

# **TENDER DOCUMENT**

## **REDESIGN AND DEVELOPMENT OF WAPCOS' WEBSITE**



### **WAPCOS LIMITED**

**(A Government of India Undertaking)**

**76-C, Sector-18, Institutional Area, Gurgaon-122015 Haryana**

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## **1. Background**

WAPCOS Limited is seeking a proposal to help redesign its current website. An opportunity exists to re-engineer the site to better reflect the mission the WAPCOS and incorporate the latest web technology. Upon completion of the development of the site, all content, coding and graphics will become the sole property of the WAPCOS.

## **2. Description**

Create a flexible, informative web site that is easy to maintain, can deliver large amounts of constantly changing information to our key audiences. In addition to designing a user-friendly site with an intuitive interface, we must also develop a web-based, database-driven administration tool that allows key management personnel to easily update content without directly accessing source code. WAPCOS will maintain ultimate editorial control of content. Administration of web content will be based on roles to control access and work flow (e.g. author, reviewer/editor, publisher).

To be effective, our web site must be:

- Easy and intuitive
- Visually pleasing
- Informative
- Safe and secure
- Quick to load and operate

## **3. Objective**

Our primary Internet objective is to continue to build brand identity, awareness, and interest in the organization and the services it provides.

## **4. Specific Strategies**

- Increase awareness of the WAPCOS' mission and promote company as a leading Engineering Consultancy Organisation in Water Resources, Power and Infrastructure Development
- Strengthen relationships with community partners, members and staff
- Improve business efficiencies
- Present comprehensive information and resources in an easy to use format
- Increase site promotion activities
- Integrate brand messaging
- Deliver a consistent image
- Attract qualified and diverse staff

In short we must tell our story through the use of compelling visuals, intuitive navigation, and concise messaging.

## 5. Make it easy

Redesign the site to deliver intuitive navigation, an improved graphical user interface, and easy-to-find content organization.

## 6. Invitation for Bids

- 6.1 This invitation to the Tenderers is for studying, designing & developing a complete portal which will be managed through a Content Management System (CMS) on ASP.NET Platform & SQL 2005/2008 RDBMS as backend server.
- 6.2 Tenderers are advised to study the Tender Document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.
- 6.3 Sealed offers should be submitted not later than the date and time laid down
- 6.4 All bids must be accompanied by an earnest money of Rs. 10,000/- (Rupees ten thousand only) in the form of Bank Demand Draft in favour of WAPCOS Limited payable at Gurgaon.

## 7. Procedure for Submission of Bids

It is proposed to have a **Two-Cover System** for this tender.

- 7.1 Technical Bid in one separate cover. The Technical Bid should be covered in separate sealed cover super-scribing the wording “Technical Bid”.
- 7.2 Commercial Bid in second separate cover super-scribing the wording “Commercial Bid”.
- 7.3 All the above covers should then be kept in one big cover and sealed. WAPCOS will accept only one cover duly sealed and stamped from one tenderer. The cover should read, “**BID FOR Redesign and Development of WAPCOS Website**” The cover thus prepared should also indicate clearly the name and address of the tenderer to enable the Bid to be returned unopened in case it is received “**Late**”.
- 7.4 The Tenderer has to qualify the Technical Bid.
- 7.5 The bids received late and declared late by the Evaluation committee after the last date and time for receipt of bids prescribed in the tender document shall be rejected.
- 7.6 Each document should be properly indexed bearing page numbers, mentioning list of enclosures and be in order in which necessary documents/credentials are to be scrutinized/checked.

