

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

TENDER CALL NOTICE

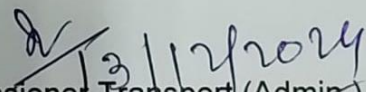
Notice No.LXVII-12/2023- 18401

Date 13.12.2024

Sealed tenders are invited for a Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the Transport Commissioner and its Subordinate Offices by the office of Transport Commissioner for online submission latest by **03/01/2025**.

For details, please visit the websites [www.odishatransport.gov.in](http://www.odishatransport.gov.in) and [www.enivida.odisha.gov.in](http://www.enivida.odisha.gov.in).

By the orders of Transport Commissioner  
Odisha

  
Addl. Commissioner Transport (Admin.)  
STA, Odisha Cuttack



**Government of Odisha**  
**Office of the Transport Commissioner, Odisha**

**Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.**

Tender No: LXVII-12/2023-18401

Date: 13.12.2024

E.M.D: Rs.13,00,000/- (Thirteen Lakh 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

## **DISCLAMIER**

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.

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

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, as the case may be, for the Project and Transport Commissioner, Odisha reserves the right to reject all or any of the Bidders or Bids or cancel this RFP 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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## 1. Bid Datasheet

Sr. No.	Key Information	Details
1.	RFP Reference Number	LTR No.: <b>LXVII-12/2023-18401</b> Date: 13/12/2024
2.	Project Title	Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of Transport Commissioner and its Subordinate Offices.
3.	Name of authority	Transport Commissioner, Odisha.
4.	RFP document available	RFP can be downloaded from the following website: <a href="http://www.odishatransport.gov.in">www.odishatransport.gov.in</a> and <a href="https://enivida.odisha.gov.in">https://enivida.odisha.gov.in</a>
5.	Last date for submission of Queries for clarifications	Date: 19/12/2024 Time: Till 5:30 PM Email: <b>ori_stalaw@yahoo.co.in</b> Any queries provided beyond the stipulated time shall not be considered. The queries should be as per the prescribed format mentioned in the RFP.
6.	Pre-bid meeting	Date: 20/12/2024, Time: 3:30 PM Location: Conference Hall, office of Transport Commissioner, Odisha, 7 <sup>th</sup> Floor, Rajaswa Bhawan, Cuttack – 753002.
7.	Bid Submissions	Online bids to be submitted on <a href="https://enivida.odisha.gov.in">https://enivida.odisha.gov.in</a> Portal
8.	Last date and time for online submission of Proposal (Proposal Due Date)	<a href="https://enivida.odisha.gov.in">https://enivida.odisha.gov.in</a> Date: 03/01/2025: Time: 5:00 PM
9.	Last date and time for Physical submission of EMD and Tender Fees	Date: 04/01/2025: Time: 2:00 PM Original Demand Drafts of Tender Fee and EMD. Submission beyond the stipulated time shall not be considered. <b>Place:</b> Office of the Transport Commissioner, 6 <sup>th</sup> Floor, Conference Hall, Rajaswa Bhawan, Cuttack–753002



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Sr. No.	Key Information	Details
10.	Place, Date and time of opening of Technical Proposals	Date: 04/01/2025 at 04:00PM <b>Place:</b> Office of the Transport Commissioner ,7 <sup>th</sup> Floor, Conference Hall, Rajaswa Bhawan, Cuttack–753002
11.	Place, Date and Time for opening of Financial Proposals	Date & Time will be communicated later to the Technically Qualified bidders at Email ID provided by bidders at the time of submission of bids.  Place: Office of the Transport Commissioner, 7 <sup>th</sup> Floor, Conference Hall, Rajaswa Bhawan, Cuttack–753002.
12.	Tender Fee	Non-refundable Rs.11,800/- {Rs.10,000/- + 18% GST (Rs. 1,800/-)} in form of Demand Draft issued by any Nationalized/Scheduled Commercial Bank drawn in favour of Transport Commissioner, Odisha payable at Cuttack. The tender fee shall be submitted by all the participants in this tender.  The e-Nivida Portal is showing an option of paying this fee in BG form. Bidder shall select this option and enter DD details instead of BG details. The bidder shall submit two DDs in original (towards tender fee and EMD) in the office of Transport Commissioner, Odisha as mentioned in the bid data sheet.
13.	Earnest Money Deposit (EMD)	The bidder is required to submit <b>EMD of Rs. 13,00,000/- (Rs. Thirteen Lakh)</b> only valid for 180 days from the date of issue of tender. The EMD <i>in the form of Demand Draft issued by any Nationalized/Scheduled Commercial Bank in India and drawn in favour of the “Transport Commissioner, Odisha” and payable at “Cuttack”, must be submitted along with the Tender Fees.</i>  The e-Nivida Portal is showing an option of paying this fee in BG form. Bidder shall select this option and enter DD details instead of BG details. The bidder shall submit two DDs in original (towards tender fee and EMD) in the office of Transport Commissioner, Odisha as mentioned in the bid data sheet.

