तकनीकी बोली जमा करने का अनुसूची

ई-टेंडर संख्या	**RBI/DSIM/HS/26-27/01/CPPP**
टेंडर की विधि	ई-खरीद प्रणाली https://etenders.gov.in/eprocure/app
भा.रि.बैं. वेबसाइट पर टेंडर दस्तावेज अपलोड की तारीख	12 नवंबर, 2026
GeM-CPPP वेबसाइट पर ई-टेंडर दस्तावेज अपलोड की तारीख	12 नवंबर, 2026
विज्ञापन की तारीख	12 नवंबर, 2026
ई-टेंडर शुरू होने की तारीख	12 नवंबर, 2026
ई-मेल द्वारा प्रश्न भेजने की अंतिम तिथि (विषय पंक्ति होनी चाहिए: टेंडर पूछताछ)	1 दिसंबर, 2026, दोपहर 3:00 बजे
देखने/डाउनलोड करने की अंतिम तिथि	2 दिसंबर, 2026, शाम 5:00 बजे
प्री-बिड बैठक	4 दिसंबर, 2026, दोपहर 2:30 बजे – शाम 5:30 बजे कॉन्फ्रेंस रूम, C-8, 4th Floor डिपार्टमेंट ऑफ स्टैटिस्टिक्स एंड इनफॉर्मेशन मैनेजमेंट भारतीय रिजर्व बैंक बांद्रा-कुर्ला कॉम्प्लेक्स बांद्रा (पूर्व) मुंबई - 400051
वेब साइट पर प्रश्नों के उत्तर दिए जाने की अंतिम तारीख	08 दिसंबर 2026 शाम 5:00 बजे तक।
बयाना राशि जमा (ईएमडी)	ई एम डी के रूप में रुपये 8.6 लाख (रुपये आठ लाख साठ हजार मात्र) अन्य सहायक दस्तावेजों के साथ। बोलीदाताओं को ई एम डी की स्कैन की गई प्रतियां अन्य सहायक दस्तावेजों के साथ ई-खरीद पोर्टल https://etenders.gov.in/eprocure/app पर अपलोड करनी होगी। बैंक गारंटी की मूल प्रति या एनईएफटी का प्रमाण बोलियां खोलने से पहले संचार पते पर पहुंच जाना चाहिए।
टेंडर शुल्क	शून्य

ई-टेंडर और ई एम डी जमा करने की अंतिम तिथि	14 दिसंबर 2026, दोपहर 12:00 बजे
ई-टेंडर खोलने की तिथि, समय और स्थान	15 दिसंबर 2026, दोपहर 02:30 बजे सम्मेलन कक्ष, सी 8 - चौथी मंज़िल सांख्यिकी और सूचना प्रबंध विभाग भारतीय रिज़र्व बैंक बांद्रा-कुर्ला संकुल बांद्रा (पू.), मुंबई– 400051

संपर्क विवरण

निदेशक
घरेलू सर्वेक्षण विभाग
सांख्यिकी और सूचना प्रबंधन विभाग
भारतीय रिजर्व बैंक
सी8-दूसरी मंजिल, बांद्रा कुर्ला कॉम्प्लेक्स, बांद्रा (पूर्व), मुंबई – 400051
टेलीफोन 022-2657 8398 / 8332

घरेलू सर्वेक्षण के लिए मौजूदा सर्वेक्षण एजेंसियों के पैनल का
विस्तार करने हेतु निविदा आमंत्रण (एनआईटी)
(केवल ई-खरीद के माध्यम से)
2026 – 2028
(दिसंबर 2026-मार्च 2028)

भारतीय रिज़र्व बैंक
सांख्यिकी और सूचना प्रबंध विभाग
(घरेलू सर्वेक्षण प्रभाग)
सी8 – दूसरी मंज़िल, बांद्रा-कुर्ला संकुल, बांद्रा (पू.)

मुंबई – 400051

यह कागज़ात भारतीय रिज़र्व बैंक (भा.रि.बैं.) की संपत्ति है। नोट किया जाए कि इसे भा.रि.बैं. की लिखित अनुमति के बिना किसी भी माध्यम, इलेक्ट्रॉनिक या कोई अन्य, द्वारा कॉपी नहीं किया जा सकता, इसका वितरण अथवा इसकी रिकॉर्डिंग नहीं की जा सकती, अपवादस्वरूप उक्त प्रयोजनार्थ भा.रि.बैं. को प्रत्युत्तर देने के प्रयोजन को छोड़कर। इस कागज़ात में उल्लिखित सामग्री का प्रयोग अधिकृत कार्मिक/ एजेंसियों द्वारा इसमें विनिर्दिष्ट किए गए प्रयोजनों से इतर किसी अन्य प्रयोजन के तिए करना पूरी तरह निषिद्ध है और ऐसा कोई भी कृत्य कॉपी राइट का उल्लंधन माना जाएगा और तदनुसार भारतीय कानून के अंतर्गत इसके लिए सजा हो सकती है।

अस्वीकरण

भारतीय रिज़र्व बैंक, सांख्यिकी और सूचना प्रबंधन विभाग, मुंबई ने इच्छुक पार्टियों को अनुबंध पर पृष्ठभूमि की जानकारी देने के लिए यह दस्तावेज़ तैयार किया है। जबकि भारतीय रिजर्व बैंक ने इसमें निहित जानकारी को तैयार करने में उचित सावधानी बरती है और इसे सही मानता है, न तो भारतीय रिजर्व बैंक और न ही इसके किसी प्राधिकरण या एजेंसी और न ही उनके संबंधित अधिकारियों, कर्मचारियों, एजेंटों या सलाहकारों ने इस दस्तावेज़ में निहित जानकारी या इसके सहयोग से प्रदान की जा सकने वाली किसी भी जानकारी की पूर्णता या सटीकता के विषय में कोई भी आश्वस्ति दी है और न कोई प्रतिनिधित्व, व्यक्त या निहित, किया है।

जानकारी का संपूर्ण होना अपेक्षित नहीं है। इच्छुक पार्टियों को स्वयं पूछताछ करना होता है और उत्तरदाताओं को लिखित रूप में पुष्टि करने की आवश्यकता होगी कि उन्होंने ऐसा किया है और वे केवल निविदा जमा करने के लिए भा.रि.बैं. द्वारा प्रदान की गई जानकारी पर भरोसा नहीं करते हैं। प्रदान की गई जानकारी इस आधार पर दी जाती है कि यह भारतीय रिजर्व बैंक या उसके किसी भी प्राधिकरण या एजेंसियों या उनके संबंधित अधिकारियों, कर्मचारियों, एजेंटों या सलाहकारों पर गैर-बाध्यकारी है।

भारतीय रिज़र्व बैंक के पास अनुबंध के अनुसरण में आगे न बढ़ने या अनुबंध के विन्यास को बदलने, इस दस्तावेज़ में परिलक्षित समय-सारणी को बदलने या लागू होने वाली प्रक्रिया को बदलने का अधिकार सुरक्षित है। रुचि व्यक्त करनेवाले किसी भी पक्ष के साथ मामले पर आगे चर्चा करने से मना करने का अधिकार भी बैंक अपने पास सुरक्षित रखता है। रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की कोई प्रतिपूर्ति नहीं की जाएगी।

तकनीकी बोली जमा करने का अनुसूची

ई-टेंडर संख्या	**RBI/DSIM/HS/26-27/01/CPPP**
टेंडर की विधि	ई-खरीद प्रणाली https://etenders.gov.in/eprocure/app
भा.रि.बैं. वेबसाइट पर टेंडर दस्तावेज अपलोड की तारीख	12 नवंबर, 2026
GeM-CPPP वेबसाइट पर ई-टेंडर दस्तावेज अपलोड की तारीख	12 नवंबर, 2026
विज्ञापन की तारीख	12 नवंबर, 2026
ई-टेंडर शुरू होने की तारीख	12 नवंबर, 2026
ई-मेल द्वारा प्रश्न भेजने की अंतिम तिथि (विषय पंक्ति होनी चाहिए: टेंडर पूछताछ)	1 दिसंबर, 2026, दोपहर 3:00 बजे
देखने/डाउनलोड करने की अंतिम तिथि	2 दिसंबर, 2026, शाम 5:00 बजे
प्री-बिड बैठक	4 दिसंबर, 2026, दोपहर 2:30 बजे – शाम 5:30 बजे कॉन्फ्रेंस रूम, C-8, 4th Floor डिपार्टमेंट ऑफ स्टैटिस्टिक्स एंड इनफॉर्मेशन मैनेजमेंट भारतीय रिजर्व बैंक बांद्रा-कुर्ला कॉम्प्लेक्स बांद्रा (पूर्व) मुंबई - 400051
वेब साइट पर प्रश्नों के उत्तर दिए जाने की अंतिम तारीख	08 दिसंबर 2026 शाम 5:00 बजे तक।
बयाना राशि जमा (ईएमडी)	ई एम डी के रूप में रुपये 8.6 लाख (रुपये आठ लाख साठ हजार मात्र) अन्य सहायक दस्तावेजों के साथ। बोलीदाताओं को ई एम डी की स्कैन की गई प्रतियां अन्य सहायक दस्तावेजों के साथ ई-खरीद पोर्टल https://etenders.gov.in/eprocure/app पर अपलोड करनी होगी। बैंक गारंटी की मूल प्रति या एनईएफटी का प्रमाण बोलियां खोलने से पहले संचार पते पर पहुंच जाना चाहिए।
टेंडर शुल्क	शून्य
ई-टेंडर और ई एम डी जमा करने की अंतिम तिथि	14 दिसंबर 2026, दोपहर 12:00 बजे

ई-टेंडर खोलने की तिथि, समय और स्थान	15 दिसंबर 2026, दोपहर 02:30 बजे सम्मेलन कक्ष, सी 8 - चौथी मंज़िल सांख्यिकी और सूचना प्रबंध विभाग भारतीय रिज़र्व बैंक बांद्रा-कुर्ला संकुल बांद्रा (पू.), मुंबई– 400051

संपर्क विवरण

निदेशक
घरेलू सर्वेक्षण विभाग
सांख्यिकी और सूचना प्रबंधन विभाग
भारतीय रिजर्व बैंक
सी8-दूसरी मंजिल, बांद्रा कुर्ला कॉम्प्लेक्स, बांद्रा (पूर्व), मुंबई – 400051
टेलीफोन 022-2657 8398 / 8332

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Important instructions for E-procurement

Bidders are requested to read the terms & conditions of this tender before submitting online tender.

