



GOVERNMENT OF ODISHA
INFORMATION AND PUBLIC RELATIONS DEPARTMENT

No. 12445 /IPR, Bhubaneswar
(File No. RTI-48/2019)

Dated the 4th November, 2019

Request for Proposal (RFP)

Selection of Agency for Annual Maintenance Contract, e-reporting tool, Mobile Application Development & Setting up of PMU for State RTI Portal www.rtiodisha.gov.in

Information and Public Relations Department, Govt. of Odisha invites sealed tenders from eligible, reputed, qualified Software Development Firms /Implementing Agency for Annual Maintenance Contract (AMC), e-reporting tool, Mobile Application development & setting up of PMU for State RTI Portal. Bidders fulfilling the prescribed eligibility criteria of the RFP can access and download the complete RFP Document and other details from www.inpr.odisha.gov.in.


The major events under the bid process are:

Sl. No.	Key Events	Date, Time
1	Start date of issue / sale of RFP document	04.11.2019
2	Submission of Queries via email	14.11.2019
3	Pre-Bid Conference	19.11.2019 at 11.30 AM
4	issue of Corrigendum, if any	24.11.2019
5	Last date and time for Submission of Bid	03.12.2019
6	Opening of Pre-Qualification & Technical Bid	04.12.2019 at 11.30 AM
7	Technical Presentation	04.12.2019
8	Opening of Commercial bids	13.12.2019

The proposal complete in all respect must reach the undersigned by Speed Post/ Registered Post only latest by 03.12.2019 up to 5:00 PM in a sealed envelope clearly mentioning on the top of it “**Selection of Agency for Annual Maintenance Contract, e-reporting tool, Mobile Application Development & Setting up of PMU for State RTI Portal www.rtiodisha.gov.in**”. The proposals received beyond the last date and time will be rejected. The authority reserves the right to reject any/ all proposals without assigning any reason thereof.

Address for Submission of Proposal:

The Director
Information & Public Relations Department,
Government of Odisha,
Bhubaneswar, Odisha
Telephone No-2394890/ 2398610(Fax), Email -iprenews@gmail.com


Director
Information & Public Relations
Department

GOVERNMENT OF ODISHA
INFORMATION AND PUBLIC RELATIONS DEPARTMENT

No. _____/IPR, Bhubaneswar

Dated the 4th November, 2019

(File No. RTI-48/2019)

Request for Proposal (RFP)

Selection of Agency for Annual Maintenance Contract, e-reporting tool, Mobile Application Development & Setting up of PMU for State RTI Portal



GOVT. OF ODISHA
I & PR DEPARTMENT
November, 2019.

Key Events

Sl. No.	Events	Date, Time
1	Start date of issue / sale of RFP document	04.11.2019
2	Submission of Queries via email	14.11.2019
3	Pre-Bid Conference	19.11.2019
4	issue of Corrigendum, if any	24.11.2019
5	Last date and time for Submission of Bid	03.12.2019
6	Opening of Pre-Qualification & Technical Bid	04.12.2019
7	Technical Presentation	04.12.2019
8	Opening of Commercial bids	13.12.2019

Table of Contents

1. Request for Proposal	5
1.1. About the client	5
1.2. Background & Existing Scenario	5
2. Instruction to the Bidders	7
2.1. General	7
2.2. Compliant Proposals/ Completeness of Response	7
2.3. Consortium	8
2.4. Pre-Bid Meeting & Clarifications	8
2.4.1. Pre-Bid Conference	8
2.5. Key Requirements of the Bid	9
2.5.1. Right to Terminate the process	9
2.5.2. RFP Document Fees	9
2.5.3. Earnest Money Deposit (EMD)	9
2.5.4. Submission of Proposals	10
2.6. Preparation and Submission of proposal	10
2.6.1. Proposal Preparation Costs	11
2.6.2. Language	11
2.6.3. Venue & Deadline for Submission of proposals	11
2.6.4. Late Bids	11
2.7. Evaluation Process	12
2.7.1. Tender Opening	12
2.7.2. Tender Validity	12
2.7.3. Tender Evaluation	12
3. Criteria for Evaluation	13
3.1. Prequalification Criteria (General Bid)	13
3.2. Technical Evaluation Criteria	15
3.3. Evaluation of Financial Bid	17
3.4. Combined Evaluation of Technical & Financial Bid	17
3.5. Special Conditions for Evaluation	18

4. Appointment of Implementing Agency or Software Development Firm	18
4.1. Award Criteria	18
4.2. Right to Accept Any Proposal and To Reject Any or All Proposal(s)	18
4.3. Purchase/s Procurement Rights	19
4.4. Notification of Award	19
4.5. Contract Finalization and Award	19
4.6. Performance Guarantee	19
4.7. Signing of Contract	20
4.8. Failure to Agree with the Terms and Conditions of the RFP	20
5. Terms of Reference	20
5.1. Scope of Work	20
5.1.1. Annual Maintenance Contract (AMC)	21
5.1.2. Project Management Unit (PMU)	22
5.1.3. Change Request Management	24
5.1.4. Development of Mobile Application	24
5.1.5. Development of E-Reporting Tool	24
5.1.6. Training	25
5.1.7. Deployment of Experts	25
5.2. Technical Requirements	25
5.3. Payment Terms	26
5.4. Performance Measurements & penalty	26
5.5. Resource Replacement	27
6. Formats for Submission of Proposal	28
6.1. Technical Bid Cover Letter	28
6.2. Self-Declaration: Not Blacklisted (in company letterhead)	29
6.3. Bidder/s Authorization Certificate	30
6.4. Acceptance of Terms & Conditions/Clauses	31
6.5. Format for fairness of documents	32
6.6. Financial Bid Letter <Location, Date>	33
6.7. Commercial Bid Format	34

1. Request for Proposal

Sealed tenders are invited from eligible, reputed, qualified Software Development Firms /Implementing Agency for Annual Maintenance Contract (AMC), e-reporting tool, Mobile Application Development & setting up of PMU for State RTI Portal. The contract with the successful bidder will be valid for **Three years** from its effective date which will be renewed year on year basis based on the performance of the implementing Agency if needed. Information & Public Relations Department, Government of Odisha may also extend the contract for additional period on mutual consent. This invitation to bid is open to all implementing agencies meeting the minimum eligibility criteria as mentioned of this RFP Document.

1.1. About the Client

The Information & Public Relation Department serves as a link between people and the Government. This Department not only informs the public on the plans, policies and Programmes of the Government, but also works to ensure people's participation in the successful implementation of different developmental Programmes and schemes. To implement these Programmes and to make them people-oriented, the Department also functions at District and Sub-divisional levels.

1.2. Background & Existing Scenario

RTI stands for Right to Information. Right to Information is a part of fundamental rights under Article 19(1) (a) of the Constitution. Article 19 (1) (a) says that every citizen has freedom of speech and expression. An Act to provide for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority, the constitution of a Central Information Commission and State Information Commissions and for matters connected therewith or incidental thereto.

In Odisha it has started in 2005 as like other states. It comes to notice that very few public authorities are properly dealing with the act where others are neglecting to give proper justification to this act. It comes to notice that Public Authorities are unable to deliver any kind of information on the prescribed time frame to the citizen. Moreover, currently there is not any mechanism to track the above said issue in this regard.

After observing above situation Govt. of Odisha had a high level meeting where the decision had come out to produce a real-time web mechanism where the citizen and the public authorities can communicate with each other in a real-time basis. After this the state RTI portal was developed for the purpose of good governance to the citizen as well as for the public authority. In this portal the Govt. complies the Section 4. 1. (a) (b) (c) (d), Section 6, Section 19 and Section 25(f) of Right to Information Act, 2005. As per the application any citizen can see any information of a public authority at any point of time in a single network. Also, citizen can file online applications and appeals in a quick time with the online payment gateway of IOTMS, of State Government of Odisha. Moreover, for the betterment of citizen & ease of public authority

the portal was integrated with SMS and e-mail to aware about the current status of their application and RTI File dealings.

The Portal is currently having the below mentions features and modules. They are as follows:

1. Usage Dash Board

- a) Real Time Active Hits Graph
- b) Day wise user Hits Graph
- c) Department Wise Public Authority Connection

2. DASH BOARD

- a) Public Authority Disclosure Updation Status (By Out Standing / Good / Average)
- b) Public e-filling Updation Status (By Out Standing / Good / Average)
- c) Public Authority Implementation & e-filling year wise status.
- d) Total Public Authority Status with implementation pending / e-filling / Disclosure line graph.
- e) Date wise office disclosure updation graph.
- f) District Wise office page count graph.
- g) Abstract Report where the RTI Application management statistics will come in department wise along with the financial year wise and date range also.

Currently the RTI portal is being used by four types of users. They are:

1. Citizen

Citizens can view the information regarding their concern issues at any time through this application. Citizens can also give their feedback on any Public Authority information for further improvements. On a daily average basis the Portal is counting 25000 + hits by Citizen.

2. Public Authority

Public Authority will upload and update the RTI proactive disclosure information on time for the citizen as and when required at their end without having any dependency to any technical person or any other departments. Public Authority can receive the online application and appeal of the citizen. He can take action on the same online or else transfer to other department for any action. When required, the public authorities can generate annual report instantly. In an average more than 800 Public Authorities logged every day.

3. Nodal Department

The nodal dept. plays a vital role in reminding the public authority regarding RTI application management. The nodal dept. also reminds if any pending work lies with the implementing agency.

4. Commission

While hearing the appeals, commission goes through the application. If it is received online or managed with the system then better accuracy of file progress is known.

2. Instructions to the Bidders

2.1 General

- While every effort has been made to provide comprehensive and accurate back ground information and requirements and specifications, bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers with regard to this RFP.
- All information supplied by bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Department on the basis of this RFP.
- No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Department. Any notification of preferred bidder status by the Department shall not give rise to any enforceable rights by the bidder. The Department may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Department without assigning any reason.
- This RFP supersedes and replaces any previous public documentation & communications, and bidders should place no reliance on such communications.

2.2 Compliant Proposals/ Completeness of Response

- Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- Failure to comply with the requirements set out in this RFP may render the proposal non-compliant and the Proposal may be rejected. Bidders must:
 - ✓ Include all documentation specified in this RFP
 - ✓ Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - ✓ Comply with all requirements as set out within this RFP.

2.3 Consortium/ Joint Venture are not allowed.

2.4 Pre-Bid Meeting & Clarifications

2.4.1. Pre-Bid Conference

- The Department shall hold a pre-bid meeting with the prospective bidders on 19.11.2019 at 11.30 AM in the Conference Hall of I & PR Department.
- The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to **The Director, Information & Public Relations Department, Government of Odisha, Bhubaneswar, Odisha, Email: iprenews@gmail.com** via email on or before 14.11.2019 by 5.00 PM.
- The queries should necessarily be submitted in the following format:

SI No	RFP Document Reference Section & Page Number(s)	Content of RFO requiring clarification(s)	Points of Clarification
1			
2			
3			

- The Department shall not be responsible for ensuring receipt of the bidders' queries. Any requests for clarifications post the indicated date and time will not be entertained by the department.

2.4.2. Responses to Pre-Bid Queries and issue of Corrigendum.

- The **Nodal Officer** notified by the Department will endeavor to provide timely response to all queries. However, the Department neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does the Department undertake to answer all the queries that have been posed by the bidders.
- At any time prior to the last date for receipt of bids, Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on www.inpr.odisha.gov.in.
- Any such corrigendum shall be deemed to be incorporated into this RFP.
- In order to provide prospective Bidders reasonable time for taking the corrigendum into account, the Department may, at its discretion, extend the last date for the receipt of Proposals.

2.5 Key Requirements of the Bid

2.5.1 Right to Terminate the process

- The Department may terminate the RFP process at any time and without assigning any reason. The Department makes no commitments, express or implied, that this process will result in a business transaction with anyone.

- This RFP does not constitute an offer by the Department. The bidder's participation in this process may result the Department selecting the bidder to engage towards execution of the contract.

2.5.2 RFP Document Fees

RFP document can be downloaded from this Department website www.inpr.odisha.gov.in. The bidders are required to submit the document Fee of **INR Rs.10,000** in shape of Demand Draft in favour of **Drawing and Disbursing Officer, I & PR Department**, payable at Bhubaneswar from any of the scheduled commercial banks along with the Technical Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

2.5.3 Earnest Money Deposit (EMD)

- Bidders shall submit, along with their Bids, EMD of Rupees **10,000,00/-**, in the shape of Demand Draft of Bank Guarantee issued by any scheduled commercial bank in favor of **Drawing and Disbursing Officer, I & PR Department** payable at Bhubaneswar, and should be valid for 180 days from the due date of submission of the RFP. The EMD should be submitted with the Technical proposal.

Account Details for furnishing EMD is as below:

<<Account Details required for BG>>

- EMD of all unsuccessful bidders would be refunded by Department within 30 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- If the bidder has NSIC certificate, the EMD can be exempted.
- The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
 - If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced commercial failures etc.
 - If a bidder does not cooperate in providing required clarifications during the evaluation process.

2.5.4 Submission of Proposals

- The bidders should submit their responses as per the format given in this RFP in the following manner:
 - ✓ Technical Proposal (1 Original + 1 Copy in hard copy) in first envelope.
 - ✓ Commercial Proposal (1 Original in hard copy) in second envelope.
- The Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be covered in separate sealed envelopes super scribing "**Technical Proposal**" and "**Commercial Proposal**" respectively.
- Please note that prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.
- The two envelopes containing Technical Proposal and Commercial Proposal should be put in another single sealed envelope clearly marked as "**xxxxxxx- RFP Ref NO - <<xxxxx.>>**" with the wordings "**DO NOT OPEN BEFORE <<Date of Opening>>**".
- The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail Id. and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- The proposal/ bid shall be prepared in indelible ink. It shall contain no interlineations or over writing, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.
- All pages of the bid shall be initialed and stamped by the authorized person or persons who sign the bid.
- In case of any discrepancy observed by the Department in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.

2.6 Preparation and Submission of proposal

2.6.1 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by this Department to facilitate the

evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

The Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.6.2 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

2.6.3 Venue & Deadline for Submission of proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to the address specified below:

The Director

Information & Public Relations Department,

Government of Odisha,

Bhubaneswar, Odisha

Telephone No-2394890/ 2398610(Fax), Email -iprenews@gmail.com

2.6.4 Late Bids

- Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- The bids submitted by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- The Department shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained. It is the responsibility of the bidder to ensure that its bid/proposal is received by the Department within the prescribed timeline.
- The Department reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-a-vis urgent commitments.

2.7 Evaluation Process

- The Department will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- The Proposal Evaluation Committee shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid.

- The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

2.7.1 Tender Opening

The Proposals submitted by 05.00 PM will be opened on the next day at 11.30 AM by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

2.7.2 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Tender.

2.7.3 Tender Evaluation

Initial Bid scrutiny will be held and bids shall be treated as nonresponsive if Proposals:

- ✓ are not submitted as specified in the RFP document
- ✓ received without the Letter of Authorization
- ✓ are found with suppression of details
- ✓ with incomplete information, subjective, conditional offers and partial offers submitted
- ✓ submitted without the documents requested in the checklist
- ✓ have non-compliance of any of the clauses stipulated in the RFP
- ✓ with lesser validity period
- ✓ All responsive Bids will be considered for further processing as below:
- ✓ The Department will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in Section 5 of this RFP document. The decision of the Committee will be final in this regard.

3. Criteria for Evaluation

Tenders for this contract will be assessed in accordance with Quality and Cost-based Selection (QCBS system). All bids will primarily be evaluated on the basis of Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed

evaluation of only those proposals that qualify all Prequalification criteria to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents. In order to reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the Proposals on the basis of information provided by the bidder, taking into account the following factors:

- Overall completeness and compliance with the requirement.
- Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents.
- Any other relevant factors, if any, listed in RFP document or the Department deems necessary or prudent to take into consideration.

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

3.1 Prequalification Criteria (General Bid)

Keeping in view the complexity & volume of the work involved, following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking the project. Consortium is not allowed.

Sl No	Criteria	Basis of Evaluation	Documents Required
1	Legal Entity	The bidder should be a company registered under the Indian Companies Act and must be in operation since last 5 years as on date of submission of Bid.	Certificate of Incorporation
2	Legal Entity	Also the company should be registered with the GST & Income Tax	GST Registration Certificate Copy of PAN
3	Turnover	The bidder must have average annual turnover of Rs.20 Cores in last three financial years ending at 31/03/2019	Copy of the Audited Balance sheet and Profit & Loss account; Statutory Auditor's Certificate
4	Net Worth	The bidder should have been profitable for all these three financial years and must have positive net worth.	Statutory Auditor's Certificate
5	Quality Certification	The bidder must have valid CMMi & any ISO 9001series Certificate	Copy of valid CMMi & ISO

		and ISO 27001 Certification as on date of submission of this RFP.	Certificates
6	Technical Capability	<p>The bidder should have experience in implementation of following number of project(s) having software development, implementation and its support services excluding hardware for any Department / Agency / PSU in any State or Central Government of India during last 5 years as on 31/03/2019.</p> <ul style="list-style-type: none"> – One project value not less than Rs. 3 Crores OR – Two projects value not less than Rs. 2 Crores each OR – Three projects value not less than 1Crores each 	Copy of Work Order
7	Manpower Strength	The Bidder should have at least 50 (Fifty) technically qualified professionals having minimum qualification of B.E/BTECH/MCA or higher.	Certificate from Director and Copy of the latest EPF deposit challan showing the number of employees
8	Consortium	Consortium bidding / sub-contracting is not allowed	
9	Existence in Odisha	The bidder should have a centre operational in Odisha or shall furnish an undertaking to open an operation centre within 3 months from award of the project.	Trade License/ Leased Agreement etc./ Declaration
10	Blacklisting/ Debarring	The bidder should not be blacklisted by any Department / Agency / PSU in any State or Central Government of India as on date of submission of bid	Self-declaration duly signed by authorized bid signatory
11	Tender Fees &EMD	Tender Fee of Rs. 10,000/- and EMD of Rs.10,00,000 /- in favour	<ul style="list-style-type: none"> – Tender Fee in shape of Bank Draft – EMD in shape of

		of Drawing and Disbursing Officer, I & PR Department , payable at Bhubaneswar from a schedule bank	Bank Draft – or Bank Guarantee
--	--	---	-----------------------------------

3.2 Technical Evaluation Criteria

Bids shall be evaluated by the Proposal evaluation committee based on the documents submitted as a part of technical bid. Technical bid shall contain all the documents and the proposal shall be evaluated based on the parameters and marks defined in the following table. Technical proposal of only those bidders who qualify the prequalification criteria will be evaluated. During evaluation of proposals, the Department, may, at its discretion, ask the bidders for clarification of their Technical Proposals. In case of any non-cooperation of the bidders in providing proper clarification or justification the proposal of the bidders shall be rejected.

Sl No	Criteria & basis of evaluation	Max Mark	Documents Required
1	<p>The bidder must have average annual turnover of Rs. 20 Crores in last three financial years ending at 31/03/2019.</p> <p>– Rs. 20 to Rs. 25 Crores: 3 Marks</p> <p>– More than 25 Crores: 5 Marks</p>	5	Copy of statutory audit or certificate or provisional in case of not audited certificate
2	<p>The bidder must have valid CMMi Certificate as on date of submission of this RFP.</p> <p>– CMMi level 3: 3 Marks</p> <p>– ISO 9001 series: 1 Mark</p> <p>– ISO 27001 series: 1 Mark</p>	5	Copy of valid certificate
3	<p>The bidder must have at least 50 full time IT professionals having minimum qualification of B.E/BTECH/MCA or higher. Involved in software development & implementation services in its payroll as on date of submission of bid.</p> <p>– 50 to 70: 3 Marks</p>	5	Declaration from HR in company

	<ul style="list-style-type: none"> – 71 to 100: 4 Marks – More than 100: 5 Marks 		
4	<p>The Bidder must have a registered office in Odisha and should be operational since last 5 years.</p> <ul style="list-style-type: none"> – 3 to 5 Years: 3 Marks – More than 5 Years: 5 Marks 	5	<p>Documentary Proof like lease agreement or trade license, Company incorporation certificate etc. + Work order and ongoing project certificate</p>
5	<p>The bidder should have experience in implementation of project(s) having software development, implementation & support for any Department / Agency / PSU in any State or Central Government of India during last 5 years as on 31/03/2019</p> <ul style="list-style-type: none"> – >50 lakhs & < 1 Cr.: 2 Marks for each project – >1 Cr. & < 2 Cr.: 3 Marks for each Project – >2 Cr. & < 3cr : 5 Marks for each – More than 3 Crore: 10 Marks for each project max upto 20 marks. 	20	<p>Copy of work order + on-going or completion certificate</p>
6	<p>The bidder should have experience in implementation of Project(s) having software development, implementation and its Support services in RTI domain for any Department / Agency / PSU for any State or Central Government in India during last 5 years as on 31/03/2019.</p>	5	<p>Copy of work order + on-going or completion certificate</p>
7	<p>The bidder should have experience in implementation of Mobile App project(s) for any Department / Agency / PSU for any State or Central Government in India during last 5 years as on 31/03/2019</p> <p>[2.5 marks will be awarded for each project] max upto 10 marks</p>	10	<p>Copy of Work Order + Show the presence on the Google play store</p>
8	<p>The bidder should have experience of setting up a PMU for any Department / Agency /</p>	15	<p>Work order</p>

	<p>PSU during last five years as on 31/013/2019.</p> <p>[3 marks will be awarded for each project] max up to 15 marks.</p>		
9	<p>Technical Proposal & Presentation</p> <ul style="list-style-type: none"> – Bidders understanding of the existing project and domain – Project Approach & Methodology – New Innovations that can help departmental users & other stakeholders. – Resource planning & distribution of roles & responsibilities. – Technologies used, – Scale of implementation, – Learning on Issues – Challenges – Challenges likely to be encountered – Client references: 	30	Technical Presentation to be held at Department

- All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.
- The bidder with highest technical bid (H1) will be awarded 100% score.
- Technical Scores for other than H1- bidders will be evaluated using the following formula:
- Technical Score of a Bidder (tn; = {(Technical Bid score of the Bidder/ Technical Bid Score of H1) X100% (Adjusted to two decimal places)
- The commercial bids of only the technically qualified bidders will be opened for further processing.

3.3 Evaluation of Financial Bid

- The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidders' representatives
- The bidder with lowest financial bid (L1) will be awarded 100% score.
- Financial Scores for other than L1 bidders will be evaluated using the following formula:
- Financial Score of a Bidder (Fn = {(Financial Bid of L1/ Financial Bid of the Bidder) x 100} %(Adjusted to two decimal places)
- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

- The bid price will be exclusive of all taxes and levies and shall be in Indian Rupees.
- Rectification of Errors:
- Arithmetical errors will be rectified on the following basis:
 - ✓ If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
 - ✓ If there is a discrepancy between the rates in words and figures, the rate in words will govern.
 - ✓ If the bidder does not accept the correction of errors, his bid will be rejected.

3.4 Combined Evaluation of Technical & Financial Bid

- The technical and financial scores secured by each bidder will be added using weightage of 70% (Technical) and 30% (Financial) respectively to compute a Composite Bid Score.

$$B_n = 0.70 * T_n + 0.30 * F_n$$

Where

B_n = overall score of bidder

T_n = Technical score of the bidder (out of maximum of 100 marks)

F_n = Normalized financial score of the bidder

- The bidder securing the highest Composite Bid Score will be adjudicated as the Most Responsive Bidder for award of the project.

Composite score of the Bidders for the bid shall be worked out as under:

Bidder	Technical Score	Financial Score	Weighted Technical Score(70 % of B)	Weighted Financial Score(30 % of C)	Composite Score(F=D+E)
A	B	C	D	E	F

3.5 Special Conditions for Evaluation

The successful bidder shall be the agency securing the highest composite score in column 'F' above. However, in the event of two or more bidders securing exactly the same composite score, then Tendering Authority reserves the right to declare the bidder whose technical score is highest among the bidders as the successful bidder.

In case the successful bidder fails to sign the contract and furnish requisite Performance Bank Guarantee in the stipulated time, the Department may award the contract to the next most responsive bidder and so on. In such a case, the

Department shall invoke the PBG or the EMD as the case may be, of the most responsive bidder.

4. Appointment of Implementing Agency or Software Development Firm

4.1 Award Criteria

The Department will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

4.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

The Department reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for such action.

4.3 Purchase/s Procurement Rights

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

- Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- Change any of the scheduled dates stated in this tender.
- Reject proposals that fail to meet the tender requirements.
- Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next most responsive bidder in order to serve the best interest.
- Make typographical correction or correct computational errors to proposals
- Request bidders to clarify their proposal.

4.4 Notification of Award

Prior to the expiry of the validity period, the Department will notify the successful bidder in writing or by email, that its proposal has been accepted. In case the tendering process/ public procurement process has not been completed within the stipulated period, the Department may like to request the bidders to extend the validity period of the bid. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, the Department will notify each unsuccessful bidder and return their EMD.

4.5 Contract Finalization and Award

The Department shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked the most responsive bid on the basis of Technical and Commercial Evaluation to the proposed Project. On this basis the contract agreement would be finalized for award & signing.

4.6 Performance Guarantee

The Department will require the implementing Agency to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the quoted project cost excluding taxes. The Performance Guarantee shall be renewed annually. The implementing Agency shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion or extension of the project duration. In case the implementing Agency fails to submit performance guarantee within the time stipulated, the Department at its discretion may cancel the order placed on the implementing Agency without giving any notice. Department shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or Department incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

4.7 Signing of Contract

After the Department notifies the successful bidder that its proposal has been accepted, the Department shall enter into a contract with the successful bidder taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses.

4.8 Failure to Agree with the Terms and Conditions of the RFP

Failure of the implementing Agency to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event the Department may award the contract to the next most responsive bidder or call for new proposals from the interested bidders. In such a case, the Department shall invoke the PBG or the EMD as the case may be, of the most responsive bidder.

5. Terms of Reference

5.1 Scope of Work

The Department has envisaged the following requirements as below

- Continuation of Annual **Maintenance (AMC) for 3 years.**
- Enhancement and improvisation services of the existing project.
- Mobile Application Development supporting English & Odia language
- Development of e-reporting tool
- Setup of PMU for rollout & Implementation of RTI Portal
- Auto generation of RTI Registers

The implementing Agency will be responsible for smooth transitioning of the entire suite of applications, infrastructure, and services from the current operator ensuring business continuity and performance. The implementing Agency shall ensure continuity of the existing application through provision of the following service:

- To address all the operational issues performed by the Government Users
- Identified Enhancements and improvisation to the System
- Change Request (CR) Management for incorporation of any identified changes/modifications in the functionality or modules
- Mobile Application Development
- Development of e-reporting tool

Bidder shall deploy adequate manpower having required expertise for smooth management and operation of the entire application as PMU. The team is expected to address all user level queries, fixing bugs, change configuration, upgrades, security, integration, report generation etc. as part of the scope. The application technical support shall cover 24x7 supports to be provided through Phone, Email or Onsite visit depending on the criticality and nature of the problem. The implementing Agency needs to utilize its own development centre & office in Bhubaneswar for the entire contract duration. Considering the nature of the project, it is expected to have regular monthly/quarterly review meetings for smooth operation of the project. The scope of work to be covered under broad areas is as follows.

5.1.1 Annual Maintenance Contract (AMC)

All the existing software modules upgraded/ customized and new modules to be developed under this project in the near future shall be a part of AMC. The implementing Agency will deploy a dedicated technical team to perform the annual maintenance work. The necessary computing & civil infrastructure for the AMC team shall be arranged by the implementing Agency in their office premises in Bhubaneswar city without any additional cost to the Department. The broad deliverables under the annual maintenance contract should be as follows:

- **Adaptive Maintenance:** Modification of the system to cope with changes in the software environment.
- **Perfective Maintenance:** Tuning of the system to improve performance.
- **Corrective Maintenance:** Diagnosing and fixing errors, possibly ones found by users after implementation
- **Preventive Maintenance:** Detect and correct latent faults in software solutions after implementation before user department finds the same
- **Source Code:** Maintaining the updated version of all source code of the application software in a source code repository and handover the source codes as and when required by the Department.

- **Enhancements & Defect Fixes:** implementing Agency shall perform minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application.
- Ensure efficient and smooth functioning of all the modules mentioned above
Maintain the secrecy of data and not to act in any manner whatsoever that would jeopardize the interest of the Department. These entire things come under **Enhancement and improvisation** of the application.

Application Up-gradation

RTI Portal has been successfully running since 2009. All the modules & sub modules are interconnected and also integrated to various secondary systems. So these modules & sub-modules need to be upgraded with time & technology.

New Development

Along with the up-gradation of the existing modules, the implementing Agency shall also be responsible for new development of the modules, which will come under change request management.

Integration Requirement

The successful bidder needs to seamlessly integrate the up-graded application with systems to ensure successful implementation of the project.

5.1.2 Project Management Unit (PMU)

The Project Management Unit (PMU) shall function with the schedule as 09:00 AM to 06:00 PM on all Departments' working day. Provision of requisite space, computing infrastructure, license software, connectivity etc. to accommodate the PMU resources shall be provided by Department. PMU's functions shall cover the following:

Application Support

- The implementing Agency shall take up and resume the current activities of the existing PMU Team without delay.
- The implementing Agency will also be responsible for troubleshooting problems with web services, applications software, and overall aspects of a server environment.
- The services shall include administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, announcing and providing networking services for users and providing administrative support related to the Application System.
- The PMU team shall prepare and finalize the training & handholding plans in coordination with the Department. The PMU Team shall conduct Trainings and workshops for the users in accordance with the training plan.
- The PMU team will be responsible for resolving any technical issues arising in the integrated system.

- The PMU team will be responsible to handle phonetic query.
- The PMU team will be responsible to facilitate phonetic training.
- Feedback to Public Authority for updating Proactive disclosure.

IT Infrastructure & Database Support

The PMU shall perform Database as well as Infrastructure Administration activities. The PMU shall install, manage, maintain and support the database solutions and configurations. The implementing Agency shall execute the below activities in this segments.

- Database performance monitoring and Testing
- Data backup - Regular backup of databases
- Data recovery - Database recovery when required, weekly database recovery checks.
- Data Security
- Integrity Maintenance
- Pending approval
- Minor modification of data
- Reset user Id and password
- Provide integration and user support on all supported servers, data storage systems, etc.
- Installation and Re-installation of the Database in the event of system crash failures
- Efficient and 24x7 management of Applications and Databases hosted at DC
- Providing 24X7 support on the IT Infrastructure
- Installation, integration and commissioning of any new servers & software licenses purchased for the project.
- Installation, integration and commissioning of networking equipment, system software, application software, etc. time-to-time during the contract period.
- Management of existing Web Server, Application Server, Portal Server, Database server & Middleware
- Coordinating with the SDC/ DR/ STPI to ensure continued operations of IT Infrastructure. It will be the responsibility of the SDC/ STPI to make necessary repairs to the infrastructure.
- Coordinating with the DC Team to ensure that all individual data center components (hardware, software, interface, middleware, network and storage) configured with or added to the environment, work together cohesively to achieve the intended results and meet customer requirements.
- The Implementing Agency shall ensure that the activities related to all above process are maintained and should share the same with Department on periodic basis.

For the above requirements the following resources need to be deployed:

Sl No	Position	No	Experience & Qualification
1	Principal Consultant	1	10 yrs
2	Project Manager	1	6 yrs
3	RTI Domain Expert	1	5 yrs
4	Tele Caller	1	2 yrs
5	Data Operator(Both odia and English)	2	2 yrs
6	Network Administrator	1	4 yrs

5.1.3 Change Request Management

Any requirement beyond the scope mentioned for AMC & PMU services will be treated as Change Request. The basic functionalities of the Change Request tasks are as follows:

- Functional changes in the application
- Development of new modules/Form/Report in the existing Software
- Changes in the workflow or Core application framework
- Integration with any new system
- Interlink with Departmental website

5.1.4 Development of Mobile Application

The selected implementing Agency will develop a mobile application named **Biju Transparency App (BIJUTAPP)** which will be in English & Odia language. This application will be developed in sync with the respective web application.

The need of mobile application was generated as most of the places in Odisha do not have proper internet connectivity. This became problem within the users of the portal. By using the mobile application, people without depending upon Cyber Café and other internet sources can use the mobile application to log their issues.

The application should have the following below mentioned features:

- User will be Citizen & Public Authority
- Online filling & receiving of RTI Applications.
- Uploading of necessary document while filling the online applications.
- Updating of RTI Proactive disclosure and e-Filing
- SMS & Mail integration at every action level to the concern stake holder.

5.1.5 Development of E-Reporting Tool

Currently the Department is using manual reporting system. This reporting mechanism is dependent upon the mail and Postal delivery systems. The postal department takes long time to deliver the report to concern person.

The reports which are coming from the field offices all are in various formats. Public Information Officer is always finding difficulty to accumulate and collect the information from ground level and provide the same to the citizen. In this connection Govt. desire to have a proper reporting model where the Public Information Officer can get any type of statistics and subjective data from top to bottom offices. Being the biggest site among the all site in the South East Asia a robust e reporting tool can manage the huge database and can generate desired reports. As of now 12000 + Govt. offices connected in this portal. In order to overcome the above said situations an e-reporting module will be developed and integrated for the desire offices to get the all types of desires data and report in a single format. In order to overcome the above said situations an e-reporting module will be developed and integrated for the desire offices to get the all types of desires data and report in a single format.

5.1.6 Training

Implementation Agency shall provide expert Portal application trainers/facilitator to train and assist to Assistant Public Information Officer (APIO), Public Information Officer (PIO), First Appellate Authority (FAA) & other officials on the use of Portal. Department will steer and evaluate the trainings conducted by Implementation agency from time to time. For conducting these noble activities, time line, venue & space will be provided by the department.

5.1.7 Deployment of Experts for PMU

For smooth execution of the project, the bidder will be required to deploy human resources consisting of following skill sets at onsite.

Sl No	Position	No	Experience & Qualification
1	Principal Consultant	1	10 yrs
2	Project Manager	1	6 yrs
3	RTI Domain Expert	1	5 yrs
4	Tele Caller	1	2 yrs
5	Data Operator(Both odia and English)	2	2 yrs
6	Network Administrator	1	4 yrs

5.2 Technical Requirements

The Solution so envisaged by the implementing Agency should be able to provide real time information to the identified and authorized stakeholders. The system should meet the following technical requirements:

- The system shall be scalable to accommodate new users and data volume.
- The end user interface shall be browser independent and compatible to all the latest versions of popular browsers like Mozilla Firefox, Internet Explorer, Google Chrome etc. and Operating Systems like Windows, Mac OS & Linux.
- The system shall have scalable architecture to support clustering and High Availability at each layer i.e., Web Server, Application Server and Database with fault tolerance & load balancing

- The system shall support Alert Mechanisms (Reminders, Notifications), Escalation Mechanisms (Flexible routing of files, Calling back the files by the superior)
- **Compliance with industry standards:** Solution shall be compliant with industry standards (their latest stable versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing.
- **User Interface:** The application's UI should be based on HTML5 standard and should be compatible with all devices like Desktop, Smartphone and tablet etc. The application interface should be responsive.
- **Error Handling:** Ensure applications execute proper error handling so that errors will not provide detailed system information, deny service, impair security mechanisms, or crash the system.
- **Performance Requirements:** The incremental users / module shall be ascertained by the implementing Agency during implementation.
 - ✓ The application software should be designed to cater to load without any degradation of performance as explained above
 - ✓ The database schema and design should be capable of handling current and future loads
 - ✓ System should be upwardly scalable in the event of increased usage of the system or new business requirements
 - ✓ The implementing Agency shall provide comprehensive report every month on the performance of the server side infrastructure
 - ✓ Authority may with prior notice audit such measurements to their satisfaction.

5.3 Payment Terms

- Cost of Annual Maintenance Contract will be paid quarterly after completion and submission of performance report.
- Project Management Unit cost will be paid monthly.
- The bidder will raise Monthly Invoice to the Department along with the Monthly Progress Report (MPR) and the payments shall be done within 7 days from the receipt of the Invoice.
- The bidder/implementing Agency shall raise claims under the Change Request activities as per actual consumption of service duly approved by the Department.
- Cost for mobile application & e-report will be paid after successful implementation and receive of completion certificate from the concerned officials.
- Taxes will be paid extra as per the rate prevalent at the time of billing

5.4 Performance Measurements & penalty

- The selected vendor shall render the services strictly adhering to the time schedules by the Departments in the Work order. Any un-excused delay by the vendor, in the performance of its obligations, shall attract Penalty at the rate as

defined by the department. Beyond a specified times Department will have the option of getting the work done through alternate sources at the cost and risk of the defaulting vendor.

- If at any time during performance of the work order, the vendors encounter conditions impeding timely performance of the ordered services, the vendor shall promptly notify in writing of the fact of the delay, its likely duration and its cause(s).
- If any of the stages specified in this RFP, are either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement, a penalty @ 1% of the bid value of the stage of the item pursuant to delay per week (subjected to maximum 10%) may be imposed and accordingly the time for the next stage be reduced by the Competent Authority, to account for the delay. If the delay is beyond 8 weeks then the Competent Authority may rescind this part of the contract and shall be free to get it done from any other agency.
- The time Schedule for the entire project is as detailed in this RFP. In case of any delay solely on account of the Implementing Agency, a penalty of 2.5% on the project value per week will be additionally imposed for the delay if the project signs off exceeds the Target End date as specified in this RFP subject to a maximum of 8 weeks.
- Beyond a delay of 8 weeks, Department reserves the right to terminate the contract and select an alternate Implementing Agency to carry out the balance work.
- In the event of Department deciding to continue the project with the same Implementing Agency without termination, the penalty so computed based on the number of weeks of delay will be deducted from the balance payment due to the Implementing Agency.
- Penalty will be applicable for the SLRs mentioned in this RFP document.
- A Master Service Agreement (MSA) shall have to be signed by the selected bidder with the concerned Department. The agreement shall contain the service level agreement and associated penalties clauses. The bidder refusing to sign the agreement within the stipulated time and completion of the formalities will be cancelled and the next eligible bidder shall be called for the discussion to finalize and start the work.

5.5 Resource Replacement

- Replacement of resources shall generally not be allowed. The replacement of resource by the bidder shall be allowed only in the case, where the currently deployed resource(s) leaves the organization by submitting his/her resignation. In such cases bidder needs to take prior approval from the Department before providing replacement.
- The replaced resource will be accepted by department only if he/she meets the minimum qualification and experience criterion as mentioned in this RFP and is found suitable to their satisfaction. The outgoing resource should complete the

knowledge transfer with the replaced resource as per the satisfaction of the department.

- In case of failure to meet the requirement (which includes efficiency, cooperation, discipline and performance) department may ask bidder to replace the resource.

6. Formats for Submission of Proposal

6.1 Technical Bid Cover Letter

To,

**The Director
Information & Public Relations Department,
Government of Odisha,
Bhubaneswar, Odisha**

Subject: Proposal for the RFP for AMC, Mobile Application development & setting up of PMU for RTI

Reference No.: <<RFP No. >>

Dear Sir/Madam,

We, the undersigned, offer to provide AMC, Mobile Application development & setting up of PMU for RTI

We are hereby submitting our Proposal, which includes the Technical proposal and the Commercial Proposal sealed in separate envelopes.

We hereby declare that all the information and statements made in this Technical proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the implementation services related to the assignment not later than the date indicated in the RFP Document.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days from the date of submission of bid as stipulated in the RFP document.

We understand you are not bound to accept any proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

6.2 Self-Declaration: Not Blacklisted (in company letterhead)

To,

**The Director
Information & Public Relations Department,
Government of Odisha,
Bhubaneswar, Odisha**

In response to the RFP No. <<RFP No.)), for AMC, Mobile Application development & setting up of PMU for RTI as an owner/ partner/ Director of (organization name) I/ We hereby declare that presently our Company/ firm is not under declaration of ineligibility for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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 tender, if any to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder:

Authorized Signatory:

Signature:

Seal:

Date:

Place:

6.3 Bidder/s Authorization Certificate

(Company letter head)

To

**The Director
Information & Public Relations Department,
Government of Odisha,
Bhubaneswar, Odisha**

Subject: Proposal for RFP for AMC, Mobile Application development & setting up of PMU for RTI Reference No.: <<RFP No.>>

Sir,

<Name>, , <Designation> is hereby authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing the above said Bid. S/He is also authorized to attend meetings & submit technical & commercial information as maybe required by you in the course of processing above said application For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

6.4 Acceptance of Terms & Conditions/Clauses

To

**The Director
Information & Public Relations Department,
Government of Odisha,
Bhubaneswar, Odisha**

Sir,

I have carefully and thoroughly gone through the Terms & Conditions contained in the RFP Document [<<RFP No.>>] regarding RFP for AMC, Mobile Application development & setting up of PMU for RTI

I declare that all the provisions/clauses of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Thanking you,

Name of the Bidder:

Authorized Signatory:

Signature:

Seal:

Date:

Place:

6.5 Format for fairness of documents

(Company letterhead)

To

**The Director
Information & Public Relations Department,
Government of Odisha,
Bhubaneswar, Odisha**

Sir

In response to the RFP No. <<RFP No.>> titled RFP for AMC, Mobile Application development & setting up of PMU for RTI, as an owner/ partner/ Director of....., I/ We hereby declare that any documents or information submitted under this bid is without any doubt, true and fair, to the best of my/our knowledge.

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 tender if any to the extent accepted maybe cancelled.

Thanking you,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

6.6 Financial Bid Letter <Location, Date>

To

**The Director
Information & Public Relations Department,
Government of Odisha,
Bhubaneswar, Odisha**

Subject: Proposal for the RFP for AMC, Mobile Application development & setting up of PMU for RTI

Reference No.: <<RFP No. >>

Dear Sir/Madam,

We, the undersigned, offer to provide AMC, Mobile Application development & setting up of PMU for RTI. Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of taxes and duties.

1. PRICE AND VALIDITY

2.

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 5 years from the date of opening of the Bid.

We hereby confirm that our prices do not include any taxes and duties.

We understand that the actual payment would be made as per the existing tax rates during the time of invoicing.

3. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your clauses in RFP/Tender document.

4. QUALIFYING DATA

We confirm having submitted the information as required by you in your RFP. In case you require any other further information/ documentary proof in this regard before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified.

6. PERFORMANCE BANKGUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the performance Bank Guarantee as specified in the RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal.

We understand you are not bound to accept any proposal you receive.

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

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address

6.7 Commercial Bid Format

6.7.1 Total Cost

SI No	Particulars	Rate
1	PMU setup for RTI Portal	
2	Development of Mobile Application & e-reporting tool	
3	AMC of RTI Portal	
4	Change Management Cost (Unit Rate)	
Grand Total		

1. PMU setup for RTI Portal

Sl No	Description	No of Resources [A]	Man-month Rate in Rs. [B]	Engagement Period in months [C]	Total Cost [AxBxC]
1	Principal Consultant	1		36	
2	Project Manager	1		36	
3	Network Administrator	1		36	
4	Tele Caller	1		36	
5	Data Operator(Both Odia and English)	2		36	
6	RTI Domain Expert	1		36	
Total					

2. Development of Mobile Application& e-reporting tool

Sl No	Particulars	
1	Development of Mobile Application	
2	Development of e-reporting	
Total		

3. AMC of RTI Portal

Sl No	Particulars	
1	AMC for 1 st Year	
2	AMC for 2 nd Year	
3	AMC for 3 rd Year	
Total		

4. Change Management Cost:

Sl No	Item	Description	Unit Rate in INR	Per Unit
1	Man day rate for any design development work	Any pre or post development work, integration with other application		Per man-day