



## **REQUEST FOR PROPOSAL**

For

**Supply of Software Licenses (Multiple OEM)**

**Issue Date:** : 22nd July 2019

**Last Date for submission of proposal:** 26<sup>th</sup> July 2019 (EOD)

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2. Annexure-II - Price Format
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## **1.0 INTRODUCTION AND SCOPE**

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited ("Company") is carrying on life insurance business in India. As part of supporting its operations and processes, the Company is looking for partner/partners who can supply Software Licences for which this RFP is being issued.

### **1.1 Purpose**

The purpose of this RFP is to inform potential Bidders of a business opportunity and to solicit proposals for supply of Software Licences as per requirements of the Company (Annexure-I). Based upon the review and evaluation of proposals offered in response to this RFP, Company may at its sole discretion negotiate and enter into contracts with one or more successful Bidders. As such there will be no volume commitment for the services to be delivered under this RFP by the shortlisted bidder.

Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder's sole discretion. Company reserves the right to accept or reject any or all bids from a specific or multiple Bidders for any reason at any time. Company also reserves the right at its sole discretion to select or reject any or all Bidder(s) in this process and will not be responsible for any direct or indirect costs incurred by the Bidders in this process.

### **1.2 Request for Quotation Definitions**

Throughout this Request for Quote, the following definitions are used:

- "Bidder" means a company incorporated under the Companies Act 1956, or a partnership firm (or such other entities or body of individuals/association) that submits, or intends to submit, a proposal in response to this "Request for Quote";
- "Service Provider" means the Bidder(s) awarded a Contract resulting from this RFP;
- "Contract" means the agreement formed between the Company and the successful bidder as evidenced by an Agreement issued to the Company;
- "Contract Documents" means the Agreement, the Bidders proposal document, the RFP and such other documents as listed in the Agreement, including all amendments or addenda agreed between the parties;
- "Must", "mandatory" or "required" means an absolute minimum function or capacity, which, if not satisfied in the proposal, may result in disqualification in the final evaluation;
- "RFP" means this request for quote including any amendments, attachments, and/or clarifications pertaining to this RFP that may be issued prior to the closing date; and,
- "Should", "may" or "is desirable" means desirable but not mandatory functions or capacities. Bidders who are able to provide these functions or capacities may be evaluated more favorably than those who cannot. However the final decision shall rest with the company.

## 2.0 Terms of the RFP

### 2.1 Acknowledgement

The Company is releasing this RFP for "**Supply of Software Licenses**" online on its website ([www.canarahsbclife.com](http://www.canarahsbclife.com)) and with the sole aim of making the process free, fair, transparent and service provider friendly.

Response should be sent through e-mail to [anil.raina@canarahsbclife.in](mailto:anil.raina@canarahsbclife.in) with copy marked to [ajay.kapoor@canarahsbclife.in](mailto:ajay.kapoor@canarahsbclife.in) and [raman.sharma@canarahsbclife.in](mailto:raman.sharma@canarahsbclife.in). Complete proposal should reach us not later than **26th July 2019 (end of day)**. Any proposal submitted after the due date & time will not be considered

**Kindly note Price proposal Annexure-II should be duly password protected. Password to be shared only post same is asked for through email.**

The Company is not responsible for non-receipt of proposals by the specified date and time due to any reason including holidays.

All questions/clarifications should be communicated only on email id [raman.sharma@canarahsbclife.in](mailto:raman.sharma@canarahsbclife.in) marking a copy to [anil.raina@canarahsbclife.in](mailto:anil.raina@canarahsbclife.in), [ajay.kapoor@canarahsbclife.in](mailto:ajay.kapoor@canarahsbclife.in) [Procurement@canarahsbclife.in](mailto:Procurement@canarahsbclife.in)) by **24-July-19 (EOD)**.

