of feasibility/ cost estimates/ Detailed Project Report (DPR), design/ technical specifications, terms of reference (ToR)/ Activity Schedule/ schedule of requirements or the Tender Document etc) of this Tender process; or
- 28.7. has a close business or family relationship with a staff of the Procuring Organisation who:
 - (i) are directly or indirectly involved in the preparation of the Tender document or specifications of the Tender Process, and/or the evaluation of bids; or (ii) would be involved in the implementation or supervision of resulting Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Procuring Entity throughout the Tender process and execution of the Contract.

UNDERTAKING FOR LAND BORDER CLAUSE

Undertaking with respect to Compliance of Restrictions for Countries which shares land border with India – as stipulated by Gov. of India

(On Company Letter Head, to be signed by the duly authorized Person)

Date:

TENDER NO. IIMB/CAO/2025-26/03

TITLE OF TENDER: Request for Quotation for selection of an agency for carrying out the HR Climate Survey for Faculty, Staff and Students at Indian Institute of Management Bangalore.

To,
Indian Institute of Management Bangalore
Bangalore-560076

Dear Sir/Madam,

In line with the guidelines issued for compliance of Restrictions for Countries which share land border with India — as issued by Govt. of India in July'2020

I/We have read the clause regarding restrictions on procurements from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries.

- a. I/We certify that this bidder is not from such a country or if from such a country has been registered with the competent authority I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered*.
- b. I/We certify that this bidder is not from such a country or if from such a country has been registered with the competent authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the competent authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered*. (Applicable for works involving possibility of sub-contracting).

I/We hereby certify that I/We fulfil all requirements in this regard and am/are eligible to be considered.

[*Where applicable, evidence of a valid registration by the Competent Authority shall be attached]

Name and Signature of the Authorized Signatory

Annexure-II

Bidder Information Form
(On Company Letterhead)

Bidder's Name:
[Address and Contact Details]

Tender Document No. IIMB/CAO/2025-26/03

Date:

Tender Title: Request for Quotation for selection of an agency for carrying out the HR Climate Survey for Faculty, Staff and Students at Indian Institute of Management Bangalore.

Note: Bidder's wrong or misleading information may result in bid being rejected as nonresponsive, in addition to other punitive actions provided for such misdemeanours in the Tender Document.

1. Bidder/ Contractor particulars:

- a. Name of the Company:
- b. Legal Entity of Bidder (Proprietorship /Partnerships /Private Company /Government Institutions:
- c. Place of Registration/ Principal place of business/ manufacture:
- d. Complete Postal Address:
- e. Pin code/ ZIP code:
- f. Telephone nos. (with area codes):
- g. Mobile Nos.:
- h. Contact persons/ Designation:
- i. Email IDs:

2. Taxation Registrations:

- a. PAN number:
- b. GSTIN number:

3. Bidder's Authorized Representative Information

- a. Name:
- b. Address:
- c. Telephone/ Mobile numbers:
- d. Email Address:

(Signature)
(Name, designation, and seal of company)

ANNEXURE – III

Undertaking

To
Chief Administrative Officer
Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore-560076
Ref : - Tender No:

(Request for Quotation for selection of an agency for carrying out the HR Climate Survey for Faculty, Staff and Students at Indian Institute of Management Bangalore.)

Sir,

1. I /We hereby submit our bid foralong with other required documents.
2. This is to certify that I/We before submitting this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself / ourselves abide by the said terms and conditions.
3. Our bid is valid for 90 days from the date of opening of Technical Bid.

Yours faithfully,

(Signature)
(Name, designation, and seal of company)

Date:

ANNEXURE – IV

Self-Declaration

To
Chief Administrative Officer
Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore-560076

Sir,

In response to the RFQ dated_____, I, Mr./Ms_____, as
a_____, hereby declare that

1. I/our firm/our company_____ am/is not insolvent;
2. There is no vigilance and / or court case pending against me/our firm /our company
3. There is no inquiry or investigation is pending against me our firm/ our company from any statutory regulatory and / or investigation agency.
4. I/our firm/our company have/has not been blacklisted by any Government body/ PSB/PSU neither indefinitely or in the last three years.
5. I/our firm/our company have/has all necessary licenses, permissions, consents, no objections, approvals as required under law for carrying out its business.
6. We abide by the conflict of interest clause of the tender document.

(Signature)
(Name, designation, and seal of company)

Date:

ANNEXURE – V

VENDOR BANK DETAIL FORM

(Please submit this in your letter head with technical bid)

The Indian Institute of management Bangalore
 Bannerghatta Road
 Bangalore – 560 076

Dear Sir,

I / We hereby request you to remit our payments to our bank account as per the details furnished below:

| Sl. No. | Particulars | Details |
|---------|--|---------|
| 1 | Name of the Agency /Company | |
| 2 | Complete Address | |
| 3 | Name of the Contact Person | |
| 4 | Contact Numbers and Email ID | |
| 5 | Savings /current Account No. | |
| 6 | Name of the Bank | |
| 7 | Name of the branch with complete address | |
| 8 | IFSC Code | |
| 9 | PAN Number | |

I / we hereby declare that I /we are authorized to sign this form and that the particulars furnished above are correct and complete in all respects. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I /we shall not hold IIMB responsible.

Please find enclosed a cancelled cheque for your reference.

Authorized Signatory:

Banker

Name:

Designation:

Date:

Signature Attested by

Name:

Designation:

Date:

ANNEXURE-VI

Format for Submission of Client References

To whosoever it may concern

| Particulars | Details |
|--|---------|
| | |
| Client Information | |
| Client Name | |
| Client address | |
| Name of the contact person and designation | |
| Phone number of the contact person | |
| E-mail address of the contact person | |
| Project Details | |
| Name of the Project | |
| Start Date | |
| End Date | |
| Current Status (In Progress / Completed) | |
| Size of Project | |
| Value of Work Order (In Lakh) (only single work order) | |
| | |

Name & Signature of authorised
signatory

Seal of Company

Annexure-VII

Details of key personnel

1. The proposed team shall be composed of experts and specialists (the “Professional Personnel”) in their respective areas of expertise and managerial/support staff (the “Support Personnel”) such that the Consultant should be able to complete the Consultancy within the specified time schedule. The Key Personnel shall be included in the proposed team of Professional Personnel. Other competent and experienced Professional Personnel in the relevant areas of expertise must be added as required for successful completion of this Consultancy. The CV of each such Professional Personnel, if any, should also be submitted.

The Consultancy Team shall consist of the following key personnel (the “Key Personnel”) who shall discharge their respective responsibilities as specified below:

| Sl. No1 | Key Personnel | Responsibilities |
|---------|---------------|------------------|
| 1. | | |
| 2. | | |
| 3. | | |
| | | |

2. Conditions of Eligibility for Key Personnel: Each of the Key Personnel must fulfil the following conditions of Eligibility: -

| Sl. No1 | Key Personnel | Educational Qualification | Length of Professional experience | Experience on eligible assignments |
|---------|---------------|---------------------------|-----------------------------------|------------------------------------|
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |

3. Availability of Key Personnel: I/we offer to make available all Key Personnel meeting the requirements specified in sub-clause (1) above. (2) The institute can examine the CVs of all the Professional Personnel and those not found suitable shall be replaced by us to the satisfaction of the Institute.

Name & Signature of authorised signatory

Seal of Company