



Ministry of Micro, Small and Medium Enterprises,  
Government of India

## MSME- Development & Facilitation Office, Jaipur

Tender no. MSME-DFO/YC/2024-25

dt: 15.07.2024

### 1. Background

Ministry of Micro, Small & Medium Enterprises, Government of India, through its field office MSME-DFO, Jaipur invites Limited tender Enquiry bids under single stage, two envelope method (i.e. Technical Bid and Financial Bid) for Conceptualization, Fabrication, Operation & Maintenance one day **Yashasvini Campaign Program** including associated work & services for 19.07.2024 at Rajasthan International Centre, Jaipur. The theme of campaign is **"Apna Udyam, Apni Pehchan"**.

### 2. Details of the Bid:

S.No.	Particulars	Details
a.	Bid Reference	Tender No.: dt: 15.07.2024
b.	Last date and time & place of receipt of bid	17.07.2024, by 15:00 hrs. MSME- DFO, 22, Godam Industrial Estate, Jaipur
c.	Date and time for opening of Technical Bid	17.07.2024, by 16:00 hrs.
d.	EMD	EMD for Rs. 20,000/- (Rupees Twenty Thousand Only) in form of a Bank Draft/ Banker's Cheque issued by any commercial Bank or in favour of <b>Director, MSME-DI</b> , payable at Jaipur
e.	Financial Bid opening	Will be intimated to technically qualifying Bidders in Technical bid.

### 3. ELIGIBILITY/QUALIFICATION CRITERIA FOR TECHNICAL BID (**ANNEXURE "A"**):-

The Bidder has to submit the documentary evidences for the following:

3.1 The Bidder shall have minimum five years of experience in conceptualize, construction and decoration of Exhibition pavilion/Stalls/conference, providing design, infrastructure, logistics support in International/Domestic Trade Fairs, International/Domestic Exhibitions, conferences etc. Please enclose registration / work order along with completion certificate etc.

3.2 The Bidder shall have minimum total turnover of Rs. 1.0 Crore in the any of last three years.

3.3 All Bidders must enclose copy of GST registration Certificate along with the tender documents.

3.4 EMD for Rs. 20,000/- (Rupees Twenty Thousand Only) in form of a Bank Draft/ Banker's Cheque issued by any commercial Bank or in favour of **Director, MSME-DI**, payable at Jaipur

3.5 The Bidders should submit a detailed proposal for the Scope of work which should include the details of concept, creativity, design, quality, material used, detailing of deliverable and over all execution of work. Detailing of signage, bunting and gates etc. is also necessary.

3.6 Bidder has to provide at least two, 3D/2D-designs with views from different angles for the space to be submitted along with Technical Bid. The design should be in accordance with the regulation of the RIC, Jaipur. The theme is "**Apna Udyam, Apni Pehchan**".

3.7 The Bidder should have operating local office in Jaipur/ Rajasthan/Delhi/NCR.

3.8 Authorization letter (on Company letter Head) in favour of authorized signatory.

3.9 Bidder shall submit an Affidavit on Rs.100/- Stamp Paper that his Bidding Company has never been black listed by any Ministry of Government of India /State Government and its Departments & Organizations.

#### 4. SCOPE OF WORK AND TECHNICAL SPECIFICATION OF ITEMS

Scope of Work: following services and items are required during the one day Yashasvini Campaign at Jaipur:

### YASHASVINI CAMPAIGN 19th JULY 2024, RIC, Jhalana, Jaipur

#### Proposed SCOPE OF WORK

S.NO	PARTICULAR	SIZE/QTY	
1	<p><b>Branding-</b> Print on Normal Media (Blackout) &amp; pasting on Iron Frame as per designs provided by the Organisers</p> <p>Suggested Branding:</p> <ol style="list-style-type: none"> <li>1. Side panel of LED</li> <li>2. Podium Branding- - 2 Nos.</li> <li>3. Welcome Panel on Main road- 16'x10'- 14 Nos. from Airport to venue in all prominent points</li> <li>4. Welcome Panel- At the Main Entrance RIC &amp; Exit gate of RIC- 16'x10'- 4 Nos.</li> <li>5. Direction Standees- 6'x3'- 12 Nos.</li> <li>6. Facility Signage- 6'x3'- 10 Nos. etc.</li> <li>7. Riser flex - Main Auditorium etc.</li> <li>8. Welcome Panel- Block B &amp; C</li> </ol>	3000 sqft	
2	<b>Main Auditorium Setup</b>		
3	Red Carpet- New- for welcome- at the entry stairs of Main Auditorium + Ramp	1500 sqft	
4	<b>Webcasting Setup for Main Auditorium with Internet Connectivity, Video camera, Mixer etc.</b>	1 setup	
5	Sound System	Existing Sound system shall be used	
6	LED Wall	Existing LED Wall of RIC shall be used	
7	Head Table setup for 10 Persons	12	
8	VIP Chairs for Head Table	10	
9	Name Plates for Head Table	30	
10	Glass Bottles + Borosil Glasses with coaster for Head Table	10 Nos.	
11	Light Lamp with all necessary material+ Flower Décor	01 No.	
12	Statue of Bhagwan Ganesh ji with flower Décor + Garland	01 Nos.	
13	Trays for mementos	02 Nos.	

14	Usrettes for Mementos, Plants etc. distribution on Main Stage	04 Nos.	
15	Anchor for Main Auditorium	01 No.	
16	Pla Cards for sitting arrangement	16 Nos.	
17	Q Manager	30 Nos.	
18	Welcome Plants	10 Nos.	
19	Folders with writing pads+ Pen for Head Table	10 Nos.	
20	Mementos	25 Nos.	
21	Shawls	10 Nos.	
22.	Photography & Videography	Lumpsum	
<b>Registration Area- Setup in foyer area</b>			
23	Registration counters	05 Nos.	
24	Support Staff- Male/Female	06 Nos.	
25	Multi Function Printer- B/W	01 No.	
26	Laptop with Wi-Fi connectivity and printer	01 No.	
<b>VIP Food Arrangement- Multipurpose Hall- 1st Floor</b>			
27			
28	Round Table with cover & Napron	10 Nos.	
29	Banquet Chairs for Round Table	60 Nos.	
30	Wooden Table- 6'x2'- with frill - for food counters	10 Nos.	
31	Big Dustbins	05 Nos.	
<b>Food Arrangement for Participants- Convention Hall- Ground Floor</b>			
32			
33	Round Table with cover & Napron	05 Nos.	
34	Banquet Chairs for Round Table	50 Nos.	
35	Wooden Table- 6'x2'- with frill - for food counters	20 Nos.	
36	Big Dustbins	10 Nos.	
37	High Rise Tables	10 Nos.	
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<b>EXHIBITION SETUP- CONVENTION HALL</b>		
46	Octonorm Stalls- 3mx2m with 1 Table, 2 Chairs, 2 Spot Lights, 1 Power Point, Fascia Name	15 Nos.
<b>Distribution Material for Participants</b>		
47	Jute Bags for Participants- 13'x13'	650 Nos.
48	Writing Pad	650 Nos.
49	Pen	650 Nos.
50	Registration card with Lanyards & plastic pouch	800 Nos
<b>Transportation- Buses &amp; Taxi</b>		
51	Etios/D'zire- 80 km & 10 Hours basis- local movement	5 Nos. per day
52	Bus- 45/50 seater- No. A.C. for Participants from nearby towns of Jaipur	5 Nos. per day
<b>Flower Decoration</b>		
53	Flower Decoration on Head Table, Main Stage, Podiums, .- with available Natural Seasonal Flowers	1 set
54	Flat Table Bouquets- on Head Table- medium size	5 Nos.
55	Flower Decoration for Light Lamp	1 No.
56		
<b>Suggested Menu Food Arrangement- VIP</b>		
57	Welcome Drink, 1 Dal, 2 Sabzi, 2 types of Chapatis, Rice, Raita, Salad, Pickle, Papad, 2 Sweets, Water bottle- 200 ml	
<b>Suggested Menu High Tea Arrangements for VIPs in VIP Lounge</b>		
58	Tea/Coffee, Green Tea- 2 Types, Nariyal Paani, Khandvi/Sandwich/Mix Pakora/ 1 Sweet/Wafers/ Dry Fruits- Kaju/Badam/Pista/ Juices- 2 Types etc. with proper cutlery & well dressed Serving Staff	
<b>Suggested Menu Food Arrangements - Participants</b>		
59	1 Dal, 2 Sabzi, Chapati, Rice, Raita, Salad, Pickle, Papad, 1 Sweet, water bottle	

Note\*:

- As the items are interlinked to each other the comparison of the financial bid shall be on the basis of Total Price (inclusive of all applicable taxes etc.) quoted by the Bidder. Nocomparison of individual items will be made.

