



EXPRESSION OF INTEREST (EOI)

Appointment of agency for Integrated C&D Waste Management Portal (Web Portal + AutoDCR & VTMS Integration)

Website – portal.mcgm.gov.in/tenders

Due Date – 29.04.2026

Office of Executive Engineer (SWM) Project C&D Waste,

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This EOI is published with the intention to select a Technology Provider for the Integrated C&D Waste Management Portal and to shortlist suitable agencies for the design, development, deployment, operation and maintenance of the platform.

This EOI is not an agreement and is neither an offer nor invitation by the Brihanmumbai Municipal Corporation (BMC) to the prospective Applicants or any other person. The purpose of this EOI is to provide interested parties with information that may be useful to them in making their key submissions pursuant to this EOI. Each Applicant should, before submitting EOI, conduct its own studies and analysis.

Information provided in this EOI to the Applicant(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The BMC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

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The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by BMC or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Applicant and the BMC shall not be liable in any manner whatsoever for the same or for any other costs or expenses incurred by an

Applicant in preparation or submission of the Application, regardless of the conduct or outcome of the Application Process.

1. Notice Inviting Expression of Interest

Brihanmumbai Municipal Corporation (BMC) invites Expression of Interest (EOI) for selection of Technology Provider for the **Integrated C&D Waste Management Portal (Mobile Applications + Web Portal + AutoDCR & VTMS Integration)**.

The purpose of inviting this EOI is to shortlist suitable technology providers for the design, development, deployment, operation and maintenance of a unified digital platform for scientific management of Construction & Demolition (C&D) waste in Mumbai, in compliance with the Construction & Demolition Waste Management Rules, 2025 and the forthcoming SOP.

The response to the EOI is to be submitted in sealed envelope at the following address on any working day during office hours on or before 16:00 hrs on _____.

Deputy Chief Engineer (Solid Waste Management) Project,

1st floor, BaiPadmabaiThakkarMarg,

Kotwadi, Mahim (Shivaji Park), Mumbai – 400016

Email:ee02che.swmproject@mcgm.gov.in

Sd/-

**Executive Engineer (SWM) Project
C&D Waste**

2. Schedule of Events

Sr. No.	Event	Date & Time	Venue
1	Start date for downloading EOI document	23.04.2026	Office of EE SWM Project C&D Waste
2	Last date for submission of EOI	29.04.2026	Same as above
3	Date for opening of EOI	30.04.2026	Same as above

1. If any date specified herein is a holiday, the next working day will be considered.
2. The schedule indicated above is tentative and BMC may change it.

3. Project Background and Objectives

Brihanmumbai Municipal Corporation (BMC) is witnessing rapid urban growth driven by large-scale redevelopment projects, infrastructure development, metro rail corridors, road concretisation programmes and underground utility works. As a result, the generation of Construction & Demolition (C&D) waste and excavation material has increased significantly.

While BMC has established authorised recycling facilities (Shilphata & Dahisar plants) and designated unloading sites (including Deonar Intermediate Storage Facility), the current system suffers from multiple unintegrated digital platforms and manual processes, lack of real-time vehicle tracking leading to illegal dumping in open lands, mangroves, salt pans and water bodies, gaps in coordination between wards, zones, AutoDCR, transporters and recycling facilities, and limited accountability and documentation for waste generators, transporters and BMC officials.

In accordance with the Construction & Demolition Waste Management Rules, 2025 (effective 01.04.2026) and the forthcoming SOP, BMC proposes to implement a single, unified Integrated C&D Waste Management Portal. This platform will serve as the central digital ecosystem connecting citizens, RWAs, small contractors, bulk generators, developers, government departments (MMRDA, SRA, Metro, PWD, etc.), transporters, recycling facilities and BMC ward/zone/SWM offices.

The portal will enable real-time Waste Management Plan (WMP) submission/approval, AutoDCR integration, mandatory VTMS tracking, Debris-on-Call service, digital consents/receipts, geo-tagging, enforcement reporting and compliance with the 2025 Rules.

