



अंग्रेजी एवं विदेशी भाषा विश्वविद्यालय

(केन्द्रीय विश्वविद्यालय)

हैदराबाद - ५०० ००७, भारत

क्षेत्रीय परिसर: शिलांग एवं लखनऊ

The English and Foreign Languages University

(A Central University)

Hyderabad - 500 007, India

Regional Campuses: Shillong and Lucknow

Empanelment of Subscription Agencies for Subscription of Journals, Databases & Scholarly Products to Ramesh Mohan Library, The English and Foreign Languages University, Hyderabad

The English and Foreign Languages University, Hyderabad, invites expression of interest for “Empanelment of Subscription Agencies for Subscription of Journals, Databases & Scholarly Products (Print & Electronic) on prescribed format from reputed subscription agencies in India to Ramesh Mohan Library, The English and Foreign Languages University, Hyderabad.

Interested vendor(s)/supplier(s)/agent(s)/distributor(s) may respond in the prescribed format given at the end of this document, along with one copy each of the requisite documents to “The Librarian, Ramesh Mohan Library, The English and Foreign Languages University, Tarnaka, Hyderabad 500 007, Telangana”.

Last date to apply - One month from the date of advertisement.

Instructions for vendors(s)/suppliers(s)/distributor(s), detailed terms and conditions, format of response, are as follow:

Instructions:

1. Interested agency(ies) should submit their **response in the prescribed format, in sealed envelope superscribing – Expression of Interest for Empanelment for subscription of Journals, Databases & Scholarly Products to Ramesh Mohan Library, The English and Foreign Languages University, Hyderabad**”.
2. The response should be signed by an authorized signatory of the vendor(s) bearing his/her full name and status, clearly indicated below the signature along with the official seal of the firm.
3. Incomplete and conditional application(s), and applications received after deadline, will not be considered.
4. At any given point of time, if any of the documents furnished by the vendor(s)/supplier(s) is found to be false, it would be deemed to be a breach of terms of contract making the concerned firm liable for legal action, besides termination of empanelment and forfeiture of security deposit.
5. Strict discipline must be maintained with respect to your expression of interest for empanelment with Ramesh Mohan Library, The English and Foreign Languages University, Hyderabad. No canvassing or repeated communication should be made with the Library, failing which may attract punitive action and shall become liable to be delisted by the University.
6. Responses received after the deadline will not be considered.
7. No agency will be allowed to withdraw after submission of applications.
8. The responses will be scrutinized and shortlisted by a Committee duly constituted by the Competent Authority of the University. The shortlisted vendor(s)/supplier(s) may then be required to be present at the University for personal interaction on a date, which will be informed by eMail.
9. The short-listed vendor(s)/distributor(s)/supplier(s), at the time of personal interaction, are required to:
 - a. agree to supply as per the University’s “Terms & Conditions for Supply of Books” as stipulated here, and



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- b. submit a Security Deposit of Rs. 2 Lakh in favour of Registrar, The English and Foreign Languages University, Hyderabad, at the time of empanelment, which is refundable after completion of empanelment and providing successful services to Ramesh Mohan Library, The English and Foreign Languages University, Hyderabad. No interest will be paid on the security deposit.
10. The Committee will recommend a panel of vendor(s)/supplier(s)/distributor(s) to the Competent Authority. The approved panel will be displayed on the University Website and the empanelled vendor(s)/supplier(s)/distributor(s) will also be informed by eMail.
11. This empanelment will be valid initially for **one year** and may be extended upto **two years (total three years)**, but one year at a time depending upon satisfactory performance of the empanelled vendor(s)/supplier(s)/agent(s)/distributor(s), at the sole discretion of the University.

Check List of Self-attested Enclosures:

1.	Proof of your membership in any of the associations for publisher(s)/ subscription of journals:	
	(i) Good Offices Committee (GOC)	
	(ii) Federation of Publishers' and Booksellers' Association of India (FPBAI)	
	(iii) Any other State/National/International Association(s) for subscription & supply of journals, databases and Scholarly Products.	
2.	Copies of the authority letters issued by the publisher(s)/scholarly society(ies)/ publishing organization(s) along with details of your sole or exclusive distributorship.	
3.	Copy of PAN Card of firm / owner / partners.	
4.	Copy of Tax Residency Certificate (TRC) in case of publishers/service developers, intending to supply of resources directly.	
5.	One copy each of Income Tax returns of last three consecutive years.	
6.	Details of your firm's Goods and Services Tax Number along with a copy of GST Certificate	
7.	Details of the annual turnover of the firm for the last three consecutive years with documentary evidence.	
8.	Minimum six (06) references, in the form of satisfactory certificate from the Heads of the respective Libraries of reputed Institutes/Organizations with whom you are already registered such as Institutes of National Importance, Government established Research Laboratories (e.g. IITs, IISc., NITs, IIMs, CSIR Labs, ICMR etc.).	
9.	Consortium Participation (in India) declaration (if any) with supporting documents.	
10.	Certificate of successful execution of single order during last year (worth more than 50 lakh rupees) with respect to the Institutes where executed along with a copy of such purchase/supply order.	
11.	Affidavit on non-judicial stamp paper of ₹500, duly notarized, confirming that the firm has not been blacklisted, debarred, or banned by any Government organization, University, or Institution in India and is not involved in any legal dispute or adverse media reporting in the past five (05) years.	



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“Terms and Conditions” for Supply of Journal Resources to Ramesh Mohan Library, The English and Foreign Languages University, Hyderabad

The empanelment for supply of Journal Resources, like, Fulltext Journals, Databases, Academic & Research Support Tools, shall be governed by the following “Terms and Conditions”

1. General

- (i.) The Vice Chancellor, The English and Foreign Languages University, Hyderabad, reserves the right to approve or reject any or all the vendors, whose decision shall be final in all cases in respect of acceptance/rejection/arbitration.
- (ii.) Ramesh Mohan Library, The English and Foreign Languages University, Hyderabad, reserves the right to add and/or drop any vendor to/from its empanelled list, and/or to place purchase order(s) with any vendor(s) at any time, with the approval of Competent Authority.
- (iii.) **Eligibility:** The applicant must be a legally registered firm in India, engaged in supplying academic and professional eBooks/digital content to Libraries of reputed Institutes/Organizations with whom you are already registered such as Institutes of National Importance, Government established Research Laboratories (e.g. IITs, IISc., NITs, IIMs, CSIR Labs, ICMR etc.), and must possess valid statutory registrations (PAN, GST, etc.).
- (iv.) **Sole Distributor Declaration:** Must attach minimum three (03) valid sole distribution letters issued by respective publishers.
- (v.) **Consortium Participation Declaration:** The applicant shall declare whether they are a part of any consortium during FY 2024-25/2025-26 and provide supporting documentary evidence, if applicable.
- (vi.) **Tax Residency Certification:** Attach a Tax Residency Certificate (TRC) and Company incorporation documents (*in case of being a Publisher*) of respective country.
- (vii.) **Non-Blacklisting & Legal Compliance:** The applicant must submit an affidavit on non-judicial stamp paper of ₹500, duly notarized, confirming that the firm has not been blacklisted, debarred, or banned by any Government organization, University, or Institution in India and is not involved in any legal dispute or adverse media reporting.
- (viii.) **Scope of Supply:** The vendor shall supply genuine, licensed, and copyright-compliant academic, research, and professional eBooks/ digital collections as per institutional requirements.
- (ix.) **Licensing & Access:** The vendor shall ensure legitimate licensing rights, IP-based or user-based access, remote access facility (if applicable), and provide usage statistics as per standard norms.
- (x.) **Pricing & Payment:** Prices shall be competitive and inclusive of all applicable taxes. Payment shall be released within 30-45 days from receipt of correct invoice and satisfactory service delivery.
- (xi.) **Service & Performance:** The vendor shall provide timely activation, technical support, and uninterrupted access. Unsatisfactory performance may lead to suspension or termination of empanelment.



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- (xii.) **Confidentiality:** The vendor shall maintain strict confidentiality of institutional data (users and usage data), access credentials, and commercial terms.

