

घरेलू और उद्यम सर्वेक्षणों के संचालन के लिए सर्वेक्षण एजेंसियों को

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(केवल ई-खरीद द्वारा)



भारतीय रिज़र्व बैंक

सांख्यिकी और सूचना प्रबंध विभाग

(घरेलू सर्वेक्षण प्रभाग और उद्यम सर्वेक्षण प्रभाग)

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यह कागज़ात भारतीय रिज़र्व बैंक (भारिबैं) की संपत्ति है। नोट किया जाए कि इसे भारिबैं 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, केवल अपवादस्वरूप उक्त प्रयोजनार्थ भारिबैं 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 लिए करना पूरी तरह निषिद्ध है और ऐसा कोई भी कृत्य कॉपी राइट का उल्लंघन माना जाएगा और तदनुसार भारतीय कानून के अंतर्गत इसके लिए सजा हो सकती है।

अस्वीकरण

भारतीय रिज़र्व बैंक, सांख्यिकी और सूचना प्रबंध विभाग, मुंबई द्वारा इस कागज़ात को तैयार किया गया है, जिसमें इससे वास्ता रखनेवाले पक्षों के लिए संविदा के संबंध में उसकी पृष्ठभूमि की जानकारी दी गई है। यद्यपि इसमें निहित जानकारी को तैयार करने में भारतीय रिज़र्व बैंक ने अपनी ओर से प्रत्येक प्रकार की सावधानी बरती है और भरोसा करता है कि यह पूरी तरह सही होगी तथापि इस कागज़ात में निहित जानकारी की पूर्णता अथवा इसकी शुद्धता या किसी भी जानकारी, जो इस सिलसिले में उपलब्ध कराई जाए, के संदर्भ में न ही भारतीय रिज़र्व बैंक और न ही इसका कोई प्राधिकारी अथवा इसकी कोई एजेंसी और न ही उनका अपना कोई अधिकारी, कर्मचारी, एजेंट अथवा परामर्शदाता, लिखित अथवा मौखिक रूप में कोई वारंटी दे सकता है अथवा लिखकर कुछ दे सकता है।

यह जानकारी संपूर्ण नहीं है। रुचि रखनेवाले पक्षकार को अपनी ओर से पूछताछ करनी होगी और उत्तरदाताओं को लिखित में यह पुष्टि करनी होगी कि उन्होंने ऐसा किया है और टेंडर प्रस्तुत करने के दौरान उनकी निर्भरता भारिबैं द्वारा उपलब्ध कराई गई जानकारी पर नहीं रही है। जानकारी इस आधार पर उपलब्ध कराई गई है कि यह भारतीय रिज़र्व बैंक पर अथवा इसके किसी प्राधिकारी अथवा एजेंसी अथवा अपने किसी अधिकारी, कर्मचारी, एजेंट या परामर्शदाता पर बाध्यकर नहीं है।

भारतीय रिज़र्व बैंक का यह अधिकार सुरक्षित है कि वह संविदा पर आगे कोई कार्रवाई न करे, अथवा संविदा की शर्तों में बदलाव कर सके, कागज़ात में प्रदर्शित समय-सारणी को बदल सके या लागू की जानेवाली प्रक्रियाओं अथवा कार्यविधियों में परिवर्तन कर सके। बैंक का यह अधिकार भी सुरक्षित है कि वह रुचि की अभिव्यक्ति करनेवाली किसी पार्टी के साथ इस विषय पर आगे कोई चर्चा करने से मना कर सके। रुचि की अभिव्यक्ति करनेवाले किसी व्यक्ति अथवा एंटीटी को किसी प्रकार की लागत के लिए कोई प्रतिपूर्ति नहीं की जाएगी।

Contents

Important instructions for E-procurement	6
Chapter 1: Purpose	10
Chapter 2: Introduction.....	12
Chapter 3: Functional Requirement	13
Chapter 4: Scope and Details of work.....	17
Chapter 5: Eligibility Criteria for the Agency to Bid.....	20
Chapter 6: Evaluation Process.....	22
Chapter 7: Guidelines for Submission of Tender	26
Chapter 8: General Terms and Conditions.....	27
Annex A: Technical Bid – Application Form	30
Annex B: Technical Experience	32
Annex C: Workforce and Branch Details (Household / Enterprise Survey).....	33
Annex D: Undertaking / Certificate of Indemnity	34
Annex E: Client Certificate	35
Annex F: Banker’s Certificate – Pro forma	37
Annex G: Pro forma of Performance Bank Guarantee	38
Annex H1: Write-up on Understanding of the Household Surveys	41
Annex H2: Write-up on Understanding of the Enterprise Surveys	42
Annex I: Arrangement of Documents to be uploaded	43
Annex J: Survey Questionnaire.....	44

Important instructions for E-procurement

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

1	<p><u>Process of e-Tender :</u></p> <p>A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a PC connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprochome/rbi</p> <p>1) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govtdepts → Select RBI Logo → Register as Vendor → Filling up details and creating own user id and password → Submit.</p> <p>2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.</p> <p>3) In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e- tender). Subject line should be <u>"Tender - Query"</u></p> <p>Contact person (RBI):</p> <ol style="list-style-type: none">1. Dr. A R Jayaraman, Asst. Adviser Mobile no. 963246631 E-mail : arjayaraman@rbi.org.in2. Ms. Shubhangi Latey, Asst. Adviser Mobile no. 9930460624 E-mail: svlatey@rbi.org.in <p>Contact details at M/s MSTC Ltd:</p> <p>Centralized helpdesk for vendors: 033-22901004</p> <p>Helpdesk at MSTC Mumbai for vendors: 022-22870471/22886266</p> <p>Details of MSTC officials in case of any technical clarifications-</p> <ol style="list-style-type: none">1. Ms. Archana Juneja, Asst. Mgr. Mobile no.-9990673698 Email id- archana@mstcindia.co.in2. Ms. Rupali Pandey, Asst. Mgr. Mobile no.-9485704037 Email id- rpandey@mstcindia.co.in
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	<p>3. Mr. Abhishek Kr. Kanaujia, Executive Mobile no.-9953089772 Google hangout ID- (for text chat)- mstceproc@gmail.com</p> <p>B) System Requirement:</p> <p>i) Windows 7 or above Operating System ii) IE-7 and above Internet browser. iii) Signing type digital signature iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.</p> <p>To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.</p> <p>➤ Tools → Internet Options → Security → Disable protected Mode If enabled, i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”.</p> <p>Other Settings:</p> <p>➤ Tools → Internet Options → General → Click On Settings under “browsing history/Delete Browsing History” → Temporary Internet Files → Activate “Every time I Visit the Webpage”.</p> <p>To enable ALL active X controls and disable ‘use pop up blocker’ under</p> <p>➤ Tools→ Internet Options → custom level (Please run IE settings from the page https://www.mstcecommerce.com once)</p>
2	<p>The Techno-commercial Bid and the Price Bid shall have to be submitted online at https://www.mstcecommerce.com/eprochome/rbi.Tenders will be opened electronically on specified date and time as given in the Tender.</p>
3	<p>All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
4	<p>Special Note towards Transaction fee:</p> <p>The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.</p> <p>Transaction fee is non-refundable. A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit</p>

	the bid.
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 and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
5	<u>E-tender cannot be accessed after the due date and time mentioned in NIT.</u>
6	<p>Bidding in e-tender :</p> <ol style="list-style-type: none"> a) Vendor(s) need to submit necessary 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 unsuccessful vendor(s) will be refunded by the tender inviting authority. b) The process involves Electronic Bidding for submission of Technical and Commercial Bid. c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website https://www.mstcecommerce.com → e-procurement → PSU /Govtdepts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live Event d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common Terms / Commercial specification and save the same. After that click on the Technical bid. If this application is not run then the vendor will not be able to save/submit his Technical bid. e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to filled up and then vendor should click on "save" to record their Commercial bid. Then once both the Technical bid & Commercial bid has been saved, the vendor can click on the "Final submission" button to register their bid. f) Vendors are instructed to use <i>Attach Doc button</i> to upload documents. Multiple documents can be uploaded. g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid. h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else. i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.

	<p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) 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.</p> <p>m) No deviation of the terms and conditions of the tender document is acceptable.</p> <p>n) Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.</p>
7	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
8	<u>No deviation to the technical and commercial terms & conditions are allowed.</u>
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://www.mstcecommerce.com/eprochome/rbi to familiarize them with the system before bidding.