Objectives:

- Ensure channelisation of C&D waste to authorised facilities
- Prevent illegal dumping through GPS/VTMS and geo-fencing
- Provide real-time dashboards and enforcement tools to BMC
- Facilitate seamless digital compliance for all stakeholders

4. Working Principle and Technical/Physical Details

The Integrated C&D Waste Management Portal shall be a cloud-based web application multilingual (English + Marathi + Hindi) digital platform with real-time GPS/VTMS integration to be hosted on BMC's server. It shall function as a single source of truth for WMP approval, waste booking, tracking, compliance certification and enforcement.

Participants shall submit detailed technical architecture, tech stack, integration methodology, data security measures, scalability plan and API specifications in the enclosed formats.

5. Eligibility Criteria

- The participants shall be Technology Providers / System Integrators having proven experience in developing and operating Integrated C&D Waste Management for Government/Semi Government/ULBs/ public sector undertakings.

- The participant must have successfully designed, developed, deployed, and currently operating at least one such platform in a major city in India (40 lakhs population or more), during last one year from date of publishing of the EoI.
- Preference will be given to agencies with proven live deployment with a major Urban Local Body of Mumbai equivalent scale.
- The participant should not have been blacklisted or debarred from participating in tenders/EOI by any Central Government / State Government / BMC / autonomous bodies / public sector undertakings, during last 5 financial years. (An undertaking to this effect shall be furnished by the participant.)

6. Scope of Work and Technical Details

6.1 General Scope

The selected Technology Provider (hereinafter referred to as “Agency”) shall be responsible for the design, development, customisation, deployment, integration, testing, commissioning, operation, and maintenance of a cloud-based Integrated Construction & Demolition (C&D) Waste Management Web Portal along with associated modules, dashboards, and system integrations.

The platform shall function as a centralised digital ecosystem and single source of truth for end-to-end management of C&D waste within the jurisdiction of Brihanmumbai Municipal Corporation (BMC), in compliance with applicable rules, policies, and SOPs.

The scope shall include end-to-end lifecycle management from Waste Management Plan (WMP) submission to final disposal certification, including monitoring, enforcement, reporting, and stakeholder integration.

6.2 Detailed Scope of Work

6.2.1 System Design, Architecture and Development

The Agency shall:

- a) Design and develop a web-based, cloud-ready, scalable, and secure application architecture to be hosted on BMC’s servers.
- b) Adopt a modular, API-driven and service-oriented architecture ensuring interoperability with existing and future systems.
- c) Prepare and submit:
 - System Architecture Document
 - Data Flow Diagrams (DFD)
 - Database Design
 - Integration Architecture

- Security Architecture

d) Ensure system scalability to support city-wide deployment and high transaction volumes.

6.2.2 Web Portal Development

The Agency shall develop a unified web portal with role-based access for all stakeholders, including:

- Citizens / Small Waste Generators
- Bulk Generators / Developers
- Contractors / Transporters
- Recycling Facility Operators
- BMC Ward / Zone / Central Offices/ Semi-Government Offices.

The portal shall be:

- Responsive and device compatible (desktop/tablet/mobile browser)
- Multilingual (English, Marathi, Hindi)
- Accessible through secure login and authentication mechanisms

6.2.3 Waste Management Plan (WMP) Module

The Agency shall develop a module for:

- Online submission of WMP by bulk generators
- Auto-population of data through AutoDCR integration
- Workflow-based approval system (submission, scrutiny, approval/rejection)
- Upload and verification of supporting documents
- Generation of digital approvals and certificates

6.2.4 Debris-on-Call Module

The Agency shall develop a module for small waste generators including:

- Online booking of debris collection services
- Ward-wise rate calculation and billing
- Slot-based scheduling and vehicle allocation
- Integration with payment gateway
- Real-time service tracking and notifications

6.2.5 GPS/VTMS Tracking and Monitoring

The Agency shall:

- Integrate with VTMS/GPS devices of empanelled vendors
- Enable real-time tracking of vehicles and trips
- Provide route monitoring and trip lifecycle tracking
- Implement geo-fencing and geo-alerts to prevent illegal dumping
- Maintain trip history and analytics

6.2.6 Geo-Tagging and GIS Interface

The Agency shall provide:

- Geo-tagging of waste generation points, collection locations, and disposal sites
- GIS-based visualisation of waste movement and facilities
- Heatmaps and analytics for illegal dumping identification

6.2.7 Recycling Facility and Storage Interface

The Agency shall develop a field-level interface for:

- Weighbridge data entry (inward/outward)
- Waste categorisation and processing records
- Dispatch and inventory tracking
- Generation of digital receipts and logs

This shall also cover:

- Deonar Intermediate Storage Facility
- Authorised recycling plants

6.2.8 Compliance and Certification Module

The Agency shall provide:

- Digital compliance tracking for all stakeholders
- Generation of disposal certificates and acknowledgements
- End-to-end traceability of waste

- Audit trail for all transactions and approvals

6.2.9 Enforcement and Penalty Module

The Agency shall develop:

- Violation detection mechanisms (route deviation, illegal dumping)
- Automated penalty generation system (up to ₹25,000 per vehicle or as defined by BMC)
- Notice generation and tracking
- Integration with enforcement workflows

6.2.10 Payment Gateway and Revenue Module

The Agency shall:

- Integrate a secure payment gateway
- Enable collection of:
 - User charges
 - Service fees
 - Penalties
- Provide:
 - Invoice generation
 - Digital receipts
 - Revenue tracking dashboards

6.2.11 Dashboards and MIS Reporting

The Agency shall develop **real-time dashboards** for:

- Ward Level
- Zone Level
- Central SWM Department

Key features shall include:

- Waste generation vs processing metrics
- Vehicle utilisation and trip analytics
- Compliance status

- Illegal dumping reports

Provision shall be made for:

- Custom report generation
- Export in PDF/Excel formats

6.3 Mandatory System Integrations

The Agency shall ensure seamless integration with the following systems:

6.3.1 AutoDCR Integration

- Fetch building approval data
- Auto-populate WMP details

6.3.2 VTMS Integration

- Real-time GPS data ingestion
- Trip tracking and analytics

6.3.3 Revenue Department Systems

- E-Transit Pass
- Royalty and compliance systems

6.3.4 Other Systems

- Payment gateway
- Existing BMC IT systems
- GIS platforms (if applicable)

6.4 Security, Data Protection and Compliance

The Agency shall ensure:

- Role-Based Access Control (RBAC)
- Multi-factor authentication
- Encryption of data (at rest and in transit)
- Compliance with Government of India IT security guidelines and CERT-In norms

The system shall include:

- Audit logs
- User activity tracking

- Backup and disaster recovery mechanisms

6.5 Performance and Service Levels

The system shall meet the following minimum requirements:

- Uptime: $\geq 99.5\%$
- Response time: ≤ 3 seconds under normal load
- High availability and failover mechanisms

6.6 Pilot Implementation

The Agency shall:

- Conduct pilot implementation in selected wards
- Test all modules in real conditions
- Incorporate feedback and optimise the system
- Submit pilot performance report

6.7 Training and Capacity Building

The Agency shall:

- Provide training to BMC officials (minimum 500 personnel)
- Conduct hands-on workshops
- Provide:
 - User manuals
 - SOP documents
 - Training videos

6.8 Deployment and Go-Live

The Agency shall:

- Deploy the system in phased manner:
 - Pilot phase
 - Zone-wise rollout
 - City-wide implementation

- Ensure smooth migration and onboarding of users

6.9 Operation and Maintenance (O&M)

The Agency shall provide:

- 24×7 helpdesk support
- System monitoring and maintenance
- Bug fixing and updates
- Security patches and portal upgrades

The O&M period shall be 3 years (extendable).

