NOTICE INVITING EXPRESSION OF INTEREST (EOI)
(For Empanelment of Vendors/ Agency on outsourcing basis for project work in full/partial)

<table>
<thead>
<tr>
<th></th>
<th>Name of Work</th>
<th>SNLTR intends to empanel firm/companies involved in project specific work technical/operational/non-technical etc.</th>
</tr>
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<tbody>
<tr>
<td>2</td>
<td>Application fees</td>
<td>No Application fees is required</td>
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<td>3</td>
<td>Period of Work</td>
<td>3 (three) years</td>
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<td>4</td>
<td>Date of uploading of N.I.T. &amp; other Documents (online) (Publishing Date)</td>
<td>02.06.2023</td>
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<td>5</td>
<td>Application submission start date (Online)</td>
<td>03.06.2023</td>
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<td>6</td>
<td>Application Submission closing (Online)</td>
<td>17.06.2023 by 4 PM</td>
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<td>7</td>
<td>Opening of Application (Online)</td>
<td>19.06.2023 at 12 PM</td>
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<tr>
<td>8</td>
<td>Name &amp; address of office inviting tender</td>
<td>The Administrator, Society for Natural Language Technology Research, Module C &amp; D, Monibhandar (6th Floor), EP &amp; GP Block, Sector-V, Kolkata - 700091</td>
</tr>
</tbody>
</table>

**NB* Project details:** Applicants are advised to go through the entire EOI document for Project related information.
Note:

1. SNLTR reserves the right to cancel or modify the EOI process without assigning any reason and any liability.

2. Further details can be seen on website https://www.nltr.org and wbtenders.gov.in

3. For any queries regarding this EOI please contact:

   For Administrative Queries,
   Contact: Dy. Administrator
   Shri Zeeshan Khan
   E-Mail: osd_ite@wb.gov.in

   For Commercial Queries,
   Contact: Mrs. Neelam Shah, Deputy Accounts cum Administrative Officer. EMail: neelam.nltr@wb.gov.in

[Signature]
Administrator, SNLTR
Under Dept. of IT & E, GoWB

[Signature]
Administrator
SNLTR
Under Dept. of IT & E, GoWB
Expression of Interest (EOI)

For

Empanelment of Vendors/ Agency on outsourcing basis for project work in full/partial

EOI No: 12/SNLTR/2023-24  DATE: 02.06.2023

Issued by:

Society for Natural Language Technology Research, Module C & D, Monibhandar (6th Floor), EP & GP Block, Sector-V, Kolkata-700091
Email: administrator.nltr@wb.gov.in
Disclaimer

The information contained in this Technical Bid document (the "EOI") or subsequently provided to interested parties (Applicants), whether verbally or in a documentary or in any other form by or on behalf of the Society for Natural Language Technology Research (hereinafter referred to as "SNLTR") or any of its employees or advisors, is provided to the Applicants on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided.

SNLTR has prepared this document to give interested parties background information on the Project. While SNLTR has taken due care in the preparation of the information contained herein and believes it to be accurate, neither SNLTR nor any of its authorities or agencies are responsible for the completeness or accuracy of the information contained in this document.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and that they do not rely on the information in submitting an EOI. The information is provided on the basis that it is not binding on SNLTR, any of its authorities or agencies or any of their respective officers, employees, agents, or advisors. SNLTR reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the Project further with any party expressing interest.