## 8. Cost Associated with the Tender

The Tenderer shall bear all costs associated with the preparation and submission of its Bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the WAPCOS and WAPCOS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

## 9. Language of Bids

The Bids prepared by the Tenderer and all correspondence and documents relating to the bids exchanged by the Tenderer and WAPCOS, shall be written in the English language, provided that any printed literature furnished by the Tenderer may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

## 10. Documents Comprising the Bids

10.1 The Bids prepared by the Tenderers shall comprise of following documents:

10.2 A Covering letter comprising of **QUALIFYING DOCUMENT SHALL CONSIST OF FOLLOWING:-**

- i) Address, Contact Person, Phone, Tele Fax, mobile-phone and E-mail of all Offices of the tenderer with residential contact information during holidays. (Annexure – I).
- ii) Earnest Money Deposit of **Rs. 10,000/-** (Rupees ten thousand only).
- iii) The bidder should also fulfill atleast any of the following eligibility conditions:
  - a. Should have completed a single assignment of Rs. 3.20 lakh or more for similar nature of work for Govt. Sector/ PSUs/Board/Corporations/Private Sector using RDBMS/GUI/Web Based Technologies during the last five years; or
  - b. Should have completed two assignments of Rs. 2.00 lakh each or more for similar nature of work for Govt. Sector/ PSUs/Board/Corporations/Private Sector using RDBMS/GUI/Web Based Technologies during the last five years; or
  - c. Should have completed three assignments of Rs. 1.60 lakh each or more for similar nature of work for Govt. Sector/ PSUs/Board/Corporations/Private Sector using RDBMS/GUI/Web Based Technologies during the last five years.

Copies of the workorder must be enclosed as a proof.

**10.3 Technical Bid shall Consist of the Following: -**

- i) Detailed technical proposal of the tenderer for delivering the services/carrying out the activities/tasks as per the terms & conditions of the tender document. The proposal must include the following components:
- Bar Chart including the proposed time Schedule for completion of the Project.
  - Methodology & technology to be deployed.
  - Tenderer profile.

**10.4 Commercial Bid Consisting of the Following: -**

Bid prices duly filled, signed and complete as per the Price Schedule on the prescribed Quotation Proforma. The Tenderer shall indicate the firm prices, the Terms of Reference of which are given in the Technical Specifications. The Tenderer shall be required to give Item-wise Prices, wherever applicable

**11. Terms and Conditions of the Tender**

**11.1 Tenderer's Qualification**

- 11.1.1 The Tenderer should be an Indian company of national/international repute in the field of IT based turnkey solution provider. The company must be engaged in providing services in areas of work relating to Information Technology for at least 2 years.
- 11.1.2 WAPCOS reserves the right to carry out the capability assessment of the tenderers and WAPCOS decision shall be final in this regard.
- 11.1.3 The tenderer as used in the tender documents shall mean the one who has signed the tender form.

**11.2 Standards of Performance**

- 11.2.1 The Goods/ Services supplied under this contract shall conform to the standards mentioned in the Technical Specifications and when no applicable standards are mentioned, to the authoritative standards. Such standard shall be the latest issued by the concerned institution governing that standard.
- 11.2.2 The vendor shall carry out the supply order and carry out its obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted norms, techniques and practices used in the industry. The vendor shall also adhere to professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, technical and engineering practices. It shall employ

appropriate advanced technology and safe and effective equipment and methods. The vendor shall always act in respect of any matter relating to this contract, as faithful advisors to WAPCOS and shall, at all times, support and safeguard WAPCOS legitimate interests in any dealings with the third party.

### **11.3 Validity of Price:**

11.3.1 The Price quoted by Bidders shall be valid for a period of 90 days from the last date of submission of bids.

### **11.4 Delay in the Vender's Performance & Penalty:**

11.4.1 The Vendor in accordance with the time schedule specified by WAPCOS shall make delivery of the items/ tasks/services.

11.4.2 An unexcused delay by the vendor in the performance of its delivery obligations shall render him liable to any or all of the following penalties: -

11.4.2.1 In case of non/ partial Supply of the items/material/ services within a stipulated period, penalty @ 2% per month of a unfinished task will be imposed and a further maximum period of one month shall be given for the completion.

11.4.2.2 Thereafter, WAPCOS shall be liable for the imposition of liquidated damage and termination of the contract for default.