Chapter 1: Purpose

- 1.1 The Reserve Bank of India (hereinafter called 'RBI' or 'Bank') invites a **separate Technical Bid for Empanelment of Survey Agencies** for outsourcing the fieldwork of various surveys on **Household** and **Enterprise** through **e-tendering process** on <https://www.mstcecommerce.com/eprochome/rbi> portal.
- 1.2 The project cost of household surveys (Inflation Expectations Survey of Households and Consumer Confidence Survey) is Rs.1.75 crore per annum and the project cost of enterprise surveys (Industrial Outlook Survey and Services and Infrastructure Outlook Survey) is Rs. 30 lakh per annum.
- 1.3 The outsourced work will involve data collection, quality checks and scrutiny, data entry/coding and compilation.
- 1.4 The application form and other proforma for the e-tender can be downloaded from the MSTC website (<https://www.mstcecommerce.com/eprochome/rbi/>) and RBI website (<https://www.rbi.org.in>).
- 1.5 An agency can apply for both '*Household*' and '*Enterprise*' surveys, but it should submit separate *Application Form* for each survey. It is also mandatory for the agency to submit relevant documents separately for '*Household*' and '*Enterprise*' surveys along with application form, as they will be processed by the different divisions of the Department. **The name of the bid files pertaining to Household surveys should start with 'HS_' and those pertaining to Enterprise surveys should start with 'ES_'.**
- 1.6 **As part of the e-tendering process on MSTC website, the price bid may be entered as 'zero'. This price bid will not be considered for empanelment process.**
- 1.7 The agencies will be selected through technical bid process and there will be a separate empanelment for surveys on '*Household*' and '*Enterprise*'.
- 1.8 **The empanelment of the agency is valid for three years from the date of empanelment**, subject to review each year depending upon the performance of the individual agency. The Reserve Bank, however, reserves the right to take a final decision on this without assigning any reason thereof.
- 1.9 Financial quotations for each survey will be called for, as and when required, from the empaneled agencies. The Bank reserves the right to choose multiple agencies from the panel for any survey.

- 1.10 In case the selected agency fails to meet the Bank's requirements in terms of quality and timeliness, the Bank shall be at liberty to award the work to another empanelled agency, at the risk and cost of the failed agency.
- 1.11 If any empaneled agency not submitting financial quotations as per the requirement of the Bank on three consecutive occasions or expresses its inability to quote for the survey work or not showing interest in the survey work, such agency will be delisted from the empanelment by the RBI.
- 1.12 Intellectual Property Rights for all documents and outputs developed specifically for the RBI will rest solely with the RBI.
- 1.13 This document is neither an offer letter nor a legal contract, but an invitation for technical proposal for empanelment of survey agency.
- 1.14 No contractual obligation on behalf of the RBI whatsoever shall arise from this e-tender process, unless and until a formal contract is signed and executed between duly authorized officers of RBI and the bidder. 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. It is further clarified that the empanelment of any Agency does not tantamount to an assurance by the Bank for the purpose of awarding any assignment/work. Further, empanelment of any agency shall not prejudice the Bank's right to avail the services from any other Agency(ies).
- 1.15 The RBI reserves right to modify any/ all of the terms of this tender document giving due notification through its website. This tender document provides broad scope of the surveys.
- 1.16 The RBI also reserves right to cancel the empanelment process at any stage without assigning any reason and without incurring any liability or obligations on RBI. RBI also reserves the right to re-issue the NIT, if the Bank decides so.
- 1.17 The RBI will not be liable for any costs incurred by the agency towards submitting of the tender document.
- 1.18 All information given by the agencies in their proposal will be treated in strict confidence.

Chapter 2: Introduction

- 2.1 The Reserve Bank of India collects and analyses statistics on various economic indicators for the conduct of monetary policy in India. While major part of the statistics are collected through statutory or control returns from the banking and financial institutions, information gaps on household and enterprise sectors are filled up by conducting various surveys on a regular basis
- 2.2 Households, together with non-financial corporations, are the ultimate private-sector drivers of market economies. It is, therefore, important for policy makers to understand their behavior and expectations.
- 2.3 The Bank appoints agencies for the conduct of survey fieldwork of household and enterprise surveys from the empanelled list of agencies. The appointed agencies are entrusted with the work of data collection, data entry/ coding, scrutiny and basic tabulations. The data may be collected in physical or electronic form (depending on the survey) and the agency should submit the final data to the Bank in electronic/ soft form.
- 2.4 The agencies are empaneled after assessing their technical proposals as per the tender evaluation process explained in the document.
- 2.5 The Bank prepares a separate panel of agencies for conducting the household and enterprise surveys.
- 2.6 Apart from the household and enterprise surveys conducted on a regular basis, the Bank also conducts various need-based *ad hoc* surveys
- 2.7 At present, the Bank has outsourced the fieldwork of the following surveys conducted regularly: (i) Inflation Expectations Survey of Households (IESH), (ii) Consumer Confidence Survey (CCS), (iii) Industrial Outlook Survey (IOS) and, (iv) Services and Infrastructure Outlook Survey (SIOS). Besides, the Bank conducted a one-time Survey on Retail Payment Habits of Individuals (SRPHi).

Chapter 3: Functional Requirement

3.1 Household Surveys conducted by the Bank

A. *Inflation Expectations Survey of Households (IESH):*

- 3.1.1 The Reserve Bank of India has been regularly conducting Inflation Expectations Survey of Households since September 2005. The survey seeks qualitative responses from households on price changes and rate of change for general prices as well as food products, non-food products, household durables, housing and services in the next three months and one year ahead period and quantitative inflation rate for current period and three months and one year ahead. The results of this survey provide useful information for monetary policy formulation.
- 3.1.2 The survey is presently conducted at bi-monthly intervals in 18 cities viz., Ahmedabad, Bengaluru, Bhopal, Bhubaneswar, Chandigarh, Chennai, Delhi, Guwahati, Hyderabad, Jaipur, Kolkata, Lucknow, Mumbai, Nagpur, Patna, Raipur, Ranchi and Thiruvananthapuram covering 6000 households. The survey uses two stage sampling methodology with polling booths as first stage units (FSUs) and households as second stage units (SSUs). While FSUs are selected using circular systematic sampling, SSUs are selected using right hand rule by skipping ten households.
- 3.1.3 The present survey questionnaire is given in [Annex J](#) and may undergo a change as and when required. Presently, the survey is conducted in urban cities and may be extended to other urban and semi-urban cities as well as rural villages.

B. *Consumer Confidence Survey (CCS):*

- 3.1.4 The Reserve Bank of India has been regularly conducting Consumer Confidence Survey since June 2010. The survey seeks qualitative responses from households, regarding their sentiments on general economic situation, employment scenario, price level, households' income and spending. The results of this survey provide useful information for monetary policy formulation.
- 3.1.5 The survey is presently conducted bi-monthly intervals in 13 cities viz. Ahmedabad, Bangalore, Bhopal, Chennai, Delhi, Guwahati, Hyderabad, Jaipur, Kolkata, Lucknow, Mumbai, Patna and Thiruvananthapuram. The survey covers 5,400 respondents across 13 cities. The survey uses two stage sampling methodology with polling booths as first stage units (FSUs) and households as second stage units (SSUs). While FSUs are selected using circular systematic sampling, SSUs are selected using right hand rule by skipping ten households.

3.1.6 The present survey questionnaire is given in [Annex J](#) and may undergo a change as and when required. Presently, the survey is conducted in urban cities and may be extended to other urban and semi-urban cities as well as rural villages.

3.2 Enterprise Surveys conducted by the Bank

A. *Industrial Outlook Survey (IOS):*

3.2.1 The Reserve Bank of India has been conducting Industrial Outlook Survey since 1998. The survey gives insight into the perception of the public and private limited companies engaged in manufacturing activities about their own performance and prospects. It provides useful forward-looking inputs for policymakers, analysts and business alike.

3.2.2 This is a quarterly survey, canvassed among about 2,500 public and private limited companies, mostly with paid-up capital above Rs.5 million in the manufacturing sector. The panel of respondents is kept uniform to the extent possible with periodic updating in case of addition of new companies or exclusion of closed/merged companies. The sample is chosen so as to get a good representation of size and industry. The assessment of business sentiments for the current quarter and expectations for the ensuing quarter are based on qualitative responses on 23 major parameters covering overall business situation, financial situation, demand indicators, price, profit margins and employment situation. The information will be obtained using the survey schedule placed in [Annex J](#) through e-mail or fax or sometimes personal visit. This survey schedule may be changed as and when required.

B. *Order Books, Inventories and Capacity Utilisation Survey (OBICUS):*

3.2.3 The RBI has been regularly conducting OBICUS on quarterly basis. The survey captures data on order books, inventories and capacity utilisation which are important indicators of economic activity, inflationary pressures and overall business cycle and as such, are useful for assessing the consumption and investment demand of manufacturing sector.

3.2.4 The survey is canvassed among 2,500 public and private limited companies in the manufacturing sector with a good size/industry representation. The survey captures company-wise quantitative data on new orders received during the reference quarter, backlog orders at the beginning of the quarter, pending orders at the end of the quarter, total inventories with breakup of work-in-progress and finished goods inventories, at the end of the quarter and item-wise production in terms of quantity and values during the quarter vis-à-vis the installed capacity from

a targeted group of manufacturing companies. The information is obtained using the survey schedule placed in [Annex J](#) through e-mail or fax or sometimes personal visit. This survey schedule may be changed as and when required.

C. *Services and Infrastructure Outlook Survey (SIOS):*

3.2.5 The Reserve Bank of India has been conducting Services and Infrastructure Outlook Survey since 2014. The survey gives insight into the perception of companies engaged in service activities and infrastructure providing activities; about their own performance and prospects. It provides useful forward-looking inputs for policymakers, analysts and business alike.