2. Proposals/Proforma Invoice(s)/Subscription Details

- (i.) Proposals will be called from the empanelled agent(s), whenever, requirement arises, for which the Library may place inquiry with the empanelled agent(s) for subscription details of required journals/periodicals/databases/other resources. No interim queries/correspondence will be entertained.
- (ii.) Proposals will be called for journals/resources which are not available directly from publisher(s), and/or which are not part of any consortium/consortia such as eShodhSindhu Consortium (eSS) or any national consortium/ subscription model coming into existence in future, or any new consortia that may be formed in future.
- (iii.) The empanelled subscription agency should respond within *two weeks* of receipt of the enquiry eMail.
- (iv.) Pricing details of all resources should be informed in their original currency only.
- (v.) If the price of any particular resource is not available at the time of sending proforma invoice, the subscription amount may be paid as per the existing year's price and subsequent upon receiving the confirmed price for the subscribed year from the publisher, the agency may send a revised or a supplementary invoice.
- (vi.) However, no supplementary invoice will be accepted for difference in exchange rates for currency conversion.
- (vii.) The empanelled agency may offer a discount or access to additional electronic resources that may be of potential interest to the University in the proposal(s). This shall be evaluated by the Library Committee.
- (viii.) Discounts/concessional rates offered by the publisher, if any, and as admissible must be included in the proposal(s).
- (ix.) Any special offers provided by the publisher(s), such as access to additional journals/packages must also be included in the proposal(s).
- (x.) Mode of supply of resources/journals viz., electronic access, airmail, etc. should be specified in the proposal/proforma invoice and also confirm if the supply will be direct from the publisher(s) or through the agency.
- (xi.) Postage/freight/handling/service charges, if any should be indicated in the proposal/proforma invoice only and should be indicated separately. They will not be paid if not mentioned in the proposal/proforma invoice.
- (xii.) Levying of any additional postage/freight/handling/service charges after order confirmation will not be accepted.
- (xiii.) The empanelled agencies are required to submit the authorization letter(s) /letter indicating exclusive/sole/preferred/authorized subscription agent/dealer from the publisher(s).
- (xiv.) Quoting unrealistic rates with respect to the available and applicable catalogue/market prices, at the time of calling proposals will be treated as disqualification and will lead to cancellation of empanelment.

3. Subscription Orders, Queries, Time-frame, Cancellations and Payment



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- (i.) Distribution of orders to the empanelled agencies is purely based at the discretion of Ramesh Mohan Library, The English and Foreign Languages University, Hyderabad.
 - (ii.) Subscription/Renewal Orders shall be placed by the Office of Library, The English and Foreign Languages University, Hyderabad, with the empanelled agent(s) as finalized by Library, against the submitted proposal/proforma invoice/invoice for the required journals/periodical titles/resources, on accepting all the agreed Terms and Conditions, as approved.
 - (iii.) The empanelled agencies are required to seek confirmation of order(s) from the Library against the proforma invoice/proposal submitted by them, before making remittance to the publisher.
 - (iv.) Sending an acknowledgment of the receipt and acceptance of Subscription/Renewal Order is mandatory, by eMail only, within two (02) working days.
 - (v.) Any clarification/query regarding the Subscription/Renewal Order should be sought from the Library within two (02) working days of receipt of the order.
 - (vi.) Advance payment will NOT be made for Subscription/Renewal of any resource. However, in special cases suitable justification and supporting documents may be submitted to the Library for consideration.
 - (vii.) **Time-frame for remittance to publisher: 30 days from the date of the "Confirmed Order".** The empanelled agencies have to remit the entire subscription/renewal amount to the publisher on behalf of the University within the said time-frame from the University and submit the remittance proof along with the invoice.
 - (viii.) In case there is a delay that is foreseen in supply/activation of resources, the concerned empanelled agent(s) should send a request for extension with reasons, atleast five (05) working days before the date of supply/activation.
 - (ix.) If the provided reason for delay is justified with adequate and valid supporting documentary proof e.g., communication from publisher/publisher(s), the library may consider extending the supply/activation time, as may deem fit.
 - (x.) If no information or communication regarding online activation/supply and/or payment remittance to publisher is received from the empanelled agent(s) within the said time-frame, the subscription/renewal order shall automatically stand cancelled.
 - (xi.) Separate permission for revoking the cancelled order(s) should be sought through eMail from the library with sufficient documentary evidence.
 - (xii.) Payment will be released only after successful activation of access to the subscribed resource(s) and on receipt of an invoice along with necessary remittance and documentary proofs.
 - (xiii.) Acknowledgement of receipt of payment must be sent within one week to the Library.
- 4. Online activation/license agreement/usage data/supply time-frame**
- (i.) The empanelled agencies should confirm the order to the publisher and activate online access to electronic resources immediately after receiving order confirmation from the University with necessary license agreement.
 - (ii.) The subscriptions should be entered in the name of **"Ramesh Mohan Library, The English and Foreign Languages University, Hyderabad"** and the subscription number, etc. details should be immediately communicated to the library.