- The quantity mentioned is indicative for the purpose of comparing the bids. The individual item charge is only for reference purpose of this office and may be used in case any item is increased / decreased.
- This office reserves the right to increase the order value upto 25% depending on the needs & requirement

## 5. PENALTY

In case the Bidder fails to complete the fabrication work as per its design along with modifications suggested by this office within stipulated period i.e. on or before 19.07.24 by 7 AM, the Earnest Money Deposit (EMD) will be forfeited.

## 6. INSTRUCTION / CONDITIONS:

- i) The tenders received, will be opened by the committee constituted for the purpose.
- ii) The tenders will be opened in presence of Bidders or their authorized representative who chose to remain present on the opening date at the scheduled time so that any clarification regarding technical bid is explained then and there. In absence of any representative the decision of the tender evaluation committee shall be final and binding.
- iii) The Bidder shall quote the bid amount in Indian Rupees. This bid amount shall be entered in figures as well as in words. In case of difference in bid amount between words and figures, amount mentioned in words shall be treated as valid.
- iv) After award of contract, this office reserves the right to add or delete any part of scope of work, if situation demands and the amount shall be re-calculated accordingly, as per the price quoted for individual items in Annexure "B".
- v) If the Bidder deliberately gives wrong information in his tender, this office reserves the right to reject such tender at any stage or to cancel the contract, if already awarded.
- vi) The successful Bidder shall not sub-contract any part or complete work as detailed in the tender specifications without written permission of this office.
- vii) No deviations to the tender conditions shall be accepted whatsoever.
- viii) The court of competent jurisdiction at Jaipur, shall have exclusive jurisdiction in regard to all disputes in respect of this tenders.
- ix) Timely completion of the work and quality is essence of the contract. For any failures on timelines and quality, penalty clauses as per tender shall be applicable.
- x) The work as detailed in this tender shall be executed and completed in all respects in accordance with the tender document and as per the venue rules and to the complete satisfaction of this office.
- xi) All the materials and left out consumables shall be taken back by the successful Bidders after the completion of the program. Dismantling shall be done safely and securely

without causing any damages to venue. Successful Bidder shall be responsible for any demurrages/left out materials.

xii) The quoted rates shall include all prices including transportation of materials to and from the site as and when required and other incidental charges. Nothing extra is payable on this account, all prices shall be deemed to be included in the offered price. Transportation of any wastage, exchange of rejected or defective material, surplus material etc. shall have to be arranged by the Bidder at his own risk and costs. Also any material brought inside or taken out of the premises shall have necessary prior permission to do so as per guidelines of venue. The amount of work is also inclusive of design fees, execution, hiring, conveyance, handling, loading, unloading, fabricating, erecting, installation, dismantling, commissioning, supervising, overheads, services, other infrastructure, housekeeping, taxes including GST, full insurance for any risk prior to & during the event and any related activity etc. The successful Bidder shall coordinate with concerned authorities for all statutory compliances/clearances, etc.

xiii) The Bidder shall be responsible for any injury caused to persons or things any damage caused to any property of, this office, or venue which may arise from the operations or neglect of any person of the Bidder team or any person engaged by him for any purpose related to the execution of this contract. This clause shall include inter-alia, any damage to buildings, space etc. adjacent to or otherwise to the premises. The Bidder shall indemnify this office and Ministry of MSME of all liabilities arising out of his operations in any way under any acts of the Government and also in award of any compensation or damage consequent upon any claim arising out of the above. The Bidder shall further make good all damage caused thus either to this office or any third party. To mitigate any mis-happenings, the successful Bidder shall take requisite insurance and prices shall be deemed to be included with the offered price.

xiv) The Bidder shall ensure the regular supervision and control by the Bidder himself AND/OR by his authorized representatives on the personnel deployed by him for work and necessary direction should flow from the Bidder to his workforce for undertaking the tender obligations.