6.10 Service Level Agreements (SLAs)

Severity Level	Resolution Time
Critical	Within 4 hours
High	Within 24 hours
Medium	Within 48 hours

6.11 Documentation and Deliverables

The Agency shall provide:

- Technical documentation
- API documentation
- User manuals
- Training materials
- Source code and system handover (as per contract terms)

6.12 Scalability and Future Enhancements

The system shall be designed to support future enhancements including:

- Integration with mobile applications
- Advanced analytics and AI-based monitoring
- Expansion to other waste streams or smart city systems

6.12 Manpower Deployment (Number of Employees)

The Agency shall deploy a dedicated team of qualified professionals for design, development, implementation, and O&M of the platform. The minimum manpower requirement shall include:

A. Development , Implementation & Operation Phase

For execution of this project the following expertise is required

Sr. No.	Role
1	Project Manager
2	Solution Architect
3	Backend or Frontend Developers
4	GIS Specialist
5	Mobile/API Integration Developer
6	UI/UX Designer
7	DevOps / Cloud Engineer
8	QA / Testing Engineers
9	Database Administrator

6.13 Integration with BMC Systems and IT Ecosystem

6.13.1 General Requirement

The Agency shall ensure seamless, secure, and real-time integration of the Integrated C&D Waste Management Portal with existing and future BMC IT systems, applications, and digital infrastructure, to enable unified data exchange, operational efficiency, and governance.

The portal shall function as part of the BMC digital ecosystem, eliminating duplication of data and ensuring interoperability across departments.

6.13.2 Integration with BMC IT Infrastructure

The Agency shall:

- a) Deploy and host the application on BMC Data Centre / Cloud infrastructure as designated by the BMC IT Department.
- b) Ensure compliance with:
 - BMC IT policies and guidelines
 - Government of Maharashtra IT framework
 - Cybersecurity standards including CERT-In compliance

c) Configure:

- Application servers, database servers, and web servers
- Secure network access, firewall rules, and port configurations
- Domain mapping under BMC domain (if required)
- SSL certification and secure HTTPS access

d) Coordinate with BMC IT team for:

- Server provisioning
- Network whitelisting
- Security approvals and audits

6.13.3 Single Sign-On (SSO) and User Authentication

The Agency shall integrate with BMC's authentication systems, including:

- Single Sign-On (SSO) for BMC officials (if available)
- Role-based access control aligned with BMC hierarchy:
 - Ward level
 - Zone level
 - Central department
- Integration with:
 - Official email IDs / LDAP / Active Directory (if applicable)

6.13.4 Integration with Existing BMC Applications

The Agency shall integrate the portal with existing BMC systems including but not limited to:

a) AutoDCR System

- Fetch approved building plan data
- Auto-populate Waste Management Plan (WMP) details
- Ensure real-time synchronisation

b) Solid Waste Management (SWM) Systems

- Integration with ward-level SWM data
- Sync collection, transportation, and disposal records

- Provide unified dashboards

c) Financial / Revenue Systems

- Integration with BMC billing and accounting systems (if required)
- Synchronisation of:
 - User charges
 - Penalties
 - Receipts

d) GIS / Mapping Systems

- Integration with BMC GIS platform (if available)
- Use of base maps, ward boundaries, and asset layers

e) Grievance Redressal Systems (if applicable)

- Integration with complaint management systems
- Tracking of illegal dumping complaints

6.13.5 API-Based Integration Framework

The Agency shall:

a) Develop secure, standardised APIs for all integrations

b) Ensure:

- RESTful API architecture
- JSON/XML data exchange formats
- Authentication using tokens/keys

c) Provide:

- Complete API documentation
- API version control and lifecycle management

d) Enable:

- Real-time and batch data synchronisation

6.13.6 Data Management and Interoperability

The Agency shall ensure:

- Master data consistency across systems
- Elimination of duplicate data entry
- Data validation and reconciliation mechanisms
- Unique ID-based tracking (for users, vehicles, transactions)

6.13.7 Security and Compliance for Integration

All integrations shall adhere to:

- Secure data exchange protocols (HTTPS, SSL/TLS)
- Encryption standards
- Audit logging of all API transactions