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- (iii.) In case of online or print+online format of resources, the Customer's Copy of the License Agreement should be sent to the library as soon as the publisher sends it to the empanelled agent(s), preferably not later than fifteen days (15) of remittance. The empanelled agencies should bear the responsibility of negotiating with the publisher for any updating/modification in the License Agreement as required by the University.
- (iv.) The empanelled agencies should inform about the availability of free online journals from the list of publisher(s) whose journals/resources are being subscribed to, and also about any additional journals that are available during the subscription period.
- (v.) Access to all paid, additional and free journals should be IP authenticated. IP range(s) or address(es) will be provided by the University at the time of placing order.
- (vi.) Online activation of the journals has to be done by the empanelled agent(s) without any additional charges.
- (vii.) The empanelled agencies have to provide all the required facilities/services of subscription model/license agreement with the publisher wherever applicable.
- (viii.) The empanelled agencies should provide usage data of all the subscribed resources based on the request within 3 days.
- (ix.) Should the empanelled agencies dispatch issues (in case of print resources) through courier, etc., the standard of packaging has to be ensured for non-damage of material in transit and that an advice is sent to the library simultaneously by eMail to ensure update information.
- (x.) **Mode of Supply**
 - (a) In case of print resources, the address of supply will be "**Ramesh Mohan Library, The English and Foreign Languages University, Tarnaka, Hyderabad 500 007**"

5. Services to be provided during subscription period

- (i.) The empanelled agencies should notify the publication schedule of each title with necessary information viz., number of volumes/issues published and the publication date of the same.
- (ii.) Intimation about any bibliographical changes, change of ownership, cessations and/or suspensions of journals must be communicated to the library in writing, promptly.

6. Missing Issues/Non-supplied journals/CD-ROMS and their Refund thereof

- (i.) The empanelled agencies shall resolve any access related technical difficulties immediately upon receiving communication from the Library ensuring that the issue gets resolved preferably within two (02) working days.
- (ii.) In case of print resources, the empanelled agencies shall claim missing issues from the publisher(s) on their own, if the supply is arranged through their agency. The Library shall, as usual, claim issues from the empanelled agent(s) where supplies are arranged directly from publisher(s).
- (iii.) It is necessary to send timely claims for missing issues by registered post/fax/eMail, etc., and to inform the library with publishers' replies regularly.
- (iv.) The empanelled agencies will have to refund the amount for the journals/CD-ROM issues that are not received/not supplied.
- (v.) The empanelled agencies will be completely responsible for the refund of the subscription amount for non-supplied journal issues. The refund time may be extended



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if any confirmation is received from the publisher regarding delay in publishing/supply.

7. License Agreements and Other Important Details

It is the duty of the empanelled subscription agencies to coordinate with the publisher(s) and ensure to send the following to the Library, soon upon activating access to the subscribed/renewed resource(s).

- (i.) Customer's copy of signed License Agreement(s);
- (ii.) Administrator's (Librarian's) account details for the subscribed resources; and
- (iii.) Usage statistics of the subscribed resources, periodically and whenever Library requests for them.

8. Invoicing Procedure

- (i.) The prices in the invoice should be indicative of original currencies.
- (ii.) The Invoice should bear the firm's IT PAN and Bank details.
- (iii.) The date of invoice should be that of bank transfer for remittance of the payment to the publisher.
- (iv.) Pre-receipted invoice(s)/bill(s) are to be submitted in triplicate (3 copies).
- (v.) A revenue stamp should be affixed on the original bill and should be signed by an authorized signatory.
- (vi.) Invoice should be raised in favour of The Librarian, Ramesh Mohan Library, The English and Foreign Languages University, Tarnaka, Hyderabad 500 007.
- (vii.) One invoice should be raised against one publisher/resource as per the order only. Journal titles from different publishers should not be combined and supplied against one invoice.
- (viii.) The invoice should contain all relevant details viz., our order no. & date, title of the resource and/or journal(s), volume/issue no., subscription period covered and ISSN number.
- (ix.) Supplementary invoice(s) can be raised only if publisher(s) increases the subscription price at a later date.

