

S. No.	Eligibility Criteria for Call Centre at Bidder premises
1	The agency should be a company registered in India under the relevant act such as Companies Act 1956, Act 2013 or a partnership registered under the India Partnership Act 1932 or Partnership firm registered under Limited Liability Partnership Act 2008 with their registered office in India and must have been operating in India for past three Financial Years (2023-24, 2024-25 and 2025-26). Bidder shall submit documentary proof in support of above.
2	The bidder must have a valid PAN, GST Registration, EPF registration, ESIC Registration , State Labour registration (if applicable).
3	Bidder should provide a Power of Attorney on Non-Judicial Stamp Paper of at-least Rs.100/- in the name of the designated Authorised Signatory
4	Bidder shall submit an undertaking of Non Blacklisting (during the last two years from date of bidding) by any agency / department / etc. under the Central / State / PSUs as on the bid submission date. And also shall submit an undertaking shall wrt Non-Conviction (either on corrupt practices or IPC/ any other law) during last three years from the date of bidding.
5	Valid OSP (Other Service Provider) License issued by Telecom Service Provider.
6	Vendor should have in-house capability for CRM application, SMS gateway integration and maintenance. Supporting document to be provided by the authorized signatory of the company.
7	The Bidder should have a Positive Net Worth in the last three Financial Years (2023-24, 2024-25 and 2025-26). Relevant CA certificate shall be submitted by the bidder for the stated financial years.