11.4.2.3 Forfeiture of earnest money submitted by the vendor.

### **11.5 Refusal to Perform:**

A bidder whose bid is approved, is not allowed to withdraw. Refusal to perform will lead to forfeiture of earnest money.

### **11.6 Failure to Perform Satisfactorily**

A successful bidder who fails to complete the work to the satisfaction of WAPCOS, will be liable to the following penalties:

a) Forfeiture of earnest money.

b) The work will be got completed from some other source at his risk and cost.

### **11.7 Time Limit for Completion of the Task**

The vendor's requirement for the completion schedule of different tasks under the contract is given below:

11.7.1 All the tasks of the scope of work shall be completed within a period of 90 days of award of work.

11.7.2 The above time limit may be fine tuned in consultation with the vendor at the time of award of contract depending upon the nature/scope of the contract.

## **11.8 Use of Contract Documents and Information**

11.8.1 The Vendor shall not, without WAPCOS prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of client in connection therewith to any person other than a person employed by the vendor in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

11.8.2 The vendor shall not without the WAPCOS' prior written consent, make use of any document or information.

11.8.3 Any document shall remain the property of the WAPCOS and shall be returned (in all copies) to WAPCOS on completion of the vendor's performance under the contract if so required by WAPCOS.

## **11.9 Schedule of Payment**

The schedule of payment will be as under :-

11.9.1 20% on the submission of System Design Document

11.9.2 70% on complete Implementation of Portal and its functioning for two weeks

11.9.3 10% after providing Users' Training

## **11.10 Extension of Contract**

### **11.10.1 PRICES**

The prices quoted for the Items/Services shall be firm throughout the period of contract and shall not be subject to any upward modification whatsoever. The rates quoted should be inclusive of supply, installation, commissioning, acceptance, warranty, maintenance and operation etc during contract period and delivery as per schedule specified in the award of contract. Price quoted should be exclusive of Service Tax, if applicable.

## **11.11 Taxes and Duties**

11.11.1 The vendor shall be entirely responsible for all taxes, duties, license fees, octroi etc. incurred. Copies of Service Tax Registration and PAN No. have to be provided by vendors.

11.11.2 Security Deposit :

- In case of successful Bidder, the EMD of Rs. 10,000/- will be converted into Security Deposit;
- A total of 10% of the value of the work (including the EMD) will be retained as Security Deposit, which will be deducted from the running bills. The Security Deposit will be released after two months of successful completion of assignment.

## **11.12 Liquidated Damages**

In the event of failure of the Tenderer to commence the work, by the commencement date as prescribed by WAPCOS, WAPCOS reserves the option to recover from the Tenderer as liquidated damages for the period after the said commencement date until commencement, a sum equivalent to Rupees one thousand per day without prejudice to other remedies under the contract.

## **11.13 Termination for Default**

11.13.1 WAPCOS may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the vendor at least one month in advance, terminate the contract in whole or in part if:

11.13.2 The vendor fails to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by WAPCOS.

11.13.3 The vendor fails to perform any other obligation(s) under the contract.

11.13.4 Vendor will be liable for any loss suffered by WAPCOS because of his negligence.

11.13.5 WAPCOS may, without prejudice, to any other remedy, by written notice to vendor indicating the reason, terminate in whole or part if:

11.13.6 WAPCOS thinks that the vendor is engaged in fraudulent/ illegal/ malpractices.

11.13.7 WAPCOS thinks that the performance of work/task/obligations assigned to the vendor is bad or inadequate.

11.13.8 WAPCOS may ask the vendor to give reason to explain such act on part of the vendor.

11.13.9 In case of failure to explain reasonable cause, WAPCOS may takeover all the hardware; software equipment etc from the vendor

on mutually agreeable terms and these would become the property of WAPCOS free from all encumbrances.