3.2.6 The survey is canvassed among about 3,500 companies, in services and infrastructure sector on a quarterly basis. The panel of respondents is kept uniform to the extent possible with periodic updating in case of addition of new companies or exclusion of closed/merged companies. The sample is chosen so as to get a good representation of size and industry. The assessment of business sentiments for the current quarter and expectations for the ensuing quarter are based on qualitative responses on 13 major parameters covering overall business situation, financial condition, demand indicators, price, profit margins and employment situation. The information will be obtained using the survey schedule placed in [Annex J](#) through e-mail or fax or sometimes personal visit. This survey schedule may be changed as and when required.

3.3 Nature of work – Surveys on Household and Enterprise

3.3.1 The outsourced agency shall undertake the survey fieldwork, supervision, data scrutiny, data coding and compilation, and tabulation of data etc. related to both types of surveys.

3.3.2 The agency has to obtain requisite information using the questionnaire supplied by the RBI (only master copy).

3.3.3 Household surveys shall be conducted by personal interview method, in which households i.e. respondents are interviewed using Computer Assisted Personal Interview (CAPI) system.

3.3.4 Enterprise surveys may be conducted by e-mail or fax or direct interview method by contacting the targeted companies. Responses collected through direct interview method will carry additional weightage and proportionate remuneration rate will be given extra.

3.3.5 The fieldwork shall be conducted by the agency as per the guidelines stipulated by the Bank, from time to time. Detailed scope of work is given in Chapter 4.

3.4 Manpower requirement for household surveys

3.4.1 An indicative manpower requirement for conduct of IESH and CCS in its current scope, is given in the below table. The manpower requirement may vary depending on the scope of other household surveys.

Sl. No.	Name of Position	No.	Educational Qualification (Minimum)	Experience
All India Level Staff				
1	Team Leader / Project-in-Charge (Full-time)	1	PhD/Master in Economics / Statistics	At least 5 years of experience of handling (conducting and coordinating) large-scale survey as a team leader
2	Trainer cum Coordinator of the survey (Full-time)	1	Master in Economics / Statistics	At least 5 years of experience in training of survey methods with expertise of using IT tools.
3	Senior Data Analyst (Full-time)	1	Master in Computer Sciences/Master in Computer Applications and BE/B.Tech (Computer Science)	At least 5 years of experience of handling large-scale survey data & Working experience of any DBMS / MIS
Field Team				
4	Supervisors per city (Full-time)	1	Graduate (Preferably Economics /Statistics)	5 years of experience in handling Large Scale Surveys
5	Investigators per city depending on sample size. For cities with sample size 250 or below minimum 2 investigators should be deployed For cities with sample size above 250, an investigator can do maximum 150 interviews per round (15 per day).	Min 2	Graduate (Preferably Economics /Statistics)	Basic computer knowledge. 2 years of experience in conducting surveys

Chapter 4: Scope and Details of work

- 4.1 Scope of any projects will be provided to the empanelled list of agencies at the time of inviting financial bids in the form of Request for Proposal. However, the following provides an overview of the broad scope of the work.
- 4.2 **Materials provided by the RBI to the Agency:** The RBI shall make available the following materials required for the conduct of the survey, before the launch of each round of the survey:
- (i) Survey coverage, sample size and sampling design
 - (ii) 'Master Copy' of the Survey Questionnaire.
 - (iii) A letter authorizing the Agency to collect the requisite information (data) from the households / companies on behalf of the Bank. Agencies should not issue any letter without the prior approval of the Bank.
 - (iv) Data submission format / structure.
 - (v) Guidelines for conducting the field work and filling-up of survey questionnaire.
 - (vi) Any other material as and when decided and mutually agreed by both the Bank and the Agency.
 - (vii) The Agency has to arrange to take the required number of copies of the questionnaire, if the survey is conducted through paper schedule.
 - (viii) The agencies shall arrange printing of authority letters and other relevant documents using the master copies provided by the Bank.
- 4.3 The Agency has to collect the information using the questionnaire provided by the RBI by contacting households / enterprises.
- 4.4 For household surveys, data should be collected using the CAPI system. The Agency should arrange sufficient hardware and relevant software as well as qualified investigators to complete the survey on time.
- 4.5 The Agency has to develop survey questionnaire pages for CAPI system and translated in regional languages applicable for the use of data collection by the investigators. The Agency should capture full audio-recording of the personal interview and GPS data of the household compulsorily for quality checks. Failure to capture the GPS will be seriously viewed and the Bank reserves right to cancel the contract.

- 4.6 The minimum education qualification for the investigators, undertaking field investigation / data collection work, is graduate/ in the final year of graduation (preferably with Economics / Statistics / Mathematics, as a subject) and the Bank may verify the original document, if required.
- 4.7 The agency has to ensure that only those investigators who have attended the training program conducted by the Bank during each round of the survey and identified for survey work alone undertake the field investigation/ data collection. Moreover, knowledge of the regions, local language etc. is essential and bidder must have capacity in terms of trained field investigators/supervisors and other resources to undertake the field survey region-wise.
- 4.8 The Agency should deploy minimum number of investigators for each centre as prescribed by the Bank, time to time.
- 4.9 For field supervisor / coordinator, the minimum qualification should be graduation as mentioned above and they should also have sufficient practical experience / knowledge in the same field.
- 4.10 The field-work should be conducted under proper supervision of the Agency ensuring desired quality within stipulated time as per the guidelines provided by the Bank, from time to time.
- 4.11 Moreover, the investigators along with their supervisor are required to attend the briefing / training given by the Bank at its offices or convenient places, before each round of survey work, without any cost to the Bank. Only those investigators, who have attended the training program and found suitable for the survey work in a specified round would be allowed to do the fieldwork.
- 4.12 The Agency shall perform thorough / exhaustive quality checks (i.e. correctness, consistency, data entry / coding etc.) and ensure data quality before submitting to the Bank.
- 4.13 The Agency shall submit city-wise survey data and the Bank reserves the right to cross-check the quality and accuracy of data through audio, telephonic and field verification. For field verification, the Agency should ensure that the concerned investigator accompanies the Bank officials for identification of the respondent / location.
- 4.14 For enterprise surveys, the Agency shall submit all the schedules to the RBI in convenient lot sizes after scrutinizing the data. It should ensure completeness of the information collected as per the Bank's requirement.

- 4.15 The Agency shall complete the survey work as per the time schedule given by the Bank for each round of survey.
- 4.16 The data collected shall be the property of the RBI 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.
- 4.17 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.
- 4.18 The agency shall update the contact / other details of the units (households/ individuals/ enterprises/ companies) listed in the sample frame provided for each survey, wherever required and share it with the Bank.
- 4.19 The Bank reserves the right to reject partial / whole lot of survey data, in case of any discrepancy. Further, the Bank has the right to impose penalty or terminate the contract, depending on seriousness of such occurrences.
- 4.20 In case the selected agency fails to meet the requirements / expectations of the Bank, the project shall be awarded to other agency(s) as per their quoted prices.
- 4.21 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).

Chapter 5: Eligibility Criteria for the Agency to Bid

- 5.1 An Agency must be a Registered NGO / Registered Society or Trust / LLP / Company registered with Registrar of Companies in India having interest in the business of conducting surveys for clients.
- 5.2 The Agency shall submit audited (unless they are exempted from auditing their accounts) annual accounts for preceding three years i.e. up to accounting year 2017-18, as evidence in support of minimum experience of three years. The annual accounts should reflect having earned net profit in each of the previous three accounting years.
- 5.3 The Agency bidding for household surveys should have previous experience of conducting CAPI based surveys.
- 5.4 The Agency should provide documentary evidence (TDS/ work order) towards execution of surveys amounting to a total sum of ₹ 1 crore and above, completed/ on-going in each of the preceding three accounting years, in respect of households and/ or enterprise surveys.
- 5.5 The agency must submit at least three certificate(s) from category of bid (household/ enterprise) from the organisations where they have successfully completed the CAPI based household survey, each worth of Rs.30 lakhs and above; and / or enterprise surveys each worth of Rs.5 lakhs; in past five years, along with the technical bid. Inability to do so, will render their technical bid invalid.
- 5.6 The Agency must have prior experience in successfully completing at least three large, multi-location surveys on socio-economic topics during last three years.
- 5.7 The Agency must have positive net worth as per latest (2017-18) audited accounts.
- 5.8 The Agency should have capacity in terms of trained manpower and other resources to undertake the fieldwork in all places in India identified by the RBI (as indicated in Chapter 3).
- 5.9 In case the Agency do not have their own resources at all places for particular region(s) to conduct survey, they shall provide a list of network agencies to be engaged by them together with relevant information viz. name, address, manpower, other resources, past three years' experience of conducting survey work, etc., to be submitted together with a copy of agreement with such network agencies.
- 5.10 The Agency (including its network agencies) 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 assurance to the Bank every year in this regard, keeping the RBI indemnified at all times.

- 5.11 The Agency must be registered with Income Tax authority and provide PAN card details.
- 5.12 The Agency which has not satisfactorily completed any of the earlier contracts with the RBI and/or who have been debarred or black listed by the Government / Government agency / Banks / Financial Institutions in India in the past are not eligible for the tender bidding.