1	**Process of e-Tender:** **Important instructions for e-procurement** This is an e-procurement event of RBI. The e- procurement Service Provider/Contractor is the Central Public Procurement Portal (CPPP) https://etenders.gov.in/eprocure/app **Process of E-tender: Bidder manual kit is available on home page**. **A)** Registration for new bidder: The process involves vendor's registration with CPP portal which is free of cost. https://etenders.gov.in/eprocure/app?page=BiddersManualKit&service=page **For any technical related queries please call at 24 x 7 Help Desk Number** **0120-4001 002** **0120-4001 005** **0120- 4493395** **email Support:** For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority. **Technical - support-eproc@nic.in** **Policy Related - cppp-doe@nic.in** **B) Contact persons (RBI):** 1. Shri Vishal Maurya, Assistant Adviser Mobile no. +91 99309 37564 E-mail: vmaurya@rbi.org.in 2. Shri Rabsanjani Pramanik, Manager Mobile no. +91 99339 27711 E-mail: pramanikrabsanjani@rbi.org.in
2	As part of the e-tendering process on GeM-CPPP website, the price bid may be entered as 'zero'. This price bid will not be considered for the empanelment process.
3	All entries in the tender should be entered in online Technical & Commercial formats without any ambiguity.

4	Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid, functional and updated at the time of registration of vendor with GeM-CPPP. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
5	**E-tender cannot be accessed after the due date and time mentioned in NIT.**
6	Bidding in e-tender: a) Vendor(s) need to submit necessary Earnest Money Deposit (EMD), Tender fees (if any), and Transaction fees (If any) to be eligible to bid online in the e-tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. The Bidder may furnish the EMD in the form of Bank Guarantee (BG) also. EMD of the vendor(s) will be refunded by the tender inviting authority after the completion of the empanelment procedure. i. EMD for Household Surveys has to be submitted by the bidder. The bidders will have to upload scanned copy of EMD / NEFT along with other supportive documents. The detailed information regarding the EMD is provided in para 8.16 of this document. b) The process involves electronic bidding for submission of technical and commercial bid. c) During the entire e-tendering process, the vendors will remain completely anonymous to one another and also to everybody else. d) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. e) All electronic bids submitted during the e-tendering process shall be legally binding on the vendor. f) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof. g) No deviation of the terms and conditions of the tender document is acceptable. h) Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.
7	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
8	No deviation to the technical and commercial terms & conditions are allowed.
9	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
10	Vendors are requested to read the vendor guide and see the video in the page https://etenders.gov.in/eprocure/app to familiarise them with the system before bidding.

Chapter 1: Purpose

1.1 The Reserve Bank of India (hereinafter referred to as the **"Reserve Bank"** "RBI" or the "Bank") invites Technical Bids through the e-tendering process on the GeM-CPPP portal (https://etenders.gov.in/eprocure/app) for **expansion of the existing panel of survey agencies** for undertaking the fieldwork and associated activities of household surveys.

1.2 The Reserve Bank had completed the empanelment of survey agencies for the period FY 2025–26 to FY 2027–28 (up to March 31, 2028) through an empanelment process concluded in January 2025. The present Notice Inviting Tender (NIT) is issued solely for expansion of the existing Empanelled list to augment the Bank's pool of eligible survey agencies. The empanelment under this NIT shall be valid from December 2026 till March 31, 2028, and shall be co-terminus with the existing empanelment.

1.3 The following categories of agencies shall **not be eligible** to participate in this empanelment process:

1.3.1 Agencies already empanelled by the Bank for Household Surveys for the period FY 2025–26 to FY 2027–28. Such agencies shall continue to remain on the existing panel, subject to the applicable terms and conditions of their empanelment.

1.3.2 Agencies that were selected or empanelled by the Bank under the empanelment process for FY 2025–26 to FY 2027–28 but whose empanelment was subsequently withdrawn, cancelled, terminated or otherwise discontinued.

1.3.3 Agencies that have been delisted, debarred, blacklisted or otherwise declared ineligible by the Bank for undertaking Household Surveys during the five years immediately preceding the last date of submission of bids.

1.3.4 Agencies that are under an operative order of debarment or blacklisting issued by any Central or State Governments, Government agencies, public sector undertakings, banks or financial institutions in India, where such order prohibits participation in the present tender. This restriction applies regardless of whether the prohibition arises from judicial, administrative, or regulatory authority, and shall remain in effect for the duration of the tender process.

1.4 The decision of the Bank regarding the eligibility or otherwise of any agency shall be final and binding. The outsourced work shall broadly include, but not be limited to, collection of survey data, quality assurance and validation, scrutiny of completed schedules, coding, data entry, compilation, preparation of tables and charts, hosting and monitoring through a secure web portal, and submission of datasets and other

deliverables in the formats prescribed by the Bank from time to time.

1.5 The NIT document, application form and other prescribed formats may be downloaded from the GeM-CPPP portal (https://etenders.gov.in/eprocure/app) and the Reserve Bank's website (https://www.rbi.org.in).

1.6 The expansion of the panel of survey agencies under the present NIT shall be undertaken through evaluation of the Technical Bids received from eligible agencies.

1.7 Eligible agencies intending to participate in the present empanelment process shall submit the prescribed Application Form along with all relevant supporting documents and the applicable Earnest Money Deposit (EMD), as specified in this NIT.

1.8 As part of the e-tendering process on the GeM-CPPP portal, bidders shall enter the Price Bid as "**Zero**". The Price Bid shall not be considered for the purpose of empanelment. The empanelment shall be based on evaluation of the Technical Bid and fulfilment of the eligibility and other requirements specified in this NIT.

1.9 The empanelment of agencies selected under this NIT shall remain valid from December 2026 to March 31, 2028, unless terminated earlier in accordance with the provisions of this NIT. The empanelment shall be subject to periodic review of the performance of the empanelled agencies. The Reserve Bank reserves the right to suspend, delist or terminate the empanelment of any agency in accordance with the terms and conditions of this NIT and/or the terms governing individual survey assignments.

1.10 Financial quotations for individual survey projects shall be invited from the empanelled agencies, as and when required by the Bank. The Bank reserves the right to award any survey project to one or more agencies from the panel, depending upon the nature, scope and requirements of the survey. Empanelment shall not, by itself, confer any right upon an agency to receive any project.

1.11 If any empanelled agency fails to submit financial quotations in response to the Bank's invitation on three occasions during the period of empanelment, expresses its inability or unwillingness to undertake survey assignments, or otherwise fails to participate in the survey work offered by the Bank without adequate justification, such agency will be delisted from the empanelment by the RBI. The decision of the Bank in this regard shall be final and binding.

1.12 All Intellectual Property Rights in respect of documents, reports, datasets, databases, software, applications, questionnaires, tables, charts and other materials or outputs

developed specifically for the Bank under any assignment shall vest exclusively with the Bank, unless otherwise expressly provided in the relevant Purchase Order/ Contract.

1.13 This NIT is an invitation for submission of Technical Bids for empanelment of survey agencies and shall not be construed as an offer, agreement or contract between the Bank and any applicant/bidder.

1.14 No contractual obligation whatsoever shall arise on the part of the Bank from this e-tendering/ empanelment process, unless and until a formal contract/ agreement is signed and executed by the Bank in accordance with the applicable terms. The inclusion of agencies in the Bank's panel will not guarantee assignment of work or any minimum quantum of work in a year and the empanelled agency will have no right to make any claim whatsoever in that regard. Further, empanelment of any agency shall not prejudice the Bank's right to avail the services from any other agency(ies).

1.15 The Bank reserves the right to amend, modify, supplement or withdraw any provision, term or condition of this NIT at any stage of the empanelment process. Any such amendment, modification or clarification shall be notified through the Bank's website and/or the designated e-tendering portal, as applicable. This NIT provides broad scope and requirements of the proposed empanelment. In case of any ambiguity, uncertainty, or dispute regarding the interpretation of any provision, term, or condition of this NIT, the interpretation and decision of the RBI shall be final, conclusive, and binding on all parties. No correspondence or claims on this matter shall be entertained by the RBI.

1.16 The RBI reserves the right to cancel, suspend or withdraw the empanelment process in whole or in part, at any stage, without assigning any reason and without incurring any liability or obligations on RBI towards any applicant/ bidder. The RBI also reserves the right to re-issue the NIT or initiate a fresh empanelment process, if the Bank decides to do so.

1.17 All costs and expenses incurred by an applicant/ bidder in connection with the preparation and submission of its bid, participation in the empanelment process, submission of clarifications or presentations, or any other activity relating to this NIT shall be borne solely by the applicant/ bidder. The Bank shall not be liable to reimburse any such costs or expenses, irrespective of the outcome of the empanelment process.

1.18 Information and documents submitted by the agencies as part of their bids shall be treated by the Bank in accordance with applicable laws, rules and regulations. Notwithstanding the foregoing, the Bank reserves the right to disclose such information

or documents where disclosure is required under any applicable law or pursuant to an order/ direction of a competent statutory, regulatory, judicial or governmental authority.