The Agency shall ensure:

- No unauthorised access to BMC systems
- Periodic security testing (VAPT)

6.13.8 Testing and Validation

The Agency shall:

- Conduct integration testing with all BMC systems
- Perform:
 - Unit Testing
 - System Integration Testing (SIT)
 - User Acceptance Testing (UAT)
- Obtain approvals from BMC before Go-Live

6.13.9 Future Integration Readiness

The platform shall be designed to:

- Integrate with future BMC or Government systems
- Support scalability and modular expansion
- Allow plug-and-play integration via APIs

6.13.10 Responsibilities of the Agency

The Agency shall:

- Liaise with BMC IT Department and third-party vendors
- Ensure timely completion of all integrations
- Resolve integration issues within defined SLA timelines
- Maintain integration interfaces during O&M period

7. Commercial / Financial Model The commercial terms for this project shall be structured as follows:

- BMC shall bear the one-time cost of design, development, customization, deployment, pilot rollout, training and initial handover of the Integrated C&D Waste Management Portal. Payment shall be made on mutually agreed milestone basis linked to verifiable deliverables
- Post successful go-live and handover, the selected agency shall be solely responsible for the complete Operation & Maintenance (O&M) of the platform, including hosting, 24×7 support, security updates, bug fixes, subsequent customizations, upgrades and new features for the entire contract period (initial 5 years, extendable).
- The vendor shall recover its O&M costs, ongoing operational expenses and costs of future enhancements/upgrades through appropriate user charges, transaction fees or service charges levied on end-users (waste generators, contractors, transporters, developers, etc.), as may be approved by BMC from time to time.
- The applicant must propose a sustainable, transparent and user-friendly revenue model in their EOI submission that ensures long-term viability of the platform withno recurring financial burden on BMC during operation and maintenance.
- Detailed commercial proposal, revenue-sharing mechanism (if any) and user-charge structure shall be submitted by shortlisted applicant.

8. Documents To Be Submitted

- Registration document / PAN Card / GST registration
- Authorization letter (if applicable)
- Experience documents & client certificates (especially C&D / waste platforms)
- Product / platform brochures / architecture diagrams
- Appendix 1 (Cover Letter)
- Proforma A and B (duly filled)

9. Submission Details

9.1 Validity of EOI The EOI shall be valid for a period 07 Days from the EOI due date. BMC reserves the right to reject any EOI which does not meet the requirement. The proposal submitted against this EOI shall be valid not less than 180 days from the EOI due date.

9.2 Submission of EOI The agencies fulfilling the eligibility criteria may submit their application in respect to this EOI as per proforma attached to this document (Appendix-1) together with requisite documents up to 16:00 hrs. on _____ physically at the below mentioned address in a sealed envelope, clearly mentioning on the envelope:

“EXPRESSION OF INTEREST FOR INTEGRATED C&D WASTE MANAGEMENT PORTAL”

To: Executive Engineer (SWM) Project C&D Waste,

2nd floor, Bai Padmabai Thakkar Marg,

Kotwadi, Mahim (Shivaji Park), Mumbai – 400016

From: M/s _____ **Contact No.:** _____ **Email ID:** _____

9.3 Your sealed envelope shall contain:

9.3.1 Downloaded EOI documents, all pages signed

9.3.2 Cover Letter (Appendix-1)

9.3.3 Proforma ‘A’, and ‘B’

9.3.4 Documents mentioned in point no. 8 of this document.

10. Specific Conditions

- This EOI intends to shortlist technology providers for the Integrated C&D Waste Management Portal.
- BMC reserves the right to terminate the procedure without assigning any reason.
- The final appointed firm through the RFP process shall be informed in writing by BMC. The empanelment/shortlisting shall remain valid for a period of three (3) years from the date of appointment, with a provision for further extension.
- The final appointed firm shall appoint at least one representative as a Nodal Person for coordination with BMC officials on daily basis.
- The participating firm shall arrange demonstration / pilot deployment at their own cost during evaluation.
- The participating firm shall ensure that the platform offered is supported for a minimum period of five years.
- Selection Process: Shortlisting of applicants will be carried out on the basis of documents and information submitted in response to this EOI. The shortlisted applicants shall be invited for a detailed technical presentation, RFP and

demonstration before the Committee constituted by the Competent Authority of BMC for selection of the agency for this work. The final selection of the Technology Provider shall be based on the evaluation of the presentation, RFP and demonstration made by the applicants, as assessed by the said Committee. BMC reserves the right to shortlist or reject any applicant without assigning any reason whatsoever.