Chapter 6: Evaluation Process

- 6.1 **Objective of Evaluation Process:** The objective of the evaluation process is to prepare a suitable list of agencies for conducting the surveys of the Bank (household, enterprise and ad-hoc surveys). The evaluation process will be undertaken by a Technical Advisory Group (TAG) formed by the RBI with external experts and the RBI officials. The decision of the TAG shall be final and binding on all the agencies.
- 6.2 **Evaluation and Comparison of Bids**
- (i) Applications from the agencies complete in all respect alone will be considered for evaluation and others will be rejected. The evaluation criteria shall be as stated in this document.
 - (ii) The Bank shall not entertain any communication / clarification after the submission of the application form.
 - (iii) The Bank will evaluate the proposals submitted by the agencies on conducting of surveys and shortlist only those who demonstrate competence and capability of delivering the services as per the requirements of the RBI.
- 6.3 **Selection Procedure:** The agency shall be evaluated on the basis of the documents submitted along with the application form and based on the presentation before TAG. The following procedure will be adopted for evaluation of bids.
- (i) **Eligibility:** The agency shall be ascertained with compliance of eligibility criteria listed in Chapter 5.
 - (ii) **Technical bid evaluation:** The agencies will be evaluated based on the parameters listed in the below table and corresponding weightage shall be given during technical evaluation.
 - (iii) The agency has to score minimum qualifying marks of 60 for next stage of evaluation.
 - (iv) The top 15 agencies, for each household and enterprise surveys, which qualify the above criteria would be called for presentations at their own cost.
 - (v) The agencies which do not meet the required minimum eligibility criterion will be rejected and will be removed from the evaluation process.

Evaluation criteria for Household Surveys

Parameter	Maximum Marks
1. Overall quality of the agency (financial turnover, capacity to undertake nation-wide survey, manpower capability, etc. as stated in Chapter 5)	40
2. Understanding of the household surveys– based on write-up	
(i) (a) objective of the survey, (b) methodology of execution, (c) strategies to ensure sampling plan (skipping of households as per norms and ensuring interviews in high profile areas), (d) Capturing GPS co-ordinates of place of interview, (e) Others	10
(ii) Quality control checks - (a) sampling strategy for quality control check, (b) verification process (audio, telephonic field visit, etc.), (c) dashboard facility - availability of data on real-time basis	15
3. Past Experience (in last 5 years)	
(i) No. of household surveys (CAPI based) conducted, sample size, no. of states covered, no. of supervisors/ investigators deployed, etc.	25
(ii) Quality of work and ability to meet the timeframe	10
Total	100

Evaluation criteria for Enterprise Surveys

Parameter	Maximum Marks
1. Overall quality of the agency (as stated in Chapter 5)	20
2. Understanding of the enterprise surveys – based on write-up	
(i) Objective of the survey, methodology of execution	15
(ii) Data collection, quality checks and submission strategies,	20
(iii) Methods to maximize response rate.	15
3. Past Experience (in last 5 years)	
(i) Previous performance on comparable projects of sufficient size and location and similar work being undertaken at present	15
(ii) Quality of work and ability to meet the timeframe	15
Total	100

6.4 Presentation by the agencies

- (i) Qualified agencies will be invited to RBI, Mumbai on a specified date to make an exclusive presentation before the TAG.

- (ii) The presentation should cover the parameters mentioned below and a hard copy of the presentation should be submitted to the Bank.
- (iii) If an Agency applied for either household survey or enterprise survey will be given 20 minutes for presentation and an Agency applied for both household and enterprise surveys will be given 30 minutes for presentation.
- (iv) The objective of the presentation is to evaluate the agency's technical understanding of the household and enterprise survey; hence, they should not reproduce whatever material given in the tender document in their presentation.
- (v) The agency will be expected to respond to the queries raised by the TAG members during the presentation.
- (vi) The presentation should include profile of the team which would be involved in the survey, if selected.
- (vii) The RBI, at its discretion, may reject the proposal of the agency without giving any reason, whatsoever.
- (viii) Request for change of date and time for presentation is not allowed. Any agency which fails to turn up for making the presentation will be removed from the evaluation process.

Sr. No	Items	Max. Marks	Presentation should cover
1	Experience of handling large surveys in last 5 years	25	Objective, execution method, real-time availability of data and dashboard etc. in past surveys conducted by the Agency
2	Understanding of the surveys on household / enterprise project applied for.	10	Objective of the Bank's survey, methodology used, seen RBI web release on surveys
3	Methodology of execution	20	Household Surveys: CAPI based, network of own offices / franchise, meeting exigencies while conducting surveys like investigator drop-out, conducting survey during holidays / festivals, ensuring the sampling design, GPS mapping, skipping of households, maintaining timeliness etc. Enterprise Surveys: Details of online platform for survey data collection, if available Mode and methods of launching the survey Ways to improve the survey response
4	Data availability and reporting	20	Real-time basis, dashboard, simple reports for monitoring,

Sr. No	Items	Max. Marks	Presentation should cover
5	Quality control checks	15	Data entry checks, verification process, data consistency checks, handling non-response and non-sampling errors etc.,
6	Financial and manpower capacity to conduct the household and enterprise survey	10	Capabilities of the Agency based on turnover, manpower (team leader, trainer, data analyst, supervisor, investigator qualification and experience, conducting surveys in multiple states etc.
	Total	100	

6.5 **Empanelment of Survey Agency:** Those Agencies which meet minimum qualifying marks (60 marks) based on presentations will be considered for the empanelment. The decision of the TAG shall be final in the empanelment of the agencies.

- (i) The list of empaneled agencies shall be prepared separately for household and enterprise surveys.
- (ii) The RBI reserves the right to empanel selected agencies for all India panel or regional panel(s) based on the technical evaluation. The RBI may call financial quotations region-wise, wherever deemed fit.

6.6 **Remuneration to be Paid to Investigators by the Agency:** The agency must pay minimum remuneration to the investigators. A minimum amount of Rs.100/- per schedule/ interview should be paid to the investigator. In addition, a minimum daily allowance (including travel expenses) of Rs.250/- per day should also be paid to the investigator. This amount, both per schedule cost and daily allowance, may vary depending on household / enterprise survey and will be intimated at the time of calling for financial bid for a specific survey.

6.7 The agency should ensure timely payment to field staff as per the contract and a copy of the receipt should be sent to the RBI in the first week of every month. Any complaint reported by field investigators regarding irregularity/non-compliance of this clause in the payment per schedule or daily allowance will be taken seriously by the Bank as it directly affects the data quality. Further, the Bank reserves the right to check whether the Agency follows the above mentioned norms and to cancel the contract of the Agency that is not complying with these requirements.

Chapter 7: Guidelines for Submission of Tender

- 7.1 Tender for Empanelment of Survey Agencies for conducting households and enterprises surveys shall be uploaded through MSTC website strictly in accordance with the procedures prescribed in Section-I of this document.
- 7.2 This e-tender will remain open to the bidders for participation as per the schedule given above and will not be extended under any circumstances whatsoever.
- 7.3 The applications should be submitted online separately for surveys on household and enterprise. The name of the bid files pertaining to Household surveys should start with 'HS_' and those pertaining to Enterprise surveys should start with 'ES_'.
- 7.4 As part of the e-tendering process on MSTC website, the price bid may be entered as 'zero'. This price bid will not be considered for the empanelment process.
- 7.5 The agency must submit technical bid covering the aspects under paragraphs 5.1 to 5.11 as given in [Annex A](#).
- 7.6 The agency should furnish required details about their organization, technical experience ([Annex B](#)); technical personnel ([Annex C, C1 and C2](#)); capacity, competence and evidence of their financial standing.
- 7.7 The agency should also submit separately a certificate containing unconditional acceptance of the terms and conditions of the RBI as per pro forma in [Annex D](#).
- 7.8 The agency should submit certificates from the present and past clients (preferably Govt. / Public Sector / Reputed Firms) regarding their performances as per pro forma in [Annex E](#). Please note awarding of the work by the client will not be treated as client's certificate.
- 7.9 The agency should submit Banker's certificate regarding financial standing from a scheduled commercial bank (public / private) as per pro forma in [Annex F](#).
- 7.10 The agency should submit a write-up of about two pages presenting their understanding about the job requirement and how they plan to execute the work describing methodology / process they plan to adopt for the survey work.

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 Contract Agreement, 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 laws and any other instruments in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India. 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.
- 8.4 Any exemption under government rules claimed by the applicant must be supported by relevant document(s).
- 8.5 **No legal binding relationship:** It may be noted that no binding legal relationship will exist between any of the Respondents of the bidder and the RBI. The survey is required to be carried out in accordance with an agreement to be executed for the purpose of carrying out the survey, which shall be subject to the terms as specified under the said agreement.
- 8.6 **Adherence to Standards:** The Agency shall adhere to all applicable laws of land and 'rules, regulations and guidelines' prescribed by various regulatory, statutory and Government authorities e.g. Minimum Wages Act, etc.
- 8.7 The bidders, who involve in any form of lobbying / influencing / canvassing etc., in selection process will be disqualified.
- 8.8 **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.
- 8.9 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 Fax, Telex or Telegram.
- (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.

8.10 **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.

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

8.12 At any stage, the awarding of a project or discontinuing of the contract shall be at the sole discretion of the Reserve Bank of India and subject to its satisfaction. The decision of the Reserve Bank 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 Reserve Bank shall not be liable for any costs or damages or consequences for termination, if any.

8.13 **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 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.

8.14 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 of this contract.