Chapter 2: Introduction

2.1 The Reserve Bank of India collects, compiles and analyses statistical information on various economic and financial indicators to support the formulation and assessment of its policies. While a significant part of such information is collected through statutory or other prescribed returns from the banks and financial institutions, information gaps relating to the household sector are supplemented through surveys conducted by the Bank on a regular and/or need-based basis.

2.2 Households constitute an important segment of the economy, and their perceptions, expectations and behavior on the economic parameters provide valuable inputs for policy formulation and assessment. The Bank, therefore, conducts various household surveys to obtain information on economic conditions, inflation, employment, income, spending and other relevant aspects, as may be required from time to time. Besides, Reserve Bank also conducts other household surveys across diverse socioeconomic segments to gather granular insights for evidence-based policymaking process on the various aspect of working and functioning of the Bank. The surveys are conducted in urban, and/ or rural (including semi-urban) areas, with the geographical coverage, target population and sample size determined by the Bank based on the objectives and requirements of each survey.

2.3 The Bank engages survey agencies from its empanelled panel for undertaking the fieldwork and other related activities of Household Surveys. Depending upon the requirements of individual surveys, the scope of work may include, inter alia, data collection, data entry/ coding, scrutiny and validation of survey responses, quality checks, compilation and preparation of basic tabulations and such other activities as may be specified by the Bank.

2.4 The data shall be collected in physical and/ or electronic form, as specified by the Bank for the respective survey. The empanelled agency shall submit the final dataset and other prescribed deliverables to the Bank in electronic form, strictly in accordance with the format, file structure, timelines and mode of submission specified by the Bank. Such submission may be made through the designated electronic platform, including the RBI Centralised Information Management System (CIMS), or through any other secure mode as may be prescribed by the Bank from time to time.

Chapter 3: Functional Requirement

3.1 Nature of work

3.1.1 The empanelled agency shall be responsible for undertaking survey fieldwork and other related activities for Household Surveys assigned by the Bank. These activities shall include, but not limited to, data collection, field supervision, quality checks, scrutiny and validation of survey responses, data coding, compilation, tabulation and submission of data in the prescribed format.

3.1.2 Household surveys shall ordinarily be conducted through face-to-face interviews using Computer Assisted Personal Interview (CAPI) system. In the event of unforeseen circumstances or disruptions affecting field operations, the agency shall have the necessary infrastructure, technical capability and trained manpower to conduct the surveys through telephonic mode using Computer Assisted Telephonic Interview (CATI) system or online modes, at short notice, as may be directed by the Bank.

3.1.3 The empanelled agencies shall have adequate operational capacity, infrastructure, and trained manpower to conduct Household Surveys in urban and rural areas including remote, difficult-to access and hilly regions (including high-altitude areas), in accordance with the sample size, sampling methodology, geography and frequency prescribed by the Bank.

3.1.4 The agency shall conduct the fieldwork strictly in accordance with the instructions, guidelines, sampling procedures, quality standards and timelines prescribed by the Bank from time to time. The detailed scope of work and responsibilities of the agency are given in Chapter 4 of this NIT.

3.1.5 An investigator shall conduct maximum 15 household interviews per day. The Bank reserves the right to revise the permissible number of interviews per investigator per day and the number of interviews to be conducted at each selected location, depending upon the requirements of the survey. The agency shall ensure compliance with such instructions.

3.2 Manpower Requirements

3.2.1. The indicative minimum manpower requirements for conducting Household Surveys under the present scope of work are provided in Table 1. The agency shall deploy adequate qualified and experienced personnel to ensure timely completion of survey assignments and adherence to the prescribed quality standards.

Table 1: Indicative Manpower Requirements				
Sl. No.	**Name of Position**	**No.**	**Educational Qualification (Minimum)**	**Experience**
	All India Level Staff			
1	Team Leader / Project-in-Charge (Full-time)	1	Master's degree in Statistics or Economics, or MBA	At least 5 years of experience in conducting and coordinating large-scale surveys in the capacity of Team Leader or equivalent position
2	Trainer cum Coordinator (Full-time)	1	Master's degree in Statistics or Economics, or MBA	At least 3 years of experience in survey training and coordination, with the proficiency in the use of IT-based survey tools.
3	Senior Data Analyst (Full-time)	1	Master's degree in Statistics / Data science/ Computer Sciences or Computer Applications or BE/ B.Tech. in Computer Science	At least 3 years of experience in handling large-scale survey datasets, including working knowledge of Database Management Systems (DBMS) or Management Information System (MIS).
Field Team				
4	Field Supervisors (Full-time)	Minimum one per survey centre	Graduate, preferably in Statistics or Economics	At least 3 years of experience supervising or managing Large-scale Surveys
5	Field Investigators	Minimum 2 per survey centre, subject to sample size	Graduate, preferably in Statistics or Economics	At least 2 years of experience in conducting surveys, along with basic computer knowledge and familiarity with the electronic data collection.

3.2.2. The minimum number of field investigators to be deployed at each survey centre shall be determined based on the assigned sample size, subject to the following requirements:

(a) For survey centres having a sample size of 250 households or fewer, a minimum of two investigators shall be deployed.

(b) For survey centres having a sample size exceeding 250 households, the number of investigators shall be determined such that no investigator is assigned more than 150 household interviews per survey round.

3.2.3. The manpower requirements specified in Table 1 are indicative and represent the

minimum staffing requirements under the present scope of Household Surveys. The Bank reserves the right to revise the number of personnel, educational qualifications, experience requirements and deployment arrangements based on the nature, geographical coverage, sample size and operational requirements of individual surveys.

3.2.4. The empanelled agency shall ensure that adequate qualified and trained personnel are deployed throughout the survey period. The agency shall be responsible for ensuring continuity of field operations and shall arrange suitable replacements in the event of absence, resignation or non-availability of any deployed personnel, without adversely affecting the quality or timelines of the survey.

3.2.5. The Bank reserves the right to require replacement of any personnel deployed by the agency whose performance, conduct or qualifications are found to be unsatisfactory or not in accordance with the prescribed requirements. The agency shall arrange a suitable replacement within the timeframe specified by the Bank.

3.2.6. At the time of submission of the Technical Bid, the applicant agency shall demonstrate its organisational capacity, availability of qualified and experienced core personnel, established field network and necessary technical infrastructure for conducting large-scale Household Surveys. The agency shall furnish details of its existing manpower, relevant experience and field infrastructure in the prescribed format.

3.2.7. The manpower requirements specified in Table 1 shall be applicable at the time of execution of individual survey assignments. The agency shall not be required to maintain the entire prescribed field team at the time of submission of its Technical Bid. However, the agency shall demonstrate its capacity to mobilise and deploy the required personnel within the timelines specified by the Bank.

3.2.8. Upon award of a survey assignment, the selected agency shall deploy the prescribed number of qualified and experienced personnel, including the Team Leader, Trainer-cum-Coordinator, Senior Data Analyst, Field Supervisors and Investigators, in accordance with the requirements specified by the Bank. The agency shall submit the details of the personnel proposed to be deployed, including their qualifications and experience, for verification by the Bank, wherever required.

3.2.9. The Bank reserves the right to verify the credentials and availability of the proposed personnel and to require replacement of any personnel not meeting the prescribed requirements. Failure to deploy the required manpower within the stipulated timeline

may result in cancellation of the assignment and/or such other action as may be permissible under the terms and conditions of the contract.

Chapter 4: Scope and Details of work

4.1 **Scope of Work:** The detailed scope of work, geographical coverage, sample size, timelines, deliverables and other requirements of individual Household Survey assignments shall be communicated to the empanelled agencies at the time of inviting financial quotations. The following provisions outline the broad scope of work and responsibilities of the agency.

4.2 **Materials to be provided by the Bank:** The Bank shall provide, free of cost and ordinarily in electronic form, the following materials, as applicable, for conducting the surveys prior to its launch:

(i) Details of survey coverage, sample size and sampling design;

(ii) 'Master Copy' of the survey questionnaire/survey schedule;

(iii) Authorization letter permitting the agency to collect the required information from households on behalf of the Bank.

(iv) Prescribed data submission format and structure;

(v) Guidelines and instructions for conducting fieldwork and employing the survey questionnaire; and

(vi) Any other material or instructions considered necessary by the Bank for conducting the survey.

4.3 The agency shall arrange, at its own cost, the required/adequate number of copies of questionnaires (if the survey is conducted through paper schedule), authorisation letter and other relevant documents based on the master copies of the respective documents provided or approved by the Bank. The agency shall not issue, modify or use any other form of authorisation letter or any other documents in the name of the Bank without its prior written approval.

4.4 The agency shall collect information strictly in accordance with the questionnaire, definitions, instructions and methodology prescribed by the Bank. No modification to the questionnaire, response options, sequence of questions or survey methodology shall be carried out without the prior written approval of the Bank.

4.5 Household Surveys shall ordinarily be conducted through face-to-face interviews using the Computer Assisted Personal Interviewing (CAPI) system based on the survey script

prescribed by the Bank. The Agency shall arrange sufficient hardware and software as well as qualified investigators to complete the survey on time. The CAPI instrument (hardware) with relevant software required to be used for survey work shall be arranged/ procured by the Agency for both investigators' training as well as for the field work in sufficient numbers. Bank shall not bear any responsibility/cost in this regard, and no specific/separate payment will be made by the Bank for the same under any circumstance whatsoever.

4.6 In the event of unforeseen circumstances or disruptions affecting field operations, the agency shall have the capability to conduct surveys through Computer Assisted Telephone Interviewing (CATI) or online modes, even at the short notice, as directed by the Bank.