#### **Kindly note below the complete details of our organization**

Name	- Canara HSBC Oriental Bank of Commerce Life Insurance Co. Ltd.
Corporate Identity no.	- U66010DL2007PLC248825
Telephone no.	- +91 0124 4535500
Fax no.	- +91 0124 4535999
E-mail	- <a href="mailto:procurement@canarahsbclife.in">procurement@canarahsbclife.in</a>
Website address	- <a href="http://www.canarahsbclife.com">www.canarahsbclife.com</a>

### 2.2 Proposal Deadlines

**Bid Submission:** Company must receive duly completed and signed proposals in the manner prescribed no later than **26<sup>th</sup> July 2019 (EOD)**.

### 2.3 Company's Obligations

The submission and receipt of proposals does not obligate the Company in any way to commit to any Bidder(s). The Company shall not be liable for any costs incurred by Bidders in the preparation, presentation or any other aspect of the proposals received by reason of this request, nor is Company obligated to negotiate separately with any sources whatsoever in any manner necessary to serve Bidder's best interests. Company makes no representation, implied or express, that it will accept and approve any proposal submitted. Any and all Contracts which result from this RFP shall be non-exclusive, non-commitment, as-ordered agreements. Company shall not have any liability to bidders for any interruption or delay in access to the website to obtain the RFP document/details irrespective of the cause. Company will also not be responsible for any damages, including damages that result from, but are not limited to negligence. Also Company will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

## **2.4 Proposal Evaluation**

Proposals submitted may be reviewed and evaluated by any person at the discretion of Company's internal evaluation team, including non-allied and independent consultants retained by Company now or in the future for the sole purpose of obtaining evaluations to proposals.

Bidders are expected to submit their best bid in response to the RFP. The bids quoted shall be according to the scope of work ( Refer Annexure I ) in this document.

The only information regarding status of the evaluation of proposals that the team will give to any inquiring Bidder shall be whether or not that Bidder has been awarded a Contract. Company may, at its sole discretion, inform any inquiring Bidder of the reason(s) why it was not awarded the bid.

Company reserves the right to conduct a reverse e-auction after the completion of the RFP process, the schedule of which will be intimated later to all the pre-qualified bidders.

## **2.5 RFP Terms and Conditions Applied to Final Contract**

The terms and conditions of the RFP, including the specifications and the completed proposal, will become, at Company's sole discretion, part of the final Contract (the "Contract") between Company and the selected Bidder. In the event that responses to the terms and conditions will materially impair a Bidder's ability to respond to the RFP, Bidder should notify Company in writing of the impairment. If Bidder fails to object to any condition incorporated herein, it shall mean that Bidder agrees with, and will comply with the conditions set forth herein.

Any exceptions to the terms and conditions or any additions, which Bidder may wish to include in the RFP, should be made in writing and included in the form of an attachment to the applicable Section in the RFP.

## **2.6 Terms Binding on Bidder**

Following the date for submission of proposals, and prior to Contract award, the RFP shall be binding upon Bidder in all respects for a period of 180 days.

## **2.7 Hold Harmless**

In submitting a proposal, Bidder understands that Company will determine at its sole discretion which proposal, if any, is accepted. Bidder waives any right to claim damages of any nature whatsoever based on the selection process, final selection, and any communications associated with the selection.

Company reserves the right to award the Contract to the Bidder(s) whose proposal is deemed to be the most advantageous in meeting the specifications of the RFP. In addition, Company reserves the right to add or waive any requirements contained in this RFP at its sole discretion with regard to proposals submitted. Company's decision on award of Contract shall be final and binding on all the Bidders.

Company shall be at liberty to cancel the RFP / reverse auction process at any time, before ordering, without assigning any reason.

## **2.8 Confidentiality Provision**

The terms of this RFP, the information provided by the Company herein and all other information provided by Bidder in connection with the services offered to be provided by the Bidder pursuant to this RFP, are to be treated by Bidder as strictly confidential and proprietary. Such materials are to be used solely for the purpose of responding to this request. Access shall not be granted to third parties except upon prior consent of

Company and upon the written agreement of the intended recipient to treat the same as confidential. Company may request at any time that any of Company's material be returned or destroyed.

