

HelpAge India invites proposal for (RFP) “ERP, CRM, People Management Software Solution”

Dated: 31 Aug 2026

HELPAge INDIA

Request for Proposal (RFP)

I. About HelpAge India

HelpAge India is a non-profit organization dedicated to serving the elderly population in India. It was established in 1978 and has since been actively involved in various initiatives aimed at improving the quality of life for senior citizens. HelpAge India runs various programs and services to address the needs of older persons. These include healthcare services, elder helplines, livelihood support, advocacy for elder rights, and disaster relief efforts tailored to the elderly population.

HelpAge India is a leading organization working for the welfare, dignity and well-being of senior citizens. The organization operates across multiple locations and manages a diverse portfolio of programmes, projects, funding arrangements and support functions. Efficient management of financial, procurement, project, donor, inventory and people-related information is therefore critical to the organization.

HelpAge India intends to evaluate and select a modern, integrated Enterprise Resource Planning (ERP) solution that can support its present and future business requirements. The proposed solution should provide a common, secure and scalable platform while reducing fragmented processes, minimizing manual intervention and improving visibility, controls, reporting and decision-making.

HELPAge INDIA invites bids for “ERP, CRM, People Management Software Solution (Manages organisational operations, finance, procurement, vendors, inventory, assets and accounting.

CRM & People Management: CRM manages donors/customers/partners and relationships, while People Management manages employees, HR, payroll, attendance and performance.”) as per details, terms and conditions given below

II. Terms and conditions

1. The agency can be an individual/LLP/HUF/Partnership firm/Company incorporated under the laws of India.
2. This RFP is not an offer by HelpAge India, but an invitation to receive responses from the eligible bidders.
3. No agency shall be entitled to submit more than one bid whether jointly or severally. If one does so, all bids wherein the agency has participated shall stand disqualified.
4. The agency shall bear all costs associated with the preparation and submission of bid.
5. The agency must have PAN (Permanent Account Number) and registered with GST and the document for the same is to be attached.
6. HelpAge India reserves the right to accept /reject/ select one or more than one agency and to annul the bidding process any or all bids at any time prior to award of contract without thereby incurring any liability to the affected agency.

7. The supplier should have all valid licenses, approvals, certificates, registration from all statutory authorities like Income Tax/GST/any other relevant and mandatory requirements.
8. Schedule of supply will be provided by HelpAge India while issuing Purchase Order/ email intimation to the selected bidder. In case of delay in supply, penalty will be levied.
9. HelpAge India reserves the right to terminate the contract at any time based on the vendor's performance, without assigning any reason or incurring any liability.
10. Evaluation of the bids will be done by Purchase Committee from HelpAge India.
11. HelpAge India management reserves the right to change (increase or reduce) the numbers/units as per its sole discretion and Project requirement.
12. Documents required to release the payment:
 - a. Bill / Invoice mentioning Permanent Account Number of Income Tax Department
 - b. Documentary proof of the delivery/ service including E-Way Bill, wherever applicable, as per Purchase order
13. Agencies that will be technically qualified would only be considered for opening of financial bids.
14. The bidder is expected to examine all instructions, forms, terms and specification in this RFP. Failure to furnish all information required under this RFP or to submit a bid not substantially responsive to this RFP in all respect will be at bidder's risk and shall result in rejection of the bid.
15. The bidder and their respective officers, employees, agents shall observe the highest standards of ethics dividing the bidding process. HelpAge India has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to HelpAge India personnel. Notwithstanding anything to the contrary contained herein, HelpAge India shall reject bid without being liable in any manner whatsoever to the bidder if it determines that the bidder has directly or indirectly or through an agent, engaged in corrupts/fraudulent/coercive/undesirable or restrictive practice in the bidding process.
- 16. Indemnity**

The bidder shall indemnify HelpAge India against all actions, suits, claims and demands brought or made against HelpAge India in respect of anything done or committed to be done by the bidder in execution of or in connection with the work of this contract and against any loss or damage to HelpAge India in consequences to any action or suit being against the selected vendor for anything done or committed to be done in the execution of this contract.
17. The RFP shall be evaluated strictly based on the substantive information/credentials/documentary evidences submitted by the agencies.
18. HelpAge India Management reserves the Right to award the work to more than one Agency as per requirement. Delivery has to take place in location.

The agency needs to submit bids for "ERP, CRM, People Management Software Solution".