xv) The Bidder shall submit for verification all relevant records/ documents to this office as asked for.

xvi) The Bidder shall indemnify this office and Ministry of MSME against all losses or damages, if any, caused to it on account of acts of the personnel, if any, deployed by him.

xvii) All Statutory taxes/TDS at the prevailing rates as applicable from time - to - time shall be deducted from Bidder's bills as per rules.

xviii) The Bidders shall have total responsibility for all items / equipment/ materials in his custody, stores, loose, semi-assembled and /or erected by him at venue.

xix) In the event Bidder fails to execute the work with due diligence or expedition or shall refuse or neglect to comply with any orders given to him in writing by the office or on behalf of this office within the scope of the contract, or shall contravene the provisions of the contract, the office may give notice in writing to the Bidder for termination of the contract. Bidder shall be responsible for all losses due to this. Further, the tender shall be executed at risk and cost of Bidder.

xx) This office reserves the right to modify or cancel the whole tender process.

xxi) This office reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders for rejection grounds taken by this office.

xxii) EMD of Successful Bidders will be refunded without any interest at the end of contract period. EMD of unsuccessful Bidders will be refunded within fifteen days from award of contract.

xxiii) Before Tendering, the Bidders are advised to carefully go through the terms and conditions.

xxiv) All the bills /payments due to successful Bidders as per the rates and terms of the Contract accepted by this office shall be submitted within One month. The payment will be released only after completion of due approval process. This office reserves the right to hold the payment upto the amount for the works which are observed to be not complying with the tender terms & conditions.

xxv) The shortlisted agencies shall be asked to make a creative presentation before the committee of this office / Ministry of MSME officials.

xxvi) This office reserves the right to modify or change any of the terms & conditions applicable to the tender before bid opening through corrigendum/ addendum.

xxvii) The acceptance of tender will rest with this office who does not bind himself to accept the lowest bid and reserves himself the right to reject any or all the tenders received without the assignment of any reason. All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

xxviii) This office does not bind itself to accept the lowest offer. Tender highly responsive to the terms and conditions meeting work timelines considering whole part of tender may be accepted by this office and Bidder shall be bound to perform the same at the prices offered in Bid.

xxix) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the Bidders, who resort to canvassing, will be rejected.

xxx) This office reserves the right to increase the order value up to 25% depending on the needs and requirement.

xxxi) All the materials to be provided shall be without any defect and shall be scratch less, stain less. In case of supply of sub-standard/ defective materials, furniture etc., amount will be deducted/recovered for the respective items against the payments due to the Bidder.

xxxii) Bidder is advised to visit the site/venue and familiarize oneself of the existing facilities & environment and shall collect all other information, which may be required for preparing and submitting the bid. Claims & objections due to ignorance of existing conditions or inadequacy of information will not be considered after submission of the bid and during implementation.



xxxiii) As the items are interlinked to each other therefore comparison of the financial bid shall be on the basis of Total Price (inclusive of all taxes etc) quoted by the Bidder. As all items are interlinked to each other, no comparison of individual items will be made. The individual item charge is only for reference purpose of this office and may use in case any item is increased/ decreased for the program.

xxxiv) Financial bids of technically qualifying Bidder found meeting all terms & conditions and also clearing creative presentation, shall be opened with prior intimation to all technically qualifying Bidders.

xxxv) Any additional information should be enclosed separately and referred to in the relevant column of the bid form.

xxxvi) The successful Bidder has to depute a team of expert persons of each field at the venue, for completing all the activities in time.

xxxvii) Late bids shall be rejected.

xxxviii) No modification in the bid shall be allowed after the deadline for submission.

xxxix) This office reserves the right to make the minor changes in the work order after awarding the work to successful Bidder within expenditure & specification etc.

xl) All the pages of the technical and financial bid should be numbered and duly signed by authorized signatory.

xli) Non-submission of eligibility documents as evidence of eligibility shall lead to disqualification.