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Sr. No.	Key Information	Details
14.	Performance Security	10% of the estimated contract value in the form of Bank Guarantee, valid for a period of 120 days beyond the date of completion of all contractual obligations of the selected bidder. The Performance Bank Guarantee shall be in the form of an irrevocable Bank Guarantee issued by any Indian Nationalized/Scheduled Commercial Bank in favour of Transport Commissioner, Odisha and payable at Cuttack.
15.	Language of bid	The bid should be submitted in English language.
16.	Currency for Bidding	All quoted bids shall be in Indian Rupees (INR).
17.	Bid documents	Bidders must submit their bids in line with the requirements stated in this RFP.
18.	Issue of Work Order	To be informed later
19.	Method of Selection	Quality Cost Based Selection (QCBS)
20.	Address for Communication	Office of The Transport Commissioner, 6 <sup>th</sup> Floor, Rajaswa Bhawan, Chandini Chowk, Cuttack, PIN: 753002, Odisha. 0671-2507042, 0671-2507238
21.	Bid Validity Period	180 days from the Proposal Due Date
22.	Contract period	1 year
23.	Point of Contact from Office of the Transport Commissioner, Odisha regarding RFP	Establishment Officer, Office of the Transport Commissioner, Odisha, 6 <sup>th</sup> Floor, Rajaswa Bhawan, Cuttack – 753002 Email: <a href="mailto:ori_stalaw@yahoo.co.in">ori_stalaw@yahoo.co.in</a>
24.	Website address	<a href="http://www.odishatransport.gov.in">www.odishatransport.gov.in</a> and <a href="https://enivida.odisha.gov.in/">https://enivida.odisha.gov.in/</a>

## 2. Letter of Invitation

### ***Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.***

Bidders will be selected under QCBS based procedure as prescribed in the RFP Document in accordance with the procedures prescribed below.

- a) Interested bidders having their presence in Odisha and fulfilling eligibility conditions as mentioned in this RFP can submit their bids/proposals **Online** through **<https://enivida.odisha.gov.in>** portal. (Properly Indexed with Page Number & Compliances Annexed).
- b) The proposal should be submitted online as a two-bid system:
  - Part 1: Pre-Qualification & Technical Proposal - A (EMD & Tender Fees details, Technical Proposal along with its supporting documents for qualification of the bidder)
  - Part 2: Financial Proposal- B (Financial Proposal)
- c) The Demand draft of Tender Fee and EMD will be submitted to the office as mentioned in the Data Sheet.
- d) Evaluation of the proposals shall be made as per the evaluation criteria mentioned in the RFP.
- e) Joint Venture or Sub-Contracting or consortium is not allowed for the scope of work mentioned in the RFP.
- f) In the event, any of the instructions mentioned herein have not been adhered to, the Office of the Transport Commissioner, Odisha may reject the Proposal.
- g) The proposal, complete in all respect as specified in the RFP Document, must be accompanied with a Non-refundable Tender Fee and a Refundable EMD paid as prescribed in the RFP failing which the bid shall be rejected.
- h) The last date and time for submission of proposal, complete in all respect, is as per the Bid Datasheet and the date of opening of the qualifying proposal is as mentioned in the Bid Datasheet, which will be done in the presence of the bidder's representative at the specified address as mentioned in the Bid Datasheet. Representatives of the bidders may attend the meeting with due authorization letter and identity proof on behalf of the bidder.
- i) While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of knowledge of the Transport Commissioner, 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 Transport Commissioner, Odisha 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**

### 3. Basic Definition

Sr. No.	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	The bidder should be: A company registered under the Indian Companies Act, 1956/2013 or LLP firm under LLP provisions 2008, or Partnership Firm should be registered with State GST, or Proprietorship Firm should be registered with State GST. The bidder must have its presence in Odisha.
4	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 subsequent amendment / modifications etc made by the office of the Transport Commissioner, Odisha.
5	SLA	The level of service and other performance criteria which will apply to the services delivered by the successful bidder.
6	Services	Services means IT support services to be provided by the successful bidder in accordance with the RFP and contract agreement to be executed later on with the successful bidder or any instruction issued by the Transport Commissioner, Odisha in this regard.
7	Rates/Prices	Rates/Prices means prices of supply of IT support services quoted by the bidder in the Price Bid submitted by him and/or mentioned in the Contract.

