

**File No. RCD-11005/1/2021-Regulatory-FSSAI**  
Food Safety and Standards Authority of India  
**(Regulatory Compliance Division)**  
FDA Bhawan, Kotla Road, New Delhi – 110002

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Dated the 26<sup>th</sup> October, 2021

To,

M/s Cyfuture India Private Limited,  
Plot No. 197-198, Noida Special Economic Zone (NSEZ),  
Noida Phase-II, Noida Dadri Road, Noida-201305, U.P.

**Sub: Award of contract for tender ID 2021\_FSSAI\_642552\_1 dated 10th August, 2021 for "Contact Center Service Provider for FSSAI".**

Sir / Madam,

I am directed to inform you that after evaluating the bid documents submitted by M/s Cyfuture India Private Limited in reference of tender ID 2021\_FSSAI\_642552\_1 dated 10th August, 2021, FSSAI is pleased to inform you that you have been selected as the successful bidder for "Contact Center Service Provider for FSSAI". The per agent monthly blended rate for first 12 seats is Rs. 22250/- (Rs. Twenty Two Thousand Two Hundred & Fifty Only) (all inclusive) as indicated in your financial bid.

2. It is requested that an authorised representative(s) may be deputed for the signing of the contract and to execute necessary agreement within 10 days from the date of issue of this letter.

3. In this respect, we also request you to submit the performance Guarantee of Rs. 2,88,360/- (Rs. Two Lakh Eighty Eight Thousand Three Hundred Sixty only) [i.e. @3% for a contract value of Rs. 96,12,000/-] valid for a period of 38 months (i.e. three years + 02 months). The provisions regarding validity and prescribed format for execution of Performance Guarantee may be referred at Clause-2.13 & Clause-5.5, respectively of the Tender Notice.

4. This notification concludes the legally binding contract between you and the FSSAI, till issue of a formal contract.

Yours faithfully,

  
(Vikas Talwar)  
Deputy Director (RCD)