19. All the bid needs to be submitted via email to procurement@helpageindia.org by 13th September 2026.

20. Agencies would not be allowed to subcontract, partial/full of the work assigned to them. In such case the Management reserves the right to cancel the contract

with the agency.

21. The rates quoted by the agency will be inclusive of all Taxes. Agency should submit the financial bid as per the Annexure-3: Financial Bid Format.
22. Agency shall bear the Insurance if any taken.
23. The rate quoted by the agency will be valid for one Year from the award of the contract
24. Minimum average Turnover of bidder for the last 3 Financials Years should be 5 crores.

(To be filled, sign & stamp by Agency)

A

S.N o	Particulars	Remarks	Work Experience
1	Experience with HelpAge India/Govt. Agency/NGO/Development Sector	Yes/No	
2	Experience in similar Type of Product/Service supply with specific reference are required	Year	

B

S.N o	Particulars	Last 3 Year		
3	Annual Turnover as per Audited Financials (Copies of the Audited Financials needs to be attached or Turnover Certificate from Chartered Accountant)	FY 2023-24	FY 2024-2025	FY 2025-2026

C

S.N o	Particulars	Top 5 Client List with value (Rs)
4	Clientele List	

D

S. No.	Particulars	Details (GST & PAN No.)
5	PAN	
6	GST	

Annexure- 2: Technical/Functional Bid Specification

Enterprise Resource Planning (ERP, CRM, People Management) Solution

HelpAge India

1. Introduction

This RFP invites qualified ERP solution providers and implementation partners to submit proposals covering implementation, configuration, data migration, integrations, training, support and ongoing maintenance.

2. Organizational and Operational Context

- Multi-location operations covering urban and rural areas.
- Multiple programmes and projects, including healthcare, livelihood, digital empowerment, disaster response and awareness initiatives.
- Operations involving project-based funding, grants and donor-supported activities.
- Need for effective financial stewardship, procurement controls, inventory visibility and statutory/regulatory compliance.
- Requirement for timely management information, dashboards and reports for management, programme teams, donors and other stakeholders.
- A diverse employee base requiring integrated people management capabilities.
- Need for secure access, workflow-driven approvals, auditability and integration with external systems.

3. Purpose of the RFP

The purpose of this RFP is to identify an ERP solution and implementation partner capable of providing an integrated, scalable and cost-effective platform aligned with HelpAge India's organizational requirements.

- Evaluate functional and technical capabilities of shortlisted ERP platforms.
- Assess suitability for organisation and project-based operations.
- Evaluate implementation approach, migration methodology, integration capabilities and support model.
- Assess usability, scalability, security, reporting and analytics capabilities.
- Compare commercial models and long-term Total Cost of Ownership (TCO).
- Identify a partner capable of supporting continuous improvement and future expansion.

4. Scope of the Proposed ERP Solution

The proposed ERP should be a modular and integrated platform. Bidders may propose a single product or a suite of products, provided the overall solution offers coherent architecture, secure integration and a consistent user experience.

No.	Functional Area	Indicative Scope
1	Financial Management	Financial Accounting, General Ledger, Accounts Payable, Accounts Receivable, Cash/Bank Management, Fixed Assets, budgeting and financial reporting.
2	Procurement & Supply Chain	Purchase requisitions, approval workflows, RFQ/quotation management, purchase orders, receipts, supplier management and multi-location inventory.

3	Project & Grant Management	Project creation, budgets, funding sources, cost tracking, budget utilization, project accounting, grant monitoring and reporting.
4	Donor Management	CRM module, Donor master, relationship management, donations/contributions, campaigns/fundraising support, acknowledgements/receipts, TEC, 10BE and donor reporting.
5	People Management / HRMS	Employee master, organization structure, attendance, leave, payroll, performance management, recruitment, onboarding and HR reporting.
6	Expense & Advances	Employee expense claims, advances, approvals, reimbursement and policy-based validation.
7	Reporting & Analytics	Management dashboards, financial and operational reports, drill-down, ad-hoc reporting, scheduled reports and visualization.
8	Workflow & Approvals	Configurable approval hierarchies, delegation, escalation, notifications, audit trails and workflow monitoring.