4.7 The agency shall develop and maintain the CAPI questionnaire/ script based on the master questionnaire and instructions provided by the Bank, unless otherwise specified. The agency shall also be responsible for translation of the CAPI questionnaire/ script into the applicable regional languages and ensure the accuracy and consistency of such translations.

4.8 The agency shall ensure that CAPI system captures the full audio-recording of each interview along with accurate GPS coordinates of the surveyed households for quality checks. Failure to capture the prescribed audio recordings or GPS coordinates without valid justification acceptable to the Bank, may result in rejection of the concerned interview(s) and other action as provided under the terms of the assignment.

4.9 The investigators deployed for fieldwork shall possess the minimum educational qualifications and experience specified in Chapter 3 of this NIT. The Bank reserves the right to verify their qualifications, experience and credentials, including examination of original supporting documents, wherever considered necessary.

4.10 The investigators along with their supervisor are required to attend the briefing/ training given by the Bank at its offices or convenient places as instructed by the Bank, before the start of the survey work, without any cost to the Bank. Only those investigators, who have attended the training program and qualified the test conducted by the Bank during each round of the survey, would be permitted to do the field investigation/ data collection. The Agency shall be required to bring enough investigators with appropriate educational qualification and other desired skillsets for the training by the Bank. The Bank reserves the right to reject any supervisor/ investigator, if found not suitable. The decision of the Bank in this regard shall be final and binding.

4.11 The agency shall have adequate operational capacity, trained manpower and other necessary resources to conduct surveys across the geographical locations assigned by the Bank, including urban, rural, remote and difficult-to-access areas. The investigators and supervisors shall possess adequate knowledge of the local conditions and proficiency in the relevant regional languages to ensure effective communication with respondents and proper conduct of the survey. Since the survey frame depends on the intended objective and coverage, adequately qualified manpower is required to complete the survey, which may involve household listing, either at the pan-India level or in specific geographic regions.

4.12 The agency shall deploy the minimum number of investigators and supervisors prescribed by the Bank for each survey centre, in accordance with the manpower requirements specified in Chapter 3. The agency shall also be capable of mobilising additional qualified and trained personnel, whenever required, to ensure completion of the assigned work within the stipulated timelines without compromising data quality.

4.13 The supervisors and coordinators deployed by the agency shall possess the minimum qualifications and experience specified in Chapter 3. They shall have adequate practical knowledge of survey operations, field supervision, quality assurance and the use of electronic data collection systems.

4.14 The agency shall ensure proper supervision and monitoring of all field activities to maintain the prescribed standards of data quality, accuracy and timeliness. The agency shall be responsible for ensuring compliance with the sampling methodology, respondent selection procedures, survey instructions and other guidelines issued by the Bank from time to time.

4.15 Investigators deployed for a particular survey assignment shall not undertake any other survey or remunerative activity during the period and hours assigned for conducting the Bank's survey work. The agency shall prohibit any such activities which interfere with the quality, integrity or timely completion of the assigned survey.

4.16 The agency shall ensure timely payment of remuneration to all field staff in accordance with the terms and conditions of the contract. A certificate confirming the details of such payments shall be submitted to the Bank during the presentment of the payment invoices/ bills. Any complaint received from field investigators regarding irregularities or non-compliance with this provision shall be viewed seriously by the Bank. Any instance of negligence or failure to comply with this requirement may result in termination of the contract.

4.17 The agency shall undertake comprehensive quality checks of the data collected, including verification of completeness, accuracy, consistency, coding, respondent eligibility and compliance with the prescribed sampling and survey procedures. The agency shall establish appropriate mechanisms for identifying and rectifying errors, inconsistencies, duplicate responses, fabricated interviews and other irregularities before submission of the data to the Bank. The agency shall remain responsible for the quality and authenticity of all survey responses submitted to the Bank.

4.18 The agency shall submit location-wise (State, district, centre etc. as required by the Bank) survey data and the Bank reserves the right to cross-check the quality and accuracy of data through audio, telephonic, on-spot, and field verification. For field verification, the agency should ensure that the concerned investigator accompanies the Bank officials for identification of the respondent / location. The Bank officials may conduct incognito on-spot visit to check the survey processes. The agency must share the deployment schedule of the investigators at least a day prior to the commencement of fieldwork at that location.

4.19 After completion of the survey, the Agency shall submit the data collected by them, including the detailed personal information regarding the respondents to the Bank, in soft copy format and file type as prescribed, on or before the date given at the time of launching the survey round. Also, following outputs shall be submitted by the Agency to the Bank.

4.19.1 **Daily Data:** The Agency shall submit the survey data in prescribed electronic format, along with the audio recordings/files, on real time basis through a dashboard designed by the Agency for the said purpose to facilitate daily monitoring of the ongoing survey field work.

4.19.2 **Final Data:** The Agency shall submit the final data along with complete audio files to the Bank in prescribed format after due data quality checks, within stipulated time as prescribed by the Bank.

4.19.3 The Agency must ensure that the GPS coordinates of the location where the interviews are conducted are captured accurately. The corresponding verification report shall be submitted to the Bank, through the dashboard and in the format specified by the Bank, within the stipulated timeframe.

4.19.4 The Agency shall ensure that there is no compromise of the data quality submitted to the Bank. Details of quality checks carried out by the Agency along with the observations, must be submitted to the Bank through a dashboard including the list of interviews rejected through this process, with reasons thereof. The Agency must ensure the consistency of the responses within the interview, as per the consistency

checks provided by the Bank.

4.20 The agency shall complete the survey work as per the time schedule given by the Bank. Bank holds the right to change the timeline based on the requirement and prevailing circumstances, without providing any reason thereof.

4.21 The data collected shall be the property of the Bank and the agency shall under no circumstances reveal or publish or disclose the information/ data collected, methodology, findings of the survey etc., to any third party, including the press/ media etc. in any form. The Bank shall have the right to claim damages from the agency to the extent of the loss suffered, on account of the disclosure of confidential information by the agency.

4.22 The agency should capture all the required data/ information in the prescribed format. Bank holds the right to change the data format and its data requirement based on the prevailing circumstances, without providing any reason thereof to the Agencies. Failure to capture the desired data/ information in the updated required format may attract penalty and would be considered as the violation of contract.

4.23 The Bank reserves the right to reject partial / whole lot of survey data, in case of any observed discrepancy (including fraudulent interviews). Further, the Bank has the right to impose penalty or terminate the contract or take any other action under law, depending on seriousness of such occurrences.

4.24 In case the selected agency fails to meet the requirements/ expectations of the Bank, the project shall be awarded to other empanelled agency(s) at their quoted prices.

4.25 At the time of financial bidding, the agencies shall be requested to quote a consolidated rate of remuneration per survey response/ completely filled-in questionnaire (excluding tax).

4.26 **Confidentiality:** The Agency shall adhere to the obligations set forth in this clause and comply with the applicable data protection laws, ensuring the utmost confidentiality and protection of Personal Data.

i. **Obligation of Confidentiality:** The Survey Agency shall acknowledge that, while performing its obligations under the assigned survey work, it may collect, access, or process personal confidential information ("Personal Data") pertaining to individuals. The Agency shall treat all such information as strictly confidential and shall comply with the provisions of the applicable data protection laws, including

Digital Personal Data Protection Act, 2023 ("DPDP Act"), and any applicable rules, regulations, or guidelines issued or to be issued thereunder.

ii. **Collection and Use:** The Agency shall collect Personal Data solely for the purposes explicitly authorised by the RBI and shall ensure that such collection is lawful, fair, and transparent. The Agency shall process Personal Data only to the extent necessary for fulfilling its contractual obligations and shall not use the data for any unauthorised purposes.

iii. **Protection and Safeguarding:** The Agency shall implement and maintain appropriate technical, organizational, and security measures to protect Personal Data against unauthorized access, disclosure, alteration, destruction, or loss. These measures shall be in compliance with the applicable data protection laws and shall be subject to periodic review.

iv. **Disclosure of Personal Data:** The Agency shall not disclose or share Personal Data with any third party without the prior written consent of the RBI (the data fiduciaries in this case), except where required by law or in compliance with orders passed by judicial/ statutory / government authorities. In the later case, information is also to be shared with the Bank.

v. **Access Control:** Access to Personal Data shall be restricted to authorized personnel of the Agency who require such access to perform their duties under the assigned survey work. All such personnel shall be bound by strict confidentiality obligations and trained in compliance with the applicable data protection laws.

vi. **Retention and Disposal:** The Agency shall retain Personal Data only for as long as the same is necessary to fulfill the purposes for which it was collected or as required under applicable law. Upon completion of the assigned survey work or termination of the contract, the Agency shall securely destroy/delete/erase or return all Personal Data, as instructed by Bank, ensuring that no residual copies remain.

vii. **Breach Notification:** In the event of any actual or suspected data breach involving Personal Data, the Agency shall immediately notify the RBI and the Data Protection Board of India (as set up under DPDP Act) and cooperate fully in mitigating the impact of the breach, investigating its cause, and implementing corrective actions as required.

viii. **Indemnity:** The Agency shall indemnify and hold harmless the RBI against any claims, damages, or penalties arising out of the Agency's breach of this confidentiality clause or its non-compliance with the applicable data protection laws.

ix. **Audit and Monitoring:** The Bank reserves the right to audit the Agency's data protection practices and compliance with this clause at any time during the period of engagement.

x. **Survival:** The obligations under this confidentiality clause shall survive the completion of the assigned survey work or expiration or termination of the contract.

Chapter 5: Eligibility Criteria for the Agency to Bid

5.1 An applicant agency shall be a Non-Governmental Organisation (NGO), Society, Trust, Limited Liability Partnership (LLP) or Company, duly registered under the applicable laws in India, and shall be engaged in the business of conducting surveys for various organisations or clients.