## **4. Scope of the Work**

The Transport Department plays a vital role in regulating and ensuring the efficient functioning of the state's transport system. It is responsible for implementing the provisions of the Motor Vehicles Act, issuing vehicle registrations, permits, and driving licenses, tax collection and ensuring road safety compliance. The department also focuses on e-governance initiatives by utilizing advanced IT systems to provide seamless and citizen-centric services in a transparent manner.

The Transport Department functions through the office of the Transport Commissioner at Cuttack and a network of Six (6) DC office, Thirty-Five (35) Regional Transport Offices (RTOs), Two (2) Addl RTOs, One (1) Asst RTO and Principal DTS across the state. These offices perform a variety of tasks, including issuing DLs, IDP (international driving permit), registration of vehicles, fitness of transport vehicles, collecting road taxes, enforcing traffic laws, managing e-challan systems and implementing road safety policies etc.

To enhance efficiency, ensure timely delivery of citizen centric services and streamline administrative and technical processes, the Office of the Transport Commissioner intends to engage experienced service provider for outsourcing of IT support services. They will support in day-to-day operations performed at the office of Transport Commissioner, RTOs and its subordinate offices.

The Transport Commissioner, Odisha, intends to outsource IT support services for the office of the Transport Commissioner and its subordinate offices through service providers to execute the following activities:

### **4.1. Vehicle Registration & Fitness Services**

Assisting officers/assistants in tasks like, verification and scrutinization of documents, maintaining of records related to vehicle registration, fitness services, perform inward operation of various services pertaining to registration, Backlog digitisation of data and associated operations. Updating records in audit systems for Vahan-related processes and all other services.

### **4.2. e-Challan and Enforcement Activities**

Supporting enforcement-related activities such as digitisation of challan details, disposal of e-challans, along with printing and despatching of Prosecution reports to SDJM/JMFC/Transport Magistrate courts and perform related services as and when defined by the authority and all other services.

### **4.3. Driving License and Learning License Services**

Assisting authority in performing activities like scrutinization of application related to driving licenses (DL), learning licenses (LL), capturing Biometrics, digitisation of DL / LL test results, renewal, suspension of DL and all other services.

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#### **4.4. Permit and Tax Matters**

Supporting authority in handling permit-related tasks, tax payments, arrear tax issues like preparation of tax defaulter notices, assisting in tax recovery cases, facilitating the users for providing support in grievance redressal and all other services.

#### **4.5. Road Safety Work**

Assisting the authority in preparation of reports pertaining to road safety initiatives, coordinate with lead agency for creating road safety awareness programs at various places. Preparation and consolidation of reports related to Solatium Fund, Good Samaritan Policy, iRAD/eDAR application, Rakshak, and all other services.

#### **4.6. IT Platform & System Access**

Operating various IT platforms such as Vahan, Sarathi, OPTICS, iRAD/eDAR, e-dispatch, EV subsidy, and email systems, and promptly informing the authority regarding critical issues and all other services.

#### **4.7. Data Management and Digitization**

Assisting in managing and updating records, uploading and maintaining information in IT systems, and supporting the digitization of documents for accurate and efficient record-keeping as and when required like Data Collection and digitization, Data Storage, Data Processing: Data Access and Sharing, Data Security and Privacy, Document Scanning, and maintain the records as per the guidelines.

#### **4.8. Administrative and Office Support**

Performing various administrative tasks, including establishment accounts, HRMS, IFMS, OTMS, pension corner issues, draft preparation for assembly questions, hardware/software troubleshooting, maintaining records, and other tasks as directed from the office of Transport Commissioner, its subordinate offices and all other services.

#### **4.9. Other IT Support Services**

Providing additional IT-related support services as determined by the Transport Commissioner, its subordinate offices based on operational needs.

