



Expression of Interest (EOI)

“Engagement of Services of a Firm for Conducting Perception Surveys for Assessing Banknotes Quality and External Stakeholders’ Satisfaction”

March, 2024

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SBP BANKING SERVICES CORPORATION

Letter of Invitation

EOI No. GSD (Proc-II) /FISD-Perception Surveys/8951/2024

SBP Banking Services Corporation invites Expression of Interest (EOI) from the firms that are on Active Taxpayers List of the Federal Board of Revenue for **“Engagement of Services of a Firm for Conducting Perception Surveys for Assessing Banknotes Quality and External Stakeholders’ Satisfaction”**. Bidding will be conducted pursuant to Regulation-3 (B) - Quality and Cost Based Selection (QCBS) method of Procurement of Consultancy Services Regulations, 2010 (PCSR, 2010). Request for Proposal (RFP) Documents soliciting sealed Technical and Financial Proposals will be issued only to shortlisted firms.

Expressions of Interest (EOI) Documents containing the detailed description of the assignment and Terms & Conditions may be obtained, free of cost upon submission of an email request at gsd.proc2@sbp.org.pk or can be directly downloaded from SBP website at www.sbp.org.pk. In case of any discrepancy/conflict, provisions of EOI Documents including any addenda posted on the procuring agency’s website, shall prevail.

A pre-submission meeting will be held on **March 29, 2024 at 11:00 AM** via Zoom Meeting Application. Meeting ID & Password is given in the EOI Documents. The prospective firms can also obtain the Meeting ID & Passcode through an email request at gsd.proc2@sbp.org.pk.

The EOI response, prepared in accordance with the instructions provided in the EOI Document, must be delivered in the hard form at the address given below. The EOI response must be submitted (in person, or by post) on or before **April 17, 2024, at 11:00 AM** which shall be opened on the same day at **11:30 AM** at Learning Resource Center, State Bank of Pakistan, I.I. Chundrigar Road, Karachi, Pakistan in the presence of representatives of firms who may choose to be present. This advertisement is also available on websites of State Bank of Pakistan (SBP) www.sbp.org.pk & Public Procurement Regulatory Authority (PPRA) www.ppra.org.pk

Senior Joint Director
Procurement Division-II
General Services Department
4th Floor, BSC House, State Bank of Pakistan
I.I Chundrigar Road, Karachi
Tel: (021) 3311-5420/5477/5963/5478
Email: gsd.proc2@sbp.org.pk