No reimbursement of the cost of any type will be paid to persons or entities expressing interest.
Table of Content

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Content</th>
<th>Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Background</td>
<td>6</td>
</tr>
<tr>
<td>2</td>
<td>Empanelment of Vendors</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>Calendar of Events</td>
<td>7</td>
</tr>
<tr>
<td>4</td>
<td>Eligibility Criteria</td>
<td>7</td>
</tr>
<tr>
<td>5</td>
<td>Documents (Online Submission) to be submitted by Applicant</td>
<td>7</td>
</tr>
<tr>
<td>6</td>
<td>Empanelment Procedure</td>
<td>8</td>
</tr>
<tr>
<td>7</td>
<td>Notification of Empanelment</td>
<td>8</td>
</tr>
<tr>
<td>8</td>
<td>Terms &amp; Conditions</td>
<td>9-10</td>
</tr>
<tr>
<td>9</td>
<td>Annexure — I Format of Undertaking</td>
<td>11</td>
</tr>
<tr>
<td>10</td>
<td>Annexure II — Applicant’s Profile</td>
<td>12</td>
</tr>
<tr>
<td>11</td>
<td>Annexure III — Applicant’s Experience</td>
<td>13</td>
</tr>
<tr>
<td>12</td>
<td>Annexure IV: Self Declaration on Blacklisting</td>
<td>13</td>
</tr>
<tr>
<td>13</td>
<td>Annexure V: Format of Power Of Attorney for Authorizing Signatory of the Applicants</td>
<td>13-14</td>
</tr>
<tr>
<td>14</td>
<td>Appendix 1 — General Guidelines for E-Bidding</td>
<td>15</td>
</tr>
<tr>
<td>15</td>
<td>Appendix 2 — Draft Form of Agreement</td>
<td>15-16</td>
</tr>
</tbody>
</table>
Expression of Interest (EOI) detail

Background

Society for Natural Language Technology Research under the administrative control of the Dept. of IT & E Govt. of West Bengal, basically engaged in language technology where for various projects various types of resources are necessary. The objective of the empanelment is briefed below:

The objective includes various software/applications development projects for public service delivery by the State government to improve the delivery of public services and information to citizens. Some of the specific objectives of such a project may include:

- **Digitizing government services**: The project aims to digitize and automate various government services to make them easily accessible to citizens online. This includes services such as applying for a passport, renewing a driver's license, paying taxes, and applying for various government benefits.

- **Improving service delivery**: The project aims to improve the speed and efficiency of government services by reducing paperwork, streamlining processes, and minimizing delays. This can help to reduce waiting times and improve the overall quality of service delivery.

- **Enhancing citizen engagement**: The project aims to enhance citizen engagement with the government by providing easy access to information, feedback mechanisms, and interactive platforms. This can help to build trust and increase public participation in government decision-making.

- **Ensuring data security and privacy**: The project aims to ensure that citizens' personal data is protected and that their privacy is maintained when interacting with government systems. This includes implementing robust security measures and complying with data protection laws.

Basic requirement

To develop such applications, we require following technical, operational, and non-technical supports from the vendors (One vendor is not mandatorily required to have all the capacities mentioned below):

- Full-stack development (Any language)
- Android/IOS application development
- AI/ML-based application development
- Digitization, documentation, and software support system
- Predictive data analytics
- Blockchain as a service
- Database management
- Project management
- Graphics design, animation, etc.
- Related equipment, software, and hardware supply

Empanelment of Vendors

SNLTR Invites applications for empanelment of Firms/Companies involved in Supply of Technical resource personnel and Managerial Staff for different projects and they have to mention the name of the zone/s for which they are applying clearly in their application.
Interested Applicants can submit their application only through electronic means, as per guidelines provided in Appendix I.

**Calendar of Events**

<table>
<thead>
<tr>
<th>Sl.</th>
<th>Particulars</th>
<th>Date &amp; Time</th>
</tr>
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<tbody>
<tr>
<td>1.</td>
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<td>29.05.2023</td>
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<tr>
<td>2.</td>
<td>Application submission start date</td>
<td>30.05.2023</td>
</tr>
<tr>
<td>3.</td>
<td>Application Submission closing</td>
<td>14.06.2023</td>
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</table>