8.15 **Earnest Money Deposit (EMD):** At the time of calling for financial quotation for each survey, the bidders shall be asked to deposit amount as specified while asking for financial bidding as Earnest Money Deposit through Demand Draft (DD). It will

be returned to the unsuccessful bidders without any interest amount after the completion of the process.

- 8.16 For successful bidder, the amount will be returned after submission of performance bank guarantee (PBG). PBG should remain valid up to 6 months after completion of the full project. The successful bidder should submit PBG using the enclosed proforma in [Annex G](#).
- 8.17 No advance payment shall be made for the survey work. Payments will be made only after completion of the survey work based on terms and conditions and to the complete satisfaction of the RBI.
- 8.18 If the agency fails to undertake the work or fails to complete the work to the satisfaction of the RBI, the contract will be terminated. Also, the Bank reserves the right to debar/ delist the agency from undertaking any projects of the Reserve Bank of India and to invoke the performance guarantee.

8.19 Sexual Harassment of women at work place

The Contractor / Agency shall be solely responsible for full compliance with the provision of the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013

- a) In case of any complaint of sexual harassment against its employee, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / 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 contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- c) The contractor shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual harassment by the employee of the contractor is proved.
- d) The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place 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	Category of survey in which empanelment is desired	Household / Enterprise
2	Name of Applicant Company / Organisation	
3	Type of Applicant Company / Organisation	
4	Registration Number and Date of Registration	
5	Current Service Tax registration	
6	PAN	
7	TAN	
8	Name and designation of the concerned Executive Officer (s)	
9	Address / phone for Communication (with Fax and e-mail):	
10	Annual Turnover as per the Annual Accounts of last three years (in Rupees Lakh)	
	2017-18	
	2016-17	
	2015-16	
11	Profits after Tax in as per the Annual Accounts in last three years (in Rupees Lakh)	
	2017-18	
	2016-17	
	2015-16	
12	Address of Head Office	
13	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)	
14	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)	
15	Network of own branches and franchisees 1. Total number of branches/ franchisees – All India 2. Number of states covered	
16	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 A. Graduates B. Below-Graduates (The Centre/City wise staff strength (designation wise) in annex: Annex C1.) Number of maximum freelancers employed in any survey A. Graduates B. Below-Graduates (Please give survey details in annex: Annex C1)	
17	Write-up on Understanding of the Household/ Enterprise Survey	As per Annex-H1/ H2
18	Experience in conducting household / enterprise surveys, whichever applicable (as per Sr. No. 1) ¹ 1. Number of years 2. Number of surveys	
19	Number of household / enterprise survey conducted in the last five years (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 ²	
	(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 Minimum experience required is 5 years

² Please enclose copies of the contract awarded

Annex B: Technical Experience

(List of the surveys executed by the agency during the last 5 years) ³

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 / enterprises)	
12. Survey conducted in how many states?	
13. Whether the survey is one-time or repeated?	One-time / repeated
14. Total no. of Supervisors 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 ₹.), if any	
19. Gross amount paid to the agency (in ₹.) **	

Signature of the applicant with seal

³ The details of previous experience and work for RBI in any of the centres may be provided separately

Annex C: Workforce and Branch Details (Household / Enterprise Survey)

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			No. of years of experience (Above 10 years / 5-10 years / below 5 years) – How many are with above experience?			Total
				PG / Graduates / Under Graduates	PG	G	UG	>10	5-10	

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 Principal Adviser

Department of Statistics and Information Management

Reserve Bank of India,

C8/9 Bandra Kurla Complex, Bandra (East)

Mumbai- 400051

Dear Sir,

Notice for Empanelment of Survey Agencies for conducting Household Surveys and Enterprise 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 with the RBI and we have never been debarred or black listed by the Government / Government agency / Banks / Financial Institutions in India in the past.
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 ⁴ ⁵

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 / enterprises)	
12. Survey conducted in how many states?	
13. Whether the survey is one-time or repeated?	One-time / repeated
14. Total no. of Supervisors 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 ₹.), if any	
19. Gross amount paid to the agency (in ₹.) **	

⁴ Certificate should be in client's official letterhead.

⁵ 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) ⁶	
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 Official⁷ with seal

Name:

Designation:

Contact Number:

Email ID:

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

⁶ Outstanding / Very Good / Good /Satisfactory / Poor

⁷ Officer of the rank of General Manager or equivalent and above.

Annex F: Banker's Certificate – Pro forma ⁸

This is to certify that, to the best of our knowledge and information,
M/s.....
having marginally noted address, a customer of our bank⁹, are/is respectable and can be
treated as good or 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

⁸ Certificate should be in Bank's official letterhead only.

⁹ In case of partnership firm, certificate should include names of all the partners of the firm as per the records of the Bank.

Performance Bank Guarantee

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

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

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 contract.

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

¹⁰ For the successful financial bidder. This bank guarantee is submitted after entering into formal agreement

- under the 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 binding 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 forbear 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 H1: Write-up on Understanding of the 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 H2: Write-up on Understanding of the Enterprise Surveys

(The write-up in about two pages)

- 1. Objective of the Survey**
- 2. Methodology of Execution**
- 3. Data Collection,**
- 4. Quality Checks and Submission Strategies**
- 5. Methods to Maximize Response Rate**

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 last 3 years	
13. Copies of the audited Annual Accounts for last 3 years	

Note:

1. All the documents to be arranged as per **specified order** and uploaded on the MSTC 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: Survey Questionnaire

1. Inflation Expectations Survey of Households (IESH)
2. Consumer Confidence Survey (CCS)
3. Industrial Outlook Survey (IOS)
4. Services & Infrastructure Outlook Survey (SIOS)
5. Order Books, Inventories and Capacity Utilisation Survey (OBICUS)



RESERVE BANK OF INDIA
DEPARTMENT OF STATISTICS AND INFORMATION MANAGEMENT
INFLATION EXPECTATIONS SURVEY OF HOUSEHOLDS – May 2019

Block 1: Identification of the Respondent:

1. Name of the Respondent _____
2. Address of the Respondent _____

 City _____ State _____ Pin Code _____
3. Telephone/Mobile No _____
4. Gender of the respondent [1] Male [2] Female
5. Age of the respondent (in completed years, above 22 years) _____
6. Category of the respondent

[1] Financial Sector Employees	[2] Other Employees	[3] Self- Employed	[4] Homemaker
[5] Retired Persons	[6] Daily workers	[7] Others	

7. Educational Qualification of the respondent

[1] Illiterate	[2] Below 5 th Std.	[3] 5 th Std. - Below 10 th Std.	[4] 10 th Std. - Below 12 th Std.
[5] 12 th Std.	[6] Graduate	[7] Post Graduate and above	

8. Annual Income of the Household

[1] Less than ₹ 1 lakh	[2] ₹ 1 lakh - ₹ 3 lakh	[3] ₹ 3 lakh - ₹ 5 lakh	[4] ₹ 5 lakh and above
------------------------	-------------------------	-------------------------	------------------------

Block 2: Expectations of respondent on prices in next 3 months: (Please tick relevant cell for each column)

Options	General	Food Products	Non-Food Products	Household Durables	Housing	Services
a) Price increase more than current rate						
b) Price increase similar to current rate						
c) Price increase less than current rate						
d) No change in prices						
e) Decline in prices						

Block 3: Expectations of respondent on prices in next one year: (Please tick relevant cell for each column)

Options	General	Food Products	Non-Food Products	Household Durables	Housing	Services
a) Price increase more than current rate						
b) Price increase similar to current rate						
c) Price increase less than current rate						
d) No change in prices						
e) Decline in prices						

Block 4: Respondent's views on the following inflation rates: (Please tick relevant cell). If the rate is 16% or above, mention actual rate in the highlighted cell.

Parameters	Options									
Current Inflation Rate*	< 1%	1-2 %	2-3 %	3-4 %	4-5 %	5-6 %	6-7%	7-8%	8-9%	If >=16%
	9-10%	10-11%	11-12%	12-13%	13-14%	14-15%	15-16 %	>=16 %	No idea	
Inflation Rate after 3 Months*	< 1%	1-2 %	2-3 %	3-4 %	4-5 %	5-6 %	6-7%	7-8%	8-9%	If >=16%
	9-10%	10-11%	11-12%	12-13%	13-14%	14-15%	15-16 %	>=16 %	No idea	
Inflation Rate after 1 Year*	< 1%	1-2 %	2-3 %	3-4 %	4-5 %	5-6 %	6-7%	7-8%	8-9%	If >=16%
	9-10%	10-11%	11-12%	12-13%	13-14%	14-15%	15-16 %	>=16 %	No idea	

*- The Inflation rate is the annual rate of the price change. Please tick relevant options for each question.