## **2.9 Sub-Contracting**

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the Bidder directly employing their employees, and there shall not be any sub-contracting, franchisee, contract to hire, consultant etc. arrangement done by the Bidder. The deputed person should be only on bidder rolls.

## **2.10 Acceptance of Proposals**

Company reserves the right to modify the terms of the RFP at any time at its sole discretion and the same will be uploaded on the website <http://www.canarahsbclife.com>. The bidders have to remain updated about the same from the website and Company will not be responsible for such information not being downloaded by the bidder. Subsequent to the submission of proposals, interviews and negotiations may be conducted with one or more Bidders, but there will be no obligation to receive further information, whether written or oral, from any Bidder not to disclose the nature of any proposal received.

This RFP should not be construed as an agreement to purchase products or services. Company is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in accordance with the evaluation criteria.

a) The Bidder is required to voluntarily disclose at the time of bidding if any of its sister concerns/group companies/relatives are directly or indirectly participating in this RFP.

b) All quotes to be supported by copy of pan card, certificate of incorporation, GST registration number.

c) The Company reserves the right to terminate the Agreement/ Contract in case bidder gets blacklisted by any other organization/Department of Government of India or State Governments during the course of supply of material or services, if Service provider is convicted in a legal/tax evasion case or on account of any other legal misconduct of the Service provider, unsatisfactory past performance, corrupt or fraudulent practices, any other unethical business practices.

d) The bidder shall disclose if any of the bidders(s) are sister concerns/group companies/associates/affiliate entities or any of such entities employees/directors/shareholders are applying for this RFP/RFP process. Further the bidder shall disclose if any of its sister concerns/group companies/associates/affiliate entities or any of such entities employees/directors/shareholders are related to the Company and/or to its employees/directors/shareholders.

e) Please submit the following document along with proposal.

**Annexure III – Bidder Profile form.** Duly filled Service provider profile form along with the document mentioned above in point no. b. The bidder is required to voluntarily disclose at the time of bidding if any of its sister concerns/group companies/relatives are directly or indirectly participating in this RFP.

## **2.11 Evaluation and Selection**

A committee will evaluate proposals against the mandatory criteria as detailed herein. Proposals meeting all the mandatory criteria will then be assessed. Company's decision

on evaluation shall be final and binding on all the bidders.. Any deviations from the skill set / experience / prerequisites/ requirements and/or the terms and conditions of the Tender Document shall be submitted explicitly along with convincing reasons in the format attached (refer Clause 5.1). Company will not provide any justification in case it rejects the deviation and Company reserves all rights to reject or accept any deviation.

In case the Bidder intends to notify any grievance or concerns pertaining to the fairness of the complete process including but not limiting to bid submission or selection of Service Provider then the Bidder may send an e-mail at **whistleblower@canarahsbclife** giving requisite details for seeking any clarification.

## **2.12 Liability for Errors**

While Company has used considerable efforts to ensure an accurate representation of all the details as is required for the proposed services, the information contained in this RFP is supplied only as a guideline for Bidders. The information is not guaranteed or warranted accurate by Company, nor is it necessarily comprehensive or exhaustive.. In the event Company finds that the objectives of the intended outsourcing is better achieved by processes/procedures other than those mentioned in this document, Company shall have the right irrespective of the fact whether it has already received proposals from intending bidders or not, to effect such changes and enter into negotiations with one or more Bidders at its sole discretion for such changed/modified processes.

## **2.13 Acceptance of Terms**

All the terms and conditions of this RFP shall be deemed to be accepted by the Bidder and incorporated in its proposal unless specifically notified otherwise.

## **2.14 Ownership of Proposals**

All documentation, including proposals, submitted to Company will become the property of Company.