#### **4.10. Grievance Management Support Services**

Provide assistance to the citizen/users pertaining to RC, DL and challan related services. Provide basic replies/answers and guide the citizen in regarding step-by-step processes to be adhered for executing RC, DL & Challan related activities, etc. Assists with troubleshooting and resolving technical problems. Maintaining clear and consistent communication with users regarding their issues and requests. Focus on providing excellent delivery of public services to build and maintain user trust and satisfaction.

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

Outsourcing of IT support services necessitated for timely delivery of citizen-centric services and for monitoring daily activities performed at the office of the Transport Commissioner, Odisha and its subordinate offices. For smooth operation and management, the Transport Commissioner intends to select an agency to provide IT support services. **The tentative manhour as defined by the Government for providing IT support services should be 55,800 hours per month, which may increase or decrease as per the requirement.** After completion of the original contract period of one year, the Transport Commissioner may extend the contract period to hire IT support services with the successful bidder for a further period of one year with the same terms and conditions, subject to satisfactory past performance of the successful bidder. In this regard the decision of the Transport Commissioner shall be final and binding.

The list of offices is mentioned in Annexure-15, which may vary from time to time as per the requirement of the Transport Commissioner. Interested Service Providers are invited to submit their Technical & Financial proposals for providing IT support services.

**MIS Reporting:** Transport Commissioner, Odisha, RTOs & subordinate offices will keep a record of the services & utilization of resources. The successful bidder will be responsible for maintaining the log records at respective offices and a copy of the log record will be attached at the time of invoice submission with due approval.

## 5. Instructions to Bidders

### 5.1. Schedule of RFP Selection Process

- a) The timeline for the RFP process is mentioned in **Bid Datasheet and on enivida portal.** While no changes to this timeline are anticipated, it is subject to amendments owing to circumstances. Any such changes shall be promptly conveyed to the bidders through a suitable corrigendum and to be notified in the website.
- b) **Pre-Bid Meeting.** A pre-bid meeting will be arranged on both online and Physical mode.
- c) Transport Commissioner, Odisha at its sole discretion, reserves the right to extend the last date for submission of bids / proposals by issuing a corrigendum in the website.

### 5.2. Instructions for Submission of Proposals

- a) The bid shall be submitted online at e-Portal Website: (<http://odishatransport.gov.in> and <https://enivida.odisha.gov.in> )
- b) Bidders are advised to follow the instructions provided in this Tender document for the e-submission of the bids online through the e-Portal Website: <https://enivida.odisha.gov.in> before proceeding with the tender.
- c) All documents as per tender requirement shall be uploaded online through e-Portal Website: <https://enivida.odisha.gov.in>.
- d) Online bids without the required documents / tender fee and EMD will be summarily rejected.
- e) Both technical and financial bids are to be submitted concurrently duly signed digitally on the Portal.
- f) The bidders shall have a valid digital signature certificate to participate in the online tender. The cost of digital signatures, if any, will be borne by respective bidders.



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- g) Prospective bidders are accordingly advised to go through instructions provided at e-Nivida portal.
- h) The online bids (complete in all respects) must be uploaded online in a Two bid process (I: Pre-Qualification & Technical bid and II: Financial bid).
- i) The bidder must submit their financial bid in the prescribed format (BOQ.Service\_Provider File) - specified at Annexure-13 of this tender document and no other format is acceptable. Bidders are required to download the BOQ File, open it and complete the 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.
- j) The bidder shall bear all costs associated with the preparation and submission of its bids and the Transport Commissioner, Odisha, will in no way be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. It is also clarified that no binding relationship will exist between the Authority and any of the bidders until execution of contract.

### 5.3. RFP Notice

This notice inviting tender document is being published by the Transport Commissioner, Odisha for the **“Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of Transport Commissioner, Odisha and its Subordinate Offices.”**

### 5.4. Tender Fee

The bidders are requested to pay the Tender Fee as defined in this RFP. The RFP document can be downloaded from the portal (<http://odishatransport.gov.in/> and <https://enivida.odisha.gov.in/>) upon registration. Bids that are not accompanied by the Tender fee or accompanied by inadequate Tender fee, shall be considered non-responsive and will be rejected.