Reserve Bank of India
Department of Statistics and Information Management
Consumer Confidence Survey, May 2019

Block I: Respondent's Details

Name													
Address	Address1 - House Number												
	Address2 - Colony/Street												
	Landmark												
	City					Pin Code							
Telephone Number													
Actual Age in completed years													
Age Range	22-29 [1]			30-39 [2]			40-59 [3]			60 & above [4]			
Gender	Male					Female							
Occupation	Salaried Employee [1]		Self Employed/ Business [2]			Homemaker [3]		Daily worker [4]		Retired Person [5]		Others (Incl. Unemployed, students, etc.) [6]	
Annual Income	₹ 1 lakh or less[1]			₹ 1 to less than 3 lakh[2]			₹ 3 to less than 5 lakh[3]			₹ 5 lakh or more [4]			
Family Members	1 or 2[1]				3 or 4 [2]				5 and more [3]				
Number of Earning members													
Educational Qualification	Illiterate [1]				Below 5 th Std [2]				5 th Std-Below 10 th Std [3]				
	10 th Std-Below 12 th Std [4]				12 th Std [5]				Graduate[6]		Post Graduate[7]		

Block II: Respondent's Perceptions and Expectations

Q.No.		As compared with one -year ago			One-year from now		
		Improved/ Increased	Remained the same	Worsened/ Decreased	Will Improve/ Increase	Remain the same	Will Worsen/ Decrease
1.	General economic situation in the country	[1]	[2]	[3]	[1]	[2]	[3]
2.	Income	[1]	[2]	[3]	[1]	[2]	[3]
3.	Overall Spending*	[1]	[2]	[3]	[1]	[2]	[3]
3(a)	Expenditure on essential items\$	[1]	[2]	[3]	[1]	[2]	[3]
3(b)	Expenditure on non-essential items\$	[1]	[2]	[3]	[1]	[2]	[3]
4.	Employment scenario	[1]	[2]	[3]	[1]	[2]	[3]
5(a)	Overall prices of goods and services	[1]	[2]	[3]	[1]	[2]	[3]
5(b)	Rate of price changes#	[1]	[2]	[3]	[1]	[2]	[3]

* If you choose (1) in Question 3, please answer Question 6_1. If you choose (3) in Question 3, please answer Question 6_2.

\$ Essential items comprise of food, housing, fuel & electricity, essential clothing, education, medical amenities, transportation etc. Non-essential items comprise of consumer durables, motor vehicles, gold & jewelry, expenses on hotel & restaurant etc.

If you choose (1) in Question 5(a), please answer Question 5(b).

Q.No.6_1 Why have you increased your (or other family members') spending? (Choose all applicable answers)

		Yes	No
a.	Because your income has increased.	[1]	[2]
b.	Because value of your investments/wealth has increased.	[1]	[2]
c.	Because your expenditure towards large ticket purchases such as real estate, car, consumer durable goods has increased.	[1]	[2]
d.	Because the cost of consumer goods, cost of services (e.g., medical, education, transport, etc.) has gone up.	[1]	[2]
e.	Others (Please Specify)	[1]	[2]

Q.No.6_2 Why have you decreased your (or other family members') spending? (Choose all applicable answers)

		Yes	No
a.	Because your income has decreased.	[1]	[2]
b.	Because value of your investments/wealth has decreased.	[1]	[2]
c.	Because your expenditure towards large ticket purchases such as real estate, car, consumer durable goods has decreased.	[1]	[2]
d.	Because the cost of consumer goods, cost of services (e.g., medical, education, transport, etc.) has gone down.	[1]	[2]
e.	Others (Please Specify)	[1]	[2]

Q.No.7 How you describe the current financial situation of your household –

Saving a lot	Saving a little	Just making ends meet	Drawing on past saving	Running debt
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RESERVE BANK OF INDIA
DEPARTMENT OF STATISTICS AND INFORMATION MANAGEMENT
MUMBAI-400051

INDUSTRIAL OUTLOOK SURVEY,
April – June 2019 (Q1:2019-20) (ROUND 86)

Assessment for Apr-Jun 2019 (Current Quarter) & Expectations for Jul-Sep 2019 (Next Quarter)

Sample company code: (To be filled by the agency / RBI)					
---	--	--	--	--	--

Block 1. General Information

101 Name of the company: _____	CIN: _____
102 Address of the Company (for correspondence) _____	

City/District _____	State _____	PIN _____	
---------------------	-------------	-----------	--

103 Name of the Respondent: Shri/Smt./Kum _____	
104 Designation: _____	
105 Respondent's Corporate Email Address: _____	
106 Telephone No.: _____	107 Fax No.: _____
108 Company e-mail: _____	109 Company web-site Address _____
110 NIC Code for Industry: _____	111 Industry: _____
112 Status: (Listed/Unlisted) _____	
113 Ownership: (Government/Non-Government) _____	
114 Type of Company: Public Limited/Private Limited _____	
115 Whether company? : Industry- Micro <input type="checkbox"/> A; Small <input type="checkbox"/> B; Medium <input type="checkbox"/> C; Large <input type="checkbox"/> D	

Micro Industry: Investment in plant and machinery ≤ ₹ 2.5million, **Seal of the Company after filling-in the Schedule**
 Small Industry: Investment in plant and machinery > ₹ 2.5million but ≤ ₹ 50million
 Medium Industry: Investment in plant and machinery > ₹ 50 million but ≤ ₹ 100 million
 Large Industry: Investment in plant and machinery Above ₹ 100 million

Block 2: Product Details

(Please write the main and two major products (in the order of sales) manufactured by the company)

Code	Products	Name	Code
			(To be filled-in by Agency /RBI)
201	Main Product		
202	Other Major Product 1		
203	Other Major Product 2		
204	Broad Industry Group		

Block 3: Paid-up Capital, Annual Production and Current level of Capacity Utilisation

Please tick (✓) the appropriate size-class in which your company currently falls:

301	Paid-up Capital	Up to ₹ 10 million	₹ 10 million to ₹ 100 million	₹ 100 million to ₹ 250 million	₹ 250 million to ₹ 500 million	₹ 500 million to ₹ 1 billion	Above ₹ 1 billion		
302	Annual Production (All products)	Up to ₹ 1 billion	₹ 1 billion to ₹ 2.50 billion	₹ 2.50 billion to ₹ 5 billion	₹ 5 billion to ₹ 7.50 billion	₹ 7.50 billion to ₹ 10 billion	Above ₹ 10 billion		
303	Current level of Capacity Utilisation *	Up to 25%	25% - 50%	50% - 60%	60% - 70%	70% - 80%	80% - 90%	90%-100%	Above 100%

* Compared to installed capacity

Block 4: Is your company's normal production level expected to face any constraints during the Current Quarter (Apr-Jun 2019)

(Please tick (✓) the relevant column)

400	Yes		No
-----	-----	--	----

If 'Yes' to item 400 indicate the possible reasons thereof (please tick (✓) the relevant column for each reason)

Code	Reasons	Current Quarter (Apr-Jun 2019)			
		Most Important (1)	Moderately Important (2)	Less Important (3)	Not Important (4)
401	Technology constraints				
402	Shortage of Raw Materials				
403	Shortage of skilled labour				
404	Shortage of Power				

¹ Filled-in survey schedule may be sent to:

- Managing Director, Hansa Research Group Pvt. Ltd., Sahney Business Centre, 'A' First Floor, 27 Kirod Road, Vidya Vihar(W), Mumbai 400 086; Phone:- +91 22 6179 8600 Fax:- +91 22 2511 0932; Email:- patil.abhijit@hansaresearch.com, ios@hansaresearch.com And/or
- The Director, Division of Enterprise Surveys, Department of Statistics and Information Management, Reserve Bank of India, C-8, 2nd floor, Bandra-Kurla Complex, Bandra (East), Mumbai-400051; Phone-022-26572197, 022-26571555; Fax- 022-26572197; email- dsimios@rbi.org.in.

405	Equipment / Machinery not working				
406	Industrial Relations / Labour Problems				
407	Inadequate transport facilities				
408	Shortage of Working Capital Finance				
409	Lack of Domestic Demand				
410	Lack of Export Demand				
411	Competitive Imports				
412	Uncertainty of economic environment				
413	Any others (Please specify):				

Block 5. Assessment for the current quarter (Apr-Jun 2019) and Expectations for the next quarter (Jul-Sep 2019)

Code	Parameter	Current Quarter (Apr-Jun 2019) Q1:2019-20			Next Quarter (Jul-Sep 2019) Q2:2019-20		
		Please tick (✓) changes over Q4:2018-19 (Jan-Mar 2019)			Please tick (✓) changes over Q1:2019-20 (Apr-Jun 2019)		
		(1)	(2)	(3)	(4)	(5)	(6)
501	Overall business situation	Better	No change	Worsen	Better	No change	Worsen
502	Financial situation (overall)	Better	No change	Worsen	Better	No change	Worsen
503	Working Capital Finance Requirement (excluding internal sources of funds)	Increase	No change	Decrease	Increase	No change	Decrease
504	Availability of Finance (from internal accruals)	Improve	No change	Worsen	Improve	No change	Worsen
505	Availability of Finance (from banks and other domestic sources viz financial institutions, capital markets etc)	Improve	No change	Worsen	Improve	No change	Worsen
506	Availability of Finance (from overseas, if applicable)	Improve	No change	Worsen	Improve	No change	Worsen
507	Cost of external finance	Increase	No change	Decrease	Increase	No change	Decrease
508	Production (in quantity terms) (All products)	Increase	No change	Decrease	Increase	No change	Decrease
509	Order Books (in quantity terms), if applicable	Increase	No change	Decrease	Increase	No change	Decrease
510	Pending Orders, if applicable	Above normal	Normal	Below Normal	Above normal	Normal	Below Normal
511	Cost of raw materials	Increase	No change	Decrease	Increase	No change	Decrease
512	Inventory of raw materials (in quantity terms) @	Above average	Average	Below Average	Above average	Average	Below Average
513	Inventory of Finished Goods (in quantity terms) @	Above average	Average	Below Average	Above average	Average	Below Average
514	Capacity utilisation (main product)	Increase	No change	Decrease	Increase	No change	Decrease
515	Level of capacity utilisation (compared to the average in preceding four quarters)	Above normal	Normal	Below Normal	Above normal	Normal	Below Normal
516	Assessment of the production capacity with regard to expected demand in next six months	More than adequate	Adequate	Less than Adequate	More than adequate	Adequate	Less than Adequate
517	Employment in the company (All cadres including part-time/full-time/casual labour)	Increase	No change	Decrease	Increase	No change	Decrease
518	Exports, if applicable	Increase	No change	Decrease	Increase	No change	Decrease
519	Imports, if any	Increase	No change	Decrease	Increase	No change	Decrease
520	Selling prices (ex-factory unit prices) are expected to @@	Increase	No change	Decrease	Increase	No change	Decrease
521	If increase expected in selling prices, rate of such increase	Increase at higher rate	Increase at about same rate	Increase at lower rate	Increase at higher rate	Increase at about same rate	Increase at lower rate
522	Profit Margin (Gross profits as percentage of net sales) @@@	Increase	No change	Decrease	Increase	No change	Decrease
523	Salary/other remuneration to employees	Increase	No change	Decrease	Increase	No change	Decrease

