

CORRIDENDUM 1
NIT No: EdCIL/SII/CALLCENTRE/01/2025
EdCIL India Ltd

1. Extension of last date of submission

Particulars	Existing Date & Time	Revised Date & Time
Last date of submission	3 rd February 2025	10 th February 2025
Date & Time for Opening of Technical Bid	4 th February 2025	11 th February 2025

2. Changes in RFP Clauses:

Sr. No	Clause no.	Page No.	Content of TENDER requiring clarification(s)	Points of clarification/Relaxation	EdCIL's Clarification
1	5.1 Stage I: Pre-Qualification Criteria Sr. No. 7	21	The bidder to provide an undertaking that the IVRS system developed/provided by them has a per day capacity of delivering and managing \geq 1,00,000 (1 Lakh) number of IVRS Blast Calls (Occasional Campaign base requirement specific to a scheme). These IVRS Blast calls are automated and pre-recorded in nature and do not require a human intervention	The current call volume is approximately 1,000 calls per day. The required capacity is 100 times this volume. Requesting relaxation to 10,000 calls per day.	Revised Criteria may be read as below: The bidder to provide an undertaking that the IVRS system developed/provided by them has a per day capacity of delivering and managing \geq 10,000 (Ten Thousand) number of IVRS Blast Calls (Occasional Campaign base requirement specific to a scheme). These IVRS Blast calls are automated and pre-recorded in nature and do not require a human intervention.
2	5.2 Stage II: Technical Qualification Criteria	23	Experience in handling inbound/outbound calls in English language with a daily average of 3000 calls in total. <ul style="list-style-type: none"> • 3000-6000 calls/day – 3 Marks • Above 6000 calls/day – 5 Marks 	Include experience in handling calls in both English and Hindi for a daily average of 3,000 calls. Marks allocation to remain the same: <ul style="list-style-type: none"> • 3000–6000 calls/day – 3 Marks • Above 6000 calls/day – 5 Marks. 	Revised Criteria may be read as below: Experience in handling inbound/outbound calls in English & Hindi language with a daily average of 3000 calls in total. <ul style="list-style-type: none"> • 3000-6000 calls/day – 3 Marks • Above 6000 calls/day – 5 Marks

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3	Technical Qualification Criteria 2(a)	24	<p>The Bidder should have at least 75 Team Managers (TM) / Team Lead (TL),</p> <ul style="list-style-type: none"> • 75 – 150 TM/TL – 1 mark • 151 – 225 TM/TL – 2 marks • Above 226 TM/TL – 5 marks <p>Self-certified copies of the relevant manpower (TM/ TL) and CVs of such professionals (25 Nos)</p>	<p>Reduce requirement to 15 Team Managers/Team Leads, as the RFP specifies only 3 supervisors/team leaders are needed:</p> <ul style="list-style-type: none"> • 15–20 TM/TL – 1 mark • 20–25 TM/TL – 2 marks • Above 25 TM/TL – 5 marks. <p>Self-certified copies of 10 professionals' CVs to be submitted.</p>	<p>Revised Criteria may be read as below:</p> <p>The Bidder should have at least 25 Team Managers (TM) / Team Lead (TL),</p> <ul style="list-style-type: none"> • 25 – 50 TM/TL – 1 mark • 51 – 75 TM/TL – 2 marks • Above 75 TM/TL – 5 marks <p>Self-certified copies of the relevant manpower (TM/ TL) and CVs of such professionals (25 Nos)</p>
4	Technical Qualification Criteria 2 (b)	24	<p>The Bidder should have at least 20 Assistant Manager (AM) Must be certified from NASSCOM (or similar Certification agency)</p> <ul style="list-style-type: none"> • 20- 40 AM – 2 marks • 41 – 60 AM – 3 marks • Above 61 AM – 5 marks <p>Self-certified copies of the relevant manpower (AM) and CVs of such professionals (10 Nos) to be submitted with technical bid.</p>	<p>Reduce requirement to 5 Assistant Managers:</p> <ul style="list-style-type: none"> • 05–08 AM – 2 marks • 08–10 AM – 3 marks • Above 10 AM – 5 marks. <p>Self-certified copies of 5 professionals' CVs to be submitted.</p>	<p>Revised Criteria may be read as below:</p> <p>The Bidder should have at least 7 Assistant Manager (AM) Must be certified from NASSCOM (or similar Certification agency)</p> <ul style="list-style-type: none"> • 7- 14 AM – 2 marks • 15 – 21 AM – 3 marks • Above 21 AM – 5 marks <p>Self-certified copies of the relevant manpower (AM) and CVs of such professionals (7 Nos) to be submitted with technical bid.</p>