### 5.5. General information and Guidelines

- a) Bidders who meet the eligibility criteria / requirements in terms of this RFP are eligible to submit proposals in response to this RFP document.
- b) Bidder shall not be allowed to submit more than one proposal for this project.
- c) Original Copy of Tender Fee and EMD are to be submitted by the bidders in the office of Transport Commissioner, Odisha, without which tender will be considered as incomplete and shall be liable for rejection of the proposal.
- d) Offline Submission of financial bid/ Financial documents/rates by the bidders will not be accepted by the Authority, under any circumstances.
- e) The successful bidder shall be required to, inter alia: (a) enter into an agreement, (b) adhere to the provisions of the agreement so entered into, and (c) implement the project in accordance with the terms and conditions of the said agreement and instruction issued by the Transport Commissioner, Odisha.



## 5.6. 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>

- a) The RFP can be downloaded from the tender portal <https://enivida.odisha.gov.in> and <http://odishatransport.gov.in>
- b) Instruction to Bidders for participation in Tender through <https://enivida.odisha.gov.in>
- c) Bidders must get themselves registered on the portal for participating in the e-tenders published by the department. Detailed registration help manual is available in the bidder help manual kit.
- d) Bidders must provide the details of PAN number, registration details etc. as applicable and submit the related documents. The user id will be activated only after submission of complete details. The activation process will take minimum 24 working hours [odishaenivida@gmail.com](mailto:odishaenivida@gmail.com)
- e) Bidders must have a valid email address and mobile number.
- f) Bidders are required to obtain Class 3 Digital Certificates (Signing & Encryption) as per their company details.
- g) Once the bidder's DSC is mapped with the user id, the same DSC must not be used for another user id on the same portal. However, bidder can update the digital certificate to another user id after un mapping it from the exiting user id.
- h) Bidders now can login with the activated user Id & DSC for online tender submission process in this portal.
- i) Bidders can upload required documents for the tender well in advance under My Documents and these documents can be attached to the tender during tender participation as per the tender requirements. This will save the bid submission duration/time period and reduce upload time of bid documents.
- j) Bidders must go through the downloaded tender documents and prepare, and upload bid documents as per the requirements of the department.
- k) Bidders are advised to read complete BoQ/ Price Bid/Financial Bid and Terms & Conditions before quoting rates in the bid document.
- l) Any modification/replacement in BoQ/ Price Bid/Financial bid template is not allowed. Bidders must quote only in predefined fields in the bid sheet and save the bid sheet. After saving, the same bid sheet must be uploaded in the portal.
- m) Bidders must pay the required payments (enivida registration fee, Tender fee, EMD, Tender Processing Fee etc) as mentioned in the tender document, before submitting the bid.
- n) Bidders are recommended to use PDF files for uploading the documents and file size must not cross 40MB. Only the price bid sheet will be in Excel format.
- o) The bidders must ensure to get themselves registered on the portal at least 1 week before the tender submission date and get trained on the online tender submission process. For tender submission and registration process bidders are advised to refer to respective manuals on the website. Tender inviting Authority/Department will not be held responsible

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- for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues like internet connectivity/PC speed/etc.
- p) Offline Submission of financial bid/ Financial documents/rates by the bidders will not be accepted by the Authority, under any circumstances.
  - q) After final submission of the bid, a confirmation message and bid submission acknowledgement will be generated by the portal. The bid submission acknowledgement contains details of all documents submitted along with bid summary, token number, date & time of submission of the bid and other relevant details. Bidder can keep print of the bid submission acknowledgement.
  - r) If bidder is resubmitting the bid, bidder must confirm existence of all the required documents, financial bid and again submit the bid. Once submitted, the bid will be updated.
  - s) Submission of the bid means that the bid is saved online; but the system does not confirm correctness of the bid. The correctness of the bid will be decided by tender inviting authority only.
  - t) The time displayed in the server is IST (GMT 5:30) and same will be considered for all the tendering activities. Bidders must consider the server time for submission of bids.
  - u) Bid documents being entered by the Bidders will be encrypted at the client end and the software uses PKI encryption techniques to ensure security/secretcy of the data. The submitted bid documents/data become readable only after tender opening by the authorized individual.

#### 5.6.1. Guidelines for Registration

- a) Bidders are required to enroll themselves on the e-Nivida 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**.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) 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.
- d) 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.
- e) Only valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSC's to others which may lead to misuse.
- f) 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.
- g) The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
- h) After completion of registration payment, bidders need to send their acknowledgement copy on help desk mail id [odishaenivida@gmail.com](mailto:odishaenivida@gmail.com) for activation of the account.