5.2 The agency shall submit audited annual financial statements for the preceding four financial years i.e., 2022-23, 2023-24, 2024-25 and 2025-26. Agencies exempted from statutory audit under applicable law shall submit their annual financial statements along with documentary evidence of such exemption. The agency shall have earned a net profit in at least three of the preceding four financial years.

5.3 The agency shall have prior experience in conducting Household Surveys using the Computer Assisted Personal Interviewing (CAPI) system and shall possess the necessary technical expertise and infrastructure for undertaking such surveys.

5.4 The agency shall have executed survey assignments having an aggregate value of not less than ₹1.00 crore in each of the preceding four financial years (i.e., 2022–23, 2023–24, 2024–25 and 2025–26). Both completed and ongoing survey assignments may be considered, provided that only the value of work actually executed during the respective financial year shall be taken into account. The agency shall submit documentary evidence, such as work orders, completion certificates, client-certified statements of work executed, invoices or TDS certificates, in support of its claim.

5.5 The agency shall submit satisfactory performance/completion certificates issued by the respective client organisations in respect of at least three successfully completed CAPI-based Household Survey assignments, each having a contract value of not less than ₹30 lakh, undertaken during the preceding four years from the last date of submission of bids. The certificates shall clearly indicate the nature of the survey, period of execution, value of the assignment and satisfactory completion of the work. Failure to submit the prescribed certificates shall render the Technical Bid liable for rejection.

5.6 The agency shall submit documentary evidence of successfully conducting at least three large-scale, multi-location surveys, including national-level surveys relating to socio economic or household related subjects during the preceding four years from the last date of submission of bids. Such evidence shall indicate the sample size, geographical coverage, nature of the survey, period of execution and satisfactory completion of the assignment. Relevant socio-economic surveys may include surveys relating to

household income, expenditure, consumption, employment, inflation expectations, consumer confidence, financial inclusion, banking access, savings, borrowing, payment behaviour and other household-level economic and financial conditions. For the purpose of this NIT a large-scale, multi-location (including national level survey) shall mean a single survey assignment covering at least 25,000 respondents/households with geographical coverage extended to all regions of India, namely Northern, Southern, Eastern (including North-Eastern) and Southern regions.

5.7 The agency shall have a positive net worth as per its audited financial statements for FY 2025–26. A certificate issued by a Chartered Accountant confirming the net worth of the agency shall be submitted along with the Technical Bid.

5.8 The agency shall have adequate organisational capacity, trained manpower, technical infrastructure and other necessary resources to undertake Household Surveys across the geographical locations specified by the Bank, including urban, rural, remote and difficult-to-access areas. The agency shall demonstrate its capacity to deploy the required manpower and infrastructure in accordance with the provisions of Chapter 3 of this NIT.

5.9 Where the agency proposes to engage networked agencies for conducting survey operations in any geographical region, it shall furnish details of such agencies, including their names, addresses, manpower, infrastructure, geographical coverage and experience in conducting surveys during the preceding four years. The applicant agency shall also submit copies of valid agreements or other legally enforceable arrangements entered into with such networked agencies.

5.10 The applicant agency shall independently fulfil all the financial and experience-related eligibility criteria prescribed under this NIT. The financial turnover, past experience and credentials of any networked agency proposed to be engaged for fieldwork shall not be considered for determining the eligibility of the applicant agency. However, the applicant agency may engage networked agencies for undertaking fieldwork, subject to the provisions of this NIT. The personnel engaged through networked agencies for conducting Household Surveys shall meet the same minimum educational qualifications, experience and other requirements prescribed for the corresponding personnel of the principal agency under Chapter 3 of this NIT. The applicant agency shall remain solely responsible and accountable to the Bank for the performance, quality, confidentiality, timeliness and fulfilment of all contractual obligations, including work undertaken through its networked agencies. Engagement of networked agencies shall be subject to the terms and conditions of this NIT and the approval of the Bank,

wherever required.

5.11 The agency, including its networked agencies, wherever applicable, shall be in full compliance of the provisions of Contract Labour (Regulation & Abolition) Act 1970, relevant Minimum Wages Acts and other Labour Laws wherever applicable, while engaging workers / staff for the survey works. The agency shall give written assurance to the Bank every year in this regard, keeping the RBI indemnified at all times.

5.12 The agency shall possess a valid Permanent Account Number (PAN) issued by the Income Tax Department and shall furnish the relevant details along with its Technical Bid. The agency shall also possess a valid Goods and Services Tax (GST) registration, wherever applicable under law, and submit documentary evidence thereof.

5.13 The following categories of agencies **shall not be eligible** to participate in the present empanelment process:

5.13.1 Agencies already empanelled by the Bank for Household Surveys for the period FY 2025–26 to FY 2027–28. Such agencies shall continue to remain on the existing panel, subject to the applicable terms and conditions of their empanelment.

5.13.2 Agencies that were selected or empanelled by the Bank under the empanelment process for FY 2025–26 to FY 2027–28 but whose empanelment was subsequently withdrawn, cancelled, terminated or otherwise discontinued.

5.13.3 Agencies that have been delisted, debarred, blacklisted or otherwise declared ineligible by the Bank from undertaking Household Surveys during the five years immediately preceding the last date of submission of bids.

5.13.4 Agencies that are under an operative order of debarment or blacklisting issued by any Central or State Government, Government agency, public sector undertaking, bank or financial institution in India, where such order prohibits participation in the present tender.

The agency shall submit a declaration confirming that it does not fall under any of the above categories. Any false declaration or suppression of material information may result in rejection of the bid, cancellation of empanelment or other appropriate action in accordance with the terms of this NIT and applicable law.

5.14 The agency shall fulfil all the prescribed eligibility criteria as on the last date of submission of the Technical Bid, unless otherwise specifically provided in this NIT. The

Bank reserves the right to verify the information and documents submitted by the agency and to seek additional information or clarification, wherever considered necessary. Submission of incomplete, incorrect or misleading information may render the Technical Bid liable for rejection.

5.15 Fulfilment of the minimum eligibility criteria shall not, by itself, confer any right upon an agency to be empanelled. The selection of agencies for inclusion in the existing Household Survey panel shall be based on evaluation of the Technical Bids and other requirements specified in this NIT. The decision of the Bank in this regard shall be final.

Chapter 6: Evaluation Process

6.1 **Objective of Evaluation Process**:

6.1.1 The objective of the evaluation process is to identify technically competent and experienced survey agencies for inclusion in the existing panel of agencies for conducting Household Surveys of the Bank, including regular, pilot, supplementary and ad-hoc surveys, as and when required by the Bank.

6.1.2 The evaluation shall be undertaken by a Technical Advisory Group (TAG) constituted by the Bank, comprising officials of the Bank and external experts. The TAG shall assess the eligibility, technical competence, past experience, operational capability and overall suitability of the applicant agencies in accordance with the criteria specified in this NIT. The decision of the TAG regarding the selection and empanelment of agencies shall be final and binding on all agencies.

6.2 **Evaluation and Comparison of Bids**

6.2.1 Only Technical Bids that are complete in all material respects and fulfil the prescribed eligibility criteria shall be considered for technical evaluation. Bids that do not meet the mandatory eligibility requirements or contain material deficiencies shall be liable for rejection.

6.2.2 The Bank shall not entertain any communication/ clarification after the submission of the application form.

6.2.3 The Bank shall evaluate the technical bid based on the eligibility requirements and technical evaluation criteria specified in this NIT. Only agencies demonstrating the requisite technical competence, experience, infrastructure and operational capacity shall be considered.

6.2.4 The Bank reserves the right to verify the authenticity of the information and documents submitted by the applicant agencies, including through references obtained from their previous clients or other appropriate sources.

6.3 **Selection Procedure:** The selection of the agency shall be carried out in two stages: (i) evaluation of the documents submitted along with the application form and technical bid, and (ii) evaluation of the presentation made by the shortlisted agencies before TAG. The following procedure shall be adopted for the evaluation of bids:

6.3.1 **Eligibility Assessment:** In the first stage, the agency's compliance with the

eligibility criteria specified in Chapter 5 shall be assessed. Only agencies meeting the prescribed eligibility criteria shall be considered for further evaluation.

6.3.2 **Technical bid evaluation:** Eligible agencies shall be evaluated against the parameters specified in Table 2 and the corresponding weightage shall be assigned during the technical evaluation.

6.3.3 **Minimum Qualifying Marks:** An agency must secure a minimum qualifying score of 60 marks in the technical evaluation to qualify for the next stage, *i.e.*, presentation before the TAG.

6.3.4 **Presentation by Shortlisted Agencies:** All agencies meeting the minimum qualifying score specified above shall be invited to make presentation before TAG at their own cost.

6.3.5 **Rejection of Non-Qualifying Agencies**: Agencies that fail to meet the prescribed eligibility criteria or do not secure the minimum qualifying marks in the technical evaluation shall be disqualified from the selection process and shall not be considered for subsequent stages of evaluation.

Table 2: Technical Evaluation Criteria

Parameter	Maximum Marks
1. Overall Profile and Capacity of the Agency Financial turnover, organisational strength, manpower availability, technical infrastructure and capacity to undertake nationwide Household Surveys, as specified in Chapter 5.	30
2. **Understanding of Household Surveys**– based on write-up	
(i) (a) Understanding of survey objectives (b) methodology of execution, (c) sampling procedures (d) respondent selection (e) strategies to ensure sampling plan (skipping of households as per norms and ensuring interviews in high profile areas), (f) coverage of different socio-economic groups (g) Capturing GPS co-ordinates of place of interview, (h) Other operational requirements.	15
(ii) Quality assurance mechanisms- (a) sampling strategy for quality check, (b) verification process (audio, telephonic field verification, etc.), (c) data validation (d) availability of real-time monitoring dashboards.	15
3. Past experience during the preceding 4 years	
(i) Experience in conducting CAPI-based Household Surveys, experience in CATI-based surveys, sample sizes covered, number of States covered, population groups surveyed and number of investigators and supervisors deployed etc.	20
(ii) Past performance in terms of quality of work, adherence to prescribed timelines and satisfactory completion of survey assignments.	10
4. Capacity to Conduct Household Surveys in Rural and Semi-Urban	10

Areas Demonstrated operational capacity and field network for conducting Household Surveys across rural and semi-urban areas of India, including remote and difficult-to-access locations.	
Total	**100**

6.4 **Presentation by the agencies**

6.4.1 Agencies securing the minimum qualifying marks shall be invited to make a presentation before the TAG on the date and time specified by the Bank. The presentation shall ordinarily be held at the Bank's office in Mumbai or through such other mode as may be decided by the Bank.