Vendors are requested to submit the details as per the prescribed format

**Eligibility Criteria**

a) An Applicant submitting the detail in response to this Technical Bid and/or EOI shall hereinafter be referred to as the applicant. Only those applicants who fulfil the following credentials should respond to this invitation

b) The Applicant may be Proprietorship Firm / Partnership Firm / Private Limited Company (Public Limited Company/ Limited Liability Partnership / Cooperative Society/ Society. The Applicant must have an Office in West Bengal and a minimum of three years of experience in the supply of technical resource personnel and Managerial Staff to any State/ Central Government Organizations or State/ Central Govt. Undertakings or Statutory Bodies or Local Bodies or Parastatals iii. Central Govt. Undertakings or Statutory Bodies Local Bodies or Parastatals

**Documents:**

Scan copy of documents are to be submitted online by the Applicant:

- Trade License (in case of proprietorship firm/ partnership firm) showing the nature of trade.
- Registered copy of the trust deed/ Society deed.
- In case of Company — Please enclose Memorandum and Articles of Association along with certificates of incorporation, and date of commencement of business etc.
- In case of Partnership Firm, registered under the Partnership Act, 1932 — Please enclose details of partners, details of their business and partnership deed etc. duly attested by Notary.
- PAN
- GST Certificate (optional)
- P. Tax Challan (optional)
- Client certificate (if any)
- Profit & Loss Statements and Balance Sheets for last three years.
- IT return for the last Three Financial Years (optional).
- Annexure I to V as per the format enclosed.
This **EOI is non-binding in nature.** A response to this EOI does not automatically ensure that you will be selected to participate in tender or be selected for procurement. SNLTR shall not be responsible for the costs incurred by you in preparing and submitting your Technical Bid.

**Empanelment Procedure**

The objective of evaluation methodology is to facilitate the empanelment of technically superior vendors. The applicant's will be evaluated on the basis of Eligibility Criteria as mentioned under Clause 4 and documents as listed under Clause 5 of this EOI document.

The vendor will be empanelled as per the following process:

- Vendors satisfying the eligibility criteria will be short listed and will be empanelled with SNLTR after due scrutiny of documents submitted by the Applicant and site visit by the officials/ representatives of SNLTR. SNLTR may, at its sole discretion, decide to seek more information from the Applicants. The clarification shall be given in writing immediately.

- The competent authority may waive any informality or nonconformity or irregularity in an application which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any applicant. Decision of the Evaluation Committee would be final and binding upon the Applicants.

- The Applicant may be called to make detailed presentation before the evaluation committee on a suitable date as informed by SNLTR.

- Decision of SNLTR in respect of evaluation methodology and short listing of Applicants will be final.

**Notification of Empanelment**

SNLTR after evaluation of the Application received and site visit will intimate Vendor/s whether their application has been accepted through a registered letter or by email.

The applicant shall acknowledge in writing, receipt of the intimation of empanelment and shall send his acceptance within four (4) days of receiving the intimation along with a copy of the Agreement on stamp paper of requisite value and a security Deposit by way of Demand Draft/ Pay Order of Rs. 1,00,000/- from a Schedule Commercial Bank in favour of SNLTR, payable at Kolkata.

The security deposit will be kept with the society for a period of 3(three) years from the date of Agreement. The same shall be returned after the completion of the supply of material indented during the Agreement Period.

Failure to abide by this, may lead to non-acceptance of the Application.

The Society shall enter into a Supply Agreement/ Contract with the Selected Vendor. A draft of the Agreement is enclosed as Appendix 2.

The Society reserves the right to expand the panel of vendors, if required, as and when necessary, during the tenure of the Agreement and panellist will not have any right to object whatsoever.
Terms & Conditions

i. The undersigned reserves the right to withdraw or include any item without assigning any reason thereof.

ii. The undersigned reserves the right to reject the Application of any Applicant who is a defaulter to the SNLTR in respect of payment of dues.

iii. Empanelment would be for a period of three years from the date of issuance of the empanelment letter/agreement subject to satisfactory services and yearly review. If services provided by the vendor are found to be unsatisfactory or at any time it is found that the information provided for empanelment or any tender is false or irregular while applying for the tenders SNLTR shall reserve the right to remove such vendors from the empanelled list without giving any notice to the vendors in advance.