### 5.6.2. Searching for Tender Documents

- a) There is various search options built in the e-tender Portal, to facilitate bidders to search for active tenders by several parameters.
- b) Once the bidders have selected the tenders they are interested in, they can pay the processing fee **(2500+ applicable GST)** of the envida portal 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.

### 5.6.3. Preparation of Proposals

- a) Bidders should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) 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.
- d) 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.
- e) 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 the bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

### 5.6.4. Submission of Bid Proposals

- a) 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.
- b) 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.
- c) Bidder shall select the payment option as per the tender document to pay the Tender Processing fee as applicable and enter details of the instrument.
- d) 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 Colored (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

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changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- e) 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.
- f) The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
- g) 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.
- h) 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.

#### 5.6.5. 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**

#### 5.7. Validity of Bids

- a) Bids shall remain valid and open for acceptance for a period of 180 days from the last date of submission of Bids.
- b) In case, Transport Commissioner, Odisha calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of the original offer which shall be binding on the bidder.
- c) The Transport Commissioner, Odisha may seek for extension of validity of bids with mutual agreement between Transport Commissioner, Odisha and bidders, without any modifications and without giving any reasons thereof.

#### 5.8. Earnest Money Deposit (EMD)

- a) Bidders are required to submit as part of the bid as an Earnest Money Deposit (EMD) of ₹ 13,00,000/- (Rs. Thirteen Lakhs only). The scanned copy of EMD must be uploaded on e-Portal and original copy to be delivered to the office of Transport Commissioner, Odisha, on or before the last date of bid submission. The bidder is required to submit EMD valid for Ninety days beyond the final bid validity period, in favour of Transport commissioner, Odisha.

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- b) EMD of all bidders except in case of the bidder obtaining the work order will be returned to them after the declaration of results. EMD submitted by the bidder will earn no interest. EMD will be forfeited on account of one or more of the following reasons: -
- The Bidder withdraws/modifies his bid without notice during the bid validity period. The Transport Commissioner, Odisha may also debar it from participating in future tenders in such a case.
  - In case the Selected Bidder fails to sign the Contract in time and furnish a performance bank guarantee.
  - In case the selected bidder submits unwillingness or fails to supply services.
  - As felt or observed by Transport Commissioner, Odisha on account of any kind of misappropriation or for trying any sort of influence to get the work order.
  - The Selected Bidder's EMD shall be returned upon submission of the Performance Bank Guarantee and signing of the Contract.

### 5.9. Rejection of Bids

- a) No proposal will be entertained in the online portal after the closing date and time for submission of proposals.
- b) Notwithstanding anything contained in this RFP, the Transport Commissioner, Odisha, reserves the right to accept or reject any bid and to annul the selection process and reject all bids at any time without any liability or any obligation for such acceptance, rejection or annulment and without assigning any reasons thereof. No tenders/bidders shall have any cause or claim against the Transport Commissioner, Odisha, for rejection of their bid.
- c) Any failure on the part of the bidder to observe the prescribed procedure, canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD.
- d) Failure to furnish all the information required in accordance with the RFP may result in rejection of the bid.
- e) The contract shall be promptly terminated if it is found that the firm is blacklisted on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertakings etc.

### 5.10. Prebid Queries

- a) A prospective Bidder requiring any clarification on the RFP may notify electronically addressed to the Transport Commissioner, Odisha by email mentioned in the RFP in excel format as prescribed below along with a cover letter in company's letterhead.
- b) Transport Commissioner, Odisha reserves the right not to respond to questions raised or provide clarifications sought, in their sole discretion, if it is considered that it would be inappropriate to do so. Nothing in this section shall be taken or read as compelling or requiring Transport Commissioner, Odisha to respond to any question or to provide any clarification.
- c) Format for Prebid Queries (To be sent in MS-Excel format along with a cover letter of bidder's letterhead as per **Annexure-11**).

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- d) Any queries relating to the process of online bid submission or queries relating to E-Nivida Portal in general may be directed to the 24x7 Helpdesk no of e-Nivida.