SECTION II: INSTRUCTIONS TO FIRMS

1. Scope of Expression of Interest (EOI)	SBP Banking Services Corporation (SBP BSC)- hereinafter referred to as the “Procuring Agency”, having its principal place of business at I.I. Chundrigar Road, Karachi, Pakistan, invites sealed Expression of Interest (EOI) for <u>“Engagement of Services of a Firm for Conducting Perception Surveys for Assessing Banknotes Quality and External Stakeholders’ Satisfaction”</u>																					
2. Qualification & Eligibilities of Consultant	<p>The Firm (hereinafter referred to as the “Consultant”) fulfilling the following criteria is eligible to participate in the procurement process.</p> <p><u>Eligibility/Qualification Criteria:</u></p> <table border="1" data-bbox="443 622 1364 1832"> <thead> <tr> <th data-bbox="443 622 523 667">Sr#</th> <th data-bbox="523 622 895 667">Parameter</th> <th data-bbox="895 622 1364 667">Mandatory Eligibility Criteria</th> </tr> </thead> <tbody> <tr> <td data-bbox="443 667 523 875">1</td> <td data-bbox="523 667 895 875">Active Taxpayers List</td> <td data-bbox="895 667 1364 875">The Consultant must be registered with Federal and Provincial Tax Authorities, and appear on Active Taxpayers List (ATL) of FBR.</td> </tr> <tr> <td data-bbox="443 875 523 994">2</td> <td data-bbox="523 875 895 994">Firm Registration/ Incorporation</td> <td data-bbox="895 875 1364 994">The Consultant should be registered in Pakistan with minimum 10 years of experience.</td> </tr> <tr> <td data-bbox="443 994 523 1155">3</td> <td data-bbox="523 994 895 1155">General Experience</td> <td data-bbox="895 994 1364 1155">The Consultant must have conducted at least five (05) surveys in reputable and verifiable organizations during last 10 years.</td> </tr> <tr> <td data-bbox="443 1155 523 1435">4</td> <td data-bbox="523 1155 895 1435">Relevant Experience</td> <td data-bbox="895 1155 1364 1435">The Consultant must have conducted at least three (03) face-to-face surveys and at least one (01) telephonic survey of wide outreach in all four provinces including AJK and GB during last 05 years</td> </tr> <tr> <td data-bbox="443 1435 523 1597">5</td> <td data-bbox="523 1435 895 1597">Annual Turnover</td> <td data-bbox="895 1435 1364 1597">The Consultant must have Annual Sales volume/Gross Turnover of at least PKR 10M in any year during last 05 years.</td> </tr> <tr> <td data-bbox="443 1597 523 1832">6</td> <td data-bbox="523 1597 895 1832">Not Blacklisted, Debarred and Not on NACTA Sanctioned list</td> <td data-bbox="895 1597 1364 1832">The Consultant should submit an affidavit that it is not blacklisted or debarred by an organization and is not on the sanctioned list of the National Counter Terrorism Authority (NACTA),</td> </tr> </tbody> </table>	Sr#	Parameter	Mandatory Eligibility Criteria	1	Active Taxpayers List	The Consultant must be registered with Federal and Provincial Tax Authorities, and appear on Active Taxpayers List (ATL) of FBR.	2	Firm Registration/ Incorporation	The Consultant should be registered in Pakistan with minimum 10 years of experience.	3	General Experience	The Consultant must have conducted at least five (05) surveys in reputable and verifiable organizations during last 10 years.	4	Relevant Experience	The Consultant must have conducted at least three (03) face-to-face surveys and at least one (01) telephonic survey of wide outreach in all four provinces including AJK and GB during last 05 years	5	Annual Turnover	The Consultant must have Annual Sales volume/Gross Turnover of at least PKR 10M in any year during last 05 years.	6	Not Blacklisted, Debarred and Not on NACTA Sanctioned list	The Consultant should submit an affidavit that it is not blacklisted or debarred by an organization and is not on the sanctioned list of the National Counter Terrorism Authority (NACTA),
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3. One EOI per Firm	The Consultant shall submit only one EOI. Joint Venture or Sub-Consultancy is not allowed.																					
4. Cost of EOI	The Consultant shall bear all costs associated with the preparation and submission of its EOI, and the Procuring Agency will in no case be																					

	responsible or liable for such costs whether or not the Applicant qualify for the award of contract.
5. Contents of EOI	The contents of EOI Documents are listed below. These should be read in conjunction with any addenda that may be issued before the closing date. <ul style="list-style-type: none"> i. Request for EOI/Letter of Invitation ii. Instructions to Firms iii. Evaluation Criteria iv. Terms of Reference v. Guidelines for Submission of Interests vi. Letter for Submission of Interest vii. Applicant Information Form viii. Format of Undertaking
6. Amendment of EOI Documents	<ul style="list-style-type: none"> i. At any time before the deadline for submission of EOI, the Procuring Agency may, for any reason, whether at its initiative or in response to a clarification requested by the Consultant, amend the EOI document. Amendments will modify or replace/supersede earlier ones. ii. Amendments will be provided in the form of <i>Addenda</i> to the EOI document, which will be sent in writing to all the Applicants in receipt of the EOI documents from Procuring Agency. Addendum will be binding on the Applicants and they will be required to immediately acknowledge receipt of any such Addendum. It will be assumed that the amendments contained in such Addendum will have been taken into account by the Applicant in its EOI. iii. To allow the Applicants reasonable time to take the amendment into account in preparing their EOI, the Procuring Agency may, at its discretion, extend the deadline for the submission of EOI.
A. Preparation of Interests	
7. Language of EOI	The EOI prepared by the Consultants, as well as all the correspondence and documents relating to the EOI, exchanged by the Consultant and Procuring Agency shall be written in English or Urdu.
8. Documents Comprising the EOI	The EOI submitted by the Consultants shall comprise all the documents to establish their Eligibility / Qualification including incorporation / registration documents as per prevailing laws which includes but is not limited to copies of incorporation certificates, tax registration certificates, active taxpayer proof, etc. The successful Consultant will ensure compliance with all relevant local tax laws including necessary registration if required.
B. Submission of Interests	
9. Sealing & Marking of EOI	The Consultants shall submit one original and two copies of EOI documents, in separate envelopes; duly marked the envelopes as “ORIGINAL EXPRESSION OF INTERESTS DOCUMENTS” and “COPY NO. [Number].”
10. Deadline for Submission of EOI	EOI must be received by Procuring Agency by the time and at the address specified in the Request for Expression of Interest.
11. Late Submission of EOI	Procuring Agency will not entertain the EOI received after the prescribed deadline.
C. Evaluation of Interests	

<p>12. Evaluation and Comparison of EOI</p>	<p>Pursuant to Evaluation Criteria contained in this document, EOIs submitted by the Consultants as per Guidelines for Submission of EOI (Section V) shall be evaluated in detail as per criteria given in Section III. Under the provision of Rule 48 of Public Procurement Rules 2004 (PPR-2004) any Consultant may file its written complaint against the eligibility parameters or any other terms and conditions as prescribed in the EOI Document, if found contrary to the provisions of the procurement regulatory framework, the same shall be addressed by the Grievance Redressal Committee (GRC) well before the EOI submission deadline. The details of Grievance Redressal Committee (GRC) is given on the PPRA website: www.ppra.org.pk.</p>
<p>13. Overriding Effect</p>	<p>Whenever there is any conflict in these documents the stipulations of PPR, 2004 and PCSR, 2010 shall prevail.</p>

SECTION III: ELIGIBILITY/QUALIFICATION CRITERIA

The Evaluation of Interests will be ascertained based on the following parameters:-

Sr. #	Parameter	Criteria	Means of Verification
1	Active Taxpayers List	The Consultant must be registered with Federal and Provincial Tax Authorities, and appear on Active Taxpayers List (ATL) of FBR.	Valid copy of NTN Certificate & proof of Active Taxpayer List must be attached.
2	Firm Registration/ Incorporation	The Consultant should be registered in Pakistan with minimum 10 years of experience	Valid copy of Certificate of Incorporation or copy of oldest contract/completion certificate must be attached.
3	General Experience	The Consultant must have conducted at least five (05) surveys in reputable and verifiable organizations during last 10 years.	Copies of contract(s) / completion certificate of completed assignments / Sufficient documentary proof for experience.
4	Relevant Experience	The Consultant must have conducted at least three (03) face-to-face surveys and at least one (01) telephonic survey of wide outreach in all four provinces including AJK and GB during last 05 years	Copies of contract(s) / completion certificate of completed assignments / Sufficient documentary proof for experience.
5	Annual Turnover	The Consultant must have Annual Sales volume / Gross Turnover of at least PKR 10 M in any year during last 05 years.	Copy of Audited Financial Statement/details of Tax Return or any other suitable evidence
6	Not Blacklisted, Debarred and Not on NACTA Sanctioned list.	The Consultant should submit an affidavit that it is not blacklisted or debarred by an organization and is not on the sanctioned list of the National Counter Terrorism Authority (NACTA),	Affidavit on Rs. 100 stamp paper as per the format provided at Section VII of EOI document.

Note:

- 1- The shortlisted Consultant will be issued the Request for Proposal (RFP) documents soliciting sealed Technical and Financial Proposals under **Regulation-3(B) "Quality and Cost Based Selection method"** as per the **Procurement of Consultancy Services Regulations, 2010 (PCSR-2010)**.
- 2- The EOI should be submitted in sealed envelopes.
- 3- Only the interests submitted in hard form will be entertained.
- 4- Requirement / composition of exact team will be notified at RFP stage.

SECTION IV – TERMS OF REFERENCE

1. Objective

The primary objective of this survey is to assess public perceptions about quality of Banknotes circulating in the country and the satisfaction level of external stakeholders of the procuring agency who are using its services, directly or indirectly, either at Head Office or Field Offices level.

2. Scope of Work

The firm will be required to conduct the following surveys;

2.1 Conduct a survey to assess public perceptions about quality of Pakistani banknotes available in the market. The scope of work includes:

2.1.1 Design the questionnaire

Design the questionnaire structure in a way that it is appropriate and sensitive to the perception of the public regarding Pakistani banknotes. The questionnaire sections will revolve around appearance, color schemes, security features, counterfeits circulating in the economy, quality of notes in circulation and availability of notes (regularly and on religious festivals) etc.

2.1.2 Survey Methodology to be designed under coordination with the 'procuring agency's Business Departments, including but not limited to:

- i. Identification of stakeholders in consultation with procuring agency business department teams.
- ii. Target Stakeholders within Pakistan in a way that is representative of the population distribution. Survey frame to be population of Pakistan.
- iii. The stakeholders and survey sample sizes will be shared with the shortlisted Consultant (s) at the stage of RFP issuance.

2.1.3 Conduct field survey on face-to-face basis (Survey plan to be approved with procuring agency in writing).

2.1.4 Tabulation of the data

2.1.5 Question-wise Response Rate Analysis

2.1.6 Final Analytical Reports inclusive of all compiled raw data and scanned copies/soft copies of all filled in surveys.

2.2 Conduct customer satisfaction survey to gauge existing level of satisfaction/engagement of customers availing National Savings Scheme /Currency/ Banking Products/ Services in Banking Halls of 16 procuring agency's Field Offices across Pakistan. The scope of work includes:

2.2.1 Design the questionnaire

- i. Design a questionnaire along service delivery themes in consultation with procuring agency's business departments. The themes and associated questions will be prepared by the selected Consultant in consultation with the procuring agency's business departments. Furthermore, the Project Manager/Team Lead of the selected Consultant will be required to conduct mystery shopping exercise at each office of the Bank before finalizing the questionnaire design.

- ii. All observations during the mystery shopping exercises will be documented and submitted to the Bank, along with recommendations for the survey design.
- 2.2.2 Survey Methodology to be designed under coordination with the Bank's Business Departments, including but not limited to:
- i. Target Stakeholders within 16 procuring agency field offices in a way that is representative of the volume of business of each office.
 - ii. The stakeholders and survey sample sizes will be shared with the shortlisted applicant(s) at the stage of RFP issuance.
- 2.2.3 Conduct field survey in 16 procuring agency field offices across Pakistan on face-to-face basis (Survey plan to be approved with procuring agency in writing). The selected Consultant will communicate the location of its central on-site/off-site team office at either Karachi, Lahore or Islamabad.
- 2.2.4 Tabulation of the data
- 2.2.5 Question-wise Response Rate Analysis
- 2.2.6 Final Analytical Reports reflecting field office-wise / service-wise as well as collective levels of Customer satisfaction inclusive of all compiled raw data and scanned copies/soft copies of all filled in surveys.