## 7. TECHNICAL & FINANCIAL BID OPENING AND EVALUATION

### 7.1 EVALUATION PROCEDURE

i. The bids received shall be assessed and evaluated based on the qualification & experience criteria specified elsewhere in the tender.

ii. An evaluation committee will undertake the evaluation of all the tenders based on the eligibility/qualification criteria for technical bid.

iii. The Bidders must meet all eligibility/qualifying criteria. Any Bidder not meeting any of the requirements for technical bid will not be short-listed for the opening of

Financial Bid.

iv. The Financial bid will be evaluated for selecting lowest Price i.e. Lowest Price offering Bidder (L-1) on total price will be declared the successful Bidder.

## 8. APPLICABLE LAW

The Contract shall be interpreted in accordance with the laws of the Union of India and will be under the jurisdiction of court in Jaipur.

#### 9. TAXES AND DUTIES

Bidder shall be entirely responsible for all taxes, duties, license fees, etc, incurred of the Contracted Goods & services to the office. No tax or duty will be payable by the office.

#### 10. PAYMENT

Payment and release of EMD will be made on successful completion of the work.

**ANNEXURE "A"**

## FORMAT FOR SUBMITTING TECHNICAL BID (ON LETTER HEAD OF THE BIDDER)

## TECHNICAL BID

S.No.	Particulars	Yes	No	Page No.
1	The Bidder shall have minimum five years of experience in conceptualize, construction and decoration of Exhibition pavilion/Stalls/conference, providing design, infrastructure, logistics support in International/Domestic Trade Fairs, International/Domestic Exhibitions, conferences etc. Please enclose registration / work order along with completion certificate etc.			
2	The Bidder shall have minimum total turnover of Rs. 1.0 Crore in the any of last three years,			
3	All Bidders must enclose copy of GST registration Certificate along with the tender documents			
4	EMD for Rs. 20,000/- (Rupees Twenty Thousand Only) in form of a Bank Draft/ Banker's Cheque issued by any commercial Bank or in favour of <b>Director, MSME-DI</b> , payable at Jaipur			
5	Detailed proposal for the Scope of work which should include the details of concept, creativity, design, quality, material used, detailing of deliverable and overall execution of work. Detailing of signage, bunting and gates etc. At least two, 3D/2D-designs with views from different angles for the space to be submitted			
6	The Bidder should have operating local office in Jaipur/ Rajasthan/Delhi/NCR.			
7	Authorization letter (on Company Letter Head) in favour of authorized signatory.			
8	Bidder shall submit an Affidavit on Rs.100/- Stamp Paper that his Bidding Company has never been black listed by any Ministry of Government of India /State Government and its Departments & Organizations.			

(Signature &amp; Stamp of authorized signatory)

**ANNEXURE-“B”****FORMAT FOR SUBMITTING FINANCIAL BID****On the letter head of the Bidder****FINANCIAL BID**

<b>S.NO</b>	<b>PARTICULAR</b>	<b>SIZE/QTY</b>	<b>Rate (Incl. All Taxes)</b>	<b>Total (In Rs)(Incl. All Taxes</b>
1	<b>Branding-</b> Print on Normal Media Blackout) & pasting on Iron Frame as per designs provided by the Organisers Suggested Branding: 1. Side panel of LED 2. Podium Branding- - 2 Nos. 3. Welcome Panel on Main road- 16'x10'- 14 Nos. from Airport to venue in all prominent points 4. Welcome Panel- At the Main Entrance RIC & Exit gate of RIC- 16'x10'- 4 Nos. 5. Direction Standees- 6'x3'- 12 Nos. 6. Facility Signage- 6'x3'- 10 Nos. etc. 7. Riser flex - Main Auditorium etc. 8. Welcome Panel- Block B & C	3000 sqft		
2	<b>Main Auditorium Setup</b>			
3	Red Carpet- New- for welcome- at the entry stairs of Main Auditorium + Ramp	1500 sqft		
4	<b>Webcasting Setup for Main Auditorium with Internet Connectivity, Video camra, Mixer etc.</b>	1 setup		
5	Sound System	Existing Sound system shall be		