9. Undertaking

Every invoice should certify the following.

- (i.) The prices charged in this invoice are publisher's actual and current prices as billed to us; and are true and correct.
- (ii.) The discount offered and service charges, if any, should be specified in a separate column.
- (iii.) The prices charged are as per the publisher's invoice and their latest catalogue.

10. Currency Conversion and Mandatory enclosures with Invoice

- (i.) Conversion of foreign currencies to Indian Rupees shall be at the actual **TT Selling Rate of a National Bank in India / Financial Benchmarks India Pvt. Ltd. (FBIL) w.e.f. 10 July 2018**, prevalent at the time of payment made by you to the publisher(s), duly supported by Banker's certificate. This will be treated as Currency Conversion Proof (CCP).



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- (ii.) Any loss arising on account of Foreign Exchange Fluctuation Risk will be borne by the Vendor/Supplier.
- (iii.) Every price proof, and latest currency conversion proof with date, should contain authorized signature and stamp/seal of the empanelled agency.
- (iv.) An authorization letter from the publisher for being sole agent/preferred agent/authorized agent, whichever is applicable, has to be submitted.
- (v.) A copy of publisher's invoice/eMail communication of price confirmation, as a price proof should be attached.
- (vi.) Proof of remittance of payment from the agency's bank may be submitted.

11. Settlement of Accounts

- (i.) The empanelled agency shall guarantee quick, regular and complete supply of the journals subscribed through them.
- (ii.) In case of non-receipts, the agent(s) shall send either the replacements or refunds for unsupplied journal volumes/ issues, by way of cheque or credit notes, before the end of next financial year, except, for cases where publication of a journal is behind schedule and that the fact, duly supported with documents from the publishers, has been notified to the library.
- (iii.) For example, the agent(s) shall settle 2025 subscription accounts by the middle of 2026. If certain publications remain unsupplied even after the middle of 2026, a list of such titles and their delayed publication and dispatch schedule, duly supported from the publishers, should be submitted by October 2026, else, the 2025 accounts must be finally settled by December 2026.
- (iv.) It is emphasized that adherence to these dates is mandatory.

12. Delisting from the Panel

The University shall be at liberty to terminate the empanelment of an empanelled subscription agency without any prior notice and drop the said agency from its panel and will result in forfeiture of the security deposit in case of occurrence of any of the following events:

- (i.) If the agency fails to activate/supply ordered resources within the agreed time;
- (ii.) In case of breach of any terms of agreement, false supporting documents or false declarations, or unsatisfactory/inefficient working on the part of the agent(s);
- (iii.) If at any time, found that the information provided by the empanelled suppliers in any form about publications, services and related matters are incorrect and result in losses in any form to the University.

The University shall also reserve the right to claim the amount of loss incurred by the University, based on the available invoices submitted by that empanelled vendor(s)/supplier(s).

- 13. The University reserves the right to change or modify or amend or substitute any clause(s) in the terms and conditions, if required, at any time. The empanelled agent(s) may find the update, on the University website (<http://www.efluniversity.ac.in>), in this regard.

- 14. All disputes and differences arising out or concerning the work shall be subject to the sole arbitration of the Vice Chancellor, The English and Foreign Languages University, Hyderabad, or his authorized nominee. The decision of the arbitration shall be final and binding on both the

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दूरभाष/Phone: (040) 2768 9618; ईमेल/eMail: office_library@efluniversity.ac.in



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parties. The empanelment will be interpreted under Indian Laws and disputes adjustable within the jurisdiction of court of law of Hyderabad.

15. Force Majeure

Neither the Institution nor the Publisher/Vendor shall be responsible for failure or delay in performance of obligations relating to access, hosting, delivery, or subscription services arising due to circumstances beyond reasonable control, including but not limited to natural disasters, war, governmental actions, labour disturbances, cyberattacks, network outages, pandemics, or failures of internet and communication infrastructure.

The affected party shall promptly inform the other party regarding such circumstances and shall make reasonable efforts to restore uninterrupted access and services within the shortest possible time.

In the event that such conditions materially affect access/services for a prolonged duration, the Institution reserves the right to seek appropriate remedial measures including extension of subscription period, proportionate adjustment, or termination of the subscription/order without financial liability.



