

**Annexure - '0'**  
**Eligibility Criteria**

PARAMETER	DETAILS	REMARKS
The bidder must be a legal entity, capable of entering into an agreement in its own capacity	Attach copy of incorporation certificate	
If a company, the Bidder must be incorporated in India. If a partnership firm, it must have been rested in India		
Minimum Annual Turnover should be <b>Rs. 25 Crores</b> in each of the preceding three financial years	Attach relevant sections of the Balance Sheet clearly marking the Turnover section	
The Bidder should be a profit making entity. It should not have incurred / reported losses during any of the last three financial years.	Attach relevant sections of the Balance Sheet clearly marking the Turnover section	
The Bidder should have provided similar services to at least three clients during the last 2 financial years, at least one of which should preferably be in the BFSI. <b>Kindly furnish details of the same in the Technical Proposal.</b>	Project Details.	
	Contact Details of the clients	
The Bidder should have its offices in Mumbai.	Provide Address	
The bidder should provide direct support to the clients and not through any partner / service provider with some underpinning contract.	Self declaration	
The resources should be employees of the bidder and not outsourced from any other vendor.	Self declaration	
The Bidder should have adequate certified trained personnel comprising support staff to enable the Bidder to execute the work as per requirement, on a continuous basis during the tenure of the work.	Write details	
Minimum of 10 years of existence with minimum last 5 years of continuous FMS Support (at least one client. )	Self declaration	
Should not have been found guilty of misconduct by any Government Organization/PSU/Bank/Insurance Co.	Enclose Self Declaration	
ISO Certification for processes (if any)	Optional	