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5	Technical Qualification Criteria 2 (c)	25	The Bidder should have at least 25 Trainers <ul style="list-style-type: none"> • 25 – 75 trainers – 2 marks • 76 – 125 trainers – 3 marks • Above 125 trainers – 5 marks 	Reduce requirement to 3 Trainers: <ul style="list-style-type: none"> • 03–04 trainers – 2 marks • 05–06 trainers – 3 marks • Above 06 trainers – 5 marks. 	Revised Criteria may be read as below: The Bidder should have at least 5 Trainers <ul style="list-style-type: none"> • 5 – 10 trainers – 2 marks • 11 – 20 trainers – 3 marks • Above 20 trainers – 5 marks
6	Technical Qualification Criteria 2 (d)	25	The Bidder should have at least 10 Quality Manager (QM) / Quality Evaluators (QE) <ul style="list-style-type: none"> • 10 – 20 QM/QE – 1 mark • 21 – 40 QM/QE – 2 marks • Above 41 QM/QE – 3 marks 	Reduce requirement to 5 Quality Managers/Quality Evaluators: <ul style="list-style-type: none"> • 05–06 QM/QE – 1 mark • 07–08 QM/QE – 2 marks • Above 08 QM/QE – 3 marks. 	Revised Criteria may be read as below: The Bidder should have at least 7 Quality Manager (QM) / Quality Evaluators (QE) <ul style="list-style-type: none"> • 7 – 12 QM/QE – 1 mark • 13 – 18 QM/QE – 2 marks • Above 18 QM/QE – 3 marks
7	Technical Qualification Criteria 2 (e)	26	The Bidder should have at least 10 IT Security Manager having relevant experience (Should have at least 2 years' experience in IT Security Management Field) Must be a Graduate or Equivalent in any discipline. IT related course/certification would be preferred. <ul style="list-style-type: none"> • 10 – 20 ITSM – 1 mark • 21 – 40 ITSM – 3 marks • Above 41 ITSM – 5 marks 	Maintain the requirement of 10 IT Security Managers: <ul style="list-style-type: none"> • 10–15 ITSM – 1 mark • 16–20 ITSM – 3 marks • Above 20 ITSM – 5 marks. 	Revised Criteria may be read as below: The Bidder should have at least 7 IT Security Manager having relevant experience (Should have at least 2 years' experience in IT Security Management Field) Must be a Graduate or Equivalent in any discipline. IT related course/certification would be preferred. <ul style="list-style-type: none"> • 07 – 12 ITSM – 1 mark • 13 – 18 ITSM – 3 marks • Above 18 ITSM – 5 marks

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8	7.1 Business Services	42	(g) Toll free number to be arranged / provided	Who will pay for the SMS and toll-free charges, along with the call per connect minutes charge?	Payments for calls/messages will be made on actual basis by EdCIL subject to the submission of actual bill by the service provider.
9	7.1.2 - Features	44	General Query	Do they require only social media grievance handling (1 resource per shift to reply to all queries across platforms) or full social media management (content creation, posting, campaign management, etc.)?	Resource required only to handle social media queries.
10	5.1	19 to 20	Stage I: Pre-Qualification Criteria, Points 2, 3, 4, 5 & 6	Requesting exemption for clauses 2, 3, 4, 5 & 6 (Turnover & Prior Experience) of Stage 1: Pre-Qualification Criteria for our company under StartUp India Initiative. Links to Office Memoranda dated 8th November 2016 and 27th July 2017 issued by Ministry of Heavy Industries & Public Enterprises (Department of Public Enterprises) and Ministry of Finance (Department of Expenditure, Procurement Policy Division) are given below for your quick reference. Turnover Exemption for StartUps Experience Exemption for StartUps	Requirements cannot be compromised, as SII is a prestigious project under the Ministry of Education, and an agency with a strong pool of qualified human resources can cater to the requirements