- BMC reserves right to negotiate on deliverables and commercials with selected service provider.

11. General Terms and Conditions

- The participating firms are solely responsible for timely delivery of the responses to the above-mentioned address and shall be solely responsible for any delay in receipt. Responses not received on or before the last date and time of submission shall not be considered. Postal delay shall not be entertained.
- The response to this EOI notice shall be complete in all respects. BMC may summarily reject incomplete or partial responses without assigning any reason.
- The participating firm shall bear all costs associated with the preparation and submission of the EOI, including expenses related to presentations, demonstrations, or pilot deployment/testing of the platform, if required by BMC. BMC shall not be responsible or liable for any such costs, irrespective of the outcome of the evaluation process.
- The EOI response shall be signed on each page by the authorized representative of the participating firm. A copy of the Power of Attorney / Authorization Letter of the authorized signatory shall be attached with the submission.
- BMC reserves the right to accept or reject any or all EOI applications without assigning any reason thereof.
- The decision of the Municipal Commissioner, BMC shall be final and binding in case of any dispute arising out of this EOI process.

Appendix 1: Cover Letter

Date: _____

To,

Executive Engineer (SWM) Project C&D Waste,
**2nd floor, Bai Padmabai Thakkar Marg,
Kotwadi, Mahim (Shivaji Park), Mumbai – 400016**

Subject:Expression of Interest (EOI) for Appointment of Agency for Integrated C&D Waste Management Portal (Mobile Applications + Web Portal + AutoDCR & VTMS Integration)

Respected Sir,

Having examined the EOI document, I / we, the undersigned, offer my / our Expression of Interest and undertake that the information submitted in the EOI is correct and true to the best of my / our knowledge.

I / We agree to the terms and conditions mentioned in the EOI document.

Yours faithfully,

(Signature)Name:For and on behalf of:

Contact Details:

1. **Name and Address of the Company** Name: Address: Telephone No.: Fax: E-mail:
2. **Name and Address of the Contact Person** Name: Address: Direct Telephone No.: Mobile No.: Fax: E-mail:

PROFORMA 'A' Technical / Functional Details (to be filled by Participating Firm)

Sr. No.	Description	Provide the details
1	Working Principle & Architecture	
2	Tech Stack & Development Framework	
3	Portal/Web application Features	
4	Web Portal & Dashboard Features	
5	Integration Methodology (AutoDCR, VTMS, Revenue)	
6	Data Security & Compliance	
7	Hosting & Cloud Specifications	
8	Scalability & Performance	
9	Training & Support Plan	
10	Pilot & Go-Live Timeline	

Yours faithfully,

(Signature)

Name:For and on behalf of:

PROFORMA ‘B’ TO WHOMSOEVER IT MAY CONCERN

I / We hereby assure the following:

1. I / We shall ensure to arrange demonstration / pilot deployment of the Integrated C&D Waste Management Portal during the evaluation period and shall submit the data / reports thereof for analysis. I / We shall bear all the costs involved for the above-mentioned activities.
2. I / We shall ensure that our representatives shall not tamper with the platform, data, or monitoring system during pilot or actual implementation. In case of any mishap, the participating firm shall be held responsible.
3. I / We shall abide by the general and specific conditions of the said EOI as well as the instructions issued by BMC from time to time.
4. I / We confirm that the platform offered is not at “End of Life Cycle” and the agency shall provide support, updates and maintenance services for the next five years.

Yours faithfully,

(Signature)

Name: For and on behalf of: