

NATIONAL PRODUCTIVITY COUNCIL

(An autonomous body under the Department for Promotion of Industry and Internal Trade (DPIIT),
Ministry of Commerce and Industry, Government of India)
Utpadakta Bhavan, 5-6 Institutional Area, Lodhi Road, New Delhi – 110003

REQUEST FOR PROPOSAL (RFP) FOR ENGAGEMENT OF BACKGROUND VERIFICATION (BGV) AGENCY

Tender No.	NPC/HO/EADA/11008/2
Issued by	National Productivity Council (NPC), Headquarters, New Delhi
Name of Work	Request for Proposal for “Engagement of Background Verification (BGV) Agency”
Mode of Submission of Bids	Offline, Two-Cover System (Technical Bid and Financial Bid) Addressee: Director & Head (ECAG) and Controller (EADA) National Productivity Council Utpadakta Bhavan, 5-6 Institutional Area, Lodhi Road, New Delhi – 110003
Bid Validity	180 days from the last date of submission of Bid
Date of Issue	15 July 2026, 6:00 PM (IST)
Last Date & Time for Submission of Bids	7 August 2026, 3:00 PM (IST)

This document, including all annexures, must be read in full before submission of a proposal.

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1. Introduction and Background

National Productivity Council (NPC) is a national-level organisation under DPIIT, Ministry of Commerce & Industry, Government of India, established in 1958 to promote a productivity culture in India. It is an autonomous, multipartite, non-profit organisation with equal representation from employers' and workers' organisations and Government, apart from technical and professional institutions and other interests. NPC is a constituent of the Tokyo-based Asian Productivity Organisation (APO), an inter-governmental body of which the Government of India is a founder member. For further details, please visit www.npcindia.gov.in.

In connection with its functions, NPC is required to undertake reliable due diligence and verification of the educational qualifications, professional experience, employment history, identity and supporting documents submitted by applicants/candidates referred by it. A reliable verification mechanism is required to ensure that only eligible and qualified persons are recorded under the relevant framework.

Accordingly, National Productivity Council invites techno-commercial proposals from eligible and reputed Background Verification (BGV) agencies for engagement to undertake the background verification and due diligence of the credentials submitted by applicants/candidates referred by the Council from time to time, on a Pan-India basis. This Request for Proposal ("RFP") sets out the eligibility criteria, scope of work, terms and conditions, and the formats for submission of proposals.

2. Definitions and Abbreviations

In this RFP, unless the context otherwise requires, the following terms shall have the meanings assigned to them below:

Term	Meaning
"NPC" / "the Council"	National Productivity Council, the issuing and contracting authority under this RFP.
"ECAG"	Environment and Climate Action Group of NPC.
"Bidder" / "Agency"	A legal entity submitting a proposal in response to this RFP, and where engaged, the agency providing BGV services to the Council.
"Applicant" / "Subject"	A person whose credentials are referred by the Council to the Agency for background verification.
"BGV"	Background Verification — the verification and due diligence services described in the Scope of Work.
"Work Order"	A written instruction issued by the Council to the engaged Agency specifying the Applicants to be verified, the checks to be performed and the applicable timelines.
"TAT"	Turnaround Time — the time permitted for completion of a verification, measured in Working Days from receipt of complete and legible documents.
"Working Day"	Any day other than a Sunday or a gazetted/public holiday

	observed at New Delhi.
“Discrepancy”	A variance between the information/documents furnished by the Applicant and the facts established on verification, classified as “Major” or “Minor” in the report.
“Insufficiency”	A case where verification cannot be completed for want of adequate, legible or correct documents/inputs.
“L1”	The bidder with the lowest Total Evaluated Price determined in accordance with Section 7 and Annexure-II.
“Competent Authority”	The Director and Head (ECAG) of NPC, or any officer authorised by NPC in this behalf.

3. Objective and Scope of Engagement

1. The objective of this RFP is to engage a qualified BGV agency capable of delivering accurate, secure, time-bound and compliant background-verification services to the Council on a Pan-India basis.
2. NPC intends to engage one (1) agency. NPC reserves the right to engage more than one agency at its sole discretion.
3. In the first phase, NPC anticipates the verification of approximately 500 Applicants/Candidates. This figure is indicative only, is provided solely to assist bidders in framing their proposals and does not constitute any commitment or guarantee of a minimum quantum of work.
4. Engagement under this RFP does not, by itself, entitle any agency to any assured volume of work. Work shall be assigned through Work Orders on a case-to-case / batch basis, in accordance with the assignment mechanism in Section 7, depending on the actual number of Applicants/Candidates referred for verification.
5. The engagement shall be non-exclusive. NPC reserves the right to engage other agencies, or to undertake verification through any other means, as it may consider appropriate.

4. Scope of Work

The engaged Agency shall verify, for each Applicant/Candidate referred by the Council, such of the verification components listed below as are specified in the Work Order. The list is indicative and not exhaustive; the specific basket of checks for any assignment will be defined in the Work Order, and packages are customizable to the Council's requirements.

S. No.	Verification Component	Indicative Scope / Method of Verification
1	Identity Verification	• Verification of applicant's identity documents such as PAN Card, Aadhaar Card, Passport, Voter ID, etc. • Cross-check information against government and public databases.

2	Educational Qualification Verification	Confirmation of the authenticity of applicant's degrees/diplomas/certificates, results, division/class and year of passing, directly with the issuing University / College / Institution / Board.
3	Professional Experience Verification (including Reference Verification)	- Verification of applicant's professional experience. - Assessment of the applicant's professional conduct, integrity, work ethic, etc. through former reporting managers/ supervisors/ professional referees.
4	Project Experience Verification (includes Reference Verification)	Verification of applicant's project experience, professional conduct, integrity, work ethic, etc. through former reporting managers/ supervisors/ professional referees.
5	Address Verification	Physical verification of present and/or permanent address.

Reports shall be delivered securely through the Agency's portal or such other channel as the Council may direct, marked "Confidential", and shall be subject to the data-protection obligations in Section 12.

5. Eligibility Criteria

A bidder must satisfy all of the following minimum eligibility criteria as on the last date of submission. Self-attested documentary proof must be enclosed with the Technical Bid (Annexure-I). Bids not accompanied by the required proof are liable to be rejected.

1. The bidder must be a legally registered entity in India (Company / LLP / Partnership / registered firm / Proprietorship) engaged in the business of background verification / employee-screening services. (Proof: Certificate of Incorporation / Partnership Deed / Registration, Memorandum & Articles of Association, as applicable.)
2. The bidder must have at least five (5) years of experience in providing background-verification services as on the last date of submission. (Proof: work orders/engagement letters/client certificates.)
3. The bidder must have successfully completed background-verification assignments for at least three (3) distinct client organisations belonging to any of the following categories: Central Government, State Governments/Union Territories (UTs), Public Sector Undertakings (PSUs), or Autonomous Bodies, during the last three (3) financial years. (Proof: work orders/completion or performance certificates.)
4. The bidder must have an average annual turnover of at least Rs.50,00,000/- (Rupees Fifty Lakh Only) from background-verification / allied services during the last three (3) financial years. (Proof: audited financial statements / CA-certified turnover statement.)

5. The bidder must have demonstrable capability to deliver services on a Pan-India basis, including physical address verification across States/UTs. (Proof: brief note on coverage/network/field associates.)
6. The bidder must operate a secure, digitally enabled verification platform capable of case management, status tracking and secure report delivery, and (preferably) API integration with the client's systems. (Proof: brief note/screenshots/portal details.)
7. The bidder must hold a valid ISO/IEC 27001 (Information Security) certification. ISO 9001 (Quality Management) certification and other data-protection-compliant process certifications are desirable, though not mandatory. (Proof: valid certificate(s).)
8. The bidder must hold valid GST registration and PAN. (Proof: GST certificate and PAN.)
9. The bidder (and its partners/directors) must not have been blacklisted or debarred by any Central/State Government Department, PSU, statutory body or autonomous organisation as on the last date of submission. (Proof: self-declaration as per Annexure-IV.)
10. If the bidder is registered in, or its ultimate beneficial owner is situated in or is a citizen of, a country which shares a land border with India, the bidder must be registered with the Competent Authority as notified under Rule 144(xi) of the General Financial Rules, 2017, and Order F.No.6/18/2019-PPD dated 23 July 2020 of the Department of Expenditure, and shall enclose such registration certificate. Bidders not covered by this restriction shall furnish a self-declaration to that effect as part of Annexure-IV.
11. The bidder must furnish a Bid Security Declaration, in the format at Annexure-III, duly filled in and signed on the bidder's letterhead, along with the Technical Bid, in accordance with Rule 170 of the General Financial Rules (GFR), 2017. (Proof: duly filled and signed Bid Security Declaration as per Annexure-III.)

6. Instructions to Bidders and Submission Process

6.1 General Instructions

1. Bidders are advised to study this document carefully. Submission of a proposal shall be deemed to constitute careful examination of this document with full understanding of its implications and unconditional acceptance of its terms.
2. Not more than one proposal shall be submitted by one bidder, or by bidders having a business relationship with one another. Under no circumstances will close relations, or entities having common partner(s)/director(s), be permitted to bid for the same engagement as separate competitors. A breach of this condition will render the bids of all such parties liable to rejection.
3. Bidders shall not tamper with or modify this RFP document in any manner. If the document is found to have been tampered with or modified, the bid will be rejected, and the bidder is liable to be banned from doing business with NPC.
4. The Bidders shall provide all information sought under this RFP and ensure that all documents submitted are legible. NPC will evaluate only those Bid that are received in the required formats and are complete in all respects. Incomplete and/or conditional Bids shall be liable to rejection.

5. The Bid shall be typed or written in indelible ink and properly signed and stamped by the authorized signatory of the Bidder.
6. The Code of Integrity in Public Procurement (Rule 175, General Financial Rules, 2017) applies to this RFP. Bidders, and their officers, employees and agents, shall observe the highest standards of ethics and shall not engage, directly or indirectly, in any corrupt, fraudulent, coercive, undesirable or restrictive practice, as those terms are understood under the GFR, during the bidding process or the subsistence of the engagement. A breach shall render the bid/engagement liable to rejection or termination, in addition to other action permissible in law, including reference to the relevant authorities.

6.2 Preparation & Submission of Bids

1. The Bidder shall submit its bid in the prescribed formats, together with all documents specified in this RFP. The bid shall be submitted in two separate sealed envelopes, superscribed as follows:

a) Envelope-1: Technical Bid– This envelope shall contain the signed and stamped copies of this RFP (in token of acceptance), duly filled-in Annexure-I, Annexure-III, Annexure-IV, Annexure-V and Annexure-VI, along with all supporting documents required under this RFP.

b) Envelope-2: Financial Bid – This envelope shall contain the duly filled-in Financial Proposal (Annexure-II).

Both Envelopes then be sealed in an outer envelope and mark the envelope as **“REQUEST FOR PROPOSAL (RFP) FOR ENGAGEMENT OF BACKGROUND VERIFICATION (BGV) AGENCY”**.

The final bid containing the original documents duly checked, verified, signed & stamped, must be dropped in the Tender Box at the reception of National Productivity Council's office at Lodi Road, New Delhi, on or before the prescribed date and time for submission of bids. The outer envelope containing the bid should be addressed to:

Director & Head (ECAG) and Controller (EADA)

National Productivity Council
Utpadakta Bhavan, 5–6 Institutional Area,
Lodhi Road, New Delhi – 110003

2. The Bidders shall be solely responsible for ensuring that their bids are received by NPC at the specified place on or before the date and time stipulated in the Abstract of this RFP. Any bid received by NPC after the prescribed deadline for submission of bids shall be ineligible for consideration and shall be summarily rejected.
3. If the envelopes are not sealed and marked as instructed above, NPC assumes no responsibility for the misplacement or premature opening of the contents of the Bid and consequent losses, if any, suffered by the Bidder.
4. Only offline bids submitted in accordance with the instructions specified in this RFP shall be accepted. Proposals submitted through any other medium, including fax or e-mail, shall not be entertained and shall be rejected.

5. After the submission deadline, and only on successful qualification in the technical evaluation, the Financial Bids of technically qualified bidders shall be opened on the date intimated to bidders. Financial Bids of bidders who do not qualify technically shall not be opened.

6.3 Bid Validity

Proposals shall remain valid for a period of one hundred and eighty (180) days from the last date of submission. NPC may request an extension of validity in writing; a bidder shall be free to refuse such extension without any adverse consequence to the bidder.

6.4 Pre-Bid Queries and Clarifications

Bidders may submit written queries by email to **eada.npc@npcindia.gov.in** on or before **20 July 2026, 3:00 PM (IST)**. NPC may, at its discretion, issue clarifications and/or corrigenda, which shall be uploaded on the CPP Portal against this tender and shall also be published on www.npcindia.gov.in, and shall form part of this RFP. Bidders are advised to log in to the Portal and check the corrigendum tab regularly, as no separate individual intimation may be sent.

6.5 Critical Date Sheet

Event	Date & Time
Date of issue/publication (on the CPP Portal and NPC website)	15 July 2026, 6:00 PM (IST)
Last date & time for pre-bid queries	20 July 2026, 3:00 PM (IST)
Last date & time for submission of bids	7 August 2026, 3:00 PM (IST)
Opening of Technical Bids	10 August 2026, 3:00 PM (IST)
Opening of Financial Bids (qualified bidders only)	To be intimated after technical evaluation

6.6 Instructions on Pricing

1. The financial quote shall be submitted strictly in the format at Annexure-II, clearly indicating the unit rate and total rate per Applicant for each verification component and applicable GST separately.
2. Rates quoted shall remain firm for the entire contract period.
3. All incidental costs — including but not limited to travel (to and fro), lodging, and statutory/verification fees charged by Universities/Boards/issuing authorities or any third party — shall be borne by the Agency and deemed included in the quoted rates as stated in Annexure-II.
4. The Financial Bid shall not contain any condition; conditional financial bids are liable to be rejected.

7. Evaluation and Selection

7.1 Method of Evaluation

1. Evaluation shall be carried out in two stages. In the first stage, the Technical Bid shall be examined on a pass/fail basis against the eligibility criteria in Section 5 and the completeness of documents. Only bidders who qualify technically shall proceed to the financial stage.
2. In the second stage, the Financial Bids of technically qualified bidders shall be opened and evaluated. Selection and ranking shall be on the L1 (Least Cost) basis, determined by the Total Evaluated Price (TEP) computed by applying the quoted unit rates to the notional quantities in Annexure-II.
3. The notional quantities in Annexure-II are used solely to compute a comparable TEP and do not represent committed volumes. Actual payment shall be at the quoted unit rates against components actually performed under each Work Order.
4. In the event of a tie in the TEP, the bidder with the higher average annual turnover from BGV services (per Section 5) shall be ranked higher.

7.2 Assignment of Work

1. NPC shall engage the L1-ranked agency as the primary BGV service provider. NPC reserves the right to engage an additional agency if volumes so require or if the L1 agency is unable to perform a particular assignment.
2. If the engaged agency is unable to accept an assignment or to meet the required TAT, NPC may source the specific assignment through alternative means at its discretion.
3. The rates quoted by the engaged agency shall remain firm for the contract period and shall apply to all work orders issued under the engagement.

8. Grounds for Disqualification / Rejection

Even though a proposal may satisfy the eligibility requirements, it may be disqualified or rejected for any of the following reasons:

- Misleading or false representation of facts, or deliberate suppression of material information, in the forms, statements or enclosures of this document.
- A record of poor performance, such as abandoning work, failing to properly complete a contract, or financial failure/weakness.
- Facts revealed on confidential enquiry that are contrary to the information furnished by the bidder, or unsatisfactory performance in any previous engagement.
- Tampering with or modification of this RFP document, including the price-bid format.
- Submission of a conditional bid, or non-submission of the required declarations/documents.

National Productivity Council reserves the right to accept or reject any or all proposals, in whole or in part, at any stage, or to cancel the bidding process, without assigning any reason and without thereby incurring any liability.

9. Award and Agreement

1. NPC shall issue a Letter of Engagement to the selected agency. The engagement shall be valid for a period of one (1) year from the date of the Letter of Engagement, extendable for one (1) more year at NPC's sole discretion based on satisfactory performance.
2. Within fifteen (15) days of the Letter of Engagement, the selected agency shall execute an Agreement with NPC and, where required, a Non-Disclosure Agreement, incorporating the terms of this RFP, the proposal as accepted, and any agreed clarifications.
3. As work under this engagement shall be assigned to the Agency through Work Orders issued from time to time, on a case-to-case / batch basis (Section 3), NPC may require the selected agency to furnish a Performance Security separately against each Work Order, equal to five percent (5%) of the value of that Work Order, in the form specified in the Agreement/Work Order. The Performance Security for a Work Order shall be furnished at the time of issue of that Work Order and shall remain valid through the performance period of that Work Order plus a claim period of sixty (60) days.
4. Engagement confers no right to any minimum quantum of work and may be terminated in accordance with Section 15.

10. Service Levels, Turnaround Time and Penalties

1. The standard TAT for a complete verification report shall be **fourteen (14) Working Days** from receipt of documents for an Applicant/Candidate, unless a different TAT is specified in the Work Order.
2. Within twenty-four (24) hours of receiving a case, the Agency shall acknowledge receipt, generate a unique reference number for each verification, and notify the Council of any insufficient/illegible documents.
3. The Agency shall provide interim status through its secure portal, assist the Council in collecting missing information, and complete a quality check before delivering each report.
4. Re-verification necessitated by the Agency's own error or omission shall be carried out at no additional cost and on priority.
5. For delay beyond the agreed TAT attributable to the Agency, NPC may levy **liquidated damages** at the rate of 0.5% of the fee for the delayed case per Working Day of delay, subject to a maximum of 10% of the fee for that case. Persistent or wilful delays may attract suspension or termination.
6. Where the Agency furnishes a report subsequently found to be materially inaccurate due to negligence, NPC may, without prejudice to other remedies, withhold the fee for that case and require re-verification at the Agency's cost.