Notes to Block 5: @: Average level may be obtained as the average of level at the end of four quarters during the corresponding preceding year. @@: In the case of multi product companies, the average of the price changes may be taken into account. @@@: Gross profits are defined as total income minus manufacturing expenses, salaries and wages, other expenses and depreciation and other provisions (except tax provision). In other words, profits are gross of interest and tax provision (PBIT). 'Net Sales' are sales net of 'rebates and discounts' and 'excise duty and cess'.

Block 6. Investment Intentions

Perceptions on state of Investment in Fixed Capital *i.e.*, buildings, plant & machinery, *etc.*, in your company for the (April-March) years 2018-19 and 2019-20 (please tick (✓) in relevant box):

610	Did you make any investment in fixed capital during 2018-19	Yes		No			
620	Do you plan any investment in fixed capital during 2019-20	Yes		No			
630	If the investment is planned for 2019-20, will it be, compared to the previous year (2018-19)	Higher	Lower	About same			
640	Factors which influenced / are likely to influence investment climate for the years 2018-19 and 2019-20 (please tick in relevant box):						
	Year	2018-19			2019-20		
		Encouraging	Discouraging	No Influence	Encouraging	Discouraging	No Influence
641	Existing demand						
642	Cost of capital						
643	Availability of internal finance						
644	Ability to raise external finance						
645	Net return on investment						
646	Technical factors						
647	Availability of manpower						
648	Others(Please specify):						

To be filled- in by the Agency			
Investigated by :Name-		Scrutinised by :Name-	
Signature with date		Signature with date:	



RESERVE BANK OF INDIA
Department of Statistics and Information Management
Services & Infrastructure Outlook Survey (SIOS) -21st Round –
Assessment for Apr-Jun 2019 (Current Quarter) & Expectation for Jul-Sep 2019 (Next Quarter)

BLOCK 1: Company Profile

101 Name of the company: _____ CIN: _____

102 Address of the Company (for correspondence) _____

City/District _____ State _____ PIN

--	--	--	--	--

103 Name of the Respondent: Shri/Smt./Kum _____

104 Designation: _____

105 Respondent's Corporate Email Address: _____

106 Telephone No.: _____ 107 Fax No.: _____

108 Company e-mail: _____ 109 Company web-site Address _____

110 NIC Code for Industry: _____ 111 Industry: _____

112 Status: (Listed/Unlisted) _____

113 Ownership: (Government/Non-Government) _____

114 Type of Company: Public Limited/Private Limited _____

115 Whether company? (As per MSME definition) : Industry- Micro A; Small B; Medium C; Large D

BLOCK 2: (a) Sector of your company (Please tick the appropriate box): Services: Infrastructure:

(b) Major Business Sector/Activity of your company (Please refer to the Annex for the code:

Activity	Description	Share in total turnover	Code
Major (in terms of share in total turnover)			
Other Major Activity			

(c) Annual turnover (INR) (1 million = 10 lakhs) - please put in appropriate box

Up to 10 million	10 - 100 million	100 - 1,000 million	1,000 - 10,000 million	Above 10,000 million
------------------	------------------	---------------------	------------------------	----------------------

(d) Number of full-time employees: _____

BLOCK 3: Outlook on Your Business: Assessment and Expectation - please put in the appropriate box

No.	Parameter	Assessment for current quarter, compared to previous quarter			Expectation for next quarter, compared to current quarter		
		Better	No change	Worse	Better	No change	Worse
a	Overall Business Situation	Better	No change	Worse	Better	No change	Worse
b	Turnover/Sales	Increase	No change	Decrease	Increase	No change	Decrease
c	Full-time Employees	Increase	No change	Decrease	Increase	No change	Decrease
d	Part-time/Contractual/Outsourced Employees	Increase	No change	Decrease	Increase	No change	Decrease
e	Inventories	Increase	No change	Decrease	Increase	No change	Decrease
f	Cost of Finance	Increase	No change	Decrease	Increase	No change	Decrease
g	Availability of Finance	Improve	No change	Worsen	Improve	No change	Worsen
h	Salary/Wages	Increase	No change	Decrease	Increase	No change	Decrease
i	Cost of Inputs* (raw materials, energy, water, etc. other than wages/salary)	Increase	No change	Decrease	Increase	No change	Decrease
j	Selling Price, if applicable	Increase	No change	Decrease	Increase	No change	Decrease
k	Technical / Service Capacity, if applicable	Increase	No Change	Decrease	Increase	No Change	Decrease
l	Physical Investment, if applicable	Increase	No Change	Decrease	Increase	No Change	Decrease
m	Profit Margin	Increase	No change	Decrease	Increase	No change	Decrease

*Includes (1) Cost of goods purchased for resale (trading), cost of raw/semi-processed food materials (restaurant), cost of vehicles and fuel (transport) or any other item required for business; (2) payment of rent for use of trading store, hotel/restaurant space, office, warehouse etc; (3) cost of electricity, water; (4) advertising cost, etc.

Filled-in Survey schedule may be sent to:

1. Managing Director, Spectrum Planning India Ltd., A-50, Ashoka Enclave-II, Sector-37, Faridabad-121 003 (NCR), Phone- 0129 2250086
2. Director, Division of Enterprise Surveys; Department of Statistics and Information Management; Reserve Bank of India, C/8, 2nd Floor, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051; Phone-022-26578279/664, Fax 022-26572197, Email dsimsios@rbi.org.in

BLOCK 4: Factors influencing your business favourably and/or adversely

Please specify codes of up to 3 factors (from the list given below) in descending order of importance/significance

(i) Favourable factors: a _____, b _____, c _____

(ii) Adverse/ Unfavourable factors: a _____, b _____, c _____

List of potential factors codes: (1) Demand; (2) Reduction in purchasing power; (3) Inputs; (4) Skilled Labour; (5) Rising Competition; (6) Cost of finance; (7) Access to finance; (8) Exchange Rate -INR/USD; (9) Land Acquisition; (10) Timely approval(project); (11) Domestic Economic Uncertainty; (12) Global Economic Uncertainty; (13) Environmental clearance; (14) Other (please specify) : _____

BLOCK 5: Outlook on Overall Economy: Assessment and Expectation

Please put \surd in the appropriate box

No.	Parameter	Assessment for current quarter, compared to previous quarter			Expectation for next quarter, compared to current quarter		
		Decrease	No change	Increase	Decrease	No change	Increase
a	Annual Inflation Rate (annual percentage change in CPI(Combined))						
b	Annual Growth in Overall Economic Output (i.e. Gross Value Added at Basic Price)						
c	Investment in the economy						
d	Exchange Rate (Value of 1 USD in INR)						
e	Business Constraints*						

*Please specify the Business Constraints:

(1) _____

(2) _____

(3) _____

Name & Designation of Company Official:

Contact details of company official – E-mail:

Phone:

Filled-in Survey schedule may be sent to:

1. Managing Director, Spectrum Planning India Ltd., A-50, Ashoka Enclave-II, Sector-37, Faridabad-121 003 (NCR), Phone- 0129 2250086
2. Director, Division of Enterprise Surveys; Department of Statistics and Information Management; Reserve Bank of India, C/8, 2nd Floor, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051; Phone-022-26578279/664, Fax 022-26572197, Email dsimsios@rbi.org.in