#### **11.14 Termination for Convenience**

11.14.1 WAPCOS may by written notice sent to the vendor, terminate the contract, in whole or part at any time for its convenience. The notice of termination shall specify that termination is for client's convenience, the extent to which performance of work under the contract is terminated, and the date on which such termination becomes effective.

11.14.2 The Software that is complete in every respect and ready for implementation within 30 days after the receipt of a notice of termination by the vendor shall be purchased by WAPCOS on mutually agreeable terms & prices, if so desired by WAPCOS. For the remaining Software, WAPCOS if so desire, may elect:

11.14.3 To have any portion completed and delivered at mutually agreeable terms and prices; and/or

11.14.4 To cancel the remainder and pay to the vendor an agreed amount for the partially completed software.

#### **11.15 No Claim" Certificate**

The vendor shall not be entitled to make any claim, whatsoever, against WAPCOS under or by virtue of or arising out of this contract nor shall WAPCOS entertain or consider any such claim, if made by the vendor after he shall have signed a "no claim" certificate in favour of WAPCOS in such forms as shall be required by WAPCOS after the works are finally accepted.

#### **11.16 Vendor's Personnel**

11.16.1 The vendor shall employ and provide such qualified and experienced personnel as are required to perform the services under the contract.

11.16.2 During the contract period and after the end of the contract period, the vendor shall refrain from canvassing WAPCOS with the view to procure employment to the vendor's personnel.

#### **11.17 Vendor's Project Manager**

11.17.1 The vendor shall ensure that at all times during the currency of the contract a vendor Project Manager, acceptable to WAPCOS, shall take charge of the performance of the contract.

11.17.2 The vendor may replace Project Manager with the prior acceptance of WAPCOS but in no case such replacement shall hamper the obligations to be performed by the vendor.

11.17.3 Vendor Project Manager shall be responsible for managing the activities of its personnel and any subcontracted personnel.

#### **11.18 All Documents Prepared by the Vendor to be the Property of WAPCOS**

All Software including source code, plans, drawings, CASE tools, specifications, designs, reports and other documents prepared by the vendor in the execution of the contract shall become and remain the property of WAPCOS, and before termination or expiration of this contract, the vendor shall deliver all such documents to WAPCOS, together with source code of the Application Software so developed under the contract along with the detailed inventory thereof.

#### **11.19 Confidentiality**

The vendor, its sub-vendor(s) or sub-contractor(s) and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the Services, Contract or WAPCOS's business or operations without the prior written consent of WAPCOS.

#### **11.20 Passing of Property**

Ownership of Source Code developed by the developer shall be the property of WAPCOS.

#### **11.21 Force Majeure**

11.21.1 Notwithstanding the provisions of the tender, the vendor shall not be liable for forfeiture of its earnest money deposit, performance guarantee, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

11.21.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of WAPCOS either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

11.21.3 If a Force Majeure situation arises, the vendor shall promptly notify WAPCOS in writing of such conditions and the cause thereof. Unless otherwise directed by WAPCOS in writing, the vendor shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. WAPCOS may terminate this contract, by giving a written notice of minimum 30 days to the vendor, if as a result of Force Majeure, the vendor being unable to perform a material portion of the services for a period of more than 60 days.

## **11.22 Other Conditions**

- 11.22.1 Latest Technologies will be used in the development of the Portal by taking the consent of WAPCOS before finalizing the tools and technologies to be used for development.
- 11.22.2 Travel, boarding and lodging of the vendor's team on their visits to the destination would not be paid by WAPCOS.
- 11.22.3 The Tenderer shall indemnify WAPCOS against all third-party claims of infringement of patent, trademark/ copyright or industrial design rights arising from the use of the supplied software and related services or any part thereof.
- 11.22.4 The Tenderer shall provide training on appropriate aspects of the Software and Hardware or any other aspect that WAPCOS feels necessary to such persons nominated by WAPCOS.
- 11.22.5 The vendor shall provide adequate and appropriate support and participation on a continuing basis for at least 1 year after expiry of contract period or termination or suspension (as case may be) in fine-tuning supplied Software, related utilities, documentation and training to meet the requirement of WAPCOS.
- 11.22.6 The errors/bugs identified during the implementation will be done free of cost by the vendor.
- 11.22.7 After successful completion and launching of the portal the source code and design documents and the operational manual will be handed over to WAPCOS.