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RESPONSE FORM FOR EMPANELMENT OF SUBSCRIPTION AGENCIES FOR SUBSCRIPTION OF JOURNALS, DATABASES & SCHOLARLY PRODUCTS (PRINT & ELECTRONIC) TO RAMESH MOHAN LIBRARY, THE ENGLISH AND FOREIGN LANGUAGES UNIVERSITY, HYDERABAD

***PLEASE READ THE "TERMS AND CONDITIONS" CAREFULLY BEFORE FILLING THE
FORM**

(Strike off whichever is not applicable)

1. Name of the Firm:

2. Address(es) of Head Office & Branches with telephone numbers, fax numbers,
eMail addresses, and website, if any:

3. Kind of Proprietorship: _____

i. Name and address of Directors / Managing Directors / Proprietor:

ii. If partnership, name and address of partners:



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Check List of Self-attested Enclosures

1.	Proof of your membership in any of the associations for publisher(s)/subscription of journals:	
	(i) Good Offices Committee (GOC)	
	(ii) Federation of Publishers' and Booksellers' Association of India (FPBAI)	
	(iii) Any other State/National/International Association(s) for subscription & supply of journals, databases and scholarly products.	
2.	Copies of the authority letters issued by the publisher(s)/scholarly society(ies)/publishing organization(s) along with details of your sole or exclusive distributorship.	
3.	Copy of PAN Card of firm / owner / partners.	
4.	Copy of Tax Residency Certificate (TRC) in case of publishers/service developers, intending to supply of resources directly.	
5.	One copy each of Income Tax returns of last three consecutive years.	
6.	Details of your firm's Goods and Services Tax Number along with a copy of GST Certificate	
7.	Details of the annual turnover of the firm for the last three consecutive years with documentary evidence.	
8.	Minimum six (06) references, in the form of satisfactory certificate from the Heads of the respective Libraries of reputed Institutes/Organizations with whom you are already registered such as Institutes of National Importance, Government established Research Laboratories (e.g. IITs, IISc., NITs, IIMs, CSIR Labs, ICMR etc.).	
9.	Consortium Participation (in India) declaration (if any) with supporting documents.	
10.	Certificate of successful execution of single order during last year (worth more than 50 lakh rupees) with respect to the Institutes where executed along with a copy of such purchase/supply order.	
11.	Affidavit on non-judicial stamp paper of ₹500, duly notarized, confirming that the firm has not been blacklisted, debarred, or banned by any Government organization, University, or Institution in India and is not involved in any legal dispute or adverse media reporting in the past five (05) years.	



अंग्रेजी एवं विदेशी भाषा विश्वविद्यालय

(केन्द्रीय विश्वविद्यालय)

हैदराबाद - ५०० ००७, भारत

क्षेत्रीय परिसर: शिलांग एवं लखनऊ

The English and Foreign Languages University

(A Central University)

Hyderabad - 500 007, India

Regional Campuses: Shillong and Lucknow

DECLARATION

1. I/We _____
(Names of proprietor(s)/partners or shareholders) hereby declare that the information provided in this application form are true to the best of our knowledge and that we shall be bound by the acts of duly constituted attorney.
2. I/We also hereby declare that all matters related to The English and Foreign Languages University, Hyderabad, shall be treated as confidential and no information shall be passed on to any unauthorized person without written permission of the Competent Authority of The English and Foreign Languages University, Hyderabad.
3. Mr. _____, whose signatures are appearing below, is/are the authorized representative(s) of the firm.
4. I/We also undertake the responsibility to communicate all subsequent changes in the constitution or working of firm, affecting the accuracy of the facts, stated above.
5. I/We assure that if empanelled, the firm will serve the Ramesh Mohan Library, The English and Foreign Languages University, Hyderabad, for a minimum period of one year.
6. I/We agree to make the payment to the publisher by electronic transfer at the cost of agent(s) immediately after confirming the order through eMail.
7. I/We have read and understood all the “**Terms and Conditions**” of Ramesh Mohan Library, The English and Foreign Languages University, Hyderabad, as mentioned in this document and consciously agree to abide by them.
8. If selected for empanelment, I/we agree to furnish a Refundable Security Deposit of Rs. 2 Lakh as performance guarantee deposit, at the time of personal interaction.

Signature of Partners / Proprietors :

Place :

Signature of authorized representative of the firm with stamp :

Date :