## **2.15 Use of Request for Proposal**

This document or any portion thereof, is the property of Company and may not be used or copied for any purpose other than the submission of the Bidder's proposal.

## **2.16 RFP Schedule**

- |   |  |
|---|--|
| • Company floats RFP on website                     | <b>22nd July 2019</b>                  |
| • All inquiries/clarifications regarding RFP        | <b>14th July 2019</b>                  |
| • Bidders' deadline for submitting responses to RFP | <b>26<sup>th</sup> July 2019 (EOD)</b> |

## **2.17 Delay in performance of the obligations by the Bidder**

The short listed Bidder(s) must strictly adhere to the schedule, specified in the agreement to be executed between the Company and the Bidder(s) for performance of the obligations arising out of the agreement and any delay will enable Company to resort to any or both of the following:

- i. Time and date stipulated for completion of work is the essence of the contract.

- ii. If any part of the contract is not satisfactorily remedied within reasonable time, Company may proceed to do the work at Bidder's risk and expenses without prejudice to any other contractual rights, which Company may have against Bidder in respect of any such non performance.

### **3.0 Proposal Preparation**

This section defines the proposal preparation and submission procedures, which are to be followed by all Bidders. Bidders are cautioned to carefully read and follow the procedures required by this RFP. Please note that deviations may be cause for rejection of your proposal.

#### **3.1 Proposal Format**

As part of the Bid submission, the Bidder shall provide other details, and shall also adhere to the instructions mentioned below:

- a) Bid submission will be electronic mode only. The proposal to be submit in duly password protected file.
- b) Bidder's name and address, Bidder's telephone number, email address and a contact person.
- c) One page letter of introduction identifying the Bidder and signed by the person or persons authorised to sign and bind the Bidder to statements made in the proposal. The returned RFP will be referenced as an attachment if/when a contractual agreement is executed. This document has to be uploaded and mapped with this corresponding schedule.
- d) Please follow the format of this RFP, placing answers in the text box immediately after sections requiring responses (subject to requirement in the RFP). Please do not enter any information into any part of this document other than the boxes provided. The boxes can be expanded to accommodate responses of any length.
- e) No changes to the lines, format or structure of this document is permitted. Changing the documents in any way, other than inserting the required information, shall be considered cause for your Company's disqualification from further analysis and participation in the RFP Process.
- f) Any additional information, brochures, etc., can be provided at the discretion of the Bidder and should be clearly labelled and uploaded.
- g) Bidders to submit the draft agreement copy along with the *RFP response*.

#### **3.2 Notification of Changes**

All recipients of this RFP will be notified of any changes if any made to this document prior to the due date of submission of proposals.

#### **3.3 Changes to Proposed Wording**

The Bidder will not be permitted to change the wording of its proposal after submission to Company. No words or comments will be added to the general conditions or detailed specifications unless requested by Company for the purposes of clarification.



### 3.4 Bidder's Expenses

Bidders are solely responsible for their own expenses in preparing and submitting a proposal to Company, if any.

### 3.5 Completeness of Proposal

By submission of a proposal, the Bidder warrants that all components required to manage the program have been identified in the proposal or will be provided by the Company at no charge.

### 3.6 Sub Contracting

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the Bidder directly employing their employees, and there shall be no sub-contracting done by the Bidder.

### 4.0 Scope

**Detailed scope shall be as per Annexure-I.**

### 4.1 Pricing Model

The commercials has to be provided as per **Annexure II** :

### 5.0 Intent

Please find attached the detail scope of activities proposed to be outsourced, as per Company's current understanding of the processes.

### 5.1 Deviation Sheet

#### **Deviations from Technical Specifications and Terms and Conditions of the Tender**

SI No	RFP Document Clause	Technical Specification or Terms and Condition in the RFP document	Deviation offered	Reasons and whether deviation adds to the operational efficiency in case of the systems
1				
2				
3				

#### **Note:**

Deviations from any of the terms and conditions of the tender document should be specified

If any deviations from the technical specifications are warranted, reasons for such variations should be specified and if such deviations/ variations add to improvement of the overall performance of the systems, those should be specifically mentioned and supported by relevant technical documentation as specified above.

### 5.2 Contract

The Contract / Agreement to be signed with the selected bidder(s) shall be as per the format of the Company.

**Annexure-I**  
**SCOPE OF SERVICES**

<b>SI No</b>	<b>Particulars</b>	<b>Part Code</b>	<b>Quantity</b>
1	IBM BigFix Patch Client Device License + SW Subscription & Support 12 Months	D0HSRLL	267
2	MS Office 2019 - Standard	MPN - 021-10609	58
3	Windows Server User-based CAL (Terminal Server)	R18-05768	755
4	Netwrix Change Auditor for AD (incl. Recovery Manager)	NW-P-AD-U	755
5	Veritas Enterprise Vault E - Discovery Standard	16054-M1-20	58
6	WinZip 23.0 Std Multi-user Licenses	453401	267

## **Annexure-II**

### **PRICE**

<b>SI No</b>	<b>Particulars</b>	<b>Part Code</b>	<b>Quantity</b>	<b>Unit Price (INR)</b>	<b>Total Price</b>
1	IBM BigFix Patch Client Device License + SW Subscription & Support 12 Months	D0HSRLL	267		
2	MS Office 2019 - Standard	MPN - 021-10609	58		
3	Windows Server User-based CAL (Terminal Server)	R18-05768	755		
4	Netwrix Change Auditor for AD (incl. Recovery Manager)	NW-P-AD-U	755		
5	Veritas Enterprise Vault E - Discovery Standard	16054-M1-20	58		
6	WinZip 23.0 Std Multi-user Licenses	453401	267		
TOTAL PRICE					
GST					
GRAND TOTAL					

Taxes : Bidder to mention the applicable GST in the above format.

Payment : Payment shall be released post completion of delivery & Installation

Delivery : Delivery to be completed on priority

## (Annexure-III (Service Provider Registration Form))

<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: left;"> <p style="font-size: 0.8em;">aapke vaade, sar aankhon par</p> </div> <div style="text-align: center;"> <b>Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited</b>  <b>2nd Floor, Orchid Business Park, Sector-48, Sohna Road,</b>  <b>Gurgaon - 122018 India</b> </div> </div>					
<b>Vendor Registration Form</b>					
<b>Company Details</b>					
Entity Name					
Registered Address					
State		PIN Code			
Phone #		Fax #			
Correspondence Address					
State		PIN Code			
Country Code	STD Code	Nos.			
Tele No. (O):			Contact Person		
Fax No. (O):			E - Mail:		
Mobile No. (O):			Web Site:		
Country of Company Incorporation / Headquarters					
Company Business Operation ( List of Countries )					
<b>Name &amp; Designation of Principal Officers/Persons to be contacted</b>					
No.	Name of the Person	Designation	Contact No.	E - Mail	Location
1					
2					
<b>Nature of Business (Please Tick the Appropriate )</b>					
<input type="checkbox"/>	Manufacturing	<input type="checkbox"/>	Sole Selling Agent	<input type="checkbox"/>	Dealer
<input type="checkbox"/>	Hotel	<input type="checkbox"/>	Service Provider	<input type="checkbox"/>	Trader
<b>Nature of Company (Please Tick the Appropriate )</b>					
<input type="checkbox"/>	Proprietary	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	Private Ltd
<input type="checkbox"/>	Small Scale Industry	<input type="checkbox"/>	Micro, Small and Medium Enterprises (MSME)	MSME Registration No	
PAN No		Entity Name as per PAN			
GSTIN *		State	PIN		
HSN Code					
Address as per GST Registration					
Email ID for Correspondence on GST					
* In case of multiple GSTIN please provide details in Annexure-I of this document					
<b>Bank Details</b>					
Bank Name					
Address					
State		PIN Code			
Bank Account No		Swift /IFSC Code			
<b>DECLARATION</b>					
The above information is true in all respects and we undertake to inform you if any change in the above particulars regarding our business from time to time.					
Place :		Signature of Authorised Representative			
Date :		of the Firm under proper seal			

### Supporting Documents to be submitted along with this Form :

- 1) PAN Card
- 2) Certificate of Incorporation
- 3) Address Proof(Same as mentioned on Vendor form)
- 4) Copy Of GST Registration No
- 5) Cancelled Cheque

ANNEXURE-4.1 (DECLARATIONS)

RELATED PARTY DECLARATION FORM (BY VENDOR)

Vendor Name	<div>0</div>		
Registered Address	<div>0</div>		
	<div>0</div>		
State	<div>0</div>	PIN	<div>0</div>

Details of Proposed contract to be entered into:

Does the Vendor (including its directors/employees/shareholders/sisters concerns/group companies) have any relationship or engagement (directly or indirectly) with the Company or any of its employees/directors?

☐ Yes

☒ No

Please describe the relationship/engagement with the Company or any of its employees/directors

If the relationship/engagement is with a particular employee, Name of the Employee

Employee ID

Department

Designation

Nature of interest, if any in the proposed transaction

We hereby confirm that the involvement of any of the above mentioned persons with the Company or with any of its employees/directors will not in any manner unduly benefit us or the employee(s) of the Company and further confirm that no benefit/advantage have been exchanged between the Vendor and the employees/directors of the Company in respect of the proposed transaction.

We further confirm that the terms and conditions of the proposed contract will be at market rate and on an arms length basis.

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Place :

Date :

Signature of Authorised Representative  
of the Firm under proper seal

## ANTI BRIBERY&CORRUPTION DECLARATION

a) Parties represents to each other that they have not and agree that they shall not in connection with the transactions contemplated by this declaration make any payment or transfer anything of value, offer, promise or give a financial or other advantage or request, agree to receive or accept a financial or other advantage either directly or indirectly:

(i) to any government official or employee (including employees of a government corporation or public international organization) or to any political party or candidate for public office; or

(ii) to any other person or entity, if to do so would violate or cause Canara HSBC OBC Life to be in violation of the applicable legislations pertaining to bribery/ corruption.

b) It is the intention of Canara HSBC OBC Life and the Vendor/ third party service provider that in the course of their respective negotiations and performance of this declaration no payments or transfers of value offers, promises or giving of any financial or other advantage or requests, agreements to receive or acceptances of any financial or other advantage shall be made either directly or indirectly which have the purpose or effect of public or commercial bribery or acceptance of or acquiescence in bribery, extortion, kickbacks, greasing or other unlawful or improper means of obtaining or retaining business, commercial advantage or the improper performance of any function or activity.

Place :

Authorised Signatory

Date :

Name

Designation


TO BE FILLED ( SIGN & STAMP)IN CASE OF PROPRIETORSHIP

I, \_\_\_\_\_ hereby declare that I am the sole proprietor of **0** \_\_\_\_\_

My PAN Card No **0** \_\_\_\_\_ Is applicable for \_\_\_\_\_

Kindly issue cheque in favour of \_\_\_\_\_

Thanks

Signature and stamp

Name : \_\_\_\_\_

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**Declaration**

Following documents submitted along with vendor Registration form. Please mention **Yes/No** in the defined box

1 PAN COPY	
2 GST Refistration copy, REG-06	
4 Cancelled Cheque	
5 Proof of Address	
6 Incorporation Certification	
MSME Registration Certificate	
7 ( In case registered under MSME act )	
8 E-mailed xls file as per guideline	

\_\_\_\_\_  
Signature and stamp