

**TRANSPORT COMMISSIONER, ODISHA  
INVITES**

**EXPRESSION OF INTEREST**

**for providing  
Payment Gateway Facility  
to be integrated with  
Fancy Number Auction System  
of  
Transport Department, Govt. of Odisha.**

**Office of Transport Commissioner-Cum-Chairman,  
State Transport Authority,  
6<sup>th</sup> Floor, Rajaswa Bhawan,  
PO: Chandin Chowk, Cuttack-753002**

**TRANSPORT COMMISSIONER-CUM-CHAIRMAN, STATE TRANSPORT  
AUTHORITY, ODISHA, CUTTACK.**

**Tender No. \_\_\_\_\_/TC    Dated: 21/03/2016**

**Notice Inviting Expression of Interest for providing Payment Gateway  
Facility for Fancy Registration Number Auction System.**

Sealed Expressions of Interest (Eol) are invited from experienced, authorized and reputed Scheduled Commercial Banks to provide **Online Payment Management System** including **Integrated Payment Gateway** for making online transactions for Fancy Registration Number Auction System of Transport Department, Odisha.

The purpose of the Eol is to have an online payment management system including Integrated Payment Gateway and Banking solutions for providing payment and refund facility to be integrated with Fancy Registration Number Auction System of Transport Department, Odisha through website. The banker may add upon their solutions to the base requirement to make the payment and refund process more easy and accessible to public and user friendly those who opted for Fancy Registration Number Auction System.

Interested Scheduled commercial Banks having online fee management system including Integrated Payment Gateway are invited to present their set of customized solutions having:

- Security of the system,
- Real time transactions,
- Scalability,
- User friendly application,
- Legal parameters of safe electronic fund transaction,.
- Success of transactions and accountability of transactions
- Provision for refund and partial refund,

- Provision of online banking facility of all leading scheduled commercial banks,
- Provision of Debit Card facility of leading banks,
- Integration with existing Online Fancy Registration Number Auction System of the Transport Department developed by National Informatics Centre.

Interested Scheduled Banks may download the Document of Expression of Interest from the website **orissatransport.nic.in** from 21/03/2016 to 31/03/2016 and submit proposal as per the requirement by 12/04/2016 till 03.00PM in a sealed envelop super scribing “**Tender for providing Payment Gateway Facility to Fancy Registration Number Auction System**” in the tender box available at office of Transport Commissioner, 6<sup>th</sup> Floor, Rajaswa Bhawan, PO: Chandini Chowk, Cuttack-753002. The technical proposal will be opened on 12/04/2016 at 3.30 PM at above premises. The Transport Commissioner, Odisha reserves the right to cancel the E.O.I. or reject any or all proposals at any time without assigning any reasons thereof.

Transport Commissioner  
Odisha

## Disclaimer

The information contained in this Expression of Interest document (the “**EOI**”) or subsequently provided to Bidder(s), whether verbally or in documentary form or any other form, by or on behalf of the Transport Commissioner, Odisha or any of its employees, is provided to Bidder(s) on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided.

This EOI is not an agreement and is neither an offer nor invitation by the Transport Commissioner, Odisha to the prospective Bidders or any other person. The purpose of this EOI is to provide information to interested parties that may be useful to them in formulation of their Bid for the Project pursuant to this EOI (the “**Bid**”). This EOI includes statements, which reflect various assumptions and assessments arrived at by the Transport Commissioner, Odisha in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This EOI may not be appropriate for all persons, and it is not possible for the Transport Commissioner, Odisha to consider the investment objectives, financial situation and particular needs of each party who reads or uses this EOI.

The assumptions, assessments, statements and information contained in this EOI may not be complete, accurate, adequate or correct. Each Bidder should therefore, if so likes, may conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this EOI and obtain independent advice from appropriate sources.

The Transport Commissioner, Odisha makes no representation or warranty and shall have no liability to any person, including any Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the EOI and any assessment, assumption, statement or information contained therein or deemed to form part for pre-qualification of Bidder(s) and evaluation of Technical Proposals of the Bidder’s for participation in the Bidding Process.

The Transport Commissioner, Odisha also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this EOI.

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## **1. INTRODUCTION**

The Government of Odisha, Commerce & Transport Department in their notification no. No.7680–LC-TR-33/2015/T, dated 01/12/2015 had amended the rule 14 of OMV Rule,1993 for reservation of fancy registration number through online auction and to provide online system for booking of remaining registration numbers. The Transport Commissioner have been delegated with the power for grouping of Fancy Registration Numbers, formation of modalities for auction of such fancy registration numbers and to develop online web application for booking of fancy registration numbers and remaining registration numbers in accordance with Rule 14 of OMV Rule,1993.

Accordingly, Transport Commissioner, Odisha has developed a web based application for online registration and auctioning of fancy registration numbers and booking of other numbers through National Informatics Centre, Govt. of India. Transport Commissioner which intends to integrate the web based online fancy registration number auction system with the online payment gateway providers to receive payment online from stake holders for fancy registration number auction system and reservation of other registration numbers with facility for refund the bid amount and minimum reservation fee online to un-successful bidders.

The registration fancy numbers under notified category will be allotted to applicants through online auction only on payment of fee prescribed under Rule 14 of OMV Rules, 1993.

The registration numbers, other than the notified numbers, are to be allotted in serial order on first come first served basis. However, any person can reserve / book any registration number, other than notified fancy numbers, through online on payment of rupees five thousand for two wheeler and rupees ten thousand for vehicle other than two wheelers in accordance with sub-rule (4) of rule 14 of OMV Rules, 1993. The number intended to be reserved must be within the range of ten thousand from the last number assigned in serial order on the date of application and payment of fee online.

## **2. ADDRESS OF CORRESPONDENCE:**

**Transport Commissioner-cum-Chairman**

**State Transport Authority,**

**6<sup>th</sup> Floor, Rajaswabhawan, Cuttack - 753002**

**Phone: 0671 – 2501742**

**Fax: 0671 – 2507238**

**Email: [ori\\_transportcomm@nic.in](mailto:ori_transportcomm@nic.in)**

## **3. SCOPE OF WORK**

1. Scheduled commercial Banks having facility of online fee management system including Integrated Payment Gateway system shall integrate payment process for Fancy Registration Number Auction System (FRNAS) for Transport Department, Odisha with their payment gateway for easy and user friendly online line payment processes for the bidders of FRNAS.
2. The bidder will have to integrate the payment gateway with the Online Fancy Registration Number Action System developed by NIC for Transport Department, Government of Odisha,
3. Both the system will work on a Unique Identification Number, generated from the source URL, to talk on collection, refund & MIS purposes,
4. Provisions for bidders of Fancy Registration Number Action System (FRNAS) to remit the funds (bid amount and minimum reservation fee) through Net-Banking, Debit Card, Credit Card etc.,
5. In addition , the payment gateway site shall have provisions for bidders of Fancy Registration Number Auction System to remit the funds through NEFT/RTGS,
6. Provisions to keep the bid amount and minimum reservation fee in a temporary account of Transport Commissioner till the Auction Process is over,
7. Provision for refund of bid amount and minimum reservation fee to unsuccessful bidders in his same account/medium from where the amount was received,
8. Provision for credit the successful bidders action amount and balance amount on receipt of information from the source URL to Govt. treasury with acknowledgement to the source URL.



9. The Existing process for collection of minimum reservation fee is given below, however, bidder may recommend improvement of process:
  - a. The bidder of FRNAS logs into Transport Department's portal to fill up in the Registration Process with all required details. The bidder intends to select the fancy registration will press on 'Pay Online' button to pay the prescribed minimum reservation fee. Thereafter the FRNAS bidder is allowed to review the application (view the application details, amount payable etc.) and make modification, if required, and thereafter confirm his application.
  - b. Once the above process is successful, the applicant is then guided to online payment page where he/she there will be option of making Online Payment using a Credit Card / Debit Card / Net Banking / Gateway service etc. The applicant will then select his/her preferred option for making payment (through the Credit Gateway where he/she needs to use a VISA/ MasterCard /American Express Credit Card etc. or the Debit Gateway where he/she needs to use acceptable Debit Cards or Net Banking accounts).
  - c. For Credit Card mode of payment, it will open up the Credit Card Gateway section, where the applicant will enter requisite validation details (card number, expiry date, verification number etc.) and make transaction.
10. For Debit Card mode of payment, it will open up the Debit payment Gateway section of the relevant bank where the applicant will enter requisite validation details (Debit Card Number, PIN, password etc.). For Net Banking mode of payment, it will open up the Net banking payment Gateway section of the relevant bank where the applicant will enter requisite validation details (Net banking user ID and Password etc.)
11. After successful validation, the applicant's account will be checked for available balance.
12. The transaction will either successfully processed or rejected as the case may be. The applicant will be intimated instantly via SMS and an electronic acknowledgement on Transport Department linked portal showing the payment confirmation number.
13. The money collected from successful transactions is pooled into the designated collection account of Transport Department maintained with the identified bank.

14. Daily/Weekly reconciled MIS data and report is provided to Transport Department.
15. Bidder will provide technical assistance as and when required for integration of payment gateway API with Transport Department's application/system.
16. Bidder will provide training for integration for a period of at least one week to the designated officers of Transport Department. The bidder shall also provide adequate onsite training for installation and maintenance of software required for this project to Transport Commissioner.
17. Bidder will provide all the material / document along with the technical support person for onsite support, if required.
18. The support engineer/officer also co-ordinate with the Website (ISP) for Integration, testing and using best practice and related issues and has to follow-up with the service provider for troubleshooting and maintains the uptime.
19. Bidder has to provide test URL for testing/user acceptance test of Transport Department/NIC application.

#### **4. SCHEDULE OF BIDDING PROCESS**

The Transport Commissioner, Odisha shall endeavor to adhere to the following schedule of activities with EOI distribution, proposal submission, proposal evaluation process, and letter of award. Transport Department reserves the right at its sole discretion to change the Schedule of Activities including the associated dates:

Sl.	Event	Date
1	Publication of Bid Documents	21.03.2016
2	Pre-Bid Conference	31.03.2016
3	Publication of Final Bid	01.04.2016
4	Submission of Bid (physical form) (Envelope-A & Envelope-B) inside envelop-C	12.04.2016 by 1.00PM
5	Opening of Technical Proposal	12.04.2016 at 3.00PM
6	Opening of Financial Proposals	12.04.2016 at 5.00PM
7	Letter of Award (LOA)	12.04.2016

## **5. ELIGIBILITY CRITERIA**

1. Bidder should be a commercial bank/scheduled bank and have online payment gateway facility.
2. The Bidder should have experience in operation of payment gateway integration as on the date of EOI.
3. Bidder should have implemented and/or managed end to end Payment Gateway Solution successfully earlier in India at present.
4. The bidder should be an empanelled banker with Finance Department, Govt. of Odisha.
5. Bidder should have experience in deployment, monitoring and management solution of Payment Gateway.
6. Bidder should not have been blacklisted by Reserve Bank of India/ Government of India or any other authority during last five years.
7. The bidder should have local contact person having branch office in Odisha for easy access in integration and future correspondence (full details of Name, Address / Telephone Number, email, website etc. should be attached).

## **6. TECHNICAL PROPOSAL**

1. The bidder should have experience in providing Internet Payment Gateway services / other Payment collection services during last three years on national Scale in the country. Satisfactory project completion Certification in support of live implementations may be furnished.
2. The bidder's online payment gateway system should be capable of updating status of payment on an immediate basis received from source URL on receipt of unique identification number from source URL.
3. On receipt of fees from the applicant of the FRNAS, the system should be able to generate SMS to the applicant on successful / failure of transaction.
4. The Bidder should ensure that all online payment transactions are executed using secured service that encrypts all Credit cards/Debit Cards/ Net Banking/ Personal information details etc.
5. The system should be in compliance with the payment related guidelines issued by regulators/RBI from time to time (viz. Refund / charge back etc.)

6. Any payment made with a Credit or Debit card or via a Payment service must first be authorized by the card issuing authority. The service must have a secure mechanism between websites of internet payment banks, Credit card processor/ issuer to avoid fraudulent transactions.
7. The secured mechanism should also be ensured for faster and efficient transaction processing. The bidder should have Risk / Fraud Management Solution in place.
8. The bidder should have functionality to avoid duplicate debit/credit card with traceability feature to identify the duplicate/fraud entry.
9. The payment gateway should generate authenticated receipts as proof of transactions and automated generated intimation for the payment sent to the payer/applicant through e-mail and SMS, for various scenarios like successful transaction or failed transaction.
10. System should provide data in Excel format with Date-wise/ month wise transactions, transaction summary (accepted, rejected, incomplete transaction, online payment charges collected from payers etc.)
11. MIS report should be submitted to Transport Commissioner containing inter alia count of candidate/ user issues, pending issues and resolved issues. (Accepted, rejected, incomplete transaction, online payment charges collected from payers etc.) in every month/ as per the requirement.
12. There should be admin module for viewing /downloading information on payment and relevant MIS to designated Transport Department official.
13. System should have capability of Server to Server Integration (between payment gateway server and Transport Department portal Server) for intimating the success/failure of the transaction in real-time basis and a fallback arrangement should be made S2S fail for any other reasons. This is needed to provide for Browser/Internet/Desktop failure.
14. The bidder should comply to serve with multiple modes of payment but not limited to as given below for Internet Payment Gateway Services.
  1. Credit Card: Visa/ MasterCard (minimum five banks)
  2. Debit Card: Visa/MasterCard (minimum five banks)
  3. Net Banking: associated with minimum forty (40) different leading banks out of which at least 10 should be nationalized/public sector banks.
15. In addition should have NEFT & RTGS mode of payment through web.

16. The bidder should have high speed availability network/ server infrastructure 24x7 mode.
17. For all online payment transactions, the payment gateway should provide a minimum of 128-bit SSL encryption, with real time authorization and capturing the transaction details.
18. The bidder shall have facility to debit the candidate/user account and credit to the Transport Department's designated accounts on T+1 (T=date of collection of funds, T+1 = next day (before 8:00 PM)). In case, the next day is a holiday as notified by RBI/Bank holiday for the purpose of electronic settlement/ transfer of funds, the fund shall be deposited/credited on next working day.

## 7. BRIEF DESCRIPTION OF BIDDING PROCESS

1. The bidder has to submit a) **Technical Proposal** as per **Appendix-I** and b) **Financial Proposal** as per **Appendix-II** in two separate sealed envelopes. The envelope containing Technical Proposal should be superscripted with "**Eoi for Payment Gateway Integration-Technical Proposal**" and the envelope containing Financial Proposal should be superscripted with "**Eoi for Payment Gateway Integration-Financial Proposal**". Both the envelopes should clearly mention the bidders name and address on the front. The Bidders shall be qualified and short-listed on the basis of evaluation of Technical Proposal. The Financial Proposals shall be opened in respect of Bidders technically qualified by the Technical Committee appointed by Transport Commissioner, Odisha.
2. Any queries or request for additional information concerning this EOI shall be submitted in writing or by fax and e-mail to the Transport Commissioner, Odisha in the Fax, e-Mail address mentioned in Para-2. The envelopes/communications shall clearly bear the following identification/ title: "**Queries/ Request for Additional Information: Eoi for Payment gateway integration.**"
3. The bidders have to submit bids comprising of "**Technical Proposal**" in envelop 'A' and "**Financial Proposal**" in envelop 'B'. The Technical Proposal will be evaluated for technical suitability as well as for other terms and conditions. Based on evaluation of Technical Proposal, prospective bidders shall be qualified based marks scored as detailed

herein. The technically qualified Bidders shall be informed for participation in financial proposal.

4. Subsequently “**Financial Proposal**” of qualified Bidders shall be opened and evaluated.
5. Bids have to be submitted ‘in physical form’, latest by the dates as specified in Para 4.
6. Each of the envelopes (‘A’ & ‘B’) shall be sealed in Envelope ‘C’ and addressed to:

**The Transport Commissioner – cum – Chairman,  
State Transport Authority,  
6<sup>th</sup> Floor, Rajaswa Bhawan,  
Cuttack - 753002  
Phone: 0671 - 2501742  
Fax: 0671 - 2507238  
Email: [ori\\_transportcomm@nic.in](mailto:ori_transportcomm@nic.in)**

#### **8. FINANCIAL PROPOSAL:**

The bidder has to submit the Financial Proposal in bank’s official pad mentioning:

1. Rate per transaction, if any, in INR separately to the user for:
  - a. Internet Banking in
    - i. own bank account
    - ii. other bank account
  - b. Credit Card charges
  - c. Debit card charges
2. Should mention that the charges to Govt. for integration is Free of Cost.
3. Any other charges.

#### **9. INSTRUCTIONS TO BIDDERS**

1. The Bidders shall be responsible for all of the costs associated with the preparation of their Bids and participation in the Bidding Process. The Transport Commissioner, Odisha will not be responsible or in any way

liable for such costs, regardless of the conduct or outcome of the Bidding Process.

2. The proposal of integration is valid for a period of five years and extendable for further periods on mutual consent of both parties with the same terms and conditions.
3. The contract shall remain in force from the date of entering into contract but it can be terminated at any time and at any stage by the Transport Commissioner during the validity of the contract. No claim or damage on account of such termination of the contract shall be entertained by the Transport Commissioner, Odisha.
4. The Bidder will provide Project Manager who will act as a single point of contact for all activities regarding this project. The Project Manager will be required to make on-site decisions regarding the scope of the work and any changes required by Transport Commissioner.
5. Selected bidder will have to sign contract with Transport Commissioner at mutually acceptable terms and condition and Service Level Agreement (SLA).
6. Bidder should specify only a single solution which is cost-effective and meets Transport Department's requirement and should not include any alternatives.
7. Transport Commissioner may, at its discretion, ask some or all bidders for clarification on their offer in the process of scrutiny, evaluation and comparison of offers submitted by bidders.
8. All design requirements should be worked around the requirements given by Transport Commissioner.
9. All Version upgrade should be free, i.e. there should not be any Licensing Cost. While quoting, the bidders should anticipate the version /product changes during the entire project period and should quote the same in their commercial proposal.
10. The bidder will be responsible to provide complete documentation of the solution (Print (three copies) and Soft copy) which includes but not limited to the following:
  - a) User Manuals; including Error Messages, their meanings and action steps to be taken.
  - b) Technical Integration of Documents

11. Bidder shall be responsible for Post implementation/live Support / Call centre services.
12. The Transport Department will neither provide nor reimburse expenditure in connection with submission/processing of the tender.
13. Commission/charges etc., if any, for any online payment transaction will not be borne by Transport Department. In case Transport Department decides to levy the charges upon the applicants of the FRNAS, the system should have capability to load the same while debiting the account of the applicant.
14. No additional charge will be paid for enabling this facility. No other charge for such transaction shall be paid by Transport Department or debited to/ recovered from Transport Department account.
15. Any effort by a bidder to influence the Transport Department on any matter relating to the proposal, its evaluation, comparison, selection may result in rejection of the bidder's proposal.
16. In case of any upward change in transaction rates (e.g. Merchant Discount Rate) on account of regulatory guidelines/directions, the same is to be absorbed by the bidder whereas in case the revision is downwards the benefit is to be passed on to Transport Department.
17. All guidelines issued by RBI from time to time with respect to online payment transaction (including net banking, credit/debit/cash card etc.) shall be mandatorily binding on the Bidder. The bidders should keep themselves updated and ensure necessary up-gradations/enhancements for complying with the guidelines, without extra cost to Transport Department. A Compliance Certificate to be issued by bidder biannually in January and July.
18. The bidder would be responsible for maintaining all security compliances necessary for enabling online transactions.
19. The Bidder shall be responsible for security/upkeep of data maintained on portal located in its owned/hired data center through proper security devices like Firewall protection, IDS, IPS etc. The bidder should create back-up of the transaction data and maintain the same in a secured/protected environment. Any variations against the prescribed norms interpolation/tampering made by foreign elements shall be detected and reported to Transport Commissioner immediately who will then decide about the offence, if any, committed and take such



- action as deemed necessary for investigation and prosecution of the person(s) responsible for such offence under the Information Technology Act 2000, as amended from time to time, or such other applicable laws in force relating to cyber offences and other offences.
20. At any point of time, Transport Commissioner may add new/remove services under online payment mechanism. For all such change, the bidder shall provide the payment gateway services as per the terms and conditions agreed under the contract.
  21. Integration between the Transport Department Portal and bidder's site should be done by the bidder in consultation with the Transport Department team. Bidder shall provide all the necessary connectors (in form of APIs/link etc.) and support and the Transport Department's team will provide the required parameters for making the online transaction successful.
  22. The bidder shall provide MIS report online on daily basis to Transport Department for reconciliation of the transactions.
  23. The Bidder should respond to systems failure in timely manner; they must diagnose, respond and solve problem/issues related to online payment services in accordance with the SLAs (Service-Level Arguments)/ Merchant Level Agreement.
  24. The bidder should not display any content like advertisement on payment page.
  25. Transport Department may go in for multiple Payment Gateway system/aggregator, if so required.
  26. The bidder should not share any of the candidate's information captured from source URL to any other banks or institutions or person, to prevent misutilisation.

#### **10. TIME LIMIT.**

Payment gateway services integration with Transport Department's site should not exceed four weeks from the date of execution of contract/SLA. Any time beyond four week may entail disqualification of the contract/SLA. If the Bidder fails to complete the work within prescribed period (four Weeks) or within the extended period, except due to unforeseen reasons beyond control of bidder, the bidder may be blacklisted for three years. In this regard the decision of Transport Commissioner shall be final.

## **11. REJECTION/TERMINATION OF CONTRACT**

The Transport Commissioner has right to reject the work assigned / services provided, if the successful bidder do not meet the specifications laid down as per the terms of the tender, contract and service level agreement. No charges will be paid for the defective work performed. This can be done at any stage of the work. In case it is found that the work/supply/service provided is not as per requirement / standards, time lines, or the frequency of corrective measures required is high, the Transport Commissioner reserves the right to terminate the Contract with the selected bidder and in such case, the Bidder will not be entitled to claim any damages from Transport Department or make any claim for fees in respect of such unsatisfactory/ substandard services provided by it. The Transport Commissioner reserves right to terminate the contract if it is established on the basis of price discovery that it would be beneficial for the Government and public to go for a fresh EOI to execute the project.

## **12. PRE-BID MEETING:**

- a. Transport Commissioner will organize a pre-bid meeting as per the schedule at office of Transport Commissioner, Odisha, 6<sup>th</sup> Floor, Rajaswabhawan, Cuttack. The purpose of this meeting is to clarify, doubts, issues, which are common in nature, and respond to doubts, issues and questions on any matter that may be raised at that stage. The responses will be confined to issues related to Technical Requirements only. Responses to all the clarifications, doubts, queries received by mail and e-mails and response to queries raised during the pre-bid meeting, common in nature, will be posted on Transport Department's website. Any modification to the EOI document that may become necessary after the pre-bid meeting shall be made by Transport Commissioner as an addendum. The addendum will be hosted on Transport Department's website.
- b. Prospective Bidder may attend the pre-bid meeting with not more than two representatives.
- c. Those prospective bidders who choose to attend the pre-bid meeting are requested to carry with them letter of authority from their Bank on their

letter head or produce any other identification as proof from the representing companies who have procured the EOI.

### **13. EVALUATION PROCESS**

#### **A. Technical Evaluation**

- a. The Transport Commissioner, Odisha will open the Bids, Envelope 'C' & Envelope 'A' containing the "Technical Proposal" at 15.30 hours on the Bid opening Date, in the office of Transport Commissioner, Odisha, 6<sup>th</sup> floor, Rajaswa Bhawan, Cuttack in presence of the Bidders or their representatives who choose to attend.
- b. In case of any discrepancy/deficiency in bid documents, the Bid will be rejected and the Bidder shall be debarred for participating in the further proceedings.
- c. The Transport Commissioner, Odisha will examine and evaluate Bids in accordance with the provisions of technical requirements.
- d. The Bidders will be deemed to have understood and agreed that no explanation or justification on any aspect of the Bidding Process or selection will be given.
- e. Any information contained in the Bid shall not in any way be construed as binding on the Transport Commissioner, Odisha, its agents, successors or assigns, but shall be binding on the Bidder if the Project is subsequently awarded to it on the basis of such information.
- f. The Transport Commissioner, Odisha reserves the right not to proceed with the Bidding Process any time without notice or liability and to reject any or all Bid(s) without assigning any reason thereof.
- g. If any information furnished by the Bidder is found to be incomplete or contained in formats other than those specified herein, the Transport Commissioner, Odisha may, in its sole discretion, exclude the relevant project from technical evaluation.
- h. To facilitate evaluation of Bids, the Transport Commissioner, Odisha may, at its sole discretion, seek clarifications from any Bidder regarding its Bid. Such clarification(s) shall be provided within the time specified by the Transport Commissioner, Odisha for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.

**B. Financial Evaluation:**

- a. The Financial proposal of those bidders will be opened who are qualified in the technical evaluation.
- b. Financial evaluation will be made on the basis of the rates quoted:
  - i. Any charges to be paid to Govt. for integration
  - ii. Transaction wise service charges to be paid by Govt.
  - iii. Transaction wise service charges to be paid by users.

**14. SUBCONTRACTING:**

The Bidder will not subcontract or delegate or permit anyone other than the bidder to perform whole or part of the work, service or other performance required by the bidder under this agreement. In the event of the bidder's transferring or assigning the order whole or part to anyone without permission of Transport Commissioner, which will be construed as breach of contract/agreement and in such case the contract so made shall be revoked and the security deposit shall be forfeited.

**15. WAIVER OF MINOR IRREGULARITIES:**

Transport Commissioner reserves the right to waive minor irregularities in proposals provided in the best interest of Transport Department and such waiver shall in no way modify the EOI requirements or excuse the bidder from full compliance with the EOI specifications and other contract requirements in case the bidder is selected.

**16. MODIFICATION/WITHDRAWAL OF PROPOSALS:**

Prior to the date specified for receipt of proposal submitted earlier may be modified/withdrawn by submitting a signed written request for its modification/withdrawal to Transport Commissioner but in such case the earnest money will be forfeited.

**17. NON-DISCLOSURE:**

The contents of the proposal and all the project outputs should not be disclosed to any party unless Bidder and Transport Commissioner mutually agreed in writing for the same. Bidder will not use the contents of this proposal to bid for any other contract.

**18. CLARIFICATION:**

Request for any clarification should be mailed by bidder in e-mail id:  
[ori-transportcomm@nic.in](mailto:ori-transportcomm@nic.in).

**19. SIGNING OF AGREEMENT:**

Prospective bidder will have to sign an agreement for integration of the payment gateway.

**20. VERIFICATION AND DISQUALIFICATION**

The Transport Commissioner, Odisha reserves right to verify all statements, information and documents submitted by the Bidder in response to the EOI or the Bidding Documents and the Bidder shall when so required by Transport Commissioner, Odisha, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by the Transport Commissioner, Odisha shall not relieve the Bidder from its obligations or liabilities hereunder nor will it affect any rights of the Transport Commissioner, Odisha thereunder.

**21. MISCELLANEOUS**

The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Cuttack shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Bidding Process.

## **Appendices**

**APPENDIX-I**

**(in Banks's Official Pad)**  
**Letter Comprising the Bid (Technical Proposal)**

Dated:

To,  
The Commissioner – cum – Chairman,  
State Transport Authority,  
6<sup>th</sup> Floor, Rajaswa Bhawan,  
Cuttack.

**Subject: EoI for providing Online Payment Gateway Facility to Fancy Number Auction System- Technical Proposal.**

Dear Sir,

With reference to your EOI document dated ..... , I/we, having examined the Bidding Documents and understood its contents, hereby submit my/ our Bid for the aforesaid payment integration. The Bid is unconditional and unqualified.

**Details of Bidder**

1. (a) Name:

(b) Address :

2. Brief description of the bank including details of its main lines of business and proposed role and responsibilities in this Project:

3. Details of individual(s) who will serve as the point of contact/ communication for the Transport Commissioner, Odisha:

- (a) Name:
- (b) Designation:
- (c) Company:
- (d) Address:
- (e) Telephone Number:
- (f) E-Mail Address:
- (g) Fax Number:

4. Particulars of the Authorised Signatory of the Bidder:

- (a) Name:
- (b) Designation:
- (c) Address:
- (d) Phone Number:
- (e) Fax Number:

Authorized Signatory

Date

Seal

Enclosures: (mention the Enclosures)

- (1) \_\_\_\_\_
- (2) \_\_\_\_\_
- (3) \_\_\_\_\_
- (4) \_\_\_\_\_



**APPENDIX-II**

**(in Banks's Official Pad)  
Letter Comprising the Bid (Financial Proposal)**

Dated:

To,  
The Commissioner – cum – Chairman,  
State Transport Authority,  
6<sup>th</sup> Floor, Rajaswa Bhawan,  
Cuttack.

**Subject: EOI for providing Online Payment Gateway Facility to Fancy  
Number Auction System – Financial Proposal.**

Dear Sir,

With reference to your EOI document dated ..... , I/we, having examined the Bidding Documents and understood its contents, hereby submit my/ our Bid for the aforesaid Project. The Bid is unconditional and unqualified.

**Details of Bidder**

1. (a) Name:

(b) Address :

2. Charges:

Sl	Particulars	Value in INR
1	Rate per transaction of internet banking, if any, in INR separately to the user for:	
	Own Bank Account	
	Other Bank Account	
2	Charges for Credit Card	
3	Charges for Debit Card	
4	Any other Charges (specify)	

3. I declare that there will be no charges to Government for integration of payment gateway and it will be free of cost.

4. Particulars of the Authorized Signatory of the Bidder:

- (f) Name:
- (g) Designation:
- (h) Address:
- (i) Phone Number:
- (j) Fax Number:

Authorized Signatory

Date

Seal

Enclosures: (mention the Enclosures)

- (5) \_\_\_\_\_
- (6) \_\_\_\_\_
- (7) \_\_\_\_\_
- (8) \_\_\_\_\_