5. Functional Requirements

5.1 Financial Management

- General Ledger with configurable chart of accounts, cost centers, expense heads, projects and related cost mappings, locations and other dimensions.
- Accounts Payable covering supplier invoices, approvals, payment processing, reconciliations and ageing.
- Accounts Receivable covering receipts, billing/receivables, allocation, reconciliation and reporting.
- Cash and bank management including bank statement processing and reconciliation.
- Fixed asset register, capitalization, transfers, depreciation, disposals and reporting.
- Budget preparation, budget controls, variance analysis and management reporting.
- Support for multi-location, multi-dimensional and, where required, multi-currency accounting.
- Audit trails and role-based controls for financial transactions.
- Related Reports

5.2 Procurement and Supply Chain Management

- Purchase requisition creation and approval.
- Configurable multi-level approval workflows.
- RFQ/quotation comparison and supplier selection.
- Purchase order creation, amendment, approval, receipt and closure.
- Supplier/vendor master and performance information.
- Goods receipt and invoice matching.
- Inventory/stock management across multiple locations.
- Stock transfers, adjustments, consumption, issue/return and stock reporting.
- Inventory valuation and integration with financial accounting.
- Related Reports

5.3 Project and Grant Management

- Project, Activity/task and sub-project creation with budgets, timelines, funding sources and responsible teams.
- Project-wise tracking of income, expenditure, commitments and budget utilization for both LC and FC.
- Grant/funding management including donor restrictions and reporting requirements.
- Project cost allocation and accounting.
- Budget versus actual analysis.
- Project dashboards and donor/project reporting.
- Segregation between projects, programmes, funding sources and organizational units.

5.4 Donor Management

- Centralized donor master and donor profile management.
- Individual, institutional, corporate and other donor categories, as applicable.
- Donation/contribution recording and tracking.
- Campaign and fundraising activity management.
- Donation acknowledgement, receipts and donor communications.
- Donor history and interaction tracking.
- Donor-wise, campaign-wise and funding-wise reporting.
- Support for applicable statutory donor-related reporting and tax/receipt requirements.
- Role-based access to sensitive donor information.
- APIs/integration capability for external fundraising, payment gateway or Email Integration/communication platforms.
- Financial Ledger Integration
- FCRA and Non FCRA handling
- Donor engagement and nurturing
- Project management and integration with financial accounting.

5.5 People Management / HRMS

- Employee master and complete employee lifecycle management.
- Organization structure, departments, designations, locations and reporting relationships.
- Recruitment and applicant tracking from requisition through selection and onboarding.
- Employee onboarding and document management.
- Attendance management including attendance capture, regularization, shifts/rosters where applicable and attendance reporting.
- Leave management with configurable policies, approvals and balances.
- Payroll processing including earnings, deductions, statutory components, payroll controls and payslips.
- Performance Management System (PMS), including goal setting, appraisal cycles, reviews and performance records.
- Employee self-service and manager self-service portals.
- HR dashboards and workforce analytics.
- Role-based access and protection of confidential employee information.

5.6 Expense and Advances

- Employee expense claim submission and approval.

- Advance request, settlement and adjustment.
- Policy-based validation and configurable approval workflows.
- Integration with financial accounting and employee records.
- Expense reporting and audit trails.

5.7 Reporting and Analytics

- Standard financial, procurement, project, donor, inventory and HR reports.
- Configurable dashboards for management and functional teams.
- Drill-down from summary reports to transaction-level details.
- Ad-hoc/custom report generation.
- Scheduled report distribution.
- Export to common formats and APIs for external analytics platforms.

6. Integration and Technical Requirements

- REST/SOAP APIs, webhooks or equivalent integration mechanisms.
- API-first and standards-based integration architecture.
- Integration with banking/payment platforms for payment processing and reconciliation, where required.
- Integration with donor/fundraising platforms, communication platforms and other business applications, where required.
- Payment Gateway Integration with website and CRM.
- Integration with attendance devices, biometric systems or third-party attendance platforms, where applicable.
- Integration with email and notification services.
- Integration with reporting and business intelligence platforms.
- Import/export facilities for bulk data and scheduled data exchange.
- Error handling, retry mechanisms, monitoring and reconciliation for integrations.
- Secure authentication and authorization, including SSO and MFA support where applicable.
- Sandbox/test environments for integration development and testing.

7. Technology, Architecture and Deployment

- Cloud-based/SaaS deployment is preferred; other deployment models may be proposed with justification.
- Scalable architecture capable of supporting organizational growth and additional modules.
- High availability and appropriate business continuity provisions.
- Responsive web interface and mobile access where relevant.
- Role-based access control with segregation of duties.
- Comprehensive audit logging for user and system activity.
- Encryption of data in transit and at rest.
- Backup, disaster recovery and data retention capabilities.
- Configuration capabilities that minimize dependence on custom code.
- Version upgrades and product roadmap supporting long-term sustainability.
- Separate development, testing/UAT and production environments, as applicable.