6.4.2 The presentation shall cover the parameters specified in Table 3. A soft copy of the presentation shall be submitted to the Bank within two calendar days from the date of receipt of the invitation.

6.4.3 Each agency shall be allotted 15 minutes for its presentation, followed by a question-and-answer session, as considered necessary by the TAG.

6.4.4 The presentation shall primarily focus on the agency's practical experience, technical understanding, proposed methodology, fieldwork management, quality assurance mechanisms and capacity to conduct large-scale Household Surveys. Mere reproduction of the information contained in the NIT shall not be considered sufficient.

6.4.5 The agency shall respond to the queries raised by the TAG members during the presentation and provide clarifications as may be required for assessing its technical and operational capabilities.

6.4.6 The presentation should include profile of the team which would be involved in the survey, if selected. It shall also provide a critical assessment of the methodology, sampling frame, sampling design, fieldwork procedures and other relevant aspects of the Household Surveys currently conducted by the Bank, based on publicly available information. The agencies may highlight potential limitations and suggest practical measures for improving the representativeness, reliability, quality and efficiency of the surveys.

6.4.7 All expenses incurred by the agencies in connection with the presentation, including travel, accommodation and other incidental expenses, shall be borne by the respective agencies.

6.4.8 Requests for changes in the scheduled date or time of presentation shall not be entertained. Failure to make presentation on the specified date and time, without prior approval of the Bank, shall render the agency liable for exclusion from further evaluation.

Table 3: Evaluation Criteria for Presentation			
Sr. No	**Items**	**Max. Marks**	**Presentation should cover**
1	Experience in conducting large-scale surveys during the preceding four years	25	Objectives, methodology, geographical coverage, sample size, execution arrangements and real-time data monitoring and reporting facilities used in previous survey assignments.
2	Understanding of RBI's Household Surveys	10	Understanding survey objectives, questionnaire, sampling methodology, field procedures and published survey results of the Bank.
3	Methodology of Survey Execution	20	CAPI based data collection, Field Network, meeting exigencies while conducting surveys like investigator drop-out, conducting survey during holidays / festivals, natural calamities and pandemic situation, ensuring the sampling design, GPS mapping, skipping of households, maintaining timeliness, capacity to conduct household surveys in rural areas etc.
4	Data availability and reporting	20	Real-time dashboard and simple query-based reports for monitoring, ability to share data in prescribed format and file type
5	Quality Assurance and Data Validation	15	Data entry validation, verification process, data consistency checks, handling non-responses, identification of non-sampling errors and measures to prevent fraudulent interviews.
6	Financial and Manpower Capacity	10	Financial capacity, availability of qualified and experienced core personnel, field investigators and supervisors, technical infrastructure and capability to conduct surveys across multiple States.
	Total	100	

6.5 Agencies securing a minimum of 60 marks out of 100 in the presentation evaluation shall be considered for inclusion in the existing panel of Household Survey agencies, subject to fulfilment of all prescribed eligibility requirements. The decision of the TAG shall be final in the empanelment of the agencies.

6.6 The Bank reserves the right to empanel agencies for undertaking Household Surveys

on an All-India basis or for specified regions/States, depending upon their demonstrated technical competence, geographical coverage, field infrastructure and operational capacity, as assessed during the evaluation process.

6.7 The Bank may invite financial quotations from the empanelled agencies for individual survey assignments on an All-India, regional or State-wise basis, as considered appropriate.

Chapter 7: Guidelines for Submission of Tender

7.1 The Technical Bid for expansion of the existing panel of survey agencies for conducting Household Surveys shall only be submitted electronically through the GeM-CPPP e-tendering portal (https://etenders.gov.in/eprocure/app), strictly in accordance with the procedures prescribed in 'Important instructions for E-procurement' section of this NIT. The bidders shall complete the requisite registration formalities and pay the applicable transaction charges to GeM-CPPP portal, as per the procedures prescribed by GeM-CPPP. Bids submitted through any other mode, including physical submission, email or post, will not be considered.

7.2 The e-tender shall remain open for submission of bids up to the date and time specified in the tender schedule. The Bank reserves the right to extend or modify the bid submission deadline, if considered necessary, through appropriate notification on the designated e-tendering portal and/or the Bank's website.

7.3 As part of the e-tendering process on the GeM-CPPP portal, bidders shall enter the Price Bid as "Zero". The Price Bid shall not be considered for the purpose of empanelment, which shall be based solely on the evaluation of Technical Bids in accordance with the criteria specified in this NIT.

7.4 The applicant agency shall submit its Technical Bid along with the prescribed Application Form (Annex A), duly completed in all respects, and supporting documents demonstrating compliance with the eligibility criteria specified in Chapter 5 of this NIT.

7.5 The applicant agency shall furnish complete details of its organisational profile, past survey experience, technical expertise, manpower availability, operational capacity and financial standing in the prescribed formats, as specified below:

i. Organisational profile and technical experience – Annex B;

ii. Details of technical and field personnel – Annex C (Table C1, C2 and C3); and

iii. Documentary evidence relating to financial standing, technical competence, infrastructure and other eligibility requirements specified in this NIT.

7.6 The applicant agency shall submit a duly signed certificate of unconditional acceptance of all the terms and conditions of this NIT, in the prescribed format provided in Annex D. Any conditional acceptance, deviation or reservation in respect of the prescribed terms and conditions may render the Technical Bid liable for rejection.

7.7 The applicant agency shall submit performance/completion certificates issued by its present or previous clients, preferably Government departments, Public Sector organizations or reputed institutions, in the prescribed format provided in Annex E. Mere submission of a work order, contract or letter of award shall not be treated as a substitute for the prescribed performance/completion certificate.

7.8 The applicant agency shall submit a Banker's certificate regarding its financial standing, issued by a Scheduled Commercial Bank, in the prescribed format provided in Annex F.

7.9 The applicant agency shall submit a write-up, not exceeding 1,500 words, demonstrating its understanding of the requirements of Household Surveys and outlining the proposed methodology and approach for undertaking the assigned work. The write-up shall form part of the Technical Bid and shall be considered during the technical evaluation in accordance with the criteria specified in Chapter 6 of this NIT. The write-up shall cover, inter alia, the following aspects:

i. Understanding of the objectives and requirements of Household Surveys conducted by the Bank.

ii. Proposed methodology for conducting CAPI-based Household Surveys, including adherence to the prescribed sampling design and respondent selection procedures.

iii. Fieldwork arrangements, manpower deployment, supervision and geographical coverage, including capacity to conduct surveys in rural and remote areas.

iv. Quality assurance mechanisms, including audio verification, GPS-based monitoring, telephonic and field verification, data validation and measures to prevent fraudulent interviews.

v. Data management, real-time monitoring, dashboard facilities and submission of survey data in the prescribed format; and

vi. Contingency arrangements for ensuring timely completion of survey assignments in the event of operational disruptions.

Chapter 8: General Terms and Conditions

8.1 **Application:** These general conditions shall apply to the extent that provisions in other parts of the contract do not supersede them. For interpretation of any clause in the tender or agreement to be executed between the RBI and successful bidder, the interpretation of the RBI shall be final and binding on the bidders.

8.2 **Language of Bids**: All bids and supporting documentation shall be submitted in English.

8.3 **Applicable Law:** Applicable law means the statutes and any other rules, regulations, directions, ordinances, orders in force from time to time, in India. The contract shall be interpreted in accordance with the laws of India. In the event of any dispute or difference arising out of or in connection with this tender process or the agreement entered into pursuant thereto, including its interpretation, performance, or termination, such dispute shall be referred to arbitration. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996, and any amendments thereto. The arbitration shall be conducted by a sole arbitrator, who shall be mutually appointed by both parties. If the parties fail to agree on the appointment of the arbitrator within 30 days from the date of a request for arbitration, the appointment shall be made in accordance with the rules prescribed under the Arbitration and Conciliation Act, 1996. The decision of the sole arbitrator shall be final and binding on both parties. The seat and venue of arbitration shall be Mumbai, India. Each party shall bear its own costs related to the arbitration proceedings, and the fees and expenses of the arbitrator shall be borne equally by both parties, unless otherwise directed by the arbitrator.

8.4 All matters and disputes arising from, relating to or concerning the contract shall be subject to the jurisdiction of the courts in Mumbai and to the exclusion of all other courts.

8.5 Any exemption under government rules claimed by the applicant must be supported by relevant document(s).

8.6 **No legal binding relationship:** Submission of a bid, participation in the evaluation process or inclusion in the panel shall not, by itself, create any obligation on the Bank to award survey assignments to an agency. Each survey assignment shall be governed by the relevant work order or agreement executed between the Bank and the selected agency. Empanelment of an agency shall only make it eligible to participate in the financial bidding process for individual Household Survey assignments, as and when invited by the Bank. For each survey assignment, the Bank may invite financial quotations from the empanelled agencies, and the selected agency shall be required to

execute the relevant agreement or accept the work order, as applicable. The Earnest Money Deposit (EMD), Performance Bank Guarantee (PBG), payment terms, timelines, quality standards and other performance-related obligations including applicable penalties for each assignment shall be governed by the terms and conditions specified in the respective financial bidding document, agreement or work order. The EMD submitted for participation in the empanelment process shall be separate from any EMD required for individual survey assignments.

