

**OFFICE OF THE TRANSPORT COMMISSIONER-CUM-CHAIRMAN
STATE TRANSPORT AUTHORITY, ODISHA, CUTTACK**

TENDER CALL NOTICE

Notice No: LXVII-505/2023/ 599

Date: 11/01/2024.

E-Tenders are invited from eligible reputed, competent, and professional organizations, who meet the minimum eligibility criteria, as specified in this request for proposal (RFP) for Selection of agency to function a Communication Cell for providing advisory services to the State Transport Authority, Odisha.

Interested bidders are advised to study this RFP document carefully, before submitting their proposals, in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions, and implications.

Please refer to the website www.odishatransport.gov.in and www.enivida.odisha.gov.in for details.


Addl. Commissioner Transport (RS),
STA, Odisha

Government of Odisha
Office of the Transport Commissioner, Odisha



Request for Proposal (RFP)
for
“Selection of Successful bidder for providing advisory services
for Communication Cell of Office of the Transport
Commissioner in Odisha”

Tender No: Ref Number: LXVII – 505 / 2023 / 599

Date: 11/01/2024

E.M.D: Rs.5,00,000/- (Five Lakhs Rupees Only)

Tender Fee: Non-refundable Rs. 11,800/- {Rs.10,000/- + 18% GST (Rs. 1,800/-)}

Tender Inviting Authority

Office of the Transport Commissioner, Odisha, 6th Floor, Rajaswa Bhawan, Chandini Chowk,
Cuttack, Odisha. Pin: 753002, Phone: 0671-2507042

List of Abbreviations

#	Term	Definition
1.	Request for Proposal (RFP)	means Request for Proposal for Selection of Successful bidder for providing advisory services for Communication Cell of Office of the Transport Commissioner in Odisha
2.	Project	means the scope of work of the bidder specified in this RFP.
3.	Authority	means the Transport Commissioner, Odisha
4.	Contract / Agreement / Contract Agreement/ Master Services Agreement	means the Agreement to be signed between the successful bidder and Authority.
5.	Bidder or Supplier	means the party who will be offering the solution(s), service(s) as required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with parties bidding against this RFP, and when used after award of the Contract shall mean the successful bidder with whom Transport Commissioner, Odisha signs the agreement for rendering advisory services for communication cell of this project.
6.	Business day	shall be construed as a reference to a working day (other than Sunday and other state Government holidays)
7.	Conditions Precedent	means the obligations to be fulfilled by the Parties, prior to the Effective Date.
8.	Proposal / Bid	means the Pre-qualification, Technical and Financial bids submitted for this project against this RFP including all attachments, appendices, documents incorporated by reference thereto together with any subsequent modifications, this RFP, the bid offer, the acceptance and all related correspondences, clarifications, and presentations.
9.	Requirements	include all the documents prepared by Transport Commissioner, Odisha the Project, scope of work, Service Level Agreement, schedules, details, description, statements of technical data, performance characteristics and standards (Indian) as applicable and specified in the RFP.
10.	Lol	means the letter of intent issued by Transport Commissioner, Odisha to the selected bidder towards award of contract.

1 DISCLAIMER

The information contained in this Request for Proposal document (the "RFP") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Transport Commissioner, Odisha, hereinafter called "Authority" or any of its employees is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP 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 RFP is to provide interested parties with information that may be useful to them in making their technical and financial offers pursuant to this RFP (the "Bid"). This RFP 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 RFP may not be appropriate for all persons, and it is not possible for the Transport Commissioner, Odisha, or its employees to consider the technical capabilities, investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements, and information contained in this RFP, may not be complete, accurate, adequate, or correct. Each Bidder should, therefore, 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 RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Transport Commissioner, Odisha accepts no responsibility for the accuracy or otherwise of any interpretation or opinion on law expressed herein.

Transport Commissioner, Odisha or its employees make 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 RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Bid Stage.

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 RFP.

Transport Commissioner, Odisha may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that Transport Commissioner, Odisha is bound to select a Bidder or to appoint the selected Bidder or Operator for the Project and Transport Commissioner, Odisha reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

Transport Commissioner, Odisha reserves all the rights to cancel, terminate, change, or modify this procurement process and/or requirements of bidding stated in the RFP, at any time without assigning any reason or providing any notice and without accepting any liability for the same.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by Transport Commissioner, Odisha or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and Transport Commissioner, Odisha shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

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3 BID DATASHEET

#	Key Information	Details
1.	RFP Reference Number	LTR No.: LXVII – 505 / 2023 / 599 Date: 11/01/2024
2.	RFP document available	Soft copy can be downloaded from the following website from 11/01/2024: https://enivida.odisha.gov.in/
3.	Name of the Assignment	Selection of Successful bidder for providing advisory services for Communication Cell of Office of the Transport Commissioner in Odisha
4.	Last date for submission of Queries for clarifications	Date: 18/01/2024 Time: Till 11:00 AM Conference Hall, State Transport Authority, Odisha, 7th Floor, Rajaswa Bhawan, Cuttack – 753002 Email: staroadsafety@gmail.com
5.	Pre-bid meeting	Date: 19/01/2024 Time: 04:30 PM Location: Conference Hall, State Transport Authority, Odisha, 7 th Floor, Rajaswa Bhawan, Cuttack – 753002
6.	Last date and time for submission of Proposals (Proposal Due Date)	Date: 29/01/2024 at 04:30 PM
7.	Place, Date, and time of opening of Technical Proposals	Date: 30/01/2024 at 04:30PM Place: Office of the Transport Commissioner, 7 th Floor, Conference Hall, Rajaswa Bhawan, Cuttack– 753002
8.	Place, Date and Time for opening of Price Proposals	Date & Time will be communicated later to the technically qualified bidders at Email ID provided by bidders. Place: Office of the Transport Commissioner, 7 th Floor, Conference Hall, Rajaswa Bhawan, Cuttack–753002.
9.	Cost of the Tender Document	The Cost of Tender Document of Rs. 11,800/- (Rupees Eleven Thousand Eight Hundred) inclusive of 18% GST in the form of online deposit via NEFT/RTGS/IMPS directly into bank account of “State Transport Authority, Odisha, Cuttack”, Bank Account No. 10861705905, Bank IFSC Code SBIN 0000059 or demand draft from any Scheduled Commercial bank in India and drawn in favour of the “State Transport Authority, Odisha” and payable at “Cuttack”, must be submitted along with the Proposal. Bank Details are as follows:

#	Key Information	Details
		Account Name: State Transport Authority, Odisha, Cuttack Name : State Bank of India Account No : 10861705905 IFSC : SBIN 0000059
10.	E.M.D.	An EMD of INR 5,00,000 (Indian Rupees Five Lakhs) in the form of online deposit via NEFT/RTGS/IMPS directly into bank account of “State Transport Authority, Odisha, Cuttack”, Bank Account No. 10861705905, Bank IFSC Code SBIN 0000059 or demand draft from any Scheduled Commercial bank in India and drawn in favour of the “State Transport Authority, Odisha” and payable at “Cuttack”, must be submitted along with the Proposal. In the event of any extension in the Proposal's validity, the EMD will also remain valid for such extended period. Bank Details are as follows: Account Name: State Transport Authority, Odisha, Cuttack Name : State Bank of India Account No : 10861705905 IFSC : SBIN 0000059
11.	Performance Security payable by the Preferred Bidder	The Preferred Bidder shall furnish to the Office of the Transport Commissioner a Compliance Performance Security deposit equivalent to 3% of project cost (Annual Price Bid) in the form of a Bank Guarantee valid till the Compliance Date
12.	Bid Validity Period	180 days from the Proposal Due Date
13.	Method of Selection	Quality Cost Based Selection (QCBS Selection)
14.	Point of Contact from Office of the Transport Commissioner, Odisha regarding RFP	Addl. Transport Commissioner (Admin) Lead successful bidder department, Odisha, 7 th Floor, Rajaswa Bhawan, Cuttack-753002 Email: staroadsafety@gmail.com
15.	Website address	www.odishatransport.gov.in

4 LETTER OF INVITATION

Selection of Successful bidder for providing advisory services for Communication Cell of the Transport Commissioner in Odisha.

Bidders will be selected under technical score-based procedure as prescribed in the RFP Document in accordance with the procedures prescribed here.

1. Interested bidders having their presence in the domain of public relation management, Grievance Management, Promotional event management for government and fulfilling eligibility conditions as mentioned in this RFP can submit their proposals on www.odishatransport.gov.in.
2. Bid Submission will be through e-Nivida portal.
3. Evaluation of the proposals shall be made as per the evaluation criteria mentioned in the RFP prior to opening of financial proposal.
4. The proposal, complete in all respect as specified in the RFP Document, must be accompanied with a Non-refundable Bid Document Fee and a Refundable EMD of paid as prescribed in the RFP failing which the bid will be rejected.
5. The last date and time for submission of proposal, complete in all respect, is as per the Bidder Data Sheet and the date of opening of the technical proposal is as mentioned in the Bidder Data Sheet, which will be done in the presence of the bidder's representative at the specified address as mentioned in the Bidder Data Sheet. Representatives of the bidders may attend the meeting with due authorization letter on behalf of the bidder.
6. This RFP includes the following sections:
 - a. Letter of Invitation
 - b. Information to the Bidder
 - c. Scope of Work
 - d. Technical Proposal Submission Formats
 - e. Financial Proposal Submission Formats
 - f. Bid Submission Checklist
 - g. Standard Form of Contract
 - h. Annexures [Bid Submission Checklist & Performance Bank Guarantee Format and any other relevant assignment related material needs to be provided]
7. While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the Office of the Transport Commissioner 's knowledge, the Office of the Transport Commissioner holds no responsibility for accuracy of information, and it is the responsibility of the bidder to check the validity of information/data included in this RFP. The Office of the Transport Commissioner reserves the right to accept/reject any/all proposals/cancel the entire selection process at any stage without assigning any reason thereof.

**Transport Commissioner,
Odisha**

5 BASIC DEFINITION

#	Terms	Definition
1	Applicable law	Laws and any other instruments / subordinate legislation having the force of law having been published in India. For the avoidance of doubt, Applicable Law shall include any applicable statute, ordinance, decree, regulation, or by-law or any rule, circular, directive or any licenses, consent, permit, authorization, concession, or other approval issued by any authority which has appropriate jurisdiction.
2	Change of Law	Any change in the Applicable Law; or any applicable judgment of a relevant court of law which changes the interpretation of the Applicable Law and is a binding precedent which directly and adversely affects the Successful Bidder's performance / obligations under the Contract in a material way, coming into effect after the date of this Contract entered by the Successful Bidder or after the bid submission date.
3	Bidder	Bidder means any firm or group of firms or companies offering the service(s) and/or materials asked for in the RFP. The word bidder, when used in the pre-award period shall be synonymous with bidder, and when used after intimation of successful bidder shall mean the successful bidder, also called 'Vendor or Bidder', with whom Office of the Transport Commissioner, Odisha signs the Contract.
5	Date of Completion	The Date of Completion is the date/date(s) for completion of the whole works, set out in the Tender documents, or any subsequently amended by the Office of the Transport Commissioner, Odisha.
6	Works	The Works shall mean the works to be executed in accordance with the contract or part(s) there of as the case may be and shall include all extra or additional, altered works or temporary and urgent works as required for performance of the contract.
8	SLA	The level of service and other performance criteria which will apply to the Services delivered by the successful bidder.
9	Services	Services means the work to be performed by the Successful Bidder pursuant to this Contract, as detailed in the scope of work.
10	Rates/Prices	Rates/Prices means prices of supply of services quoted by the bidder in the Price Bid submitted by him and/or mentioned in the Contract

6 GENERAL INFORMATION

6.1 SCOPE OF WORK:

The scope of work for the Successful bidder shall broadly include but not limited to the following:

6.1.1 End to End Management of Communication Channels:

- The successful bidder shall design, develop, create, and publish content on current and upcoming communication channels like Facebook, Twitter, YouTube, Emailers, Instagram, SMS, Telegram, WhatsApp, and other social media platforms. The successful bidder shall develop relatable content for the website of the Office of Transport Commissioner.
- The Bidder shall prepare and update content for the existing Official Website of the Office of Transport Commissioner. As the Official Website is already operational, the successful bidder will only be required to provide approved content to the said website. The responsibility of maintaining the official website shall remain with the Office of the Transport Commissioner. The Successful bidder shall take approval from the Office of Transport Commissioner prior to suggesting any modification to the content on the said website. The successful bidder shall ensure that the content is in line with the organizational structure of the Office of Transport Commissioner. It is imperative that the facts and figures be derived from authentic sources and should be duly vetted by the competent authority of The Office of Transport Commissioner.
- The successful bidder shall ensure that the design of the said website and all other official social media handles shall follow the same design language.

#	Channel	Description
1.	Facebook	As a social media platform, Facebook facilitates bidirectional communication between the Office of Transport Commissioner and citizens. Individuals can engage with the organization, receive timely updates on current events, and actively participate in various initiatives such as FB Live. This dynamic tool serves as an effective means for swift and extensive information dissemination. The platform is committed to delivering services that enhance information sharing and foster citizen engagement.
2.	Twitter	Twitter allows citizens to comment or ask questions to the Office of Transport Commissioner without calling them. The office's twitter handle will be a reliable source of information about the city. The office can monitor and handle these comments and questions like any other requests and delegate them to the relevant departments. Twitter will be used as a tool for interactive communication.
3.	YouTube	Videos & live stream of important content piece in video format are hosted on YouTube for maximum reach. Utilization and maintenance of this platform will also be a part of the deliverables.
4.	Emailers	Tailored email communications based on citizens' interests and preferences will be employed to provide personalized information.
5.	Instagram	Instagram has emerged as the preferred social media platform for the youth in recent years. Recognizing the youth as a crucial stakeholder, Instagram will be strategically utilized for effective engagement.
6.	SMS	For sections of society still reliant on feature phones, SMS will serve as a reliable channel for information delivery. In addition to regular updates, SMS

#	Channel	Description
		can be instrumental in emergency broadcasting and communicating essential service information.
7.	Telegram	Telegram, an instant messaging app, will play a pivotal role in enabling swift responses from the Office of Transport Commissioner. While its primary use is for messaging features, Telegram can also be effectively managed for social media interactions.
8.	WhatsApp	A specific demographic, particularly those using feature phones, can rely on WhatsApp for information dissemination. Leveraging WhatsApp's auto-response system will prove invaluable in ensuring easy access to vital information. Beyond its role in sharing information, WhatsApp can serve as a tool for emergency broadcasting and delivering critical service updates.

6.1.2 Grievance Redressal and Feedback Mechanism for Internal Staff and Citizens

- The successful bidder shall be responsible for creating a detailed proposal for Grievance Redressal and Feedback Mechanism for The Office of Transport Commissioner. Based on their study, the Successful bidder shall prepare a proposal for changes/additions in the existing mechanism. The proposed grievance redressal mechanism shall be available for internal staff as well as citizens.
- The successful bidder shall suggest a process for grievance redressal and feedback mechanism to The Office of Transport Commissioner. The Office of Transport Commissioner shall approve the mechanism based on internal discussion. As part of this mechanism separate Email IDs / WhatsApp Number / Social Media handle would be notified for receiving the grievances/feedback
- The Successful bidder shall design a Dashboard to monitor the performance of Grievance Redressal and Feedback Mechanism
- Based on the approved additions/modifications The Office of Transport Commissioner shall make the appropriate changes to the existing Grievance Redressal and Feedback Mechanism
- The Successful bidder shall monitor the implementation and usage of the Grievance Redressal and Feedback Mechanism
- The Successful bidder shall interact with the Nodal Officer of the respective Wing / Unit of The Office of Transport Commissioner and provide a solution regarding the grievance. The Successful bidder will create a mechanism for acting on the feedback received through the said mechanism.
- The successful bidder shall do necessary coordination and follow ups to ensure that the grievances/ feedback received from the citizen/internal staff are acted upon.
- The authority understands that not all grievances / feedback is likely to be acted upon immediately as the subject could be of legal in nature, therefore the Successful bidder shall ensure that appropriate responses are provided to the citizens / internal staff regarding the grievance/feedback.

6.1.3 Support for Print, Social and Electronic Media

- Successful bidder shall Prepare a customized communication strategy, including messaging, selection of media tools, etc. aimed at achieving the identified objectives.
- Implement the identified communication strategy, including production of press releases, blogs, brochures, and organization of press briefings, launch events, media visits, along with placement of media articles, website creation and content management, etc.

- To organize social media efforts through selection of appropriate media tools and accordingly develop content for the existing and new official accounts in Facebook, Twitter and Instagram and other relevant social media platforms.
- To support media and civil society relationships through coherent branding and messages related to various schemes and programs implemented by the Office of Transport Commissioner.
- The successful bidder shall provide accurate, complete, and prompt feedback to user interactions on the media sites. The successful bidder shall seek input from the Office of Transport Commissioner where the feedback requires such information.
- The Successful bidder should clearly state the social media analytics to track and optimize the social media campaigns being run.
- The Successful bidder shall also moderate the sites to avoid spam, advertisements, inappropriate content, and negative publicity.
- The work of printing and publishing Print, Social and Electronic Media will be done through separate empaneled or appointed vendors for which the Office of the Transport Commissioner shall bear the cost.

6.1.4 Outreach Program and PR Activity support

- The Successful bidder shall identify and propose events to be taken up by the Office of Transport Commissioner. The successful bidder shall be responsible for conceptualizing, planning, and budgeting for the events to be taken up.
- The Successful bidder shall be responsible for planning events, as required by the department, which shall be executed by an empaneled event management successful bidder. The communication cell team will be managing & monitoring and guiding them for smoother execution to reach the desired objectives. It may include but is not limited to activities such as seminars, conferences, rallies, drives, roadshows, street plays, thematic / cultural / sports events, competitions, awards, door to door citizen consultation etc. The successful bidder should be equipped to come up with a strategy for Above the Line (ATL) (Mass Media, Television, Newspaper and Print media, etc.) Below The Line (BTL) (Promotional Events, Targeted Campaign, etc.), Through the Line (TTL) (Social Media, Web marketing, etc.) activities for amplifying the citizen centric activities of the client.
- The Successful bidder shall have to provide creative for all event specific banners and posters. The printing cost of event specific banners and posters shall be borne by respective Wing of The Office of Transport Commissioner.
- Coverage of the events: The Successful bidder shall manage the tracking and submission of online, print & electronic coverage of the events.
- The Successful bidder shall prepare and disseminate project learnings and success stories in physical formats and digital formats, as and when required by the Office of the Transport Commissioner. It will include but not limited to carrying out and documenting field investigations, interviews, talk shows, documentaries, coffee table books, magazines, editorials, newsletters etc.
- The production cost of any films, advertisements, fictional story-based videos, TV Commercials shall be borne by the respective Wing of The Office of Transport Commissioner. The successful bidder appointed by the office of the transport commissioner will be executing this. The management & monitoring of this shall be done by the team of communication cells.

6.1.5 Content Development

- The Successful bidder shall prepare content for text write-ups, short stories, short videos, narrations, blogs, taglines, short messages, surveys, polls, questionnaires, press release,

newsletter etc. on the subject matter in English, Hindi, Odia and Regional Odia language, as required.

- The Successful bidder shall be responsible for articulation, publishing, and timely deployment of G2C Services such as Articles & Blogs, Discussion Forums, Groups, Surveys, etc. to Citizens as per the directions of The Office of Transport Commissioner.
- Articles and Blogs can range from writing about the accomplishments and performance of a specific project, news item, articles related to accidents, road safety projects, etc. These Articles and Blogs will also feature photos and graphics and will be of length which would be substantive while engaging reader's interest.
- A timeline for each and every kind of work to be done should be shared by the Communication Cell through a workshop with the client in the first two weeks of the engagement.
- Communication Cell should educate the grassroot level teams about the basic details about video, images, graphics etc. so that the same quality can be maintained while gathering digital or physical data, information, and insights needed for the creative work.

6.1.6 Road Safety Campaign Activity Support

- Develop a comprehensive road safety campaign strategy outlining key objectives, target audience, messaging, and communication channels for maximum outreach and impact.
- Design and create multimedia content, including videos, graphics, infographics, posters, and social media posts, adhering to the campaign's theme and objectives.
- Conduct extensive research and analysis to identify specific road safety issues prevalent in Odisha, providing data-driven insights to inform campaign strategies.
- Organize and execute awareness events, workshops, and seminars in various cities and communities across Odisha to educate and engage citizens on road safety practices.
- Collaborate with local stakeholders, government agencies, schools, and community leaders to amplify the campaign's reach and foster partnerships for sustained impact.
- Implement a digital marketing plan utilizing social media platforms, online advertising, and website content to disseminate road safety messages and encourage behavioral change.
- Develop training materials and conduct educational sessions for drivers, pedestrians, and other road users to promote safe practices and responsible behavior on the roads.
- Monitor and evaluate the campaign's effectiveness through metrics such as audience engagement, reach, and behavior change indicators, providing regular reports and adjustments for optimization.
- Create partnerships with influential figures, influencers, and celebrities to endorse and advocate for road safety, leveraging their reach and credibility to amplify campaign messaging.
- Generate post-campaign reports and recommendations, summarizing the impact achieved, lessons learned, and suggestions for future road safety initiatives in Odisha.
- The cost of events shall be borne by the Office of Transport Commissioner. The successful bidder appointed by the office of the transport commissioner will be executing this. The management & monitoring of this shall be done by the team of communication cells.

6.1.7 Film Festival Activity support

- Film Festival Initiative: Short films, given their capacity to convey narratives succinctly yet powerfully, present a compelling avenue for shedding light on diverse road safety issues. Their ability to captivate audiences, evoke emotions, and stimulate contemplation can significantly influence viewers' perspectives and behaviors towards adopting safer road practices. Beyond their entertainment value, the film festival serves a dual purpose – providing a platform for filmmakers to showcase their talent while concurrently functioning as an educational tool for the wider public.

- The successful bidder's mandate encompasses the creation of an environment where art seamlessly converges with societal issues, particularly emphasizing critical concerns such as road safety. By engaging citizens and filmmakers alike, the campaign aims to initiate impactful conversations, instigate behavioral transformations, and foster collaboration among diverse stakeholders. The ultimate goal is to catalyze a collective effort towards ensuring enhanced road safety standards, extending the campaign's influence beyond the borders of Odisha to contribute to nationwide advancements in road transport safety.

6.2 VERIFY THE FACTS

- Successful bidder shall ensure that any information to be released in any media shall be approved in writing by Competent Authority.
- No information shall be released without prior approval of the Competent Authority.
- The team members will not communicate with any Print, Electronic and Social Media Representatives unless specifically authorized.
- The team members will be prohibited from sharing their personal opinions which are against the Office of Transport Commissioner/ Odisha Government on any Print/Electronic/ Social Media channels.
- Any other opinions expressed by the individual team members of termed as personal opinions and not a considered opinion of the Office of Transport Commissioner.
- Any information received by the team members as part of the engagement is termed as Confidential Information and they are prohibited to share it with anyone else. If any of the team members is found to be sharing confidential information, it will be termed as Conflict of Trust and the contract of the Successful bidder will be terminated with immediate effect.

6.3 EXPERT/ RESOURCE DEPLOYMENT

The team would be deployed at the office of Transport Commissioner onsite Full time and as per the minimum monthly deployment as mentioned below. Over and above that, The Office of Transport Commissioner reserves the right to increase or decrease the number of resources as well as experts as and when required as per the terms and conditions detailed below. The Successful bidder personnel shall be stationed at the office of Transport Commissioner location in Odisha.

#	Key Personal	Minimum Qualifications and Experience	Roles and Responsibilities
1	Principal Consultant - Team Lead	<ul style="list-style-type: none"> ▪ MBA or equivalent PG Diploma in Mass Communication ▪ Minimum 12 Years of Work Experience ▪ Minimum 3 years of experience of working with a government client. ▪ Knowledge of Film /Video/TVC Productions, Direction, Script Writing & conceptualization will be preferred. 	<ul style="list-style-type: none"> ▪ Must be having exposure to stakeholder communication, reputation management, crisis management and understanding of finding key insights from government policies and its ability to create impact on citizens. ▪ Must be good at Client Servicing, Planning and build an effective, award winning team effective communication and create impact on state level or/and national level.

#	Key Personal	Minimum Qualifications and Experience	Roles and Responsibilities
		<ul style="list-style-type: none"> Proficiency in Odia, English, ability to read & write is a must. 	<ul style="list-style-type: none"> Must be good at crafting strategies for all Marketing teams, including Digital, Advertising, Communications and Creative He/she should prepare and manage the monthly, quarterly and annual budget for the Marketing & Communication department. He/she should ensure the client's brand message is strong and consistent across all channels and marketing efforts (like events, email campaigns, web pages and promotional material). He/She should be good at analyzing citizen/ consumer behavior and determining citizen/customer profiles. He/She should have handled Design branding, positioning and pricing strategies. He/She should be able to manage Road Safety campaign, Film Festivals
2	Managing Consultant – Knowledge Management	<ul style="list-style-type: none"> MBA or equivalent PG Diploma in Mass Communication Minimum 8 Years of Experience in a similar role He/ She should have at least 2 years of experience in Branding and Communication related work in government/ private agencies 	<ul style="list-style-type: none"> Writing Press Releases, Managing Print, TV, digital media, writing knowledge papers & reports, Thought Leadership Speeches, Awards & Case Studies, Handles Social Media Platforms and analyses the performance of each campaign & provides insights from the learning. Ability to write scripts for videos, TVC, films, He/she will guide the Copy writer & Designers about creative outputs as desired by the client. Ability and previous exposure to analyze the social media/digital media dashboard of Facebook, Twitter, YouTube, Instagram, LinkedIn is a must. Minimum exposure of 3-5 years in a similar role. He/She Will be leading the Citizen Grievance Cell. Providing an

#	Key Personal	Minimum Qualifications and Experience	Roles and Responsibilities
			<p>effective communication module for the call center executives and helping them provide an appropriate answer to the citizens during grievance redressal.</p> <ul style="list-style-type: none"> He/She should be able to manage Road Safety campaign, Film Festivals
3.	Senior Consultant – Media Designer	<ul style="list-style-type: none"> Diploma in Multimedia from reputed institute/university Minimum 3 Years of Experience in a similar role Hands on knowledge about design software working experience with Odia typing. 	<ul style="list-style-type: none"> Proven experience in graphic designing, branding, video editing, Colour grading skills, ability to understand color palettes, design types may it be print, electronic media, outdoors, social media, event branding expert and have people management skills adhering to timelines. He/she can prepare brand design guideline for the client along with color codes & semiotics. Exposure to the Odia language is a must. Knowledge about handling a film/video shoot & managing crew and productions will be preferred. Working knowledge of creating in-house videos, TVCs, storyboarding will be preferred. Knowledge of cinematography and photography will be preferred. He/She should be able to manage Road Safety campaign, Film Festivals
4.	Senior Consultant - Motion Graphic Designer	<ul style="list-style-type: none"> Diploma in Multimedia from reputed institute/university Minimum 3 Years of Experience in a similar role Hands on knowledge about design software Working experience with Odia typing 	<ul style="list-style-type: none"> Video editing knowledge, abilities to create GIFs, demonstration & explanatory videos, good at making logo animations, social media video creatives working on moment marketing ideas.
5.	Consultant – Project Associate	<ul style="list-style-type: none"> Any Bachelor's degree At-least 1 years of relevant experience Print, Social Media, Communication 	<ul style="list-style-type: none"> Coordination with the different stakeholders for the communication cell Assist Project Team in executing daily assigned task.

#	Key Personal	Minimum Qualifications and Experience	Roles and Responsibilities
			<ul style="list-style-type: none"> ▪ Assist in handling the digital, social, and print media for the Transport department. ▪ Conducts / handles / monitors promotion and outreach programs of the Transport department ▪ Assist Dept. for Grievance Redressal and Knowledge Management. ▪ Assist team to manage Road Safety campaign, Film Festivals

The office of Transport Commissioner shall provide IT infrastructure, Printers, Consumables, Internet Connection, and office infrastructure including seating space and allied furniture, etc. for manpower resources deployed by the Successful bidder for setting up the Strategic Communication, and Information Cell for the entire contract period along with a meeting room to host Webinars/Online Meetings etc. The Successful bidder will be responsible to arrange at its own cost for laptop/desktop for project team.

7 INSTRUCTIONS TO BIDDERS

All the bidders are requested to kindly go through the scope of services, time schedule and terms and conditions including all the provisions of this Tender document and submit their proposal accordingly. Bidders shall provide all the information as per this Tender document and in the specified online formats.

7.1 QUALIFICATION CRITERIA

Office of the Transport Commissioner, Odisha shall carry out the technical evaluation for selection of eligible bidder. The bidder should meet the following qualification criteria.

#	Eligibility Criteria	Supporting Documents
1.	Incorporation: The bidder should be a company incorporated under Companies Act, 1956/2013 or a partnership firm registered under LLP Act, 2008 and must be in consultancy business and operational for at least 10 years, as on the date of submission of the bid.	<ul style="list-style-type: none"> • Certificate of Incorporation /Partnership Deed • PAN • GST registration certificate
2.	Turnover: The Average Annual Turnover of the bidder from consecutive three financial years 2020-21, 2021-22 and 2022-23 shall be minimum of Rs. 10.00 Crores (Indian Rupees Ten Crores).	<ul style="list-style-type: none"> • Audited financial statements for each of the preceding three financial years. • CA Certificate to support the eligibility claim.
3.	Net Worth: The bidder should have positive net worth as on March 31, 2023.	<ul style="list-style-type: none"> • Certified Copy of audited Profit and Loss (P&L) Statements. • Net worth certificates from CA.
4.	<p>Information, Education and Communication Cell Experience: The bidder should have experience of executing a similar assignment for any Central/ State / PSUs/ ULBs/Government Organizations in the Last 3 years in India.</p> <ul style="list-style-type: none"> • One (1) similar project experience with not less than the amount equal to INR 120 Lakhs. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Two (2) similar projects with not less than the amount equal to INR 75 Lakhs. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Three (3) similar projects with not less than the amount equal to INR 60 Lakhs. <p>Note: A qualifying similar project shall be any of the below.</p> <ol style="list-style-type: none"> Information, Education & Communication Cell. Social Media Management Cell. 	The bidder must submit relevant pages of Contract or Work Order/ LOA/ Client certificate to substantiate the claim.

#	Eligibility Criteria	Supporting Documents
	iii. Knowledge Management and Citizen centric engagement advisory	
5.	Public Transport Domain Experience: The bidder should have experience of at least one consultancy or IEC related advisory assignments with any Central/ State / PSUs/ ULBs in India, having order value more than INR 1 Crore in transport sector in the last 3 years from the date of publishing this RFP.	The bidder must submit relevant pages of Contract or Work Order/ LOA/ Client certificate to substantiate the claim.
6.	Resources Strength: The bidder must have at least 50 employees working on the payroll of the company as on date of publishing this RFP.	Self-declaration on the letter head of the company by the HR.
7.	Blacklisting/ Past Performance: The Bidder or its Affiliates should not have been barred or blacklisted by any government or government instrumentality in India or in any other jurisdiction to which such entity or its Affiliates belong or in which they conduct their business, from participating in any project or being awarded any contract in last 3 years from the Proposal Due Date, such Bidder will not be eligible to submit a Proposal. If the Client subsequently finds that a Bidder or any of its Affiliates is so barred, then the Client may disqualify the Bidder and reject its Proposal	Self-declaration on the letter head of the company by authorized signatory. The Bidder shall furnish past performance certificate where they have worked earlier.

Formats need to be submitted along with TECHNICAL PROPOSAL:

The bidders must furnish the following documents duly signed in along with their Technical Proposal:

- Covering Letter (self-attested) and Check List on the letter head of the successful bidder (Annexure 1 & 14).
- Bidders' details (Annexure 2) on bidder's letterhead.
- Bid Document Fee & Earnest Money Deposit (EMD) as applicable.
- Power of Attorney (Annexure 3) in favour of the person signing the bid on behalf of the bidder. Alternatively, bidder can submit Board resolution copy mentioning the Authorized Signatory
- Financial Competency supporting document along with Annexure 4
- Undertaking for not having been blacklisted by any Indian Central / State Government /PSU as on submission date of this tender (Annexure 6).
- Declaration regarding prior experience (Annexure 11)
- Declaration of No involvement in any legal conflicts or any pending legal issues with the Office of Transport Commissioner during last 3 years. (On the letter head of the bidder)

Bidders should submit the required scanned copies of supporting documents as mentioned above. Bids, which do not conform to the eligibility criteria and non-submission of required documents as listed above may lead to rejection of the bid. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP Document. The proposal must be complete in all respect, indexed and bound. Each page should be numbered and signed by the authorized representative.

7.2 CONSORTIUM / JOINT VENTURE CONSORTIUM

Consortium or Joint Venture is not allowed for this bid.

7.3 BID DOCUMENT FEE:

The bidder must furnish as part of technical proposal, the required bid Document fee as prescribed in the RFP failing which the bid will be rejected.

7.4 EARNEST MONEY DEPOSIT:

The bidder must furnish as part of the technical proposal an Earnest Money Deposit (EMD) as prescribed in the RFP failing for which the bid will be rejected. The EMD of unsuccessful bidders shall be refunded after finalization of selection process and after award and signing of contract with the successful bidder. The EMD may be forfeited on account of the following reasons:

- Any / All information furnished by the bidder is found to be forged / false during the evaluation process.
- Any other circumstance which holds the interest of the during the overall selection process.

The EMD of the Successful bidder may be forfeited on account of the following reasons:

- If Bidder fails to sign the contract within designated period (15 days).
- If the bidder fails to furnish required Performance Bank Guarantee in time.
 - If the Bidder withdraws its proposal during the bid validity period as specified in RFP after the closure of bid.

7.5 VALIDITY OF THE PROPOSAL:

Proposals shall remain valid for a period of 180 (One hundred Eighty days) from the date of opening of the technical proposal. The Office of Transport Commissioner reserves the right to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

7.6 PRE -PROPOSAL QUERIES/ PRE-PROPOSAL MEETING:

Bidders can submit their queries as per the prescribed format given in Annexure 8: Format of Pre-Bid Queries with respect to the RFP and other details, if any, to the Office of Transport Commissioner through e-mail at staroadsafety@gmail.com till the timeline as per Bid Data Sheet.

Pre-bid meeting will be held as per the venue and schedule in Bidder Data Sheet. The bidders will have to ensure that their queries for pre-proposal meeting should reach one day before the pre-proposal meeting to the email address mentioned in this RFP.

7.7 PREPARATION AND SUBMISSION OF PROPOSAL:

7.7.1 Instruction to Bidders for Online Bid Submission

e-Nivida is a complete process of e-Tendering, from publishing of RFPs/tenders online, inviting online bids, evaluation and award of contract using the system. The instructions given below are meant to assist the bidders in registering on e-Nivida Portal and submitting their bid online on the portal.

More information useful for submitting online bids on the e-Nivida Portal may be obtained at: <https://enivida.odisha.gov.in>

7.7.2 Guidelines for Registration

- Bidders are required to enrol themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link “Bidder Enrolment” available on the home page by paying Registration Fees of Rs.2,500/- + Applicable GST.
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS / nCode/ eMudhra etc.), with their profile.
- Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
- The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
- After completion of registration payment, bidders need to send their acknowledgement copy on help desk mail id odishaenivida@gmail.com for activation of the account.

7.7.3 Searching for Tender Documents

- There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
- Once the bidders have selected the tenders they are interested in, then they can pay the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective ‘requested’ Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

7.7.4 Preparation of Bids

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the bid data sheet and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.
- To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been

provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.

- These documents may be directly submitted from the “My Documents” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click “New” to upload new documents.

7.7.5 Submission of Bids

- Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- The bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions as mentioned in the tender document.
- Bidder shall select the payment option as per the tender document to pay the tender fee / Tender Processing fee as applicable and enter details of the instrument.
- In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
- Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
- Upon the successful and timely submission of bid click “Complete” (i.e. after Clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- The tender summary shall be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

7.7.6 Clarifications on using e-Nivida Portal

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the bid data sheet.
- Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

- Please feel free to contact e-Nivida Helpdesk (as given below) for any query related to e-tendering.
 - Phone No.: 011-49606060, 9355030604, 9355030613
 - Mail id: odishaenivida@gmail.com

7.8 OPENING OF THE PROPOSAL:

The bidders should submit their responses as per format given in this RFP in the following manner:

- Response to Pre-Qualification Criteria
- Technical Proposal
- Commercial/Financial Proposal

Please Note that Prices should not be indicated in the Pre-Qualification Response or Technical Proposal but should only be indicated in the Commercial Proposal.

The Proposals submitted within time limits mentioned in the RFP will be opened at **State Transport Authority, Odisha, 7thFloor, Rajaswa Bhawan, Cuttack – 753002** on the date and time mentioned in RFP by Tender 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. The Financial Proposal will be opened for the shortlisted applicants who qualify for financial opening as per RFP. The date of opening of Financial Proposal will be notified later.

8 EVALUATION OF PROPOSAL:

A Three step evaluation process will be conducted as explained below for evaluation of the proposals:

- Preliminary Evaluation (1st Step): Preliminary evaluation of the proposals will be done to determine whether the proposal complies with the prescribed eligibility conditions and the requisite documents/information has been properly furnished by the bidder or not, as per requirements stated above in this RFP.
- TECHNICAL EVALUATION (2nd Stage): Evaluation of the Technical and financial proposals will be based on Quality and Cost Based Selection mode with weightage of 80% and 20% for technical and financial proposals, respectively.
 - 1) In the first phase the Technical Proposals shall be evaluated based on eligibility criteria as mentioned in this TOR.
 - 2) In the second phase the agencies which satisfy the eligibility criteria shall be given marks based on Table: 1 as below TOR. Accordingly, agencies will be ranked based on the marks allotted to them.

8.1 TECHNICAL EVALUATION CRITERIA

#	Description	Maximum Points	Supporting Documents
(I)	Company Profile: Financial Capability	5	
A.	<p>Financial Capability: The Bidder shall have an average annual turnover of INR 10 Crores over the last three (3) Financial Years (i.e., 2020-21, 2021-22, 2022-2023)</p> <p>Average Annual Turnover:</p> <ul style="list-style-type: none"> • >10 and <= 15 Crores: 2 Marks • >15 and <= 20 Crores: 3 Marks • >20 Crores: 5 Marks 	5	<ul style="list-style-type: none"> • Audited financial statements for last three Financial Years. • CA's certificate clearly specifying the annual turnover for the specified years.
(II)	Project Experience	45	
A.	<p>Information, Education and Communication Experience:</p> <p>The Bidder must have ongoing/ completed project for providing advisory/consultancy services for Communication Cell/ Knowledge Management/ Citizen Engagement/ Branding & Marketing / IEC Activities for any ULB/State Govt/ Central Govt Agencies in India in last 3 years from the date of publishing the RFP.</p> <ul style="list-style-type: none"> • Each Project shall carry: 2 Marks (Maximum 10 Marks). 	15	<ul style="list-style-type: none"> • Supporting documents like LOA/ PO/ WO/ Agreement Copy for such projects highlighting the scope of work, duration etc. should be submitted along with project citations.

#	Description	Maximum Points	Supporting Documents
	<ul style="list-style-type: none"> Project with any department/ Authority under Government of Odisha: 1 Marks each. (Maximum 5 Marks) 		
B.	<p>Transport Sector Experience:</p> <p>The Bidder shall have prior experience of providing consultancy/ advisory services in the road transport sector for a minimum contract value of Rs. 1 Crores for any ULB/State Govt/ Central Govt Agencies in India in last 3 years from the date of publishing this RFP.</p> <ul style="list-style-type: none"> Each project 2.5 marks up to a maximum of 4 (Four) projects= 10 marks. 	10	<ul style="list-style-type: none"> Supporting documents like LOA/ PO/ WO/ Agreement Copy/ Client Certificate for such projects highlighting the scope of work, duration etc. should be submitted along with project citations.
C.	<p>Road Safety Experience</p> <p>The bidder shall have prior experience of working for any State Government Transport Department/ Authority for creating Road safety public awareness in India in last 3 years from the date of publishing the RFP.</p> <p>Note:</p> <p>A qualifying project shall contain minimum three of the following project components:</p> <ul style="list-style-type: none"> Design, creation, publishing on TV and Radio media through telecasting/ broadcasting of TV spots/Radio spots for Road Safety publicity measures Design, creation and publishing of social media content like graphics/images/videos etc. on Social Media handles like Facebook, Instagram, etc. Desing, creation, and publishing of Print media like posters, books on road safety. Organizing Road Safety events like Road Safety Week, Road Safety Film Festival, Seminars, Exhibitions. Designing and creation of road safety public awareness through painting on road railings, publishing road safety messages, etc. 	10	<ul style="list-style-type: none"> Supporting documents like LOA/ PO/ WO/ Agreement Copy/ Client Certificate for such projects highlighting the scope of work, duration etc. should be submitted along with project citations.

#	Description	Maximum Points	Supporting Documents
D.	Experience for creating Data Story The bidder shall have prior experience of knowledge management and preparing data story for any ULB/ State Govt/ Central Govt Agencies in India in last 3 years from the date of publishing the RFP. <ul style="list-style-type: none"> Data Stories: 1 Marks each (Maximum 6 Marks) Data Story on Road Safety Scenario: 2 Marks each (Maximum 4 Marks) (Data Stories means the document which is prepared to showcase the success stories that highlight the use of data for solving challenges and the outcomes that have been achieved.)	10	<ul style="list-style-type: none"> Supporting documents like LOA/ PO/ WO/ Agreement Copy/ Client Certificate for such projects highlighting the scope of work, duration etc. should be submitted.
(III)	Resource Evaluation (CVs of following resources only need to be submitted for evaluation)	20	
A	Team Lead	8	CVs duly signed by proposed resources person as per format given in this RFP.
B	Knowledge Management & Social Media Analyst	4	
C	Design Head	4	
D	Motion Graphic Designer	4	
E	Project Associate	Not to be evaluated.	
(IV)	Approach and Methodology	30	
A	Understanding of Project	10	Approach and methodology shall be submitted along with technical proposal
B	Technical Approach and methodology	10	
C	Innovation and Value for Money	5	
D	Proposed work plan and Staffing	5	

The number of points to be assigned to each of the experts shall be determined considering the following sub-criteria and relevant percentage weights:

- Minimum qualifications (Fulfilling minimum education criteria mentioned in the ToR): 20%
- Minimum Experience (Fulfilling Minimum Years of relevant experience criteria as mentioned in the ToR): 30%
- Relevant Sector Experience (Fulfilling experience criteria of relevant sector and assignment as mentioned in the ToR): 50%

For each Technical Proposal, the total points that can be awarded for each Bidder are 100, and the minimum technical score (T) that a Bidder requires to qualify for opening of the Financial Proposal is 70.

The highest evaluated Technical Proposal (Th) shall be given maximum Technical Score (St) of 100. The formula for determining the Technical Scores (St) of all other proposals is calculated as following:

$St = 100 \times T/Th$, in which “St” is the Technical Score, “Th” is the highest Technical Score given, and “T” is the Technical Score of the proposal under consideration.

- FINANCIAL EVALUATION (3rd Stage): The financial proposals of the bidders qualifying the technical evaluation (2nd Stage) only shall be opened at this stage in the presence of the bidder’s representative who wishes to attend the meeting with proper authorization letter. The name of the bidder along with the quoted financial price will be announced during the meeting.
- The formula for determining the financial scores of other proposals will be computed as follows:
- $Sf = 100 \times Fm/F$, in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the Proposal under consideration.
- The bidder scoring highest in total sum of technical and financial evaluation as per formula. $S = St \times 0.8 + Sf \times 0.2$ will be awarded the contract

8.2 EVALUATION PROCESS:

Proposals shall be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal (0.8); P = the weight given to the Financial Proposal (0.2); T + P = 1) as following:

$$S = St \times T + Sf \times P,$$

The Selected Applicant shall be the First Ranked Applicant (having the highest combined score). The Second and third Ranked Applicant shall be kept in reserve and may be invited for negotiations in case the first ranked Applicant withdraws or fails to comply with the requirements specified in the RFP document.

8.3 PROJECT MILESTONE & TIMELINE:

Following are the payment milestones and deliverables for the Successful bidder.

#	Description of Items	Corresponding time frame (months)	Payment Milestone- Professional fees
1.	Submission of Monthly Progress Report (MPR)	Before the 15th day of the next month	As per Monthly Deployment of the resources

8.4 CONTRACT PERIOD

Contract will be for a period of 3 years from the date of deployment of the personnel in Office of Transport Commissioner with an annual escalation of 5 % applicable on the Man month quoted as per the bid amount. The agreement can be extended for a further period of 2 years or as mutually agreed subject to statutory performance of successful bidder. Over and above that the Office of Transport Commissioner reserves the right to increase or decrease the number of resources as well as experts as and when required as per the terms and conditions of this RFP.

8.5 PAYMENT TERMS AND SCHEDULE

- i. The Professional fees payments shall be released as per terms defined in this Section.
- ii. The Invoice will be submitted Monthly or as per delivery completion along with attendance.
- iii. The payment will be made within 30 days after submission of Invoice with all supporting documents.
- iv. The Selected Successful bidder shall submit the requisite deliverables and satisfactorily performed work as specified under the contract. The requisite payment will be released by the Office of Transport Commissioner upon acceptance of the deliverables and satisfaction with work performed by the Selected Successful bidder.
- v. TA/ DA and expense for deployed consultants related to travel outside the city where they are deployed for official purposes only, shall be reimbursed in such cases where arrangements are not being made by Office of the Transport Commissioner, Odisha. The eligible rate is as per class 1 officers of Govt. of Odisha.
- vi. To claim reimbursement, deployed personnel need to submit the Travel Expense Claim along with the relevant bills/ vouchers, boarding passes, tickets and hotel bills and approval from the authorized approving authority within two weeks from the date of return from the trip.
- vii. Submission of hotel bills is mandatory with the Travel Expense Claim
- viii. For local travel during official visit within Bhubaneswar/Cuttack, Office of Transport Commissioner will make arrangements for conveyance.
- ix. No payments will be made for any additional work (other than the contracted as per the scope of work of the RFP) which has not been approved in writing by the competent authority.

8.6 AVAILABILITY OF RESOURCES AT STA.

All the resources as mentioned above shall be available on all working days as per Govt. of Odisha calendar. All Experts/Consultants deployed by the Successful bidder can avail 2 days of leave in a month during the term of assignment apart from weekly off and regular leaves of the Authority. They can accumulate up to ten (10) days of such leave and can avail it in any given month, however prior intimation of the Office of Transport Commissioner shall be required before availing the accumulated leave. If in a case of an emergency any Expert/Consultant takes more leaves than his/her entitlements, unentitled absence period shall not be billed. For more than 15 days absence of a resource, Successful bidder will provide substitute having same or better qualification & experience. Intimation of substitution shall be communicated to the Authority. Holidays can be prefixed and/or suffixed. All the leaves and replacement of resource shall be informed to concerned official of the STA either in advance or on next working day. It is likely that due to extenuating circumstances, on certain occasions the team members of STA Cell will be required to work during nights, on weekends, on holidays from onsite or from their places of residence.

8.7 NO IDLE TIME CHARGES.

No idle time charges shall be payable by the office of Transport Commissioner, in any case whatsoever.

8.8 ACTION AND COMPENSATION IN CASE OF DEFAULT.

- Condition of Default:

- a. The deliverables at any stage of the project as developed/implemented by the selected successful bidder do not take care of all or part thereof the scope of work as agreed and defined under the contract.
- b. The deliverables at any stage of the project as developed/ implemented by the selected successful bidder fails to achieve the desired result or do not meet the intended quality and objective as required by the office of Transport Commissioner.
- c. The documentation is not complete and exhaustive.
- d. There is a change in resource before the completion of a pre-defined period.
- The office of Transport Commissioner may impose penalty on the selected successful bidder providing the services as per the service levels defined in this RFP.

8.9 SERVICE LEVEL AND PENALTY

Delays in the Selected Successful bidder's performance: Performance of the services shall be made by a selected successful bidder in accordance with the service levels as specified in below table:

#	Service Level	Expected Service Level	Penalty level in case of Default
1.	Deployment of all personnel for project after signing the contract or any subsequent requirement from the office of Transport Comm during the contract period	<ul style="list-style-type: none"> • 2-3 weeks for Communication Strategy Expert • 1-2 weeks for other team members 	1% of Monthly Payment Due ONLY in the succeeding month.

8.10 CALCULATION OF PENALTIES

- In situation, where the Selected Successful bidder has incurred a Penalty of equal to or more than 5% for Three (3) consecutive months at any time during the Contract Period, authority reserves the right to terminate the Contract.
- The Office of Transport Commissioner also reserves the right to invoke the Performance Security furnished by the Selected Successful bidder at the time of signing the Contract, if for any reason stated in the Contract document, the Contract of the Selected Successful bidder shall be terminated.
- Total Penalty shall be capped subject to 5% of the Monthly total payments at any time of the Contract. In such situation where the total penalty exceeds the above limit of 5% of the Monthly payments at any time during the Contract, Office of Transport Commissioner reserves the right to terminate the Contract.

8.11 SERVICE LEVELS CHANGE CONTROL

- It is acknowledged that the Service Levels may change as the roles and responsibilities evolve over the course of the Contract period. Any changes to the Service Level provided during the term of the Contract between Office of Transport Commissioner and the Selected Successful bidder, as defined above, documented, and negotiated in good faith by the Selected Successful bidder. Change in Service Level can be requested by either party.
- Upon receiving any revised requirement in writing from Office of Transport Commissioner, the Selected Successful bidder would discuss the matter with the Office of Transport Commissioner for better understanding and requirement.

- In case such requirement arises from the side of the Selected Successful bidder, it would communicate in writing the matter to Office of Transport Commissioner as well as discuss the matter with Office of Transport Commissioner, giving reasons thereof.
- In either of the two cases as explained above, both the parties will discuss on the revised requirement for better understanding and to mutually decide whether such requirement constitutes a change in Service Levels or not.
- If it is mutually agreed that such requirement constitutes a “Change in Service Levels” then a new Service Level Agreement will be prepared and signed by the Selected Successful bidder and to confirm a “Change in Service Level” and will be documented as an addendum to this Contract.
- In case, mutual Agreement is not reached, then the Selected Successful bidder shall continue providing Services under the current Service Levels as defined in the contract.

8.12 EXIT POLICY AND PROCEDURES

- At the time of expiry of Contract period, as per the Contract, between the Selected Successful bidder and Office of Transport Commissioner, the Selected Successful bidder needs to ensure a complete knowledge transfer by their deployed Personnel to the new Personnel replacing them.
- Confidential Information, Security and Data: The Selected Successful bidder on the commencement of the exit management period will promptly supply all the following:
 - All information relating to the current services rendered.
 - Documentation relating to any of the Project’s Intellectual Property Rights.
 - Any Project data and confidential information.
 - All other information (including but not limited to documents, records, and Agreements) relating to the services reasonably necessary to enable, to carry out due diligence to transition the provision of the Services to
 - All hardware (including laptops, printers, pen drives etc., if any,) which is a property of the Office of Transport Commissioner. Before the date of exit of Selected Successful bidder, the Selected Successful bidder shall deliver to Office of Transport Commissioner all new or up-dated materials from the categories set out in clauses above and shall not retain any copies thereof. However, the Selected successful bidder may retain the copy of documents, records, working paper etc. which they have acquired during execution of the assignment/already delivered.

8.13 PERFORMANCE BANK GUARANTEE (PBG):

Within 15 working days of notifying the acceptance of a proposal for award of contract, the qualified bidder shall have to furnish a Performance Bank Guarantee as defined in this RFP. Failure to comply with the terms and conditions of the contract agreement shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after three months of expiry of contract provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the PBG.

The bidders are requested to submit BG as per bid requirement.

8.14 AWARD OF CONTRACT:

The Office of Transport Commissioner will notify the successful bidder in writing by issuing an offer letter for signing the contract and promptly notifying all other bidders about the result of the selection process. The successful bidders will be asked to sign the contract after fulfilling all formalities within 15 days of issuance of the offer letter. After signing of the contract, no variation or modification of the terms of the contract shall be made except by written amendment signed by both the parties. The contract will be valid for 36 months from the date of effectiveness of the contract and will be extended on mutual consent.

8.15 CONFLICT OF INTEREST:

The successful bidder shall disclose to the office of the Transport Commissioner in writing, all actual and potential conflicts of interest that exist, arise or may arise in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

- I. The office of the Transport Commissioner considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations. In pursuance of Procurement Ethics requirement that bidders, suppliers, and contractors under contracts, observe the highest standard of ethics, office of the Transport Commissioner will take appropriate actions against the successful bidder, if it determines that a conflict of interest has flawed the integrity of any procurement process.
- II. It may be considered to be in a conflict of interest with one or more parties in the bidding process if
 - a. They have controlling shareholders in common; or
 - b. It receives or have received any direct or indirect subsidy from any of them; or
 - c. They have the same legal representative for purposes of the Bid; or

8.16 ANTI-CORRUPTION MEASURE:

- i. Any effort by Bidder(s) to influence the Office of Transport Commissioner in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
- ii. A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged incorrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Office of Transport Commissioner shall blacklist the bidder either indefinitely or for a stated period of time, disqualifying it from participating in any related bidding process for the said period.

8.17 LANGUAGE OF PROPOSALS:

The proposal and all related correspondence exchanged between the bidder and The Office of Transport Commissioner shall be written in the English language. Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English with self-

certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.

8.18 COST OF BIDDING:

The Bidder shall bear all costs associated with the preparation and submission of its proposal. The Office of Transport Commissioner shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. A bidder is not allowed to submit more than one proposal under the selection process. Alternate bids are also not allowed.

8.19 LEGAL JURISDICTION:

All legal disputes are subject to the jurisdiction of civil court of Cuttack only within Odisha.

8.20 GOVERNING LAW AND PENALTY CLAUSE

The schedule given for delivery is to be strictly adhered to in view of the strict time schedule. Any unjustified and unacceptable delay in delivery shall render the bidder liable for liquidated damages and thereafter the Office of Transport Commissioner holds the option for cancellation of the contract for pending activities and completes the same from any other successful bidder. The Office of Transport Commissioner may deduct such sum from any money from their hands due or become due to bidder. The payment or deduction of such sums shall not relieve the bidder from his obligations and liabilities under the contract. The rights and obligations of the Office of Transport Commissioner and the bidder under this contract will be governed by the prevailing laws of Government of India / Government of Odisha.

8.21 CONFIDENTIALITY:

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the publication of the award of contract. The undue use by any Successful bidder of confidential information related to the process may result in rejection of its proposal and may be subject to the provisions of the Office of Transport Commissioner's antifraud and corruption policy. During the execution of the assignment except with prior written consent of The Office of Transport Commissioner, the Successful bidder or its personnel shall not at any time communicate to any person or entity any confidential information acquired during the contract.

8.22 AMENDMENT OF THE RFP DOCUMENT:

At any time before submission of proposals, The Office of Transport Commissioner may amend the RFP by issuing an addendum at <https://enivida.odisha.gov.in/>. Any such addendum will be binding on all the bidders. To give bidders reasonable time in which to take an addendum into account in preparing their proposals, The Office of Transport Commissioner may, at its discretion, extend the deadline for the submission of the proposals.

8.23 THE OFFICE OF TRANSPORT COMMISSIONER 'S RIGHT TO ACCEPT ANY PROPOSAL AND TO REJECT ANY OR ALL PROPOSAL(S):

The Office of Transport Commissioner reserves the right to accept or reject any proposal, and to annul or amend the bidding / selection / evaluation process and reject all proposals at any time prior to award of contract award, without assigning any reason there of and thereby incurring any liability to the bidders.

8.24 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

The Office of Transport Commissioner shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, regarding documents and other materials which bear a direct relation to or are prepared or collected in consequence or during the execution of this contract. At the Office of Transport Commissioner 's request, the Successful bidder shall take all necessary steps to submit them to The Office of Transport Commissioner in compliance with the requirements of the contract.

8.25 REPLACEMENT OF KEY PERSONNEL:

The key professionals to be deployed under this contract must be dedicated in nature. However, The Office of Transport Commissioner reserves the right to request the Successful bidder to replace the assigned personnel if they are not performing to a level of satisfaction. After written notification, the Successful bidder will provide CV of appropriate candidates within Fifteen (15) days for review and approval. The Successful bidder must replace the personnel within fifteen (15) working days from the date of approval of replacement by Competent Authority. If one or more key personnel become unavailable / leaves the project for any reason midway under the contract, the Successful bidder must notify The Office of Transport Commissioner at least fourteen (14) days in advance and obtain the approval prior to making any substitution. In notifying The Office of Transport Commissioner, the Successful bidder shall provide an explanation of circumstances necessitating the proposed replacement and submit justification and qualification of replacement personnel in sufficient detail to permit evaluation of the impact on the engagement. Acceptance of a replacement person by The Office of Transport Commissioner shall not relieve the Successful bidder from responsibility for failure to meet the requirements of the contract.

Replacement will be allowed in case any of the following holds true for the personnel.

- i. Resignation and Medical emergency of personnel subject to furnishing of appropriate relieving certificate to Office of Transport Commissioner.
- ii. Any unavoidable circumstance with appropriate reasons provided in writing and agreed by Office of Transport Commissioner.

#	Service Level	Expected Service Level	Penalty level in case of Default
1.	Replacement of personnel at request of Office of Transport Commissioner due to non-performance of resource	Maximum 3 weeks from date of intimation by the Office of Transport Commissioner, including Minimum 2 weeks of Handover time.	1% of monthly payment for the concerned personnel due only the succeeding month.

#	Service Level	Expected Service Level	Penalty level in case of Default
		Replacement CV to meet the required criteria of RFP	Note: above penalty will be levied if the personnel will not report at Office of Transport Commissioner after 3 weeks from the date of acceptance /approval of CV by Office of Transport Commissioner)
2.	Replacement of personnel at the request of the Selected Successful bidder	No replacement within 6 Months Maximum 1 replacement within a year, with minimum 2 weeks of handover time	1% of monthly payment for the concerned personnel due only in the succeeding month

8.26 FORCE MAJEURE:

For purpose of this clause, "Force Majeure" means an event beyond the control of the successful bidder and not involving the successful bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted, war so revolutions, fires, floods, riots, civil commotion, earthquake, epidemics or other natural disasters and restriction imposed by the Government or other bodies, which are beyond the control of the successful bidder, which prevents or delays the execution of the order by the successful bidder. If a force Majeure situation arises, the Successful bidder shall promptly notify The Office of Transport Commissioner in writing of such condition, the cause thereof and the change that is necessitated due to the condition. Until and unless otherwise directed by The Office of Transport Commissioner in writing, the Successful bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Successful bidder shall advise The Office of Transport Commissioner in writing, the beginning, and the end of the above causes of delay, within seven days of the occurrence and cessation of the Force Majeure condition. In the event of a delay lasting for more than one month, if arising out of causes of Force Majeure, The Office of Transport Commissioner reserve the right to cancel the contract without any obligation to compensate the Successful bidder in any manner for whatsoever reason.

8.27 SETTLEMENT OF DISPUTE:

The Office of Transport Commissioner and the Successful bidder shall make every effort to resolve dispute amicably, by direct negotiation, any disagreement or dispute arising between them under or arising from or in connection with the contract. Disputes not so resolved amicably within 30 days of receipt of notice of such as a dispute shall be adjudicated by competent court at Cuttack, Odisha.

8.28 DISQUALIFICATION OF PROPOSAL:

The proposal is liable to be disqualified in the following cases as listed below:

- Proposal submitted without Bid Document Fee & EMD as applicable.
- A bidder submits more than one proposal for this RFP, all such proposals shall be rejected, and the bidder shall be disqualified from this bid process.
- Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP.
- During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- Proposal is received in incomplete form.
- Proposal is received after due date and time for submission of bid.
- Proposal is not accompanied by all the requisite documents/information.
- A commercial bid submitted with assumptions, conditions or uncertainty.
- Bids with any conditional technical and financial offer
- If the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest/best value.
- Proposal is not properly sealed or signed.
- Proposal is not conforming to the requirement of the scope of the work of the assignment.
- Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- Bidders or any person acting on its behalf indulges in corrupt and fraudulent practices.
- Any other condition/situation which holds the paramount interest of the Office of Transport Commissioner during the overall selection process.

8.29 LIABILITY:

The Liability of the selected Successful bidder under this contract in any case shall not be beyond the amount of fees payable to the selected Successful bidder under this contract.

8.30 INDEMNITY:

The Successful bidder always during the pendency of this agreement, keep the Government/ Authority/ The Office of Transport Commissioner Indemnified to an amount not exceeding the total fees payable to the Successful bidder under this agreement.

8.31 PERFORMANCE EVALUATION:

The Office of Transport Commissioner reserves the right to review the performance of the selected Successful bidder every 03 Months. If the performance of the Successful bidder / individual personnel deployed by the Successful bidder is not found satisfactory, will be done at the interval of 6 months. If the performance of the Successful bidder is not found satisfactory, the Transport Commissioner reserves right to either terminate the contract of the Successful bidder.

8.32 DEPLOYMENT OF PERSONNEL:

The Selected Successful bidder should take care of the following while proposing the personnel to be deployed in the Office of Transport Commissioner:

- Personnel with no criminal background to be proposed in the Bid for IEC Cell at The Office of Transport Commissioner.
- If any proposed team member is involved in a criminal case / police case, then the same needs to be specified in the CV of the said team member.
- If any proposed team member has any personal interest in The Office of Transport Commissioner (close relative/family member working in The Office of Transport Commissioner) then the same needs to be specified in the CV of the said team member.

9 ANNEXURES

9.1 ANNEXURE 1: FORMAT FOR COVERING LETTER

(ON THE LETTERHEAD OF THE BIDDER)

(Location, Date)

To,

Transport Commissioner
State Transport Authority, Odisha, 6th Floor,
Rajaswa Bhawan, Cuttack – 753002

Subject: Selection of Successful bidder for providing advisory services for Communication Cell of the Transport Commissioner in Odisha.

Dear Sir,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. _____ Dated: _____. I hereby submit the proposal which includes this Technical and Financial Proposal. Our proposal will be valid for acceptance up to 180 Days from the date of submission of the bid and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in this technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate based on the proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further precontract costs. In case, any provisions of this RFP/Tender including of our technical proposal is found to be deviated, then your department shall have rights to reject our proposal including for feature of the Earnest Money Deposit absolutely. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

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

Yours faithfully,

Authorized Signatory with Date and Seal:

Name and Designation: _____

Address of Bidder: _____

9.2 ANNEXURE 2: BIDDER DETAILS

Bidder's Organization (General Detail)

#	Description	Full Details
1.	Name of the Bidder	
2.	Address for communication: Tel: Fax: Email id:	
3.	Name of the authorized person signing & submitting the bid on behalf of the Bidder: Mobile No.: Email id:	
4.	Registration / Incorporation Details Registration No: Date & Year.:	
5.	Bid Document Fee Details Amount: Reference No.: Date: Name of the Bank:	
6.	EMD Details Amount Reference No.: Date: Name of the Bank:	
7.	PAN Number	
8.	Goods and Services Tax Identification Number (GSTIN)	
9.	Willing to carry out assignments as per the scope of work of the RFP	
10.	Willing to accept all the terms and conditions as specified in the RFP	

Notes:

- Documentary proof of registration, certificate of incorporation, certificate for commencement of business, Memorandum and Articles of Association need to be furnished for bidder.

Name of the bidder: _____

Signature of the Authorised Signatory: _____

Name of the Authorised Signatory with Date and seal: _____

9.3 ANNEXURE 3: FORMAT FOR POWER OF ATTORNEY

I _____, the _____ (Designation) of (Name of the Organization) in witness whereof certify that <Name of person> is authorized to execute the attorney on behalf of <Name of Organization>, <Designation of the person> of the company acting for and on behalf of the company under the authority conferred by the <Notification / Authority order no.> Dated <date of reference> has signed this Power of attorney at <place> on this day of <day><month>, <year>.

The signatures of <Name of person> in whose favour authority is being made under the attorney given below are hereby certified.

Name of the Authorized Representative:

(Signature of the Authorized Representative with Date)

CERTIFIED:

Signature, Name & Designation of person executing attorney:

Address of the Bidder:

9.4 ANNEXURE 4: FINANCIAL TURNOVER CAPACITY OF BIDDER

Bidder Organization (Financial Details)

Financial Information in INR				
	FY 2020-21	FY 2021-22	FY 2022-23	Average
Annual Turnover/ Revenue (in Lakhs)				
Net Worth as on 31 st March 2023				
<p>Supporting Documents:</p> <p>CA Certificate and Audited Financial Statements (Submission of copies of Income & Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with this form)</p>				

CA Signature (with Seal):

Name & Designation:

Bidder Signature (with Seal):

Name & Designation:

9.5 ANNEXURE 5: AFFIDAVIT FOR SELF-DECLARATION

(To be furnished on the non-judicial stamp paper of appropriate value and duly notarized)

Name of Work: Selection of Successful bidder for providing advisory services for Communication Cell of the Transport Commissioner in Odisha.

I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct. I also understand in case of wrongful/false information; corporation is entitled to take any civil & criminal punitive action against me/us.

- The undersigned also hereby certifies that neither our firm M/s _____ nor any of its constituent partners have abandoned any work in India nor any contract awarded to us has been rescinded during last five years, prior to the date of this bid,
- The undersigned hereby authorize(s) and request(s) any bank, person, authorities, government or public limited institutions, firm, or a corporation to furnish pertinent information deemed necessary and requested by the Office of the Transport Commissioner, Odisha will provide support for understanding to verify our statement or our competence and general reputation etc.
- The undersigned understands and agrees that further qualifying information may be requested and agrees to furnish any such information at the request of the Office of the Transport Commissioner, Odisha.
- The Office of the Transport Commissioner, Odisha will provide support and its authorized representatives are hereby authorized to conduct any inquiries or investigation to verify the statements, documents, and information permitted in connection with this bid and to seek clarification from our bankers and clients regarding any financial and technical aspects. The Affidavit will also serve as authorization to any individual or authorized representative to any institute referred to in the supporting information, to provide such information deemed necessary and requested by representative of State Transport Authority, Odisha to verify statements and information provided in the Tender or about the resources, experiences, and competence of the Bidder.

Signed by the Authorized _____

Title of the Office _____

Name of the firm _____

Date with time _____

9.6 ANNEXURE 6: FORMAT FOR AFFIDAVIT CERTIFYING NON-BLACKLISTING

To,

The Transport Commissioner,
Office of the Transport Commissioner, Odisha
6th Floor, Rajaswa Bhawan, Cuttack-753002
Government of Odisha

Subject: Selection of Successful bidder for providing advisory services for Communication Cell of the Transport Commissioner in Odisha.

I, M/s.(bidder), (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoters/ directors are not barred or blacklisted by Office of the Transport Commissioner, Odisha or any State Government or Central Government or any Government successful bidder / Department from participating in projects in last 3 years from the Proposal Due Date.

We undertake that, in the event of us or any of our promoters/directors being blacklisted / barred at any time post the date of this affidavit, we shall intimate Office of the Transport Commissioner, Odisha of such blacklisting.

Dated this _____ Day of _____.

Name of the bidder: _____

Signature of the Authorised Signatory: _____

Name of the Authorised Signatory with Date and seal: _____

9.7 ANNEXURE 7: BID SECURITY DECLARATION

(On the Letterhead of the bidder)

Date: _____

To,

The Transport Commissioner,
Office of the Transport Commissioner, Odisha
6th Floor, Rajaswa Bhawan, Cuttack-753002
Government of Odisha

Sub: Bid Security Declaration

Ref: RFP No.: _____ **Dated:** (Date of issue of RFP), Selection of Successful bidder for providing advisory services for Communication Cell of the Transport Commissioner in Odisha.

I/We, irrevocably declare as under:

I/We understand that, as per your Tender/bid conditions, bids must be supported by a Bid Security Declaration In lieu of Earnest Money Deposit.

I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of Five years from the date of disqualification as may be notified by you (without prejudice to Office of the Transport Commissioner rights to claim damages or any other legal recourse) if,

1. I am /We are in a breach of any of the obligations under the bid conditions,
2. I/We have withdrawn or unilaterally modified/amended/revised, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.
3. On acceptance of our bid by Office of the Transport Commissioner Odisha, I/we failed to deposit the prescribed Security Deposit or fails to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions and within the specified time.

I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful bidder, upon the earlier of (i) the receipt of your notification of the name of the successful bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

DD Number of EMD : _____

Bank Name : _____

Signature:

Name & designation of the authorized person signing the Bid-Securing Declaration Form:

Duly authorized to sign the bid for and on behalf of: _____ (complete name of bidder)

Dated on _____ day of _____ month, _____ year.

9.8 ANNEXURE 8: FORMAT OF PRE-BID QUERIES

Date: _____

To,

The Transport Commissioner,
Office of the Transport Commissioner, Odisha
6th Floor, Rajaswa Bhawan, Cuttack-753002
Government of Odisha

Subject: Selection of Successful bidder for providing advisory services for Communication Cell of the Transport Commissioner in Odisha.

Sir,

We hereby submit our request for clarifications / suggestions on the provisions of the above-referred RFP document, as per the following:

Sl. No.	RFP Clause No.	RFP Page No.	Content of RFP required Clarification	Query/ Suggestion
1.				
2.				
3.				
n.				

Signature:

Name:

Designation of the authorised signatory:

Phone Number:

FAX:

Email:

Address:

9.9 ANNEXURE 9: FORMAT FOR PRICE BID LETTER

[On the Letter head of the Bidder]

To

The Transport Commissioner,
Office of the Transport Commissioner,
Government of Odisha
6th Floor, Rajaswa Bhawan Cuttack – 753001 (Odisha)

Date:

Re: Selection of Successful bidder for providing advisory services for Communication Cell of the Transport Commissioner in Odisha.

Sir,

1. Having examined the bidding documents (RFP), including Addenda dated..... Clarifications/Reply to Pre-Bid queries and your requirements incorporated in the minutes of pre-bid meeting, we the undersigned, offer to provide the facilities under the above-named contract in full conformity with the said bidding documents.
2. We confirm that there has been no change in our constitution or status from the time we have submitted the Bid, and that we continue to meet the eligibility criteria as per the RFP document.
3. We undertake, if our bid is accepted, to commence the services, within the respective times stated in the RFP documents.
4. We agree to abide by this Bid, which consist of our financial offer hereto, for a period of 180 days from the date fixed for submission of the bids and it shall remain binding on us and may be accepted by you any time before the expiration of that period.
5. We understand that the payments shall be paid by Office of Transport Commissioner every year throughout the Service Agreement Period in the manner specified in the RFP document starting from Compliance Date.
6. We understand that payment of the Compliance Performance Security amount shall be paid by us within 30 days from the date of issue of Letter of Intent (LoI) or Letter of Award (LoA) in accordance with the provisions of the RFP document.
7. We abide by the offer/quote (Annexure-11) and terms condition of the RFP, if Office of Transport Commissioner selects us as the Successful Bidder.

Yours faithfully,

(Signature of Authorised Signatory)

(Name, Title, Address, Date)

9.10 ANNEXURE 10: FORMAT FOR PRICE BID

[On the Letter head of the Bidder]

Date:

Price bid for Selection of Successful bidder for providing advisory services for Communication Cell of the Transport Commissioner in Odisha.

#	Designation	Total Man Months	Rate per Person Month	Sub Total	GST @ 18%	Total Professional Fees
a	b	c	d	e=c*d	f= e* 18%	g=e+f
1	Principal Consultant - Team Lead	36				
2	Managing Consultant -Knowledge Management	36				
3	Senior Consultant - Media Designer	36				
4	Senior Consultant - Motion Graphic Designer	36				
5	Consultant – Project Associate	36				
Total in Numbers						
Total in Words						

Note:

1. The bidder should consider all the statutory cost, manpower cost, any other cost involved for successful operation of the services and quote a comprehensive bid for fully operational services as described in this RFP document.
2. Prices quoted must be firm and final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only.
3. A proposal submitted with an adjustable price quotation or conditional proposal shall be treated as non-responsive and the bid may be rejected.
4. The evaluations of commercial bids shall be carried out as per the details mentioned in the RFP.
5. GST payable shall be paid to the selected bidder as per rules applicable from time to time.
6. Any discrepancies between Figures and Words, Words shall prevail.
7. The office of the Transport Commissioner reserves the right to increase or decrease the resources as per the requirement of the authority. The applicable person month rate would be considered for any additional requirement of resources.

Yours faithfully,

(Signature of Authorised Signatory)

(Name, Title, Address, Date)

9.11 ANNEXURE 11: FORMAT FOR PROJECT CITATION BY THE BIDDER

Project Experience 1: The bidder must use a single format for a single project.

The details of projects executed by the Bidder:

Name of the Project & Location	
Client's Name and Complete Address	
Narrative description of project	
Contract Value (in INR) of the Project	
Date of Start of Project	
Date of Completion of Project	
Activities undertaken by the Bidder	

9.12 ANNEXURE 12: BIDDER'S ANTI-CORRUPTION DECLARATION (ON BIDDER LETTERHEAD)

Bidder's Declaration

I/ We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, I / we will strictly abide by the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

I / We hereby certify and confirm that in the preparation and submission of our Proposal, I / we have not acted in concert or in collusion with any other Bidder or other person(s) and not done any act, deed or thing which is or could be regarded as anti-competitive.

I / We confirm that we have not proposed nor will propose any illegal gratification in cash or kind to any person or successful bidder in connection with the instant Proposal.

I / We and any support service provide by us, confirm that we have not involved in any kind of litigation with Government.

Dated thisDay of, 2023.

.....

(Name of the Bidder)

.....

(Signature of the Bidder / Authorised Person)

.....

(Seal of the Bidder)

9.13 ANNEXURE 14: CHECKLIST FOR TECHNO COMMERCIAL BID

[To be enclosed with the Techno Commercial Bid]

- a. Name of the Bidder, Postal Address and Registered Office:
- b. Type of Organization:
- c. Name & Designation of the Authorized Signatory of the Bidder:
- d. Contact Number:
- e. Official email, phone, fax:
- f. Official Website:

#	Qualification requirements	Supporting Documents	Page Number
1.	Covering Letter	Annexure 1	
2.	Bidders Details	Annexure 2	
3.	Power of Attorney	Annexure 3	
4.	Financial Competency and supporting Documents	Annexure 4 & Supporting Documents as per the published RFP/Tender Document (Corrigendum & Addendum).	
5.	Affidavit for Self-Declaration	Annexure 5	
6.	Affidavit certifying non-blacklisting	Annexure 6	
7.	Proof of payment of bid security & EMD details	Annexure 7	
8.	Price Bid Formats accompanied with Price Bid Letter	Annexure 9 & 10	
9.	Prior Experience of Bidder / Project Citation	Annexure 11 & Copy of Work Order / Completion Certificate signed by appropriate authority	
10.	Anti-corruption Declaration	Annexure 12	

9.14 ANNEXURE 15: BANK GUARANTEE FORMAT FOR FURNISHING EMD

Bank Guarantee Format for furnishing EMD

Whereas (hereinafter called the "Tender") has submitted their offer dated..... for Selection of Agency for providing advisory services for Communication Cell of Office of the Transport Commissioner in Odisha for Office of the Transport Commissioner, Odisha (hereinafter called the "Tender") against the Tender No.

KNOW ALL MEN by these presents that WE Of having our registered office at..... are bound unto (hereinafter called the "Purchaser) in the sum of for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

Sealed with the

Common Seal of the said Bank this..... day of20..... THE CONDITIONS OF THIS OBLIGATION ARE:

(1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.

(2) If the tenderer having been notified of the acceptance of his tender by the purchaser during the period of its validity: -

a) If the tenderer fails to furnish the Performance Security for the due performance of the contract.

b) Fails or refuses to accept/execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force upto and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

Our branch at _____ (Name & Address of the branch) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our _____ branch a written claim or demand and received by us at our _____ branch on or before Dt. _____ otherwise, bank shall be discharged of all liabilities under this guarantee thereafter.

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank and address of the Branch