## **11.23 Acceptance**

The acceptance tests, which shall involve testing of each module of each Application System with live and test data, shall be conducted by the Tenderer in the presence of a core Group of experts nominated by WAPCOS. The Acceptance Test of each Application System, as is completed by the Tenderer to the satisfaction of the core group within a period of 60 days after implementation.

## **11.24 Clients Rights to Vary the Scope of Contract**

11.24.1 WAPCOS may at any time, by written order make changes within the general scope of contract.

11.24.2 If any such change causes an increase or decrease in the cost of, or the time required for the tenderer's performance of any part of work under the contract whether changed or not changed by the order, an equitable adjustment shall be made in the contract price or delivery schedule or both, and the contract shall be accordingly amended.

## **11.25 Due Date for submission of Bids**

11.25.1 The bid superscribed as **“BID FOR Redesign and Development of WAPCOS Website”** should be addressed to

Chief Engineer (Commercial)  
WAPCOS Limited,  
76-C, Sector-18,  
Institutional Area,  
Gurgaon – 122 015  
(Haryana)

11.25.2 The Bid should be submitted on or before 13.10.2009 (upto 03:00 PM)

# **Scope of Work and Detailed Technical Specifications**

## **Design and Development of WAPCOS' Website**

### **A. Technology**

Microsoft technology shall be used for development & hosting of Portal.

- a. Microsoft Server 2003
- b. Internet Information Services
- c. Microsoft Visual Studio .NET 2003 (ASP.net)
- d. Microsoft SQL Server 2005/2008 RDBMS

### **B. Responsibilities of Software Development Consultant:**

The Consultant shall be responsible for the following activities:

- a. Study of requirements
- b. Analysis and design
- c. Development
- d. Testing
- e. Documentation
- f. Training of Staff for 5 days

The complete Portal will be **bilingually (English and Hindi)** managed through a content management system developed on ASP.Net platform.

### **C. Content Management System**

The complete Portal will be managed through a content management system developed on ASP.Net platform. It will make the portal independent of any technical team when fully operational. Any person with browser and MS-Office knowledge can manage the portal with this system. These features will help in managing the portal without the need of any outside agency. The final templates/formats to be uploaded/ displayed on the CMS would be finalized in consultation with WAPCOS.

The following should be the main features of Content Management system:

- a. Create, modify, Delete new Links/sub-links
- b. Make the links active/ invisible as per the system
- c. Add, modify, delete, update the contents of portal up to nth level.
- d. HTML Text editor for editing the contents of the pages
- e. Image uploading
- f. Updating Tenders and other cabees lists
- g. Daily activity report generation
- h. USER feed back and reporting module.
- i. Transaction report generation.
- j. A list of items to be covered while designing & developing WAPCOS' Website is enclosed. This is a sample list only. The Tenderer can suggest changes to make the website more useful and interactive

## **Deliverables**

- (i) Document providing freezing of requirement specifications.
- (ii) Document providing freezing of design.
- (iii) Operation and Maintenance manual
- (iv) The documentation should be done as using international standard practices.

## **Software**

All software will be handed over as soft copies in both source code and executable form. Duplicate copies of CDs will be prepared, and an index text file listing file names and their descriptions will be copied on each CD. The Table of Contents of the CDs will also be handed over in paper form. Latest versions of software (with source code and executables), design document and user manuals should be made available immediately after its change. WAPCOS will have the total rights, including the Intellectual Property Rights, over the software and documents prepared /designed /developed for the project.

## **Database**

The databases should be handed over fully optimized for the final expected load of data and transactions. Database backup and restoration procedures should be built into the database design. Data archival routines should be built into the database design.