The response should be submitted in a structured format as per the checklist appended with a number on every page. Each page of the application should be signed by the person(s) on behalf of the organization having the necessary Authorization / Power of Attorney to do so, duly affixing the company seal. Applications containing false or inadequate information are liable for rejection. (Authorization Letter from the company should be furnished along with the application)

The evaluation of the applications for empanelment shall be carried out by the committee.

iv. Any Lin-authenticated, alterations, erasures, overwriting, blanking out or discrepancies may render the EOI submission invalid. The evaluation of the response will only be based on the documents submitted and the evaluation committee reserved the right to relax the evaluation criteria.

v. Response submitted by Fax or E-mail or any form other than mentioned above will not be acceptable and liable for rejection by SNLTR.

vi. During the empanelment period, SNLTR reserves the right to de-panel, if the service provided by the vendor is found to be unsatisfactory or if, at any time, it is found that the information provided for empanelment is false, the SNLTR reserves the right to remove such vendors from the empanelled list without giving any notice to the vendor in advance. SNLTR's decision will be final in this regard.

vii. In order to allow prospective Applicants reasonable time in which to take the amendment into account in preparing their response, SNLTR, at its discretion, may extend the deadline for the submission of the response.
viii. SNLTR shall conduct a limited tendering process inviting financial bids from amongst the Empanelled Vendors for the selection of successful Applicant/s to supply of technical resource personnel and Managerial staff from time to time.

ix. The successful Applicant shall have to supply technical resource personnel and Managerial staff within the stipulated time frame post signing of the Contract, failure of which will be considered as an event of default and may lead to termination of the contract and forfeiture of performance security.

x. Any disputes in the quality and quantity of supply will be the sole responsibility of the supplier/selected bidder.

xi. The Selected Bidder shall receive payments on back-to-back basis i.e., SNLTR will pay to be a supplier only after receiving payments from concerned Government Departments/ Authority.

xii. Prior to certifying/ acknowledging the challans, the receipt authority shall satisfy themselves about the quantity and quality of the job.

xiii. In the event of any question/dispute or difference arising between SNLTR and the Agency on any matter covered by these Terms & Conditions or arising directly or indirectly therefrom or connected with these Terms & Conditions in any manner, the matter shall be sorted out between the Administrator, SNLTR and the Agency and in the case of nonresolution of a dispute the matter shall be referred to the ACS/Pr. Secretary/Secretary or other competent authority of the Department of IT & E, Govt. of West Bengal. Hence the High Court of Calcutta alone shall have jurisdiction to adjudicate thereon.

xiv. The place of Arbitration will be Kolkata and the language shall be English. The award of the Arbitrator shall be binding on both parties.
Annexure – I (Format of Undertaking)  
(on Company's Letter Head)  
(The Applicant shall submit together with CHECK LIST & other documentary evidences)

To,  
The Administrator  
Society for Natural Language Technology Research,  
Module C & D, Monibhandar (6th Floor),  
EP & GP Block, Sector-V, Kolkata-700091  
Email: administrator.nltr@wb.gov.in  

Dear Sir/Madam,  

EOI Ref No:  

Subject: Application for Empanelment of Vendors for supply of technical resource personnel and Managerial staff  

Sir/Madam,  

With reference to your EOI reference no . dated, M/S hereby submit the EOI application for the subject project.  

I/We certify that all information provided in the application is true and correct.  

I/We understand that this EOI is non-binding in nature.  

I/We acknowledge that the right of the Corporation to reject our application without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.  