8. Security, Privacy and Compliance

- Compliance with applicable Indian laws and regulations, including the Digital Personal Data Protection Act, 2023, as applicable.
- Support for FCRA-related financial and reporting requirements applicable to NGO operations.
- Role-based access control and least-privilege principles.
- Multi-factor authentication and/or SSO support.
- Audit logs covering critical user and system activities.
- Data classification and controls for financial, donor and employee information.
- Vulnerability management, security updates and incident response processes.
- Documented backup and disaster recovery arrangements.
- Clear ownership and portability provisions for HelpAge India data.
- Disclosure of hosting locations, subprocessors and relevant third-party services.

9. Implementation and Data Migration

1. Old Data Migration to new system
2. Discovery and detailed requirements validation.
3. Business process mapping and fit-gap analysis.
4. Solution design and configuration.
5. Data cleansing, mapping, migration and reconciliation.
6. Integration development and testing.
7. System Integration Testing (SIT) and User Acceptance Testing (UAT).
8. User training, administrator training and training materials.
9. Change management and adoption support.
10. Go-live planning and cutover.
11. Hypercare/stabilization support after go-live.
12. Knowledge transfer and complete technical/functional documentation.

The bidder should identify activities expected from HelpAge India and from the bidder, together with dependencies, assumptions, timelines and required resources.

10. Support, Maintenance and Service Levels

- Post-go-live application support and maintenance.
- Incident, service request and problem management.
- Defined severity levels and response/resolution SLAs.
- Root Cause Analysis (RCA) for major and recurring incidents.
- Functional and technical troubleshooting.
- Integration monitoring and support.
- Report/dashboard support and configuration changes.
- Security patches, product updates and release management.
- Periodic service reviews and performance reporting.
- Dedicated escalation mechanism for critical issues.
- Knowledge base and support documentation.
- Onsite/remote support options as required.

10.1 Indicative SLA Framework

Severity	Indicative Description	Response	Resolution / Workaround
P1 – Critical	System unavailable or critical business process blocked	Within 30 minutes	Continuous effort; bidder to propose target
P2 – High	Major functionality materially impacted	Within 1 hour	Bidder to propose target
P3 – Medium	Non-critical functionality impacted; workaround available	Within 4 hours	Bidder to propose target
P4 – Low	Minor issue, query or enhancement request	Within 1 business day	Bidder to propose target

11. Data Ownership, Exit and Transition

- All organizational data entered into or generated by the solution shall remain the property of HelpAge India.
- The bidder shall describe data export capabilities and supported formats.
- The solution should permit complete and usable extraction of data and relevant metadata upon request or termination.
- The bidder shall provide reasonable transition and knowledge-transfer support during migration to another platform or service provider.
- No unreasonable technical or contractual restrictions should prevent HelpAge India from accessing its data.
- The bidder shall clearly state any exit, extraction, transition or termination charges.

12. Vendor / Implementation Partner Qualifications

- Company profile, ownership and years of operation.
- Experience in ERP implementations of comparable scale.
- Relevant experience with NGOs, non-profits, grant-funded organizations or multi-location organizations, where available.
- Number of successful implementations of the proposed solution.
- At least three relevant client references with contact details.
- Proposed implementation and support team, including qualifications and experience.
- Product certification/partner authorization, where applicable.
- Financial and organizational stability.
- Details of subcontractors and their responsibilities.

13. Key Deliverables

- Project charter and implementation plan.
- Requirements and fit-gap document.
- Solution architecture and functional design.
- Configured ERP modules.
- Integration specifications and interfaces.
- Data migration plan, templates and reconciliation reports.
- Test strategy, test cases and UAT support.
- Training plan, user manuals and administrator documentation.

- Go-live and cutover plan.
- Post-go-live stabilization/hypercare.
- Support and maintenance handbook.
- Knowledge-transfer documentation.
- 14. Bidder Response Format
- Executive Summary
- Company Profile and Credentials
- Understanding of HelpAge India Requirements
- Proposed ERP Solution Overview
- Functional Compliance Matrix
- Technical and Architecture Compliance
- Integration Approach
- Implementation Methodology and Project Plan
- Data Migration Approach
- Training and Change Management
- Support and SLA Model
- Security and Compliance
- Project Team and Governance
- Client References
- Commercial Proposal and 5 year TCO
- Assumptions, Dependencies and Exclusions

15. Functional Compliance Matrix

Bidders shall complete the following matrix and provide supporting comments or documentation.