Annex

Code	Nature of Business	
201	Trade	a) Wholesale
		b) Retail
		c) Repair and Maintenance
		d.)Real Estate Service
		e.)Other Brokerage
		f.)Other
202	Transport Services	a.)Road Transport
		b.)Air Transport
		c.)Water Transport
		d.)Transport Supporting Activities (logistics etc.)
203	Storage	a.)Storage & Warehousing
204	Travel, Hotel & Restaurant	a.)Hotel
		b.)Restaurant
		c.)Travel Agency
		d.)Other Travel Services
		e.)Others
205	Entertainment & Communication (except Telecommunication)	a.)Media / Advertising
		b.)Cable Operators
		c.)Entertainment (eg. Radio Stations, channels)
		d.)Courier Services
		e.)Other Communication Services
206	Information technology	a.)Software Development
		b.)Engineering Service
		c.)Transcription Service
		d.)BPO
		e.)Other IT Services
207	Education & Health	a.)Educational Institution
		b.)Coaching Classes
		c.)Career Counselling
		d.)Other Learning Resources
		e.)Hospital/ Clinics
		f.)Fitness, grooming, etc.
208	Commercial Real Estate	a.)Residential b.)Other Office Spaces, IT Parks etc.
209	EPC	a.)EPC (Engineering Procurement Construction)
210	Energy	a.)Electricity Generation
		b.)Electricity Transmission
		c.) Electricity Distribution
		d.) Oil Pipeline
		e.) Oil/Gas/Liquefied Natural Gas (LNG) storage facility
		f.) Gas Pipelines
211	Mining	a.) Petroleum
		b.) Coal
		c.)Other Minerals
212	Water Sanitation	a.)Solid Waste Management
		b.)Water supply pipelines & plants
		c.)Sewage collection
		d.)Irrigation
		e.)Storm Water Drainage
213	Telecommunication	a.)Telecommunication (fixed network)(includes fibre/cable networks which provide internet)
		b.)Telecommunication towers
		c.) Telecommunication & Telecom Services
214	Transport Infrastructure	a.)Railway Track, tunnels, viaducts, bridges
		b.)Roads & Bridges
		c.)Airports
		d.)Ports
215	Social & Commercial Infrastructure	Education Institutions & Hospitals (Capital Stocks); Terminal Markets; Fertilizer(Capital investment); Post harvest storage for agriculture and horticulture; Terminal Markets; Soil-testing laboratories; Cold Chain; Convention Centres

Filled-in Survey schedule may be sent to:

1. Managing Director, Spectrum Planning India Ltd., A-50, Ashoka Enclave-II, Sector-37, Faridabad-121 003 (NCR), Phone- 0129 2250086
2. Director, Division of Enterprise Surveys; Department of Statistics and Information Management; Reserve Bank of India, C/8, 2nd Floor, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051; Phone-022-26578279/664, Fax 022-26572197, Email dsimsios@rbi.org.in

Guidelines for Questions

Block 1: Company Details is collected to authenticate and contact the respondent, if required.

Company Size: based on the investment in equipment in Indian rupees select the appropriate option.

Block 2: (a) Sector of your company: Identify the sector based on the core business of the company, from which major portion (>50%) of revenue is generated.

(b) Major Business Sector/Activity of your company: Select the major activity among the choice of 'services' and 'infrastructure' given the broad coverage of sub-sectors under two in the Annex.

(c) Annual Turnover: Select the appropriate option for turnover in Indian rupees.

Block 3: Outlook on Your Business: Assessment and Expectation

The respondent should give their assessment and expectation on relevant parameters as compared to the previous quarter, e.g. the sentiments on turnover for assessment quarter (July-Sept 2017) should be given as compared to turnover in previous quarter (Apr-Jun 2017). Similarly, the sentiments on turnover for expectation quarter (Oct-Dec 2017) should be given as compared to turnover in assessment quarter (July-Sep 2017). The respondent should tick from one of the three options provided for each parameter (i.e. Increase/No Change/Decrease; Better/No Change/Worse) as appropriate or tick NA (Not applicable).

a: Overall Business Situation refers to business environment of the company which may be impacted by macro-economic environment, government policies, industrial policies, demand conditions, geo-political conditions, etc.

b: Turnover/sales is the gross revenue generated through selling goods and (or) providing services during the quarter (e.g. in case of trading company, it is gross sales, for companies engaged in hotel/restaurant business, it is the total income generated from lodging, food & other services).

c: Full-time Employees are the regular employees during a designated period.

d: Part-time Employees are the non-regular employees during a designated period.

e: Inventories here means the goods and materials that a business holds for the ultimate purpose of resale.

f: Cost of Finance includes interest paid to banks/financial institutions/business partners, etc. and does not include funds that are ploughed back to business from surplus profit.

g: Availability of Finance of a company is impacted by both internal (e.g., profit) and external (e.g., interest rate, access to finance, exchange rate).

h: Salary/wages: Remuneration paid to the employees.

i: Cost of Inputs includes prices paid by the company for carrying out business which may include (1) cost of goods purchased for resale (trading), cost of raw/semi-processed food materials (restaurant), cost of vehicles and fuel (transport) or any other item required for business, (2) payment of rent for use of trading store, hotel/restaurant space, office, warehouse etc., (3) cost of electricity, water (4) advertising cost, etc., but does not include wages & salaries given to employees.

j: Selling Price, if applicable is the price of the services / goods sold.

k: Technical / Service Capacity, if applicable is the maximum capacity of the company to produce the required goods or services. Technical capacity is mostly applicable to Infrastructure sector companies while services capacity is mostly applicable to services sector.

l: Physical investment, if applicable is the investment done by the company in acquiring items like building, instruments, equipment, etc. it is mostly for infrastructure sector companies however, services like hospital, hotel and education institutes may also need it.

m: Profit Margin = Net Income / Revenue, where Net Income may be taken as the difference between revenue and cost incurred (cost of input, operating expenses, salaries/wages etc.).

Block 4 What factors are affecting your business in current quarter? Pick upto 3 factors, in decreasing order of importance/significance, influencing your business activities favourably or adversely. For example, if Exchange Rate is the most significant factor **favouring** your business followed by Demand and then Inputs, then **4(i)** should be filled as a. 8, b. 1, c. 3

Filled-in Survey schedule may be sent to:

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Block 5: Outlook on Overall Economy: Assessment and Expectation

The respondent should give their assessment and expectation about the Overall economy based on relevant parameters as compared to the previous quarter.

a. Annual Inflation Rate (annual percentage change in CPI (combine)): The respondents should refer to the CPI(combine) numbers as published by the Government.

b. Annual Growth in Overall Economic Output (i.e. Gross Value Added at Basic Price): Annual percentage growth in the GVA at Basic Price.

c. Overall Demand for Goods & Services: The respondent should give the demand of goods and services in the overall economy.

d. Investment in the economy: Investment position in the overall economy.

e. Exchange Rate (Value of 1 USD in INR): Exchange rate of US dollar in Indian Rupees.

f. Business Constraints: Constraints faced by the business owner during normal production level. Please specify the most important business constraints in the mentioned space.

Filled-in Survey schedule may be sent to:

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RESERVE BANK OF INDIA
Department of Statistics and Information Management, Mumbai
Quarterly Order Books, Inventories and Capacity Utilisation Survey
(For January-March 2019 quarter) – Round 45

Block 1: Company Profile

101. Company Name: ----- CIN: -----

102. Company Address: -----

City/Town: -----

State: ----- Pin-code: -----

103. Name of Respondent: -----

104. Designation -----

105. Respondent's Corporate Email Address: -----

106. Telephone Number: STD -----Telephone Number -----

107. Fax Number: -----

108. Company E-mail Address: -----

109. Company web-site Address: -----

110. NIC Code for Industry: -----

111. Industry: -----

112. Status: Listed / Unlisted

113. Ownership: Government / Non-Government

114. Type of Company: Public Limited / Private Limited

115. Company Size: (As per MSME definition)

Micro A; Small B; Medium C; Large D

Block 2: Balance sheet and other details*

(₹ Lakh)

Item Code	Item	As on Quarter ending January-March 2019
201	Paid-up Capital	
202	Net Sales (during the quarter)	
203	Total Assets	
204	Total Inventories	
205	<i>Of which, (i) Finished goods</i>	
206	<i>(ii) Work-in-Progress</i>	
207	Backlog order value at the beginning of the quarter	
208	Value of the new order received during the quarter	
209	<i>Of which, Export order</i>	
210	Value of pending order books at the end of the quarter	
211	Number of workers (In Number)	

* If data is 'Nil' or 'Zero' may be mentioned as '0'; if data is 'Not applicable', please write 'NA' and in case data is 'Not available', please write 'Not available'.

Block 3: Product wise quarterly installed capacity, quantity produced, capacity utilised (%) and value of production

Sr. Number	Product		Unit (Capacity / Production)	Installed Capacity	Quantity Produced	Capacity Utilised (%)	Value of Production (₹ Lakhs)
	Name	NIC 2008 Code (5 digits)		January-March 2019 Quarter	January-March 2019 Quarter	January-March 2019 Quarter	January-March 2019 Quarter
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							

Note: - 1. If the same product is produced at more than one location the combined data for all the locations should be reported in these fields.

2. Only the quantity produced (not sold) using the installed capacity of the company has to be reported.
The production by outsourcing etc., need not be reported.

3. Unit of Installed capacity and quantity produced should be same.

4. *In case of "Sugar" Industry; Recovery ratio and number of cane crushing days during the respective quarter/year may be given as foot note.*

5. In case of zero production for any product, please indicate reasons thereof.

Please send the quarterly data to:

Division of Enterprise Surveys
 Department of Statistics and Information Management
 Reserve Bank of India
 C-8/Second Floor, Bandra Kurla Complex
 Mumbai-400051
 Phone:022-26578279/386,Fax-022-26572197
 E-Mail - dsimobicus@rbi.org.in