

## बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	02-04-2026 12:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	02-04-2026 12:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	30 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Women And Child Development
विभाग का नाम/Department Name	Na
संगठन का नाम/Organisation Name	National Commission For Protection Of Child Rights (ncpcr)
कार्यालय का नाम/Office Name	Janpath New Delhi
वस्तु श्रेणी /Item Category	Custom Bid for Services - ----
समान श्रेणी/Similar Category	<ul style="list-style-type: none"><li>Financial Audit Services</li></ul>
अनुबंध अवधि /Contract Period	1 Year(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes   Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes   Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

**बिड विवरण/Bid Details**

क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/ <b>Do you want to show documents uploaded by bidders to all bidders participated in bid?</b>	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / <b>Minimum number of bids required to disable automatic bid extension</b>	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / <b>Number of days for which Bid would be auto-extended</b>	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / <b>Number of Auto Extension count</b>	1
बिड से रिवर्स नीलामी सक्रिय किया/ <b>Bid to RA enabled</b>	No
बिड का प्रकार/ <b>Type of Bid</b>	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय / <b>Time allowed for Technical Clarifications during technical evaluation</b>	2 Days
अनुमानित बिड मूल्य / <b>Estimated Bid Value</b>	1
मूल्यांकन पद्धति/ <b>Evaluation Method</b>	Total value wise evaluation
मध्यस्थता खंड/ <b>Arbitration Clause</b>	No
सुलह खंड/ <b>Mediation Clause</b>	No

**ईएमडी विवरण/EMD Detail**

आवश्यकता/Required	No
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**ईपीबीजी विवरण /ePBG Detail**

आवश्यकता/Required	No
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बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

**एमआईआई अनुपालन/MII Compliance**

एमआईआई अनुपालन/MII Compliance	Yes
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**एमएसई खरीद वरीयता/MSE Purchase Preference**

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
6. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
7. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
8. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
9. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
  1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
  2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
  3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

**अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required****Scope of Work:**[1773295843.pdf](#)**GEM Availability Report ( GAR):**[1773295854.pdf](#)**Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:**[1773295867.pdf](#)**Introduction about the project /services being proposed for procurement using custom bid functionality:**[1773295968.pdf](#)**Payment Terms:**[1773295978.pdf](#)**Pre Bid Detail(s)**

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
18-03-2026 11:00:00	NCPCR, 5th Floor, Chanderlok Building, 36-Janpath, New Delhi-110001, Contact, Shri rajat vigmal, Consultant Accounts, 011-23478226

**Custom Bid For Services - ---- ( 1 )****तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	----
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>एडऑन /Addon(s)</b>	

**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents****परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Rajesh	110001,NCPCR,5th Floor,Chanderlok Building,36-Janpath	Project / Lumpsum Based	N/A

**क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions****1. Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

## 2. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

## अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

**All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

**---धन्यवाद/Thank You---**

## **BID DOCUMENTS**

**For Hiring of Chartered Accountant Firm for  
Availing Professional Financial and Accounting  
Services**



**NATIONAL COMMISSION FOR PROTECTION OF CHILD RIGHTS  
(NCPCR)  
5<sup>TH</sup> FLOOR, CHANDERLOK BUILDING,  
36 JANPATH,  
NEW DELHI-110001**

## 1. Introduction

The National Commission for Protection of Child Rights (NCPCR) is a statutory body constituted under CPCR Act, 2005 with a mandate to ensure that all laws, policies, programmes and administrative mechanisms are in consonance with the Child Rights perspective as enshrined in the Constitution of India.

As per the Commissions for Protection of Child Rights (CPCR) Act, 2005, NCPCR is mandated to monitor laws related to rights of the child, review policies and procedure of the governments and give recommendations for their effective implementation.

Specifically, Section 13 (1) (f) of the CPCR Act 2005 embeds the Commission to study treaties and other international instruments and undertake periodical review of existing policies, programmes and other activities on child rights and make recommendations for their effective implementation in the best interest of children.