- A) The Vendor shall be responsible for creation of Masters and shall be responsible for its integrity.
- B) The Vendor shall be responsible for creation and maintenance of test data and generation of test reports for approval of client.
- C) The end-users will have functional domain knowledge of the applications, acquaintance with Keyboard/Mouse. The vendor shall be responsible for providing adequate training in the use of Application software so that they are able to store/retrieve data/information independently.

## **Responsibilities of Vendor**

Following would be the responsibilities of the vendor:

- Preparation of Software Requirement Specification (SRS) after analysis of the user requirements by way of interactions with the user as well by studying existing system.
- Preparation of System Design Document covering inputs/ outputs screens, database design etc.
- System construction i.e. programming and testing.
- Preparation of user manual covering operating instructions for use of software
- Arrangement of technical staff to manage the Portal for maintenance of database,
- Thorough testing of software and removal of bugs.
- Organizing training to staff on usage of the system.
- Provide implementation support for all modules.
- Regular monitoring of the system by Vendor Project Manager.
- Ensure timely completion of the project and execution of the project as per work plan.

**BID DATA SHEETS  
BID PROPOSAL SHEET**

**Tenderer's Proposal Reference No. & Date:**

**Tenderer's Name & Address :**

**Person to be contacted :**

**Designation :**

**Telephone No. E-mail: Fax No:**

**To:**

**Subject : Study, Design and Development of WAPCOS' Website**

Dear Sir,

1. We, the undersigned Tenderers, having read and examined in detail the specifications and all bidding documents in respect of the above cited project as specified in the tender document.

**2. Price and Validity**

2.1 All the prices mentioned in our proposal are in accordance with the terms as specified in the tender document. All the prices and other terms and conditions of this proposal are valid for a period of 90 calendar days from the last date of submission of bids.

2.2 We do hereby confirm that our bid prices include all taxes including Income Tax, Professional Tax except Service Tax.

2.3 We have studied the Clauses relating to Indian Income Tax and hereby declare that if any Income Tax, Surcharge on Income Tax and any other Corporate Tax is altered under the law, we shall pay the same.

**3. Earnest Money**

We have enclosed the earnest money in the form of Bank Draft amounting to Rs.10,000/- (Rupees ten Thousand only) It is liable to be forfeited in accordance with the provisions of tender document.

**4. Deviations**

We declare that all the supplies/ services shall be performed strictly in accordance with the fine tuned Technical specifications and other tender document. Further we agree that additional conditions, if any, found in our proposal documents, shall not be given effect to.

**5. Bid Pricing**

We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the bidding document.

**6. Qualifying Data**

We confirm having submitted in qualifying data as required by you in your tender document. In case you require any further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

7. We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.

8. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

9. We understand that you are not bound to accept the lowest or any bid you may receive or to place part order or to reject any bid or to cancel the tender without assigning reason whatsoever.

Thanking you,

Yours faithfully,

**(Signature)**

**Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_

**Seal**

## **Particulars of Tenderer**

TENDERER'S PARTICULARS FOR TENDER NO. \_\_\_\_\_

1. Name of the Tenderer : \_\_\_\_\_

2. Address of the Tenderer : \_\_\_\_\_

(With Telephone & Fax No.) : \_\_\_\_\_

3. Year of Establishment : \_\_\_\_\_

4. Name of the affiliated firms (if any) : \_\_\_\_\_

5. Tenderer's proposal number & date : \_\_\_\_\_

6. Name & address of the officer : \_\_\_\_\_

to whom all references shall \_\_\_\_\_ be made regarding this tender.

7. List of Clients (Also enclose copies of work orders for development / designing of websites)

8. Annual turnover of the firm for the : \_\_\_\_\_ preceding 3 years.

9. Earnest Money Deposited details

Amount : \_\_\_\_\_

Bank Draft No. : \_\_\_\_\_

Dated : \_\_\_\_\_

Drawn at (Name of Bank) : \_\_\_\_\_