

Establishment and operating Regional Processing Centres for Department of Income Tax, Govt. of India

Pre-Qualification Criteria:

Sr. No.	Criteria	Documentary Evidence
1.	This invitation to bid is open to all companies registered in India, who fulfill pre-qualification criteria. In case of consortium, the Prime bidder and all members must be companies registered in India	<ul style="list-style-type: none"> ➤ Certificate of incorporation ➤ Certificate of Commencement of Business ➤ Memorandum and Articles of Association
2.	The Bidder (Prime Bidder in case of consortium) should have been in operation for a period of at least 5 years	<ul style="list-style-type: none"> ➤ Certificate of Incorporation ➤ Certificate of Commencement of Business issued by the Registrar of Companies
3.	Minimum Turn Over (TO) of 250 Cr in each financial year i.e. F.Y. 2008-09, 2009-10 and 2010-11 for the prime bidder.	<ul style="list-style-type: none"> ➤ Audited financial statements (reflecting overall turnover) for the last three (3) financial years i.e. FY 08-09, 09-10 and 10-11. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ➤ Auditors'/ CA certificate on the turnover as mentioned by the bidder
4.	Prime Bidder who is responsible for BPO/ITES/ IT Services operations should have had a turnover of Rs. 100 Crores over each of the last 3 financial years (i.e. FY 08-09, 09-10 and 10-11) from the BPO/ITES/ IT Services/ operations.	<ul style="list-style-type: none"> ➤ Audited financial statements (reflecting overall turnover from the listed activities) for the last three (3) financial years i.e. FY 08-09, 09-10 and 10-11. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ➤ Auditors'/ CA certificate on the turnover as mentioned by the bidder

5.	The Bidder (Prime Bidder in case of a consortium) should have had a net worth of Rs. 300 Crores in the last FY i.e. 2010-11	<ul style="list-style-type: none"> ➤ Audited financial statement (reflecting net-worth of business) for the latest financial year <li style="text-align: center;">OR ➤ Auditors'/ CA certificate on the net-worth as mentioned by the bidder
6.	The Bidder (Prime Bidder in case of a consortium) should have had a net profit in the previous three financial years (i.e. FY 08-09, 09-10 and 10-11)	<ul style="list-style-type: none"> ➤ Audited financial statement (reflecting profit in business) for previous three financial years (i.e. FY 08-09, 09-10 and 10-11) AND ➤ Statutory Auditors' certificate certifying the net profit as mentioned by the bidder
7.	The Bidder (in case of consortium: Prime Bidder or member who is responsible for Physical Record management) should have operational presence in at least one place out of KOLKATA, HYDERABAD and MANDATORY availability in [MUMBAI or Navi Mumbai or PUNE] and [Manesar or Delhi/NCR].	<ul style="list-style-type: none"> ➤ Undertaking by bidder (Prime bidder and member who is responsible for Physical Record management in case of consortium) to the effect. Undertaking should be signed by an Authorized signatory ➤ Certificate from the Company Secretary confirming the undertaking by the bidder
8.	The Bidder (in case of consortium: Prime Bidder or member who is responsible for Physical Record management) should have Professional Membership in a recognized international forum	<ul style="list-style-type: none"> ➤ Copy of Certificate of membership <li style="text-align: center;">OR ➤ Undertaking by bidder (Prime bidder and member who is responsible for Physical Record management in case of consortium) to the effect. Undertaking should be signed by an Authorized signatory
9.	The Bidder (in case of consortium: Prime Bidder or a member who is responsible for Physical Record management) should have a minimum turn over of Rs. 5 Cr in each financial year i.e. F.Y. 2008-09, 2009-10 and 2010-11 from records management. This turn over will be inclusive of turn over of parent and subsidiary companies.	<ul style="list-style-type: none"> ➤ Audited financial statements (reflecting overall turnover) for the last three (3) financial years i.e. FY 08-09, 09-10 and 10-11. <li style="text-align: center;">OR ➤ Auditors'/ CA certificate on the turnover as mentioned by the bidder

10.	<p>The Bidder (in case of consortium: Prime Bidder or member who is responsible for Physical Record management) should provide at least 2 Client References from the Govt. Department/ PSUs/ Banks and nationalized insurance companies operating in India.</p> <p>The bidder should have at-least one customer having their turnover of at least 100 Crore in any of the last 3 Financial Years and the contract value of references provided should be of Rs. 1 Crore or higher.</p>	<ul style="list-style-type: none"> ➤ Undertaking by bidder (Prime bidder and member who is responsible for Physical Record management in case of consortium) to the effect. Undertaking should be signed by an Authorized signatory ➤ Certificate from the Company Secretary confirming the undertaking by the bidder
11.	<p>The bidder and other consortium members, if any, should not be involved in any litigation (Business/ Financial/ Fraud) that may have an impact of affecting or compromising the delivery of services as required under this contract</p>	<ul style="list-style-type: none"> ➤ Undertaking from Prime bidder, signed by an Authorized signatory ➤ Certificate from the Company Secretary that the bidder (or any Consortium members) is not currently involved in any major litigation that may have an impact on the delivery of services for this project
12.	<p>Bidders declared blacklisted by any Government organization/ agency for corrupt, fraudulent or any other unethical business practices in a similar or comparable project shall not be eligible</p>	<p>Certificate from the Company Secretary to the effect that the bidder (or any Consortium members) is not currently and never has been blacklisted by any Government organization / agency</p>
13.	<p>The Bidder (Prime Bidder in case of consortium) should be ISO 9001 certified.</p>	<p>Valid ISO Certification</p>
14.	<p>AT Least 1 centre of the bidder should have been assessed and certified for ISO 27001</p>	<p>Certificate from certification agency</p>