Further, under Section 31(1)(a) of the Right of Children to Free and Compulsory Education Act, 2009, NCPCR is empowered to examine and review the safeguards provided for protection of the rights of children under the Act. The Commission also monitors violations of children's rights related to elementary education and recommends remedial measures.

In view of the above statutory responsibilities, NCPCR maintains financial accounts for grants received from different Ministries of the Government of India and is required to ensure proper accounting, compliance with statutory provisions, and preparation of financial statements in accordance with Government rules.

Accordingly, NCPCR invites bids from eligible Chartered Accountant Firms for providing professional services relating to financial accounting, taxation compliance, financial statement preparation, internal verification, and other related financial matters.

## 2. Scope of Work

The selected Chartered Accountant firm shall provide the following services:

### (a) Finalization of Accounts

Final compilation of the accounts for the financial year 2026-27 and preparation of financial statements and related schedules of NCPCR accounts, including all grants received by NCPCR (Grants from Ministry of Women and Child Development, Grants from Ministry of School Education, and consolidated accounts of both grants) in accordance with Government rules and prescribed formats.

The work shall include preparation of:

- Trial Balance
- Balance Sheet
- Income & Expenditure Account
- Receipts & Payments Account
- Bank Reconciliation Statements for all bank accounts
- Preparation of all schedules relating to financial statements as per Government of India norms.

### (b) Rectification of Accounting Entries

Rectification of misclassification or discrepancies in entries of previous years as pointed out by the Director General of Audit (Central Expenditure) in SAR Audit Reports, Transaction Audit Reports, and Internal Audit reports relating to NCPCR accounts and its schemes/projects.



**(c) Preparation of Utilization Certificates**

Preparation of Utilization Certificates (UC) in Form 12-A (Grant-wise/Sub-head wise and annually) for grants received from:

- Ministry of Women and Child Development (MWCD)
- Ministry of Education under RTE

The certificates shall be duly verified and certified by the Chartered Accountant firm.

**(d) Income Tax – TDS Compliance**

- Filing of quarterly TDS returns for salary and other payments.
- Preparation and issuance of TDS Certificates (Form 16A).
- Verification of TDS deductions and remittance to the concerned authorities.

**(e) Handling Income Tax Matters**

Preparation and submission of replies to notices issued by the Income Tax Department regarding TDS or tax liabilities for previous/current financial years.

**(f) Bank Reconciliation**

Monthly verification and rectification of Bank Reconciliation Statements for all bank accounts maintained by NCPDR.

**(g) Internal Financial Review**

- Monthly inspection of accounting entries made by NCPDR.
- Verification of Cash Book entries and Journal Vouchers.
- Ensuring proper recording in the Books of Accounts for all schemes/projects.
- Providing suggestions for corrections where required.

**(h) Ledger Scrutiny**

Detailed scrutiny of the General Ledger pertaining to Income & Expenditure accounts and Balance Sheet items to ensure accuracy and correctness of accounting entries.

**(i) Internal Control Review**

Review and recommend improvements in accounting internal controls, procedures, and financial management practices.

**(j) Audit Assistance**

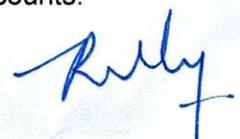
- Assistance in preparation of replies to Audit Paras raised by Government auditors including CAG Audit or Internal Audit.
- Assistance during discussions with auditors and finalization of Audit Reports.

**(k) GST Compliance**

- Filing of GST TDS returns on monthly basis.
- Preparation and issuance of GST TDS Certificates.
- Replying to notices issued by GST authorities.
- Reconciliation of GST-related entries with bank records and departmental records.

