



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

Request for Empanelment (RFE)

Empanelment of Vendors for Performance and Load Testing

MAP_IT proposes to invite response to RFE for the Empanelment of vendors for Performance and Load Testing for various applications



Madhya Pradesh Agency for Promotion of Information Technology

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Schedules and Contact Information

RFE Reference number	MAPIT/COE/TESTING/16-17-001
Date of Issue	24 th May 2016
Last Date of Submission of Pre-bid Queries	3 rd June 2016 by email at info@mapit.gov.in
Pre-Bid meeting date and Time	6 th June 2016 3.00 PM
Last date and time for submission of response to RFE	30 th June 2016 2.00 PM
Date and Time of Opening of proposals	30 th June 2016 2.30 PM
Place of Pre-Bid meeting / Opening of proposals	Madhya Pradesh Agency for Promotion of Information Technology (MAP_IT), State IT Centre, 47-A, Arera Hills, Bhopal-462011, Tel: +91-755-2518702
Address for Communications	The Chief Executive Officer, Madhya Pradesh Agency for Promotion of Information Technology (MAP_IT), State IT Centre, 47-A, Arera Hills, Bhopal-462011, Tel: +91-755-2518702 Email: info@mapit.gov.in



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

Disclaimer

The information contained in this RFE document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Madhya Pradesh Agency for promotion of Information Technology (hereinafter referred to as “MAP_IT”) is provided to the bidder(s) on the terms and conditions set out in this RFE document and all other terms and conditions subject to which such information is provided. This RFE document is not an agreement and is not an offer or invitation by MAP_IT to any parties other than the applicants who are qualified to submit the bids (“bidders”). The purpose of this RFE is to provide the bidder(s) with information to assist the formulation of their proposals. This RFE does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFE and where necessary obtain independent advice. MAP_IT makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFE. MAP_IT may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFE.

Note:

Any Addenda / Corrigenda / Extension of dates / Clarifications / Responses to bidders’ queries in respect of this RFE shall only be posted on our website www.mapit.gov.in and no separate notification shall be issued in the press. Bidders are therefore requested to regularly visit our website to keep them updated in this connection.



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

Table of Contents

1	CoE, MAP_IT Introduction	5
2	EXECUTIVE SUMMARY	5
3	SCOPE OF WORK	6
4	GENERAL TERMS AND CONDITIONS:	7
5	EVALUATION METHODOLOGY	10
5.1	First Stage of Evaluation:	10
5.2	Eligibility Criteria:	11
5.3	Second Stage of Evaluation:	12
6	RESOLUTION OF DISPUTES	17
7	MAP_IT COMMUNICATION ADDRESS	17
8	TECHNICAL RESPONSE	18
8.1	Technical Response Sheet and Checklist	18
9	Annexures	21
9.1	Annexure A - Project Details (for minimum last 3 years)	21
9.2	Annexure B - Reference Details	22
9.3	Annexure C - Deployment Methodology	23
9.4	Annexure D – Details of Product	24
9.5	Annexure E – Declaration regarding clean track	25
9.6	Annexure F – Details of Single Point of Contact	26
9.7	Annexure G – Details of Turnover	27



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

1 CoE, MAP_IT Introduction

The Centre of Excellence (CoE) is the team of certified professionals within the MAP_IT, a Govt. of MP Organisation based at Bhopal, dedicated exclusively to execute IT expertise and act as technical backbone for IT project execution for various State Govt. Depts. These professional helps state user departments to execute IT expertise namely Infrastructure Sizing, Testing Services, Deployment /Staging environment for beta application software versions (prior to production roll out), IPR Audits/ Compliance Checks, QA Process & Compliance Checks (CMMi certified project artifacts) and also cyber cell services.

2 EXECUTIVE SUMMARY

MAP_IT invites response to RFE from reputed firms/agencies/vendors (hereinafter referred to as “Bidders”) for empaneling them to conduct Performance and Load Testing of various applications on need basis i.e. as and when opportunity arises. MAP_IT would be inviting limited quotes from the empaneled vendors as and when an opportunity is identified for carrying out the testing services.

The companies sending their quotations are expected to abide by the laws and regulation of MAP_IT.

MAP_IT reserves the right to cancel the RFE at any stage without specifying any reason.