8.7 **Adherence to Standards:** The agency shall adhere to all applicable laws and 'rules, regulations and guidelines' prescribed by various regulatory, statutory and Government authorities.

8.8 The bidders, who involve in any form of lobbying/ influencing/ canvassing etc., in selection process will be disqualified.

8.9 **Acceptance or Rejection of Bid:** The RBI reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever.

8.10 The RBI reserves the absolute right to reject the response / proposal if it is not in accordance with its requirements and no correspondence will be entertained by the RBI in the matter. The bid is liable to be rejected if,

(i) It is not in conformity with the instructions mentioned in this tender document.
(ii) If it is not strictly as per prescribed form and format
(iii) It is not properly / duly signed.
(iv) It is received through Post, E-mail, or Fax.
(v) It is received after expiry of the due date and time
(vi) It is incomplete including non-furnishing the required documents.
(vii) It is evasive or contains incorrect information.
(viii) There is canvassing of any kind.

The above list is only illustrative and not exhaustive.

8.11 **Adherence to terms and conditions:** The bidders who wish to submit responses to this tender shall note that they shall abide by all the terms and conditions contained in the tender. If the responses contain any extraneous conditions put in by the respondents, such responses will be disqualified and will not be considered for the selection process.

8.12 Application containing information found to be false or inadequate is liable for rejection.

8.13 At any stage, the awarding of a project or discontinuing of the contract shall be at the sole discretion of the RBI and subject to its satisfaction. The decision of the RBI in this matter or award or termination shall be final. No dispute shall be raised with regard to the award of the project and the RBI shall not be liable for any costs or damages or consequences for termination, if any.

8.14 **Applicability of Income Tax**: In pursuance of the provisions of Section 194C of Income Tax Act, it is obligatory upon the RBI to deduct tax at the applicable rate on the amount payable under contract to any person providing service to the RBI. If the applicable tax is not payable by the bidders, they may produce the required certificate of exemption from the Income Tax Office (ITO) of the circle for each survey separately. The RBI shall also deduct any other taxes from the bill as may be applicable at the time of making payment.

8.15 The RBI does not agree to bear any tax and will not be responsible for payment of any tax, which the bidder is liable to pay under the law for the work, which is subject to this contract.

8.16 **Earnest Money Deposit (EMD) for participation in the empanelment process**

(a) Applicant agencies need to submit necessary Earnest Money Deposit (EMD), Tender fees and Transaction fees (If any) to be eligible to bid online in the e-tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the applicant agencies will be refunded by RBI after the completion of the empanelment procedure.

EMD of Rs. 8.6 lakh (Rupees eight lakh sixty thousand only) has to be submitted by the bidder. The bidders will have to upload scanned copy of EMD through Bank Guarantee/ NEFT (in favour of Reserve Bank of India, Mumbai in the A/c No. 41869229912 & IFSC – RBIS0COD001 (the 5th, 9th and 10th character is zero)) in GeM-CPPP e-Procurement Portal (https://etenders.gov.in/eprocure/app) along with other supportive documents. The validity of the BG will be three months from the date of issue. The original hardcopy of the EMD should reach at the address of the communication before opening of the bids. A tender which is not accompanied by such EMD will not be considered for further processing. No interest shall be paid on EMD. EMD will be refunded /returned by the Bank after the completion of the empanelment procedure.

(b) At the time of inviting for financial quotation for individual survey assignments, the bidders shall be required to deposit the amount specified in the financial bidding notice as Earnest Money Deposit (EMD) through a Bank Guarantee or NEFT. The EMD shall be returned to the unsuccessful bidders, without any interest, upon completion of selection process.

8.17 The agency selected for an individual survey assignment shall submit a Performance Bank Guarantee (PBG) equivalent to 5 per cent of the total contract value, in the prescribed format provided in Annex G. The PBG shall remain valid for six months beyond the scheduled completion date of the survey assignment, including any extension granted by the Bank. Where necessary, the agency shall extend the validity of the PBG as directed by the Bank. The EMD submitted for the relevant survey assignment, wherever applicable, shall be released after receipt and acceptance of the prescribed PBG, subject to the terms of the financial bidding process. The Bank reserves the right to invoke the PBG in accordance with its terms in the event of failure by the agency to fulfil its contractual obligations.

8.18 No advance payment shall be made for survey work. Payments shall be released in accordance with the terms of the relevant agreement or work order, subject to satisfactory completion of the prescribed work, submission of the required deliverables and acceptance of the same by the Bank.

8.19 If the agency fails to undertake the work or fails to complete the work to the satisfaction of the RBI on or before the specified date or within such extended time as the Bank may grant at its discretion, the contract will be terminated. In addition to termination of the contract, Bank may also decide to debar/ delist the agency concerned from the panel as well as from undertaking any projects of the RBI. Further, the Bank, without prejudice to its other remedies under this document, may deduct from the purchase order value, as liquidated damages, a sum equivalent to 0.5 per cent of the total consideration amount for each and every calendar day of delay, subject to a maximum limit of 10 per cent of the Total Purchase Order Value. Such penalty will be deducted from the bills of the Bidder or from the invocation of the Bank Guarantee. The decision of the Bank will be final and binding on all concerned.

8.20 All liability, insurance and safety aspects pertaining to staff and/ or local coordinators deployed will be the Agency's liability. The document in support of the same may be produced before the Bank anytime on demand.

8.21 The agency shall not subcontract or transfer the entire survey assignment, or any part

of the survey assignment, to any third party without the prior written approval of the Bank. The agency may engage its networked agencies for undertaking only fieldwork in accordance with Clause 5.9 of this NIT, subject to disclosure of the relevant details and approval of the Bank, wherever required. The engagement of networked agencies shall not relieve the principal agency of its contractual obligations. The principal agency shall remain solely responsible and accountable to the Bank for the quality, confidentiality, timeliness and satisfactory completion of all work undertaken through such agencies.

8.22 **Sexual Harassment of women at workplace**

a) The Agency shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Agency and the Agency shall ensure appropriate action under the said Act in respect to the complaint.

b) Any complaint of sexual harassment from any aggrieved employee of the Agency against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

c) The Agency shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Agency, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Agency is proved.

d) The Agency shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

e) The Agency shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

Annex A: Technical Bid – Application Form

1	Name of Applicant Company / Organisation	
2	Type of Applicant Company / Organisation	
3	Registration Number and Date of Registration	
4	GSTIN	
5	PAN	
6	TAN	
7	Name and designation of the concerned Executive Officer (s)	
8	Address / phone for Communication (with Fax and e-mail):	
9	Annual Turnover as per the Annual Accounts of past four years (in Rupees Lakh)	
	2022-23	
	2023-24	
	2024-25	
	2025-26	
10	Profits after Tax in as per the Annual Accounts in past four years (in Rupees Lakh)	
	2022-23	
	2023-24	
	2024-25	
	2025-26	
11	Address of Head Office	
12	Network of own branches 1. Total number of branches – All India 2. Number of states covered 3. Number of centres/ cities covered (State X Centre/City list of branches with addresses across the country to be annexed: Annex C2)	
13	Network of franchisees 1. Total number of franchisees – All India 2. Number of states covered 3. Number of centres/ cities covered (list of franchisees with addresses across the country to be annexed: Annex C3)	
14	Network of own branches and franchisees 1. Total number of branches/ franchisees – All India 2. Number of states covered	
15	Staff strength on payroll 1. Total number of staff – All India A. Ph. D B. Post Graduate C. Graduates D. IT Professionals E. Below-Graduates 2. Number of Managerial Staff	

	3. Number of Supervisors 4. Number of permanent Investigators of which, a. Graduates b. Below-Graduates c. Female 5. Number of maximum freelancers employed in any survey a. Graduates b. Below-Graduates c. Female (The Centre/City wise staff strength (designation wise) in annex: Annex C1.)	
16	Write-up on Understanding of the Household Surveys	As per Annex H
17	Experience in conducting household surveys, whichever applicable 1. Number of years 2. Number of surveys	
18	Number of household survey conducted in the last four years (Please give details of maximum 5 major surveys in annex: Annex B)	
19	Number of household surveys conducted in the last four years in Rural/ Semi-urban area? (Please give details of maximum 5 major surveys in annex: Annex B)	
20	Survey name and amount for the three largest previous work orders executed in the last 12 months [1]	
	(i)	
	(ii)	
	(iii)	
21	Ready to do the surveys on household through CAPI system or not	
22	IT facilities (Hardware and software) with the firm 1. Number of computers 2. Number of CAPI systems 3. Software used for surveys	
23	Any other special feature that the agency would like to mention:	

Signature of the applicant with seal

Place:
Date:

[1] Please enclose copies of the contract awarded

Annex B: Technical Experience

(List of the surveys executed by the agency during the last 4 years) [2]

1. Name of the Survey	
2. Name and Address of the Organisation	
3. Name, designation and contact details of the supervising officer of the Organisation	
4. Total survey cost (in ₹ lakh)	
5. Agreement No. and date	
6. Brief description of the survey	
7. Name of the agency executed the survey	
8. Date of commencement of work	
9. Date of completion of actual work	
10. Total sample size / No. of responses (approx.)	
11. Type of respondents (individuals / households)	
12. Survey conducted in how many states?	
13. Whether the survey is one-time or repeated?	One-time / repeated
14. Total no. of Investigators employed by the agency	
15. Total no. of Supervisors employed by the agency	
16. Survey data made available on real-time basis	Yes / No
17. Delay in project completion by the agency (in days / months / year), if any	
18. Penalty levied on the agency for the delay in execution of the project (in ₹ lakh), if any	
19. Gross amount paid to the agency (in ₹ lakh)**	

Signature of the applicant with seal

[2] The details of previous experience and work for RBI in any of the centres may be provided separately for each survey.
** Client's report issued by Pvt. Organization shall also accompany TDS Certificates.