**(l) Asset Verification and Register Preparation**

- Tagging and numbering of all existing office assets for proper identification.
- Conducting physical verification of dead stock, consumable items, and library stock during FY 2026-27 as per CAG guidelines.
- Preparation of Computerized Fixed Asset Register (FAR) and consumable item registers in prescribed formats.
- Reconciliation of discrepancies between stock records and financial accounts.



### (m) Any Other Financial Work

Any other work assigned by NCPCR related to:

- Financial Accounts
- Income Tax
- GST
- Utilization Certificates
- Bank Reconciliation

### 3. Period of Engagement

The engagement shall initially be for one financial year (2026–27), which may be extended further based on satisfactory performance and requirement of NCPCR.

### 4. Pre-Qualification Criteria

S. No	Requirement	Documents Required
1	Empanelment with C&AG	The bidder must be a Chartered Accountant firm empanelled with the Comptroller & Auditor General of India for the relevant financial year. Documentary proof to be submitted.
2	Registration with ICAI	Firm must be registered with ICAI and possess a valid Firm Registration Number (FRN). Copy of registration certificate required.
3	Experience of Firm	Minimum 5 years of professional experience in accounting/financial/audit services for Government Ministries/Departments/Statutory Bodies/PSUs.
4	Experience in Government Accounting	Experience in preparation/finalization of financial statements for at least two Government organizations during the last five years.
5	Human Resource Capacity	Minimum two full-time ICAI member partners and adequate professional staff.
6	Financial Stability	Average annual turnover of ₹50 lakh from professional services during last three years.
7	Statutory Compliance	Valid PAN and GST registration. Firm should not be blacklisted by any Government organization.
8	Declaration and Undertaking	Self-declaration confirming no blacklisting, no conflict of interest, and compliance with ICAI professional standards.
9	Authority to Bid	Bid must be signed and submitted by a duly authorized partner of the firm.

### 5. Evaluation of Bids

- Only firms meeting the eligibility criteria and submitting required documents shall be considered for evaluation.
- Evaluation will be conducted in two stages:
  - Technical Evaluation
  - Financial Evaluation
- Only those bidders who qualify in the Technical Evaluation will have their Financial Bids opened.
- Final selection shall be made on L1 basis (Lowest Financial Bid) among technically qualified bidders.

*Ruly*

e) Technical bids shall be evaluated by a Committee constituted by NCPCR.

## 6. Penalty Clause

Penalty for non-performance, delay, or deficiency in services shall be governed in accordance with the Service Level Agreement (SLA) prescribed under the GeM Portal.

*Note:*

The total financial bid quoted by the bidder must match the total cost (including GST) indicated in the price schedule. Any discrepancy may result in rejection of the bid.

## 7. Payment Terms

The payment of the fee shall be released only upon the satisfactory completion of all tasks and deliverables specified above in the scope of work. The bidder/consultant shall ensure that all assigned activities are carried out in accordance with the requirements, standards, and timelines outlined in the bid document. If any deficiencies or incomplete work are identified, the bidder shall be required to rectify them to the satisfaction of the client before the payment is approved.

## 8. General Terms and Conditions

- NCPCR reserves the right to withdraw or cancel the bid document at any stage without assigning any reason.
- NCPCR reserves the right to reject any or all bids without prior notice to bidders.
- Conditional bids will be rejected outright.
- If the services of the selected agency are found unsatisfactory, the contract may be terminated without prior notice.
- NCPCR reserves the right to review and evaluate the performance of the selected firm.

## 9. Arbitration

In the event of any dispute or difference whatsoever arises during the period of engagement, the same will be referred to a sole arbitrator appointed by NCPCR, New Delhi.

Arbitration will be subject to the Arbitration and Conciliation Act, 1996 as may be amended from time to time.

- The Seat and Venue of Arbitration will be New Delhi.
- The proceedings will be undertaken in English.
- The Arbitration Award will be final and binding on the parties.

## 10. Applicability of GeM SLA

The above terms & conditions are in addition to the Service Level Agreement (SLA) mentioned at the GeM Portal