I/We understand that the Corporation reserves the right to modify, cancel, suspend or terminate any aspect of the EOI process at any time, for any reason, without giving prior notice and the Corporation (including their officers, employees, consultants) will not be bound by this EOI.  
I/ We understand that this EOI is non-binding in nature and the Corporation reserves the right to follow a competitive bidding process for selection of Vendor/s, subsequent to this EOI.  

Yours faithfully,  

(Signature, name, and designation of the Authorized signatory)  

(Name and seal of the applicant)
Annexure II — Applicant’s Profile (Tabulation sheet is preferred)

1. Profile
2. Name of the Applicant / firm/Agency/ Vendor
3. Status of Applicant (Company, Partnership, Prop., etc.)
4. Year of Establishment & Details of Registration/Trade License/Company registration documents (attach Documentary Proof)
5. Number of years' experience in Supply of
6. Address
7. Telephone number
8. Fax number
9. Email Address
10. Website address of the Company, if any
11. Key person (s) with contact details a) Head Office / registered Office
12. PAN
13. Authorized Official with Name, Designation, Contact Phone No/Mobile No / FAX No. etc. for the EOI
14. Trade License (in case of proprietorship firm/ partnership firm)/ Registered copy of the trust deed/ Society deed/ In case of Company Memorandum and Articles of Association along with certificates of incorporation, and date of commencement of business etc. / In case of Partnership Firm, registered under the Partnership Act, 1932 —details of partners, details of their business and partnership deed etc. duly attested by Notary
15. Service Tax No. / GST No (on demand)
16. Provisional GSTIN (attach GST certificate)
17. IT return for the last Three Financial Years (optional)
18. Profit& Loss Statements and Balance Sheets for three years (optional)
19. Client certificate towards Applicant credential
20. Location of operation

** Wherever applicable submit documentary evidence to facilitate verification. We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our EOI is liable to be rejected.

Signature of the Authorized Signatory with date & seal
### Annexure III— Applicant’s Experience

<table>
<thead>
<tr>
<th>No.</th>
<th>Details of the completed Work</th>
<th>Name and complete Postal Address of the Customer</th>
<th>Name, Designation, Telephone, Nos., email</th>
<th>Value of Goods</th>
<th>Whether reference Letter Enclosed (YIN)</th>
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<tbody>
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(*Enclose necessary documentary proof— PI mark necessary page No for each of the enclosures*)

### Annexure IV: Self Declaration on Blacklisting (To be submitted on Vendor’s letter head)

Ref: EOI No.

I/ We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central Government Organizations or State/ Central Govt. Undertakings or Statutory Bodies or Local Bodies or Parastatals. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the Application/ Tender if any to the extent accepted may be cancelled.

Thanking you,

Date: Signature of Authorized Signatory  
Place: Name of the Authorized Signatory  
Designation: Name of the Organization

### Annexure V: Format of Power of Attorney for Authorizing Signatory of the Applicants

Know all men by these presents, We (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr./ Ms (name), son/daughter/wife of and presently residing at , who is [presently employed with us and holding the position of I, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for the ***** Project[s] proposed or being developed by the ***** (the "Corporation") including but not limited to signing and
submission of all applications, bids and other documents and writings, participate in Pre-Bid and other conferences and providing information/ responses to SNLTR, representing us in all matters before SNLTR, signing and execution of all contracts and undertakings consequent to acceptance of our proposal, and generally dealing with SNLTR in all matters in connection with or relating to or arising out of our proposal.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF

For
(Signature)
(Name, Title and Address) Witnesses:

[Notarized]
Accepted (Signature)
(Name, Title and Address of the Attorney)

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.