Requirement Area	Requirement	Delivery Method	Comply (Y/N/Partial)	Bidder Remarks
Financial Management	GL, AP, AR, cash/bank, fixed assets, budgeting and reporting			
Procurement & Supply Chain	Requisition, approvals, RFQ, PO, receipts, supplier and inventory management			
Project & Grant Management	Project budgets, funding, cost tracking, grant monitoring and reporting			
Donor Management	Donor master, donations, campaigns,			

	acknowledgements, receipts and donor reporting			
People Management	Employee master, attendance, leave, payroll, PMS and recruitment			
Expense & Advances	Claims, advances, approvals and reimbursement			
Workflow	Configurable approvals, delegation, escalation and notifications			
Reporting & Analytics	Dashboards, standard reports, ad-hoc reporting and drill-down			
Integration	APIs, banking, email, attendance, donor and external application integration			
Security	RBAC, MFA/SSO, audit trail, encryption and compliance			

16. Commercial Proposal

The commercial proposal should clearly separate one-time and recurring costs and cover the complete lifecycle of the solution.

- Software subscription/licensing by module and user type.
- Implementation and configuration charges.
- Data migration charges.
- Integration development and third-party integration charges.
- Customization/development charges, if any.
- Training and change management charges.
- Annual support/maintenance charges.
- Cloud/hosting charges, if applicable.
- Third-party licenses or services.
- Sandbox, test and additional environment charges.
- Future module/additional user pricing.
- Upgrade/version migration charges, if any.
- Exit, data extraction and transition charges.

- Taxes and other applicable statutory charges.

Bidders should provide a minimum five-year Total Cost of Ownership (TCO), including assumptions regarding user growth, modules, recurring subscriptions, support and major upgrades.

17. Evaluation Criteria

Evaluation Area	Indicative Weight	Evaluation Considerations
Functional Fit	30%	Coverage of financial, procurement, project/grant, donor and people-management requirements.
Technical & Integration Capability	15%	Architecture, APIs, security, scalability, integration and reporting.
Implementation Approach	15%	Methodology, migration, testing, training, change management and timeline.
Vendor Experience & Team	10%	Relevant implementations, references and proposed team.
Support & SLA	10%	Support model, SLA, escalation, RCA and service governance.
Security & Compliance	10%	Data protection, access controls, audit, DR and regulatory support.
Commercial / TCO	10%	Licensing, implementation, recurring costs and five-year TCO.

HelpAge India reserves the right to revise the evaluation weights, conduct product demonstrations, proof-of-concept sessions, reference checks, technical/commercial negotiations and other due diligence as considered necessary.

18. Product Demonstration / Proof of Concept

Shortlisted bidders may be required to conduct a structured product demonstration. The demonstration should cover representative end-to-end scenarios across the functional areas listed in this RFP.

- Standard functionality versus configuration/customization.
- Workflows and approval hierarchies.
- Donor management and reporting.
- Attendance, payroll, PMS and recruitment.
- Project/grant budgeting and reporting.
- Integration/API capabilities.
- Dashboards, audit trails and role-based access.
- Mobile/responsive capabilities, where offered.

19. Assumptions, Dependencies and Exceptions

Bidders must explicitly identify all assumptions, dependencies, prerequisites, exclusions, third-party components, limitations and deviations. Any functionality requiring additional licensing, customization or third-party products must be clearly identified.

20. General Terms

- HelpAge India reserves the right to accept or reject any or all proposals without assigning a reason.
- Submission of a proposal does not create any contractual obligation on HelpAge India.
- All costs associated with preparing and submitting the proposal shall be borne by the bidder.
- Information shared during the RFP process shall be treated as confidential and used only for responding to the RFP.
- HelpAge India may request clarification, additional documentation, demonstrations or revised commercial proposals during evaluation.
- The final scope, commercials, implementation plan, service levels and contractual terms shall be agreed through the formal contracting process.
- The selected bidder shall comply with HelpAge India's applicable information security, privacy, procurement and vendor-management requirements.