Annex C: Workforce and Branch Details

Annex C1: Workforce Details

S. No.	State	City	No. of Trainer cum Coordinator/ Senior Data Analyst / Supervisors / Investigators (permanent / freelance)	Education Qualification – How many are PG / Graduates / Under Graduates			No. of years of experience (Above 10 years / 5-10 years / below 5 years) – How many are with above experience?			Total
				PG	G	UG	>10	5-10	<5	

Annex C2: Details of Own Branch Offices

S.No.	State	City	Branch Address

Annex C3: Details of Network of Franchisees

S.No.	State	City	Franchisees Address

Signature of the applicant
(With Seal)

Annex D: Undertaking / Certificate of Indemnity

(On the letter head of the Agency)

The Adviser-in-Charge
Department of Statistics and Information Management
Reserve Bank of India,
C8/9 Bandra Kurla Complex, Bandra (East)
Mumbai- 400051

Dear Sir,

Notice for Expansion of the Existing Panel of Survey Agencies for conducting Household Surveys– Undertaking / Certificate of Indemnity

Certified that we have read and understood all the terms and conditions of your captioned tender dated …….. and that our company / organisation, ……..…… does hereby unconditionally accept all the Terms and Conditions set out by the RBI in the said tender.

2. We declare that our agency has satisfactorily completed the earlier contracts (if any) with the RBI and we have never been debarred or blacklisted by the Government / Government agency / Banks / Financial Institutions in India in the past five years.

3. We agree that we shall indemnify the RBI from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of terms and conditions of the said tender.

Signature of Authorised Signatory with seal

Name of the Signatory:
Designation:
Place:
Date:

Annex E: Client Certificate

CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF APPLICANT [3] [4]

1. Name of the Survey	
2. Name and Address of the Organisation	
3. Name, designation and contact details of the supervising officer of the Organisation	
4. Total survey cost (in ₹ lakh)	
5. Agreement No. and date	
6. Brief description of the survey	
7. Name of the agency executed the survey	
8. Date of commencement of work	
9. Date of completion of actual work	
10. Total sample size / No. of responses (approx.)	
11. Type of respondents (individuals / households)	
12. Survey conducted in how many states?	
13. Whether the survey is one-time or repeated?	One-time / repeated
14. Total no. of Investigators employed by the agency	
15. Total no. of Supervisors employed by the agency	
16. Survey data made available on real-time basis	Yes / No
17. Delay in project completion by the agency (in days / months / year), if any	
18. Penalty levied on the agency for the delay in execution of the project (in ₹ lakh), if any	
19. Gross amount paid to the agency (in ₹ lakh) **	

[3] Certificate should be in client's official letterhead.
[4] Completion certificate will not be treated as 'Performance Certificate' of the client. All effort should be made to obtain the requisite certificate in the prescribed format. 'Performance Certificate' is mandatory.

20. Capabilities of the agency (please grade) [5]	
a) Technical Proficiency	
b) Financial soundness	
c) Maintained timeliness	
d) Mobilization of manpower	
e) Overall quality of the work executed by the agency	

Note: All columns shall be filled in properly

Signature of the Authorised Official[6] with seal
Name:
Designation:
Contact Number:
Email ID:

** Client's report issued by Pvt. Organization shall also accompany TDS Certificates.

[5] Outstanding / Very Good / Good /Satisfactory / Poor

[6] Officer of the rank of General Manager or equivalent and above.

Annex F: Banker's Certificate – Pro forma [7]

This is to certify that, to the best of our knowledge and information, M/s……..having marginally noted address, a customer of our bank[8], are/is respectable and can be treated as good for any engagement up to a limit of ₹ ……..…… (Rupees…….).

This certificate is issued without any guarantee or responsibility on the Bank or any of the officers.

(Signature)

For the Bank with seal

[7] Certificate should be in Bank's official letterhead only.

[8] In case of partnership firm, certificate should include names of all the partners of the firm as per the records of the Bank.

Annex G: Pro forma of Performance Bank Guarantee [9]

Performance Bank Guarantee

Bank Guarantee No. ***(Number)*** dated ***(Date in words)***

The Adviser-in-Charge
Department of Statistics and Information Management
Reserve Bank of India
C-8/9 Bandra Kurla Complex
Bandra (E), Mumbai- 400 051

Madam/ Dear Sir,

WHEREAS ***(Name of the successful bidder)*** hereinafter called "Successful Bidder" has undertaken, Annual Contract No. ***(Ref. No)*** dated ***(Date)*** to conduct ***(Survey Name)*** hereinafter called "the Contract" in pursuance of Request for Empanelment Document dated ***(Date)*** and Request for Quotation dated ***(Date)*** issued by the Reserve Bank of India.

AND WHEREAS it is one of the terms of the tender document that the successful bidder has to submit a performance bank guarantee by a scheduled bank for entering into a contract.

AND WHEREAS it has been stipulated by you in the said contract that the successful bidder shall furnish you with a bank guarantee by a schedule bank for the sum specified therein as security for the compliance with the successful bidder performance obligations in accordance with the contact.

AND WHEREAS we **(Bank name)**, a company incorporate under the Companies Act, 1956 and carrying on the business of banking under the Banking Regulation Act, 1949 and having its registered office at **(Bank name and full address)** have agreed to give guarantee for the successful bidder.

1) THEREFORE, WE here by affirm that we are guarantors and responsible to you up to a total sum of ***(Rupees in number and words)*** only and we undertake to you, upon your first written demand declaring the successful bidder to be in default under the

[9] For the successful financial bidder. This bank guarantee is submitted after entering into formal agreement

contract and without demur cavil or argument, any sum or sums within the amount as aforesaid, without your needing to prove or to show the grounds or reason for your demand or the sum specified therein.

2) A letter from your office that the successful bidder has committed default in the due and faithful performance of all or any of its obligations under and in accordance with the contract shall be conclusive, final and binding on us. We further agree that you shall be the sole judge as to whether the successful bidder is in default in due and faithful performance of its obligations under the contract and your decision that he is in default shall be final and bidding on us notwithstanding any differences between you and successful bidder or any disputes between you and him pending before an Arbitrator or any other court or tribunal or authority.

3) In order to give effect to this guarantee you shall be entitled to act as if we are the principal debtor and any change in our constitution or that of successful bidder shall not, in any way, or manner affect our liability or obligation under this guarantee.

4) You shall have liberty, without affecting in any manner our liability under this guarantee, to vary at any time, the terms and conditions of the contract or to extend the time or period for the compliance or to postpone for any time the exercise of any of your rights or enforce or forebear from enforcing any of the terms and conditions of the contract and we shall not be released from our liability or obligation under this guarantee by any exercise of such liberty by you or other forbearance, indulgence, act or omission on your part.

5) We undertake not to revoke this guarantee during its currency.

6) Any notice by way of request, demand or otherwise hereunder may be sent by the post addressed to us at the above referred branch, which shall be deemed to have been duly authorized to receive such notice and to effect payment thereof forthwith, and if sent by post it shall be deemed to have been given at the time when it ought to have been delivered in due course of post and in proving such notice, when given by post, it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by any of your officers that the envelope was so posted shall be conclusive.

7) This guarantee shall come into force with immediate effect and shall remain in force and effect for the period up to ***(Date)*** or until it is released by you pursuant to the provisions of the contract.

Date:

Place:

For and on behalf of

By:

(Signature) (Name) (Designation) (Address)

SIGNED, SEALED AND DELIVERED

Annex H: Write-up on Understanding of the RBI's Regular Household Surveys

(The write-up in about two pages)

Understanding

1. **Objective of the Survey**

2. **Methodology of Execution,**

3. **Strategies to Ensure Sampling Plan (Skipping of households as per norms and ensuring interviews in high profile areas),**

4. **Capturing GPS Co-ordinates of Place of Interview,**

5. **Others**

Quality Control

1. **Sampling Strategy for Quality Control Check,**

2. **Verification Process (Audio, Telephonic, Field Visit, etc.),**

3. **Dashboard Facility - Availability of Data on Real-time Basis**

Annex I: Arrangement of Documents to be uploaded

(E-Tender)

Documents	Check List
1. Duly filled in application form (Excel Sheet): Annex A	
2. Short write-up about understanding of the job requirement and plan of execution describing methodology / process (Excel)	
3. Details of Technical Experience as per Annex B	
4. Manpower and branch details as per Annex C1, C2 & C3	
5. Formal undertaking / certificate of indemnity on the official letterhead of the applicant as per Annex D	
6. Other relevant documents, if any (please specify)	
7. Client's Certificates at least from two different clients as per Annex E	
8. Banker's certificate regarding financial standing as per Annex F	
9. Copy of Certificate of Incorporation / Registration	
10. Copy of the PAN Card	
11. Copy of the TAN Card	
12. Copy of Income Tax returns for 2022-23, 2023-24, 2024-25, and 2025-26	
13. Copies of the audited Annual Accounts for 2022-23, 2023-24, 2024-25, and 2025-26	

Note:

1. All the documents to be arranged as per **specified order** and uploaded on the GeM-CPPP website **as pdf file**.

2. The duly filled in application form is to be uploaded in the provided MS Excel template also.

3. All copies of documents should be self-attested with signature and date.

Annex J: Regular Household Survey Questionnaires

- Inflation expectation Survey of Households
- Urban Consumer Confidence Survey
- Rural Consumer Confidence Survey