2.3 Conduct a survey for gauging external stakeholders' satisfaction who are using, providing, and facilitating its services, directly or indirectly, either at Head Office or field office level. The scope of work includes:

- 2.3.1 Design the questionnaire
- Design the questionnaire structure in a way that it is appropriate and sensitive to the perceptions of the procuring agency's stakeholders (indirect and direct) for face-to-face interviews of such a survey.
- 2.3.2 Survey Methodology including but not limited to:
- i. Identification of external stakeholders in consultation with procuring agency business department teams.
 - ii. Target Stakeholders within Pakistan in a way that is representative of the population distribution. Survey frame to be all external stakeholders directly or indirectly dealing with the procuring agency.
 - iii. The stakeholders and survey sample sizes will be shared with the shortlisted applicant(s) at the stage of RFP issuance.
- 2.3.3 Conduct field survey on face-to-face basis (Survey plan to be approved by procuring agency in writing). The selected Consultant will communicate the location of its central on-site/off-site team office at either Karachi, Lahore or Islamabad.
- 2.3.4 Tabulation of the data
- 2.3.5 Question-wise Response Rate Analysis

2.3.6 Final Analytical Reports inclusive of all compiled raw data and scanned copies/soft copies of all filled in surveys. Analytics to be approved by the Procuring Agency in writing.

3. Key Deliverables

Based on the scope of work defined above, it is expected that the Firm hired for this project will deliver the following to procuring agency for approval before proceeding to next milestone:

3.1. Inception Reports:

The selected consultant shall submit **Three (one per survey type)** Inception reports within 2 weeks after the commencement of services. The reports will be discussed and agreed with the procuring agency team before conducting the final survey. The report should contain:

- 1) Detailed project work plan with specific timelines. The procuring agency is conducting the requisite surveys as per its Strategic Plan, which envisages the procuring agency emerging into a dynamic, technology driven and customer centric organization in the near future. The project plan will be compiled in line with procuring agency's Strategic Plan and under consultation of the business departments of the procuring agency
- 2) Design & methodology for conducting the survey. The procuring agency intends to conduct a deep-dive into the perception on Pakistani Banknotes, customer experience at procuring agency field offices & perception of external stakeholders of procuring agency in line with the Scope of Work defined in section 2 above. The methodology will be designed in line scope of work defined in section 2 above and will be approved by the procuring agency in writing.
- 3) Analysis mechanism/technique. The selected Consultant will implement globally accepted analysis techniques to analyze the survey results. The analyses will include:
 - i. A theme wise in-depth understanding of any issues/short comings highlighted in procuring agency's current service delivery and propose practical and implementable recommendations;
 - ii. An in-depth understanding of the current perception of Pakistani banknotes by the general public as per Scope of Work defined in section 2 above.
 - iii. A thorough analysis of all the external (direct and indirect) stakeholders of procuring agency, their current perception and satisfaction with the procuring agency and propose practical and implementable recommendations to address any gaps.
- 4) Formats of the Survey report
- 5) Profile of the project team along with broad areas of responsibilities of the assignment.

3.2. Final Report:

The selected consultant shall submit **three (one for each survey type)** final reports including comprehensive coverage of the elements outlined in section 3.1 above. The final reports should include the following key aspects:

Survey to assess public perceptions about quality of Pakistani banknotes available in the market.

- i. Public perceptions about quality of banknotes.
- ii. Awareness about publically known security features of banknotes. The list of security features available for the public will be shared with the selected consultant after award of contract. The same will be used to develop the survey pertaining to perception of banknote quality amongst the general public.
- iii. Feedback on availability of good quality currency notes issued by SBP (denomination-wise). This will be prepared after conducting a comparative analysis of banknote features available in the region.
- iv. Level of trust in banking system to filter out counterfeit banknotes. This will include a section regarding general public's perception of counterfeit banknotes circulating in the economy and their assumption of the most counterfeited denominations.
- v. Any other finding / analysis
- vi. Recommendations which are practical, implementable and data backed for each survey type.

Customer satisfaction survey in Banking Halls of 16 procuring agency Field Offices across Pakistan (F.O.-wise, product/service-wise and collective)

- i. The awareness levels of procuring agency functions.
- ii. Level of customer satisfaction on the quality of services rendered by Field Offices.
- iii. Level of Satisfaction on infrastructure facilities provided to the customers (helpdesk, seating arrangements, lighting, cleanliness, information display, overall ambiance etc.)
- iv. Level of customer satisfaction on dealing staff, their conduct, expertise, professionalism and behavior.
- v. Customers' awareness of and satisfaction with procuring agency's Website with respect to its layout, accessibility of relevant information, etc.
- vi. Awareness and effectiveness of complaint management and helpdesk.
- vii. Any other finding / analysis
- viii. Recommendations which are practical, implementable and data backed for each survey type.

Survey for gauging External Stake holders' Satisfaction

- i. Feedback on products and services offered by procuring agency.
- ii. Awareness about SBP Schemes issued from time to time

- iii. Stakeholders' satisfaction of Foreign Exchange Operations.
- iv. Perception about SBP and procuring agency by public, banks, academia, chambers, federal and provincial departments.
- v. Stakeholders' experiences paying government taxes using conventional channels and Alternative Delivery Channels, banking counters, exchange note facility etc.
- vi. Feedback from any other direct or indirect stakeholder identified in consultation with the procuring agency's business departments.
- vii. Any other finding / analysis
- viii. Recommendations which are practical, implementable and data backed for each survey type.

3.3. Primary Data

- 1. The selected Consultant shall also submit all data collected by whatever means used to compile the report including but not limited to original hard copies of the filled questionnaire, soft copy of all responses obtained via electronic means, audio and/or video recordings of all responses obtained through this channel.
- 2. All data used for the report in tabulated form on Microsoft Excel or CSV format.
- 3. Structured details of survey frame and the sample used for the survey.

4. Time Frame / Duration and Final Presentation.

Provision of all services mentioned above expected to complete within 3 months from the date of commencement of services.

The selected Consultant will be required to deliver a monthly presentation on the status of the project as per agreed milestones. A final presentation will be delivered upon completion of the project tasks. Once approved by the Procuring agency, the final reports shall be submitted by the selected Consultant to the procuring agency within the stipulated timelines.

SECTION V – GUIDELINES FOR SUBMISSION OF EXPRESSIONS OF INTERESTS (EOI)

1. Only Consultants from Pakistan (National Competitive Bidding) are eligible to submit the EOI for the *“Engagement of Services of a Firm for Conducting Perception Surveys for Assessing Banknotes Quality and External Stakeholders’ Satisfaction”*.
2. Eligible Consultant(s) should submit **Expressions of Interest (EOI)** in English/Urdu language along with relevant complete details of their qualification and experience as requested under **Section III – Eligibility/Qualification Criteria**.
3. A pre-submission meeting will be held on **March 29, 2024 at 11:00 AM** via Zoom. Meeting ID & Password are given below:

Meeting Link:

<https://us04web.zoom.us/j/6818704169?pwd=PaCWbRv7icltqbzLZ1cnoVCbXOmjQD.1&omn=75090144242>

Meeting ID: 681 870 4169

Password: Sbp@2023

4. Consultants are encouraged to attend the meeting to gain clarity about the procurement process, scope, evaluation criteria or any other related aspects. Official minutes of the Pre-submission meeting shall be issued to all participating Applicants besides uploading on the SBP website.
5. Consultants must provide unambiguous and clear information as per the above requirements and must provide only material that would be specific to the proposed services, and to avoid submitting generic promotional material
6. If the EOI response consists of more than one volume, the consultant must number the volumes constituting the EOI and provide an indexed table of contents for each volume. All documents should be securely bound.
7. Any further information/clarification by procuring agency can be sought.

SECTION VI. LETTER OF SUBMISSION OF INTEREST

Over Firm's Letterhead

Date: dd-mm-yyyy

EOI Title: "Engagement of Services of a Firm for Conducting Perception Surveys for Assessing Banknotes Quality and External Stakeholders' Satisfaction"

Reference: EOI No. GSD (Proc-II) /FISD-Perception Surveys/8951/2024

To:

Director

General Services Department
SBP Banking Services Corporation (HOK)
4th Floor BSC House, I. I. Chundrigar Road,
Karachi, Pakistan

We, the undersigned, apply to be shortlisted for the referenced Request for EOI and declare that:

- (a) **No reservations:** We have examined and have no reservations to the EOI Documents, including Addendum(s) No(s), issued in accordance with Instructions to Applicants **(ITA)**: [insert the number and issuing date of each addendum].
- (b) **No conflict of interest:** We have no conflict of interest.;
- (c) **Eligibility:** We meet the eligibility requirements, we have not been suspended by the Procuring Agency based on execution of a Bid/Proposal Securing Declaration;
- (d) **State-owned enterprise or institution:** [select the appropriate option and delete the other] [We are not a state-owned enterprise or institution] / [We are a state-owned enterprise or institution];
- (e) **Not bound to accept:** We understand that you may cancel the shortlisting process at any time without incurring any liability to the Applicants. Only applicants who have been shortlisted shall be entitled to participate further in the procurement proceedings
- (f) **True and correct:** All information, statements and description contained in the Application are in all respect true, correct and complete to the best of our knowledge and belief.

Signed: [insert signature(s) of an authorized representative(s) of the Applicant]

Name: [insert full name of the person signing the Application]

In the capacity of [insert capacity of the person signing the Application]

Duly authorized to sign the Application for and on behalf of: [insert full name of the Applicant]

Address: _____

Dated: _____

SECTION VII. APPLICANT INFORMATION FORM

Over Firm's Letterhead

Date: dd-mm-yyyy

EOI Title: "Engagement of Services of a Firm for Conducting Perception Surveys for Assessing Banknotes Quality and External Stakeholders' Satisfaction"

Reference: EOI No. GSD (Proc-II) /FISD-Perception Surveys/8951/2024

Consultant's Name:	<i>[insert full name]</i>
Consultant's Country of Registration:	<i>[indicate country of Constitution]</i>
Consultant's year of Incorporation:	<i>[indicate the year of Constitution]</i>
Tax Registration Details	
Consultant's legal address:	<i>[insert street/ number/ town or city/ country]</i>
E-mail Address:	
Telephone/Mobile Number:	
Official Web Site:	
Consultant's Authorized Representative Information	<p>Name: <i>[insert full name]</i></p> <p>Address: <i>[insert street/ number/ town or city/ country]</i></p> <p>Telephone/Fax numbers: <i>[insert telephone/fax numbers, including country and city codes]</i></p> <p>E-mail address: <i>[indicate e-mail address]</i></p>
Attached are Copies of Original Documents of	<ul style="list-style-type: none"> • Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above. • Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

SECTION VIII. FORMAT OF UNDERTAKING

Over Stamp Paper of Rs. 100/-

Undertaking For Non-Blacklisting/Non-Debarment & Non-Sanctioning

Date: dd-mm-yyyy

EOI Title: “Engagement of Services of a Firm for Conducting Perception Surveys for Assessing Banknotes Quality and External Stakeholders’ Satisfaction”

Reference: EOI No. GSD (Proc-II) /FISD-Perception Surveys/8951/2024

Dear Concern,

I/We hereby confirm and declare that I/We, M/s -----, has never been blacklisted/debarred under Rule 19 of PPR-2004 by any government/semi-government organization.

Detection of false declaration/statement at any stage of the entire application/Bidding Process / Currency of the Contract shall lead to disqualification and forfeiture of Bid Security or Performance Guarantee, as the case may be, and termination of the contract.

Seal & Signature of Firm:	_____
Date:	_____

Signature along with the stamp of authorized representative.