Also, wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.
Appendix 1 — General Guidelines for E-Bidding

Any organization/agencies willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System, by logging on to https://wbtenders.gov.in (the web portal of West Bengal Tenders maintained by NIC). The organization/agencies are required to click on the link for the e-Tendering site as given on the web portal. Each organization/agency is required to obtain a Class-II /Class III company Digital Signature Certificate (DSC) for submission of Application from the approved service provider of the National Informatics Centre (NIC) on payment of the requisite amount. The organization/agencies can search & download Expression of Interest (EOI) Document(s) electronically from the computer once they log on to the website. Applications are to be submitted through online before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus-scanned copies duly Digitally Signed. The documents will get encrypted (transformed into non-readable formats). The Bidder is advised to submit the Application well in advance of the deadline as SNLTR will not be liable or responsible for non-submission of the bids or submission of incomplete bids on account of any technical glitches or any problems in connectivity services used by the Applicant. An Applicant desirous of taking part in the RFP process shall log in to the e-Procurement portal of the Government of West Bengalhttp://wbtenders.gov.in using his login ID and password.

Appendix 2 — Draft Form of Agreement

This Agreement is made on this Day of Between

The Administrator
(Society for Natural Language Technology Research, Module C & D, Monibhandar (6th Floor), EP & GP Block, Sector-V, Salt Lake, Kolkata-700091) as the 1st Party, which includes its successors —

and

(Name of the Agency and address) as the 2nd party (hereinafter called Vendor), which includes its Successors.

Now, this Agreement is made on the following terms and conditions as stated below by and between the 1st Party and the 2nd Party. The 1st Party would place necessary orders from time to time on the 2nd Party based on estimated requirements/orders received from different customers/authorities/indenting authority. That the 2nd Party would offer their price as per the requirement.

The 2nd Party on receipt of the order will execute the indent and the supply would be made by the 2nd Party at the respective end stated by the 1st Party in its order. The 2nd Party, on the execution of supply on written advice of the 1st Party, would submit its bill in duplicate signed by the indenting authority to the office of the 1st Party at SNLTR.

All payments made to the 2nd Party by the 1st Party shall be subject to a deduction of 7% of the invoice value (excluding GST) raised by the 2nd Party to the 1st Party towards its administrative
charges/fees/charges. The 1st party after deducting 7% of the invoice value (excluding GST) shall remit the balance 93% along with GST (if applicable) to the 2nd party.

The second party shall receive payments on back-to-back basis i.e., SNLTR will pay to be the second party only after receiving payments from concerned Government Departments/Authority against the requisition. The Society will not take any responsibility for payment until non-receipt of payment from the concerned Govt. Departments/Authority. No interest can be claimed by the 2nd party for any delay in receiving payment from Indenting Authority. In case of discrepancies arising out of this Agreement, only Calcutta High Court shall have the jurisdiction for the settlement of the disputed matter.

That this Agreement shall remain valid for a period of two years from the date of execution of the Agreement.

If 1st Party and 2nd Party agree to continue the business with each other after the successful completion of 2ND year of the agreement, the agreement may be renewed and revalidated for a further period, if both parties mutually may agree. In the event of any question/dispute or difference arising between SNLTR and the 2nd party on any matter covered by these Terms & Conditions or arising directly or indirectly therefrom or connected with these Terms & Conditions in any manner, the matter shall be sorted out between the Managing Director, SNLTR and the 2nd party and in the case of non-resolution of a dispute the matter shall be referred to the ACS/Pr. Secretary/Secretary of the Department of Dept. of IT&E, Govt. of West Bengal. When at that level the dispute is not resolved, the dispute would be resolved by the sole

The arbitrator is appointed jointly by the two parties and his award shall be final. The High Court of Calcutta alone shall have jurisdiction to adjudicate thereon. The place of Arbitration will be Kolkata and the language shall be English. That this Agreement can be terminated by either of the parties by giving 90 (Ninety) days’ notice in advance to the other side.

IN WITNESSESS WHEREOF THE PARTIES HERETO HAVE SET THEIR RESPECTIVE HANDS BEFORE WITNESSESS.

For

For SNLTR

(2nd Party) (1st Party)
Witnesses: Witnesses:

1.

2.