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

3 SCOPE OF WORK

Under the scope of this RFE, the MAP_IT wishes to empanel and engage vendors having experience in conducting performance and load testing of applications as and when there is a requirement. At the time of requirement, the MAP_IT would be floating a limited quotation to the empaneled vendors with detailed scope of work. Eligible vendor would be awarded the contract of work based on the techno-commercial response submitted by them in response to the limited quotation. The decision of the MAP_IT in this regard will be final and binding on the bidder.

The broad Scope of work in limited quotation would involve **one or more** (but not limited to) of the following:

- 1 Providing **one of more** of the following Software license (latest version) as SaaS as and when required as per limited quotation
 - 1.1 HP LoadRunner
 - 1.2 Oracle OATS
 - 1.3 WebLoad
 - 1.4 IBM Rationale Performance Tester
 - 1.5 LoadComplete
 - 1.6 Silk Test
- 2 Assisting MAP_IT team in deploying license
- 3 Assisting MAP_IT team in installing software



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

- 4 Performing the activity of Performance / Load testing of the application as and when required by the MAP_IT. After completion of work, vendor is expected to submit detailed test result report along with his recommendations in guidance of MAP_IT.
- 5 Deployment of the required software licenses as per quotation along with suitable personnel for carrying out the activity of performance / Load Testing in guidance of MAP_IT.
- 6 The work would be carried out in the designated premises of and by MAP_IT.

4 GENERAL TERMS AND CONDITIONS:

Clarification about the RFE: Vendors shall have the opportunity to clarify doubts pertaining to the RFE document in order to clarify any issues they may have, prior to finalizing their responses. All questions are to be submitted to the email address mentioned in this document, and should be received by no later than the time specified in this document. Responses to inquiries and any other corrections and amendments will be distributed to all the Vendors in the form of electronic mail or hardcopy.

Technical Response: The vendor is required to submit his response to the bid as per the Technical Response Sheet provided under **Section 8.1**. This should be supplemented with the requisite documentary evidences as mentioned in the technical response sheet. The vendor is also required to submit the duly filled **Annexures A, B, C D, E, F and G** along with the technical response sheet. All the responses to the RFE document, viz. the technical response sheet, documentary proofs, **Annexures A to G** should be complete in all respects and **All the pages of the response should be duly signed and stamped by authorized signatory.**



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

Submission of Bids: The response to RFE is required to be submitted in a sealed cover super scribing in the top left hand corner of the cover as "**Application for Empanelment of Vendors for the purpose of performance and Load Testing of software applications: Not to be opened before 30th June 2016 2.30 PM "**" and submitted on or before the last date and time of submission. If the bid is sent through post / courier, the bidder should ensure that the cover reaches us before the due date and time.

Timely Submission: Bidders are solely responsible for timely delivery of the bids to the location as mentioned above, set forth herein prior to the stated Proposals Submission due date and are solely responsible for delays in receipt, including but not limited to third party carriers. Proposals not received on or before the last date and time of submission will not be considered.

Opening of Bids: Proposals will be opened in the presence of Bidder's representatives (if present). The MAP_IT reserves the right at any time to postpone or cancel a scheduled bid opening. The bids will be opened at the address mentioned above.

Use & Release of Bidder Submissions: The MAP_IT is not liable for any cost incurred by the Bidder in the preparation and production of any Proposal, the preparation or execution of any benchmark demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract. All materials submitted become the property of the MAP_IT and may be returned at its sole discretion. The content of each Bidder's Proposal will be held in strict confidence during the evaluation process, and details of any Proposals will not be discussed outside the evaluation process.



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

Limits on Promotion: The Bidder agrees to make no reference to MAP_IT or this procurement or resulting contract in any literature, promotional material, brochures, sales presentation or the like without the prior written consent of the MAP_IT.

MAP_IT's Rights of evaluation: The MAP_IT reserves its right to evaluate/shortlist/accept/reject/eliminate any vendor at any stage without assigning any reasons and it is at the sole discretion of the MAP_IT to provide any reason thereof to the Bidder.

Validity Period of Empanelment: The empanelment will be valid for a period of one (01) years from the date of award of empanelment. MAP_IT reserves the right to shorten or extend the validity period.

Award of Work: Vendor Empanelment does not guarantee any commitment by the MAP_IT to award work. As and when work arises, MAP_IT would be floating the requirements to the empaneled vendors. After technical and commercial evaluation for the opportunity, MAP_IT would award the contract to a vendor based on criteria decided for the assignment. Also the vendor has to be prepared to execute the work within a short notice from the date of award of contract.

Delisting of Vendors: It may be noted that the MAP_IT reserves the right to delist the empaneled vendor in case the vendor does not respond to the enquiries on three different occasions or express their inability to quote for enquiries or do not perform the contract awarded within the expected date of delivery. MAP_IT further reserves the right to scrap the empaneled list of vendors at any time without assigning any reason. MAP_IT's decision in this regard shall be binding and final. MAP_IT reserves the right to reject any or all the applications without assigning any reasons.



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

Note:

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5 EVALUATION METHODOLOGY

The Bid evaluation shall be a two stage process.

5.1 First Stage of Evaluation:

Preliminary scrutiny of the response to RFE will be made to determine whether they are complete, the documents have been properly signed; the response is generally in order and in the prescribed format with details filled in. The documentation furnished by the bidder will be examined prima facie to see if the submissions meet all the eligibility criteria as specified below:



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

5.2 Eligibility Criteria:

The bidder is required to meet all the conditions set forth under this section to be eligible for participation in the bid.

S. No.	Pre-Qualification Eligibility Criteria	Supportive Documents
1.	The Bidder should be a company registered in India and should have been in operation for the last three years.	Incorporation/Registration certificate along with the Service Tax number and MoA should be furnished as documentary proof.
2.	The Bidder should have Software Testing Service provider affiliations of either STQC or Indian Testing Board (ITB) or ISTQB or International Standard ISO/IEC 17025:2005 Software Testing Certifications Issued by the respective certification boards.	Certification or Snapshot from the official website of Certifying Organisation with Certificate number should be furnished as documentary proof.
3.	The bidder must have at least 3 (three) full time technically qualified and certified personnel on its rolls in the area of Software Testing specifically in the areas Performance Testing and Load Testing	A Certificate from Head (HR) or competent Authority for number of such technically qualified professionals employed by the company to be submitted along with the bids. Detailed CV should be attached.



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

4.	The Bidder must have executed at least 3 projects (Only Web Applications with at least 500 virtual users) of Software Performance Testing of IT / e-Governance projects in last 3 years using any of the tools mentioned in scope of work (point 3 item 1).	Annexure A and Proof by way of Client Completion Certificate / Client E-mail confirmation / Work Order / Certificate from OEM for the number of users & relevant tools used in projects
5.	Bidder should have been in Load Testing Business for a minimum period of 3 years.	Self-Declaration
6.	Bidder should not have been blacklisted by any Government organization/PSU/PSB during the last three years.	Annexure - F
7.	Bidder should be the prime bidder and no consortium is allowed.	

5.3 Second Stage of Evaluation:

Bidders who are found to be satisfying the eligibility criteria as stated above will be evaluated technically through a weighted point system. The Evaluation Committee will evaluate the technical proposals on the parameters specified under this section on the basis of the information furnished by the bidders in the technical response. The MAP_IT reserves the right to ask bidder(s) for additional information, visit to the bidders site and/or arrange discussions with their professionals, technical faculties to verify claims made in RFE response documentation.

Each bid shall be evaluated on a total score of 100 points under the following criteria:

Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

S. No.	Criteria	Maximum Score	Supportive Documents
1	<p>Projects/ Assignments completed in performance / Load testing in India with a minimum of 500 virtual users on any of the tools mentioned in scope of work (point 3 item 1).:</p> <p>The marks will be awarded as follows:</p> <ul style="list-style-type: none"> • Each project with 500 – 999 virtual users will carry 2.5 marks. • Each project with 1000 and above virtual users will carry 5.0 marks. 	40	<p>Annexure A and Proof by way of Client Completion Certificate / Client E-mail confirmation / Work Order / Certificate from OEM for the number of users & relevant tools used in projects</p>
2	<p>The Bidder should have Software Testing Service provider affiliations of either STQC or Indian Testing Board (ITB) or ISTQB or International Standard ISO/IEC 17025:2005 Software Testing Certifications Issued by the respective certification boards.</p>	15	<p>Certification or Snapshot from the official website of Certifying Organisation should be furnished as documentary proof.</p>



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

	<p>Each certification will carry 5 marks.</p> <p>Maximum will be 15 marks.</p>		
3	<p>Number of Certified professionals (Testers) in the Organization having ISTQB / CSTE / CSTP / STQC / Tool specific certifications / Government recognized certificate</p> <p>The marks will be awarded as follows:</p> <ul style="list-style-type: none">• Companies with 1 to 3 Certified professionals shall be awarded -5 Marks• Companies with 4 - 10 Certified professionals shall be awarded -10 Marks• Companies with more than 10 Certified professionals shall be awarded - 15 Marks	15	<p>A Certificate from Head (HR) or company secretary for number of such technically qualified professionals employed by the company to be submitted along with the bids. Detailed CV should be attached along with copy of the certificates.</p>

Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

4	<p>Average Annual Turnover (with profit before tax in each Year) in Financial Year 2014-15, 2013-2014, 2012-2013.</p> <p>The marks will be awarded as follows:</p> <ul style="list-style-type: none">• Average turnover between 25 lac and less than 50 lac - 02 Marks• Average turnover between 50 lac and less than 1 crore - 03 Marks• Average turnover between 1 crore and less than 3 crore - 05 Marks• Average turnover between 3 crore and less than 7 crore - 08 Marks• Average turnover equal to or more than 7 crore - 10 Marks	10	Annexure G certified by CA in original
5	Product Demo/ Product Presentation/ Case Study: Bidder to give a detailed	20	



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

	demo of the product along with case studies on the projects completed and expertise in performance testing / load testing.		
	Total (Max) Score	100	

The minimum qualification score for Technical Bid is 60 out of 100.

Any bidder securing 60 or above scores in the Technical Bid would be deemed to have qualified technically. However the MAP_IT reserves the right to empanel the vendor and the final decision would be with the MAP_IT

Any attempt by a Bidder to influence the MAP_IT in its bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bidder's Bid.

After qualification and empanelment, the selection of bidder for the performance / load testing project as and when required will be done. Empaneled vendors will be asked to submit quotation based on the requirement specified in quotation. The selection of the bidder will be done either by "lowest quote" or "quality and cost based selection" which will be decided & mentioned in detail while asking for quotation.



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

6 RESOLUTION OF DISPUTES

In case of a dispute or difference arising between the MAP_IT and the successful bidder relating to any matter arising out of or connected with the agreement, such disputes or difference shall be settled in accordance with the Madhya Pradesh Madhyastam Adhikaran Adhiniyam 1983.

MAP_IT and the successful bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.

If any dispute cannot be settled amicably then it shall be referred to the sole arbitrator who shall be the Secretary, Department of Science & Technology, Madhya Pradesh and whose decision will be final and binding on both the parties. The jurisdiction will be Madhya Pradesh High Court.

7 MAP_IT COMMUNICATION ADDRESS

The Companies interested should send their proposals to the following address clearly mentioning on the envelop

“Application for Empanelment of Vendors for the purpose of performance and Load Testing of software applications: Not to be opened before 30th June 2016 2.30 PM”

The Chief Executive Officer

Madhya Pradesh Agency for Promotion of Information Technology (MAP_IT),

State IT Centre,

47-A, Arera Hills, Bhopal- 462011, Tel: +91-755-2518702

For any clarification, please contact at info@mapit.gov.in



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

8 TECHNICAL RESPONSE

The bidder to ensure that all the responses are supported by relevant documents duly certified/ signed by authorised signatories.

8.1 Technical Response Sheet and Checklist

<u>Sr. No.</u>	<u>Particulars</u>	<u>Required Documentary proof</u>	<u>Vendor Response</u>
1	Name and Address of the Company With Telephone Nos., Fax, Email and website		
2	Details of the contact person for the RFE with Name, designation, Phone No, Mobile No and Email Id.	Details as per Annexure F	
3	Date of Incorporation	Certificate of Incorporation	
4	Address of offices/facilities in India	Address details	
5	Address of Local office Madhya Pradesh	Address Details	
6	No of years of experience in: a) Software Testing	Self-Declaration	



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

	b) Load Testing of Applications		
7	Details of Certifications obtained by the Company as per RFE	Relevant Certificate Copies	
8	Staff Details as under (in the roll of the organisation as on date): a) Total No of IT staff Strength Out of which: Total No of Testers b) Details of Certified Testers along with details of certification obtained	Self-attested certificate by the authorized personnel along with relevant copies of certification with detailing no. of years, experience in load testing.	
9	Details of Load Testing Projects completed in the last three years	Details as per Annexure A	
10	Reference Details of existing clients	Details as per Annexure B	
11	Deployment Methodology for execution of projects	Details as per Annexure C	
12	Product Details of Load Testing	Details as per Annexure D	



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

	Tool		
13	Sales Tax / Service Tax Registration Number (with document evidence)	Self-Attested Certificate Copies	
14	PAN NO (with document evidence)	Self-Attested Copy of PAN Card	
15	Self-Declaration of not having blacklisted as per eligibility criteria	Details as per Annexure E	
16	Turnover and profit of Financial Year <ul style="list-style-type: none">• Year 1 (FY 2014-2015)• Year 2 (FY 2013-2014)• Year 3 (FY 2012-2013)	Details as per Annexure G	

Bidders Name

Authorised Signatory with Name, Seal, Date and Place



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

9 Annexures

9.1 Annexure A - Project Details (for minimum last 3 years)

The bidder should provide details of projects executed in the area of Load Testing Services carried out in the past three years. To be submitted for each project separately.

Particulars	
Name of the Institution	
Date of Award of Contract	
Date of commencement of work	
Date of completion of the project.	
Brief details of the Project	
Name of the application tested along with details of platform	
No of users	
Name of the tool used for testing	
No of People deployed for the project	
Whether tested in Client environment and location of testing.	

(Separate sheets may be attached to elaborate the projects undertaken)

Note: Please enclose Work orders along with Completion Certificates or Client's Testimonial given by concerned organizations.



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

9.2 Annexure B - Reference Details

(Please provide at least two references of clients where Load Testing projects have been undertaken)

Particulars	
Name of the client	
Name of the person to be contacted	
Telephone No	
Mobile No	
Email Id	



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

9.3 Annexure C - Deployment Methodology

Manpower Deployment (typical deployment methodology for any project)

(Only give time deployment schedule for any project indicating full time/part time deployment without quoting any cost.)

Particulars	No of Members with details of Part Time/ Full Time Deployment
(1) Project Manager/Leader:	
(2) Lead tester(s):	
(3) Tester(s):	
(4) Others:	



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

9.4 Annexure D – Details of Product

To be submitted for each tool separately.

Particulars	
Detailed Write up on the performance / Load Testing product	
No of Licenses Owned (Validity Period of License)	
No of Licenses Leased (Validity Period of Lease)	
No of years of experience of using the tool	
No of projects the tool has been used by the company	

Please ensure that your response clearly answers all the relevant sections. In case you use additional schedules or documentation to support your response, make sure that they are clearly cross-referenced to the relevant question.

Please note that all relevant copies of documents are to be certified/ signed by authorised signatories.



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

9.5 Annexure E – Declaration regarding clean track

To _____ Dated -----, 2014.
THE CEO,
Madhya Pradesh Agency for promotion of Information Technology (MAP_IT),
47-A, Arera Hills,
Bhopal (M.P.) 462004
Ref: “Expression of Interest (RFE) Empanelment of Vendors for performance and Load Testing” against
tender No -----

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the “Expression of Interest (RFE) Empanelment of Vendors for performance and Load Testing”.

I hereby declare that my company has not been debarred/black listed by any Government/Semi Government organizations in India. I further certify that I am competent officer in my company to make this declaration.

In accordance with the above we would like to declare that:

1. We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
2. We are not blacklisted by any Central/State Government/Public Sector Undertaking in India.
3. The information provided in the document submitted is true and no false representation has been made.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation Seal

Date:

Business Address:

Place:

Date:

Bidder's signature

with seal.



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

9.6 Annexure F – Details of Single Point of Contact

(On Company letterhead only)

Details of Single Point of Contact :	
Name:	
Title:	
Postal address :	
Telephone No. :	
Email Address:	
Mobile No. :	
Signature and stamp:	



Madhya Pradesh Agency for Promotion of Information Technology

(A Regd. Society of Govt. M.P. Under Dept. of Science & Technology)

9.7 Annexure G – Details of Turnover

I <<Name of CA and address>> have verified the financial documents of M/s <<Name and address of the Bidder>> and certify below financial details of M/s <<Name and address of the Bidder>>

<u>Financial Year</u>	<u>Turnover (in Rs.)</u>	<u>Profit after tax (in Rs.)</u>
Year 1 (FY 2014-2015)		
Year 2 (FY 2013-2014)		
Year 3 (FY 2012-2013)		
Average of above financial Years		

Bidder Sign along with Seal

CA Sign along with Seal