11. Roles and Responsibilities

11.1 Responsibilities of NPC

- Refer cases through the agreed channel/portal, with the available documents and Applicant's consent for verification.

- Issue Work Orders specifying the checks and timelines and designate a point of contact for coordination.
- Review reports and make timely payment for satisfactorily completed work in accordance with Section 14.

11.2 Responsibilities of the Agency

1. Acknowledge each case within 24 hours, generate a reference number, and flag insufficiencies within the same period.
2. Appoint a dedicated point of contact from the agency for coordination.
3. Conduct each verification diligently, lawfully and objectively, through appropriate sources, and obtain/retain the Applicant's consent where required.
4. Deploy adequately trained and vetted personnel; ensure that its own verifiers and field associates are subject to confidentiality obligations and appropriate background checks.
5. Maintain the security and confidentiality of all data, and comply with Section 12 (Confidentiality, Data Protection and Information Security).
6. Deliver reports within the agreed TAT, with documentary evidence and clear status/colour coding, and provide reasonable post-verification support for clarifications.
7. Not sub-contract or assign the work, in whole or in part, without the prior written consent of NPC.

12. Confidentiality, Data Protection and Information Security

1. All information shared by the Council, and all data collected during verification, is strictly confidential and is intended solely for the internal use of the Council. No part of the work or data shall be published, circulated, shared with any third party (including the Applicant), or reproduced for any other purpose, without the prior written consent of the Council.
2. The Agency shall follow an agreed-upon SOP for verification approved by the Competent Authority.
3. The Agency must ensure confidentiality and data protection as per applicable policies and regulatory requirements. All background verifications must comply with relevant laws, regulations and NPC standards. The Agency shall handle personal data and sensitive personal data in compliance with applicable Indian law, including but not limited to, the Digital Personal Data Protection Act, 2023, the Information Technology Act, 2000 and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, as applicable.
4. The Agency shall retain personal data only for as long as necessary for the assignment and applicable record-keeping, and shall, on completion or on termination/expiry of the engagement, return and/or securely destroy all such data and furnish a certificate of destruction to the Council.
5. NPC (and its authorised representatives or auditors) shall have the right to audit and inspect the Agency's processes, systems and records relating to the assignment, on reasonable notice, to verify compliance with this Section.

6. The Agency shall ensure that all its personnel and field associates engaged on the assignment execute appropriate confidentiality undertakings. The obligations under this Section shall survive the termination or expiry of the engagement.

13. Conflict of Interest

1. The Agency shall not have, and shall promptly disclose, any conflict of interest in relation to an assignment. In particular, the Agency shall not undertake the verification of an Applicant who is a related party, an employee or director of the Agency, or with whom the Agency has a relationship that could compromise the objectivity of the verification.
2. On disclosure of a conflict, the Council may reassign the case to another engaged agency. Concealment of a conflict of interest shall be a ground for penalty, suspension or termination.

14. Payment Terms

1. Payment shall be made on a per-applicant / per-batch basis at the unit rates quoted in Annexure-II, on satisfactory completion and delivery of verification reports for the components specified in the Work Order.
2. The Agency shall raise invoices against completed reports, clearly indicating the number of Applicants verified, the checks performed, and applicable GST. Payment shall ordinarily be released within thirty (30) days of receipt of a correct and complete invoice and acceptance of the reports.
3. GST shall be payable extra, as applicable at the time of invoice. Statutory deductions (including TDS) shall be made as per applicable law.
4. No advance and no minimum wallet recharge shall be payable; the engagement is on a post-paid basis unless otherwise agreed in writing.

15. General Terms and Conditions

15.1 Term and Termination

1. NPC may terminate the engagement or any Work Order for convenience by giving thirty (30) days' written notice, without assigning any reason.
2. NPC may terminate forthwith, by written notice, in the event of a material breach (including breach of confidentiality or data protection), insolvency, blacklisting, fraud, or persistent failure to meet service levels.
3. On termination or expiry, the Agency shall complete or hand over pending cases as directed, return and/or securely destroy all data (Section 12), and shall be entitled to payment only for work satisfactorily completed up to the effective date.

15.2 Indemnity and Liability

The Agency (the "Indemnifying Party") shall, at its own cost and expense, defend, indemnify, and hold harmless the Council (the "Indemnified Party") from and against any third-party claims, demands, actions, or proceedings ("Claims") arising out of or relating to: (i) any infringement or alleged infringement of third-party intellectual property rights; (ii) any tangible property damage, bodily injury, or death; or (iii) any loss, breach, unauthorised access to, or leakage of data under this Agreement, in each

case to the extent resulting from the Indemnifying Party's breach of this Agreement, negligence, or wilful misconduct (collectively, "Indemnified Claims").

The obligations of the Indemnifying Party under this Section shall be subject to the following conditions: (a) the Indemnified Party shall provide prompt written notice of any Indemnified Claim upon becoming aware of the same; (b) the Indemnified Party shall provide reasonable co-operation, at the Indemnifying Party's expense, in the defence of such Indemnified Claim; and (c) the Indemnifying Party shall have sole control over the defence and settlement of such Indemnified Claim, provided that it shall not settle any Claim in a manner that (i) imposes any liability or obligation on the Indemnified Party, or (ii) requires any admission of fault by the Indemnified Party, without the Indemnified Party's prior written consent, such consent not to be unreasonably withheld, conditioned, or delayed.

For the avoidance of doubt, nothing in this Section shall require the Indemnified Party to assume responsibility or liability for matters except to the extent finally determined by a competent authority to have resulted from the Indemnified Party's own breach, negligence, or wilful misconduct.

The provisions of this Section shall survive the termination or expiration of the Agreement and shall continue until all Indemnified Claims have been finally resolved.

The Agency shall maintain adequate professional-indemnity and cyber-liability insurance for the duration of the engagement and shall furnish proof on request.

15.3 Force Majeure

Neither party shall be liable for failure or delay in performance due to events beyond its reasonable control (such as acts of God, natural calamity, fire, epidemic/pandemic, war, civil disturbance, or Government action), provided the affected party promptly notifies the other and resumes performance as soon as reasonably practicable.

15.4 Dispute Resolution and Arbitration

Any dispute, difference or claim arising out of or in connection with this RFP or the resulting Agreement shall first be resolved amicably through mutual consultation between the parties within thirty (30) days of either party notifying the dispute in writing. Failing such resolution, the dispute shall be referred to arbitration by a sole arbitrator appointed by mutual consent of the parties; if the parties are unable to agree on the arbitrator within thirty (30) days of a party proposing names, the arbitrator shall be appointed in accordance with Section 11 of the Arbitration and Conciliation Act, 1996 (as amended). The arbitration shall be conducted under the Arbitration and Conciliation Act, 1996 (as amended); the seat and venue of arbitration shall be New Delhi, the language of arbitration shall be English, and the arbitral award shall be final and binding on both parties, subject to Section 15.5 below.

15.5 Jurisdiction of Court

The contract shall be deemed to have been entered into at New Delhi, and all cases of action in relation to the contract will thus be deemed to have arisen only within the jurisdiction of the New Delhi Courts.

15.6 Miscellaneous

- This RFP does not constitute an offer or a contract and does not bind NPC to engage any agency or to assign any work.
- No amendment or modification shall be valid unless made in writing and signed by both parties.
- All notices shall be in writing and sent to the addresses/emails notified by the parties.
- The Agency shall comply with all applicable laws, including labour, tax and data-protection laws, in the performance of the work.
- NPC reserves the right to amend, modify or issue corrigenda to this RFP at any time before the submission deadline, by publication on www.npcindia.gov.in.

For and on behalf of National Productivity Council
Director & Head (ECA Group) and Controller (EADA)

Annexure-I: Format of Technical Proposal

(To be submitted on the bidder's letterhead, duly signed and stamped. All supporting documents must be self-attested and enclosed in the same order as listed.)

S. No.	Particulars	Details / Enclosure Reference
1	Name of the Agency / Firm	
2	Type of organisation (enclose constitution documents — Incorporation Certificate / Partnership Deed / MoA&AoA, etc.)	
3	Year of establishment	
4	Address of corporate/registered office, telephone/fax, corporate email-ID and website	
5	Name, address, email-ID and mobile number of the authorised representative/contact person	
6	Names and addresses of Directors / Partners / Proprietor / Key Managerial Personnel	
7	GST registration number (enclose proof)	
8	PAN of the company/firm (enclose proof)	
9	Bank account details — Bank name & branch, account name, account number, IFSC (enclose proof / cancelled cheque)	
10	Years of experience in background-verification services (enclose proof)	
11	List of BGV assignments executed in the last five financial years, with client names (enclose work orders/engagement letters/client certificates.)	
12	Average annual turnover from BGV/allied services for the last three (3) financial years (enclose audited statements / CA certificate)	
13	Engagement of a similar nature with Government / PSU / Autonomous Bodies - attach work orders or	

	completion certificates (minimum three (3) clients in last three (3) financial years)	
14	Reference names and contact details (one contact per client, for verification of the agency's credentials)	
15	ISO/IEC 27001, ISO 9001 and any data-protection certifications (enclose valid certificates)	
16	Details of verification platform/technology and secure portal; API-integration capability (brief note/screenshots)	
17	Pan-India coverage: network/field associates for physical address verification (brief note)	
18	Verification team strength and quality-assurance arrangements (brief note; detailed profiles not required at bid stage)	
19	Declaration of non-blacklisting and no conflict of interest (as per Annexure-IV — submit separately; leave this column "As per Annexure-IV")	
20	Land-border-country declaration and Rule 144(xi) registration, if applicable (as per Annexure-IV — submit separately; leave this column "As per Annexure-IV")	

Declaration: I/We hereby declare that the information furnished above is true and correct to the best of my/our knowledge and belief. I/We have read and unconditionally accept all the terms and conditions of this RFP. I/We understand that if any information is found to be false or misleading, our proposal is liable to be rejected and we are liable to be debarred from doing business with NPC.

Authorized Signatory: _____

Name & Designation: _____

Organization Seal: _____

Date: _____

Annexure-II: Format of Financial Proposal

Quote a unit rate for each verification component listed below. All rates are per Applicant/Candidate and exclusive of GST. The **Total Evaluated Price (TEP)** for L1 determination shall be computed by applying quoted rates to the notional quantities specified below. Actual payment shall be made only for components specified in the Work Order and actually performed. Where NPC requires only select components (partial engagement), the applicable unit rates from this schedule shall govern. Do not add any conditions in this bid.

S. No.	Verification Component	Rate per Unit (INR, excluding GST)	Notional Qty per Applicant (for TEP)	Notional Amount per Applicant (INR) [C=A×B]
1	Identity Verification (per Government-issued ID e.g. PAN / Aadhaar / Voter ID / Driving Licence / Passport etc.)		1	
2	Educational Qualification Verification (per qualification — degree / diploma / certificate, from issuing University / Board / Institution)		2	
3	Professional Experience Verification including reference verification (per experience — role/ designation, tenure, code, reason for leaving etc. as applicable/ specified in the work order)		2	
4	Project Experience Verification includes reference verification (per project — role/ designation, tenure, code, reason for leaving etc. as applicable/ specified in the work order)		6	
5	Address Verification (Per applicant)		1	
Total Evaluated Price (TEP) per Applicant — exclusive of GST				

Notes:

- (i) All pricing is exclusive of GST; GST shall be charged extra at the applicable rate.
- (ii) The TEP is used solely for L1 determination; actual work orders shall specify only the components required, and payment shall be at the quoted unit rates

for components actually performed. Where NPC requires a subset of components (partial engagement), the corresponding unit rates shall apply without any bundling adjustment.

- (iii) University / Board / third-party statutory verification fees, if any, are included in the quoted rates; if a bidder seeks reimbursement for specific fees, the items must be indicated as “At Actuals” in Column B with an estimated amount, and shall be claimed against documentary proof.
- (iv) Travel and lodging for physical address verifications are within the Agency’s scope and must be included in the relevant unit rate.
- (v) Rates shall remain firm for the entire contract period.

Authorized Signatory: _____

Name & Designation: _____

Organization Seal: _____

Date: _____

Annexure-III: Bid Security Declaration Format

(On the bidder's letterhead)

To,
Controller (EADA),
Director & Head, ECA Group,
National Productivity Council,
Utpadakta Bhavan, 5-6 Institutional Area,
Lodhi Road, New Delhi – 110 003

I/We, the authorised signatory of M/s. _____, participating in the subject RFP for “Engagement of Background Verification (BGV) Agency”, Tender Reference No. _____, do hereby declare that in the event:

1. we withdraw or modify our bid during the period of bid validity; or
2. we commit any other breach of the tender conditions/contract which would otherwise have attracted forfeiture of Bid Security/EMD; or
3. we fail or refuse to initiate execution of the awarded Contract as per the terms of the Contract, or fail or refuse to furnish the Performance Security when required,

then we could be suspended from being eligible for bidding for, or award of, any future tender(s) of National Productivity Council for a period as may be determined by NPC, in accordance with Rule 170 of the General Financial Rules, 2017.

Authorized Signatory: _____

Name & Designation: _____

Organization Seal: _____

Date: _____

Annexure-IV: Self-Declaration (Non-Blacklisting, Conflict of Interest, No Deviation)

(On the bidder's letterhead)

To,
Controller (EADA),
Director & Head, ECA Group,
National Productivity Council,
Utpadakta Bhavan, 5-6 Institutional Area,
Lodhi Road, New Delhi – 110 003

I/We hereby declare and confirm that:

1. Our firm/company, and its partners/directors, have not been blacklisted or debarred by any Central/State Government Department, PSU, statutory body or autonomous organisation, and no such proceedings are pending, as on the last date of submission.
2. We have no conflict of interest in relation to this RFP, and we shall promptly disclose any conflict that may arise, and shall not verify any Applicant with whom we have a relationship that could compromise objectivity.
3. We accept all the terms and conditions of this RFP without any deviation or condition; any deviation stated elsewhere shall be deemed withdrawn.
4. All information and documents submitted by us are true, correct and genuine; we understand that any misrepresentation renders our bid liable to rejection and us liable to debarment.
5. We undertake to comply with all applicable laws, including the data-protection and information-security obligations set out in this RFP.
6. We confirm compliance with Rule 144(xi) of the General Financial Rules, 2017, and Order F.No.6/18/2019-PPD dated 23 July 2020 of the Department of Expenditure, concerning bidders from countries sharing a land border with India: where applicable, our valid registration certificate with the Competent Authority is enclosed with the Technical Bid; where not applicable, we confirm that neither our firm/company nor its ultimate beneficial owner is registered in, situated in, or a citizen of, any country sharing a land border with India.

Authorized Signatory: _____

Name & Designation: _____

Organization Seal: _____

Date: _____

Annexure-V: Non-Disclosure Undertaking

(On the bidder's letterhead; the selected agency shall, if required, execute a detailed Non-Disclosure Agreement with NPC.)

To,
Director & Head (ECA Group),
National Productivity Council,
Utpadakta Bhavan, 5-6 Institutional Area,
Lodhi Road, New Delhi – 110 003

In consideration of being permitted to participate in this RFP and, if engaged, to provide services to the Council, I/We undertake that:

1. All information disclosed by the Council, and all personal data and documents of Applicants accessed or generated in the course of the engagement, constitute Confidential Information.
2. We shall use the Confidential Information solely for the purpose of the engagement, shall not disclose it to any third party, and shall not reproduce or retain it except as permitted by the Council and applicable law.
3. We shall apply at least the standard of care and the security measures required under Section 12 of the RFP and shall ensure that our personnel and associates are bound by equivalent confidentiality obligations.
4. On completion or termination/expiry of the engagement, we shall return and/or securely destroy all Confidential Information and furnish a certificate of destruction.
5. These obligations shall survive the completion, termination or expiry of the engagement.

Authorized Signatory: _____

Name & Designation: _____

Organization Seal: _____

Date: _____

Annexure-VI: Checklist of Documents to be Submitted

Bidders shall enclose the following with the Technical Bid and tick/confirm against each item:

S. No.	Document	Enclosed (Yes/No)
1	Signed and stamped copy of this RFP document (in token of acceptance)	
2	Annexure-I — Technical Proposal, duly filled, on letterhead	
3	Constitution documents (Incorporation Certificate / Partnership Deed / MoA&AoA, etc.)	
4	GST registration certificate and PAN	
5	Audited financial statements / CA-certified turnover for the last three (3) financial years	
6	Work orders/completion or performance certificates evidencing experience (at least three (3) clients)	
7	ISO/IEC 27001 and ISO 9001 certificates (and any data-protection certification)	
8	Brief note on Pan-India coverage, verification platform and team	
9	Annexure-III — Bid Security Declaration, duly filled and signed	
10	Annexure-IV — Self-Declaration (Non-Blacklisting, Conflict of Interest, No Deviation)	
11	Annexure-V — Non-Disclosure Undertaking	
12	Annexure-II — Financial Proposal (Note: uploaded separately, in BOQ format, as the Financial Bid; not an enclosure to the Technical Bid)	
13	Bank account details — cancelled cheque / bank proof (as per Annexure-I, item 9)	
14	Registration certificate under Rule 144(xi), GFR 2017 (if applicable; else covered by Annexure-IV self-declaration)	

Authorized Signatory: _____

Name & Designation: _____

Organization Seal: _____

Date: _____