21. Proposal Submission

- Technical and commercial proposals should be clearly separated.
- Proposal validity should be at least 90 days from the submission deadline unless otherwise specified.
- All deviations from this RFP should be clearly listed.
- The bidder should nominate a single point of contact for RFP communications.
- Commercial figures should be provided in INR unless otherwise agreed.

Submission Detail	Information
Submission Email	Procurement@helppageindia.org
Contact Department	Procurement Department
Submission Deadline	[14/08/2026, 5:00pm]
SoW clarification	IT Department
Clarification Deadline	[17/08/2026, 10:00am]

Appendix A – Indicative Module Summary

Module	Priority	Indicative Scope
Financial Management	Mandatory	GL, AP, AR, cash/bank, fixed assets, budgeting and financial reporting
Procurement & Supply Chain	Mandatory	Requisition, RFQ, PO, approvals, supplier, receipt and inventory
Project & Grant Management	Mandatory	Project budgets, grants, funding, costing, utilization and reporting
Donor Management	Mandatory	Donor master, donations, campaigns, acknowledgements, receipts and reporting
People Management / HRMS	Mandatory	Employee, attendance, leave, payroll, PMS, recruitment and HR reporting
Expense & Advances	Mandatory	Expense claims, advances, approvals and reimbursement

Reporting & Analytics	Mandatory	Dashboards, reports, drill-down and analytics
Workflow & Approvals	Mandatory	Configurable workflows, delegation, escalation and notifications
Mobile / Self Service	Desirable	Employee/manager self-service and mobile approvals/access
AI / Advanced Analytics	Desirable	Predictive analytics, automation and intelligent insights

Annexure-3: Financial Bid credentials

We are submitting bids after understanding completely the technical specifications and other terms and conditions of the RFP.

	SPECIFICATIONS	AGENCY'S REPONSE (Agree/Disagree)
1.	Rates will be inclusive of all Taxes	
2.	TDS as applicable will deduced as per Income Tax Act, 2025	
3.	Payment will be made through cheque / NEFT/ RTGS.	

Sl. No.	Cost Component	One-Time Cost (₹)	Annual Cost (₹)	GST (₹)	Total Cost incl. GST (₹)
1	ERP – Implementation & Configuration				
2	ERP – Software/License Subscription				
3	CRM – Implementation & Configuration				

4	CRM – Software/License Subscription				
5	People Management – Implementation & Configuration				
6	People Management – Software/License Subscription				
7	Data Migration				
8	Integration with existing systems				
9	Training & User Enablement				
10	Annual Maintenance/Support (AMC)				
11	Hosting/Cloud Infrastructure				
12	Any Other Cost (specify)				
	Grand Total				₹

Annexure-4

To be submitted by bidder/Vendor /Tenderer

(On Rs.10 stamp paper)

This has reference to the RFP dated In response to the RFP, we have submitted our technical & financial bids on.....at your email address..... In connection with the above bids, we hereby declare as under: -

- i- That we are neither related to any of your Board Members, Officers and other employees nor do we have any financial, commercial or other interests with any of the above persons in any capacity whatsoever.
- ii- That we have submitted the bids in the name of M/S..... and declare that no other bids have been submitted by us in the name of any other firms/companies/proprietors/individuals which comes under the same management and related parties.
- iii- We undertake that:
 - a. All information furnish by us in respect of fulfilment of eligibility criteria and qualification information of the Bid is complete, correct and true.
 - b. All copy of documents, credentials and documents submitted along with this Bid and genuine, authentic, true and valid.
- iv- We undertake that
 - a. 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.
 - b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India/Public Sector Undertaking/ any Regulatory Authorities/ Multilateral Funding agency in India for any kind of fraudulent activities.
 - c. No Criminal proceeding are pending against the Proprietor / Partner /Director of the firm/ company (Agency) and also against the firm/ company.
(Indicate any convictions if any against the above persons or Agency.)
 - d. The firm/company has not been declared insolvent, bankrupt, not in receivership, or being wound up, not have its affairs administered by a court or a judicial officer
- v. We hereby undertakes that If any information and document submitted is found to be false/incorrect or we violate any declaration at any stage of contract, HelpAge India has right to cancel my/our Bid and action as deemed fit may be taken against me/us, including termination of the contract, forfeiture of all dues and banning of our firm etc.

We understand that HelpAge India is not bound to accept any bid received against RFP and HelpAge India has right to reject all or any bid without assigning any reason or giving any explanation whatsoever.