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11	5.2	22 to 26	<p>Stage II: Technical Qualification Criteria Points 1 and 2</p> <p>(Prior experience of the Bidder, Project team and Experience key personnel)</p>	<p>Requesting exemption for points 1 and 2 of Stage II: Technical Qualification Criteria for our company under StartUp India Initiative as per Office Memorandum dated 27th July 2017 issued by Ministry of Finance, Department of Expenditure, Public Policy Division.</p>	<p>Requirements cannot be compromised, as SII is a prestigious project under the Ministry of Education, and an agency with a strong pool of qualified human resources can cater to the requirements</p>
12	7.2	44	<p>The selected Bidder shall arrange to provide and integrate the required MPLS lines to EdCIL's Main Data Centre and EdCIL's Disaster Recovery Centre. EdCIL shall provide access to EdCIL's applications to the selected Bidder via MPLS lines from EdCIL's Data Centre.</p>	<p>The mpls connectivity will be provided by EdCIL or contact center partner has to provision it?</p>	<p>The Bidder shall arrange the MPLS connectivity and other requirements for Providing Data back up to EdCIL's Data Center as and when required</p>
13	7.2	44	<p>The selected Bidder shall arrange to provide and integrate the required MPLS lines to EdCIL's Main Data Centre and EdCIL's Disaster Recovery Centre. EdCIL shall provide access to EdCIL's applications to the selected Bidder via MPLS lines from EdCIL's Data Centre.</p>	<p>Is there any requirement to factor Router for mpls connectivity or EdCIL will provide the required Router? If contact center partner has to provision it then what will make and model of the router?</p>	<p>The Bidder shall arrange the MPLS connectivity and other requirements for Providing Data back up to EdCIL's Data Center as and when required</p>

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14	7.2	44	The selected Bidder shall arrange to provide and integrate the required MPLS lines to EdCIL's Main Data Centre and EdCIL's Disaster Recovery Centre. EdCIL shall provide access to EdCIL's applications to the selected Bidder via MPLS lines from EdCIL's Data Centre.	Primary and secondary MPLS lines need to factor for main data center and DR center? What will be bandwidth requirement?	The Bidder shall arrange the MPLS connectivity and other requirements for Providing Data back up to EdCIL's Data Center as and when required
15	4.5.3	16	Bidders shall submit, along with their Proposals, confirmation of submission of an EMD of INR 2,00,000/- (INR Two Lacs Only), in the form of demand draft / bank guarantee in favour of EdCIL (India) Ltd.	Please share Bank Guarantee format for Earnest Money Deposit	Format Attached as Annexure A

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16	5.2, point # 1.c	22	<p>Technical Qualification Criteria- The bidder must have successfully "completed" operation Call Centre project(s) as on 31.03.2024 in the last 3 completed financial years:</p> <ul style="list-style-type: none"> • Minimum 3 projects– 6 Marks • 4-6 projects– 8 marks • >6 projects– 10 marks <p>Documents Required- Copies of relevant work orders in the name of the bidding agency for such projects handled in the last 5 completed financial years should be submitted along with the technical bid. Satisfactory work completion certificate wherever work is complete.</p>	<p>Technical Qualification Criteria states call centre projects should be completed in past 3 years, whereas Documents required clause states :last 5 completed years. Hence, please clarify the following:-</p> <p>1- Weather to consider past 5 financial years (FY 2019-2024) or past 3 Financial years(FY 2021-2024) for projects</p> <p>2- Our understanding is that operational projects are also admissble in the criteria, please confirm.</p>	<p>Revised Criteria may be read as below:</p> <p>Technical Qualification Criteria-The bidder must have successfully "completed" operation Call Centre project(s) as on 31.03.2024 in the last 3 completed financial years:</p> <ul style="list-style-type: none"> • Minimum 3 projects– 6 Marks • 4-6 projects– 8 marks • >6 projects– 10 marks <p>Documents Required-Copies of relevant work orders in the name of the bidding agency for such projects handled in the last 3 completed financial years should be submitted along with the technical bid. Satisfactory work completion certificate wherever work is complete.</p>

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17	5.2, point # 1.d	22	<p>Technical Qualification Criteria- The bidder must have successfully “completed” operation Call Centre project(s) with Central Govt./State Govt./PSU as on 31.03.2024 in the last 3 completed financial years:• 1 project – 3 Marks • 2 projects – 4 marks • more than 3 projects – 5 marksDocuments Required-Copies of relevant work orders in the name of the bidding agency for such projects handled in the last 5 completed financial years should be submitted along with the technical bid.Satisfactory work completion certificate wherever work is complete.</p>	<p>Technical Qualification Criteria states call centre projects should be completed in past 3 years, whereas Documents required clause states :last 5 completed years. Hence, please clarify the following:-1- Weather to consider past 5 financial years (FY 2019-2024) or past 3 Financial years(FY 2021-2024) for projects2- Our understanding is that operational projects are also admissible in the criteria, please confirm.</p>	<p>Revised Criteria may be read as below:</p> <p>Technical Qualification Criteria-The bidder must have successfully “completed” operation Call Centre project(s) with Central Govt./State Govt./PSU as on 31.03.2024 in the last 3 completed financial years:• 1 project – 3 Marks • 2 projects – 4 marks • more than 3 projects – 5 marksDocuments Required-Copies of relevant work orders in the name of the bidding agency for such projects handled in the last 3 completed financial years should be submitted along with the technical bid.Satisfactory work completion certificate wherever work is complete.</p>

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18	5.2, point # 1.f	23	<p>The Bidder must have at least 500 agents employed in delivering contact centre voice operations as on 31.03.2024.</p> <ul style="list-style-type: none"> • 500 - 1000 agents – 3 marks • 1001- 1500 agents – 4 marks • Above 1501 agents – 5 marks 	Our understanding is that PF Challan proof will be sufficient for the validation. Please confirm.	PF Challan along with self-declaration may be submitted as documentary evidence.
19	5.2, point # 1.g	23	<p>Technical Qualification Criteria- The Bidder should have at least 250 in-bound voice contact centre seats operational at a single location in India as on 31.03.2020. 250 - 500 seats – 3 marks 501 – 750 seats – 4 marks Above 751 seats – 5 marks</p> <p>Documents Required- Self-certified copies of the relevant documents</p>	Our understanding is that self-declaration by authorized signatory will be sufficient to meet the criteria. Please confirm.	Yes, self-Certified copy duly signed by authorized signatory will be sufficient.
20	5.2, point # 1.h	23	<p>Technical Qualification Criteria- Experience in managing Call Centre operations for inbound/outbound calls (Domestic and International) Only Domestic – 3 Marks Domestic and International – 7 Marks</p> <p>Documents Required- Self-certified copies of the relevant documents</p>	Our understanding is that self declaration by authorized signatory will be sufficient to meet the criteria. Please confirm.	Yes, self-Certified copy duly signed by authorized signatory will be sufficient.

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21	5.2, point # 2.b	23	<p>Technical Qualification-The Bidder should have at least 20 Assistant Manager (AM) having relevant experience, with following qualification: Must be certified from NASSCOM (or similar Certification agency) Documents Required- Self-certified copies of the relevant manpower (TM/ TL) and CVs of such professionals (25 Nos) to be submitted with technical bid.</p>	NASSCOM certification is basically for IT Software industry and is not of much relevance in BPO/Call Centre industry so request to remove NASSCOM Certification clause	The bidder should comply to certification from NASSCOM or Similar certification agency as mentioned in the RFP
22	7.1, point vi (a)	41	In future EdCIL may decide to include other languages. The same will be notified through official communication two (2) months in Advance. The selected service provider shall provide vernacular language agents of these languages at no extra cost to EdCIL.	Other languages are Domestic Or International and if it is required, then will that be from existing billable FTE's or additional billable FTE's. Please clarify.	Vernacular Language (international) shall be required and accordingly bidder has to consider the requirement in the financial Bid
23	7.1, point vi (a)	41	In future EdCIL may decide to include other languages. The same will be notified through official communication two (2) months in Advance. The selected service provider shall provide vernacular language agents of these languages at no extra cost to EdCIL.	Other language candidates should also be Versant 5. Please confirm	YES

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24	7.1, point vi (f)	42	If it is observed that any CCE/team leader has misbehaved with a caller on telephone/chat/email etc. or if a complaint is received against any of the team member or if his/her performance is found to be lacking in the opinion of EdCIL, EdCIL may instruct the selected bidder to remove such person immediately and provide replacement within 1 week.	Our humble suggestion for "Performance issue candidates" is to place candidate on PIP (Performance Improvement Plan) for 21 days and after that if the performance improves then employee will remain in system, however if the performance is not up to the mark then employee can be removed from project. Please consider.	The requirements cannot be compromised, as SII is a prestigious project under the Ministry of Education, and an agency with a strong pool of qualified human resources with excellent interpersonal skills are important.
25	7.1.2	44	Full-time Equivalent Arrangement	In Skill set arrangement clause on page # 44 table shows 12 Call Centre Executives to be operational/present in a day, however "position identified for Key Personnel" on page # 57 point # 8.1, shows 9 Call Center Executives & 3 supervisors. Please confirm the monthly billable man-power count and daily login count.	The monthly billable man power count will be for 12 person and daily log in count will also be 12.

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26	1 (f)	23	<p>The Bidder must have at least 500 agents employed in delivering contact centre voice operations as on 31.03.2024.</p> <ul style="list-style-type: none"> · 500 - 1000 agents – 3 marks · 1001- 1500 agents – 4 marks · Above 1501 agents – 5 marks 	<p>With reference to the clause, we would like to request that as per the requirement of 1501 agents for getting 5 marks, kindly note that total number of required agents for the RFP is 9, so kindly amend the clause and reduce the required number of agents from 1501 for getting 5 marks to the actual requirement of agents.</p>	<p>The Bidder should have at least 250 inbound voice contact centre seats operational at a single location in India as on 31.03.2020.</p> <ul style="list-style-type: none"> · 250 - 500 seats – 3 marks · 501 – 750 seats – 4 marks · Above 751 seats – 5 marks
27	1 (g)	23	<p>The Bidder should have at least 250 inbound voice contact centre seats operational at a single location in India as on 31.03.2020.</p> <ul style="list-style-type: none"> · 250 - 500 seats – 3 marks · 501 – 750 seats – 4 marks · Above 751 seats – 5 marks 	<p>With reference to the clause, we would like to request that, as per the requirement of 751 seats in the inbound voice contact centre for getting 5 marks, kindly note that the total number of required agents for the RFP is 9. So, kindly amend the clause and reduce the required number of contact center seats from 751 to the actual requirement of seats.</p>	<p>The Bidder should have at least 150 inbound voice contact centre seats operational at a single location in India as on 31.03.2024.</p> <ul style="list-style-type: none"> · 150 - 300 seats – 3 marks · 301 – 600 seats – 4 marks · Above 600 seats – 5 marks

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28	1 (h)	23	<p>Experience in managing Call Centre operations for inbound/outbound calls (Domestic and International)</p> <ul style="list-style-type: none"> · Only Domestic – 3 Marks · Domestic and International – 7 Marks <p>The tender conditions are clear. No change in the terms & condition.</p>	<p>With reference to the clause, we would like to request that, a revision in the scoring criteria related to the experience in managing call center operations for inbound/outbound calls in the ongoing tender. As the tender is specifically for domestic call center services, I kindly suggest that only domestic call center experience should be considered for scoring purposes.</p> <p>Currently, the scoring system awards 7 marks for experience in both domestic and international call centers. Given that the tender is focused solely on domestic services, I believe it would be more appropriate to allocate marks only for domestic experience, with 3 marks for domestic-only experience.</p>	<p>The tender conditions are clear. No change in the terms & condition.</p>

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29	6.5	28	<p>Performance Guarantee</p> <p>On receipt of a letter of intent from the Purchaser, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 10% of the total contract value, on or before the signing of the subsequent contract, within 15 days from notification of award.</p>	<p>As per Govt. order No. F1/2/2023-PPD dated: 03.04.2023 by Ministry of Finance, the Performance Security should be between 3%-10%. For wider participation, we hereby request you to consider the lowest value i.e.; 3% of Contract Value, being a service contract.</p> <p>So, we request the authority to please amend this clause as follows:</p> <p>The successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 10% 3% of the total contract value, on or before the signing of the subsequent contract, within 15 days from notification of award.</p>	<p>Revised Criteria for Para 1 of Clause no 6.5 may be read as below:</p> <p>On receipt of a letter of intent from the Purchaser, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 5% of the total contract value, on or before the signing of the subsequent contract, within 15 days from notification of award.</p> <p>It is further clarified that the value of PBG may be read as 5% of total value of contract wherever appearing in the RFP.</p>
30		General Query No additional CRM other than mentioned in the RFP is required	_____	We would like to confirm whether any additional CRM requirements exist for this project as it will create multiple usages.	No additional CRM other than mentioned in the RFP is required.

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31		General Query	_____	Confirm if there are defined Service Level Agreements (SLAs) for call center agents to transfer complaints to the RS departments.	The complaints will be resolved and taken care directly by the Study in India Team.
32		General Query	_____	Kindly provide the specific language requirements for IVR.	English
33		General Query	_____	Kindly confirm the ownership of all supplied IT and non-IT hardware and software upon successful completion of the tender.	The ownership of all IT & Non-IT hardware and software lies with the bidder
34		General Query	_____	Kindly confirm the average Handling time on calls and mails.	Automatic Call Distribution (ACD) will ensure that all the calls are reverted in timely manner. The handling time of email depends upon the kind of query received
35		General Query	_____	Please Confirm the call volume of the last six months as per peak time.	The call counts are directly proportional to the registration of students on SII portal which doesn't have relevance to the traditional data

This Issues with the approval of competent authority.

BANK GUARANTEE TOWARDS BID SECURITY (EMD)

Bank Guarantee No. _____

**To,
EdCIL (India) Limited
EdCIL House, 18 A,
Sector-16 A Noida – 201301 (U.P.)**

Whereas..... (herein after called "the Bidder") has submitted its Bid dated..... in response to the NIT No:..... for "Tender for" Setting up and Carrying out Call Centre Operations for "Study in India" Program'(here in after called "the Bid")

KNOW ALL MEN by these presents that We having our registered office at..... (hereinafter called the "Bank") are bound onto EdCIL India Limited, Noida (hereinafter called "EdCIL") in the sum of Rs..... (Rupees only) for which payment well and truly to be made to the said EdCIL itself, its successors and assignees by these presents.

The conditions of these obligations are:

1. If the Bidder withdraws its Bid during the period of Bid validity or
2. If the Bidder, having been notified of the acceptance of its Bid by EdCIL during the period of Bid validity:
 - i. fails or refuses to execute the Agreement form if required; or
 - ii. fails or refuses to furnish the performance security, in accordance with the Bid requirement

We undertake to pay EdCIL up to the above amount upon receipt of its first written demand, without EdCIL having to substantiate its demand, provided that in its demand EdCIL will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to..... (Date) and any demand in respect thereof should reach the Bank not later than the above date.

Dated:.....

for (indicate the name of bank)
Signature of Banks Authorized official
Witness (Name)_____
Designation with Code No. -----
Full Address-----