		used		
6	LED Wall	Existing LED Wall of RIC shall be used		
7	Head Table setup for 10 Persons	12		
8	VIP Chairs for Head Table	10		
9	Name Plates for Head Table	30		
10	Glass Bottles + Borosil Glasses with coaster for Head Table	10 Nos.		
11	Light Lamp with all necessary material+ Flower Décor	01 No.		
12	Statue of Bhagwan Ganesh ji with flower Décor + Garland	01 Nos.		
13	Trays for mementos	02 Nos.		
14	Usrettes for Mementos, Plants etc. distribution on Main Stage	04 Nos.		
15	Anchor for Main Auditorium	01 No.		
16	Pla Cards for sitting arrangement	16 Nos.		
17	Q Manager	30 Nos.		
18	Welcome Plants	10 Nos.		
19	Folders with writing pads+ Pen for Head Table	10 Nos.		
20	Mementos	25 Nos.		
21	Shawls	10 Nos.		
22	Photography & Videography	Lumpsum		
	<b>Registration Area- Setup in foyer area</b>			
23	Registration counters	05 Nos.		
24	Support Staff- Male/Female	06 Nos.		
25	Multi Function Printer- B/W	01 No.		
26	Laptop with Wi-Fi connectivity	01 No.		
	<b>VIP Food Arrangement- Multipurpose Hall- 1st Floor</b>			
27				
28	Round Table with cover & Napron	10 Nos.		
29	Banquet Chairs for Round Table	60 Nos.		
30	Wooden Table- 6'x2'- with frill - for food counters	10 Nos.		
31	Big Dustbins	05 Nos.		
	<b>Food Arrangement for Participants- Convention Hall- Ground Floor</b>			
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33	Round Table with cover & Napron	05 Nos.		

34	Banquet Chairs for Round Table	50 Nos.		
35	Wooden Table- 6'x2'- with frill - for food counters	20 Nos.		
36	Big Dustbins	10 Nos.		
37	High Rise Tables	10 Nos.		
38				
39				
40				
41				
42				
43				
44				
45				
<b>EXHIBITION SETUP- CONVENTION HALL</b>				
46	Octonorm Stalls- 3mx2m with 1 Table, 2 Chairs, 2 Spot Lights, 1 Power Point, Fascia Name	15 Nos.		
<b>Distribution Material for Participants</b>				
47	Jute Bags for Participants- 13'x13'	650 Nos.		
48	Writing Pad	650 Nos.		
49	Pen	650 Nos.		
50	Registration card with Lanyards & plastic pouch	800 Nos		
<b>Transportation- Buses &amp; Taxi</b>				
51	Etios/D'zire- 80 km & 10 Hours basis- local movement	5 Nos. per day		
52	Bus- 45/50 seater- No. A.C. for Participants from nearby towns of Jaipur	5 Nos. per day		
<b>Flower Decoration</b>				
53	Flower Decoration on Head Table, Main Stage, Podiums, .- with available Natural Seasonal Flowers	1 set		
54	Flat Table Bouquets- on Head Table- medium size	5 Nos.		
55	Flower Decoration for Light Lamp	1 No.		
56	Flower Decoration for Bhagwan Ganesha - 1 Big Mala of seasonal flowers	1 No.		
<b>Suggested Menu Food Arrangement- VIP</b>				
57	Welcome Drink, 1 Dal, 2 Sabzi, 2 types of Chapatis, Rice, Raita, Salad, Pickle, Papad, 2 Sweets, Water bottle- 200 ml			
<b>Suggested Menu High Tea Arrangements for VIPs in VIP Lounge</b>				
58	Tea/Coffee, Green Tea- 2 Types, Nariyal Paani, Khandvi/Sandwich/Mix Pakora/ 1 Sweet/Wafers/ Dry Fruits- Kaju/Badam/Pista/ Juices- 2 Types etc. with proper cutlery & well dressed Serving Staff			

<b>Suggested Menu Food Arrangements - Participants</b>			
59	1 Dal, 2 Sabzi, Chapati, Rice, Raita, Salad, Pickle, Papad, 1 Sweet, water bottle		
		Total	

Total amount in words.....

Note\*:

- As the items are interlinked to each other the comparison of the financial bid shall be on the basis of Total Price (inclusive of all applicable taxes etc.) quoted by the Bidder. No comparison of individual items will be made.
- The quantity mentioned is indicative for the purpose of comparing the bids. The individual item charge is only for reference purpose of this office and may be used in case any item is increased / decreased.
- This office reserves the right to increase the order value up to 25% depending on the needs & requirement

(Stamp & Signature of Authorized Signatory)