### 5.11. Undertaking by Bidder

The bidder must submit an acknowledgement in the form of an undertaking on the letter head of the Agency mentioned in **Annexure 6**: -

- a) Made a complete and careful examination of the RFP.
- b) Received all relevant information requested from the Transport Commissioner, Odisha.
- c) Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Transport Commissioner, Odisha.
- d) Satisfied with all matters, things and information necessary and required for submitting an informed bid and performance of all of its obligations there under.
- e) Agreed to be bound by the undertaking provided by it under and in terms hereof.
- f) Transport Commissioner, Odisha shall not be liable for any omission, mistake or error on the part of the bidder in respect of any of the above or on account of any matter arising out of or concerning or relating to RFP or the selection process there under, including any error or mistake therein or in any information or data given by the Transport Commissioner, Odisha.

### 5.12. Issue of Work Order

- a) After selection, a Letter of Award (LOA) shall be issued, in duplicate, by Transport Commissioner, Odisha, to the selected IT service provider and the selected IT Service Provider shall, within 7 (seven) days from the date of issue of LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the Selected IT Service Provider is not received within the stipulated date, the LOA shall be cancelled without any further notice.
- b) Failure of the successful bidder to agree with the Terms & Conditions of this RFP and agreement to be executed thereafter shall invite penalty as would be decided by Transport Commissioner, Odisha including forfeiture of EMD.

## 6. Standard conditions of RFP

- a) The Bidders are required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below, which will automatically be considered as part of the Contract Agreement concluded with the successful Bidder /Service Providing Agency selected by the Transport Commissioner, Odisha. Failure to do so may result in rejection of the Bid submitted by the Bidder.
- b) The Transport Commissioner, Odisha reserves the right to reject any or all bids without assigning any reason and the decision of the Transport Commissioner, Odisha, shall be final and binding.
  - I. Transport Commissioner, Odisha reserves the right to negotiate any or all RFP terms and conditions and to cancel, amend or resubmit this RFP in part or entirety at any time.



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- II. The bidder must certify that the prices offered were arrived at independently and without the purpose of restricting competition with other bidders, including but not limited to subsidiaries, and that prices have not been and will not be knowingly disclosed to any other bidder unless required by law. Failure to comply with these requirements may result to re-evaluate the selection of a potential bid. Transport Commissioner, Odisha may reject a proposal at any stage if it is found that the selected bidder is indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare a company ineligible / blacklisted either indefinitely or for a stated period if at any time it is found that the company has engaged in corrupt or fraudulent practices in competing for, or in executing the contract.
  - III. This RFP is not an offer to contract but represents a definition of specific requirements and an invitation to eligible IT support Service Providers to submit a response addressing our requirements. Issuance of the RFP, preparation and submission of a proposal by bidders, and subsequent receipt and evaluation of proposal by Transport Commissioner, Odisha do not commit to award a contract to any bidder, even if all requirements stated in the RFP are met.
  - IV. All costs of participation, including proposal and subsequent activity in the selection phase, are at risk, and any such costs, whether direct or indirect, are the sole responsibility of the bidder.
  - V. Nothing in this document shall be construed as an offer by the Transport Commissioner, Odisha, and no terms, discussions, or proposals shall be binding on either party prior to execution of a definitive agreement. The Transport Commissioner Odisha reserves the right to reject any part or the entire proposal.
  - VI. The bidder assumes sole responsibility for the complete effort required in this RFP. No special consideration shall be given to any of the bidders. The bidder shall be aware of all the requirements of this RFP. By submitting a proposal in response to this RFP, the bidder represents that it has satisfied itself, from its investigation, with all the requirements of this RFP.
- c) **Agreement:** The successful bidder shall execute two copies of contract agreement on Rs. 100/- non-judicial stamp paper. After the execution of the agreement, one copy of the contract agreement will be retained with the Transport Commissioner, Odisha, and one copy will be retained by the successful bidder. The incidental expenses of execution of the agreement/Contract shall be borne by the successful bidder. The agreement/contract will be signed after the submission of the Performance Bank Guarantee (PBG) as per the format given in Annexure-14, which shall be 10% of the estimated contract value.
- d) **Performance Bank Guarantee** The successful service provider shall provide a Performance Bank Guarantee for the due and faithful performance of a contract for a sum of 10% of the total order value and shall be submitted by the successful bidder within 15 days of issuance of LoA. The performance bank guarantee shall be issued from any nationalized/scheduled commercial bank and should remain valid for a period of 120 days beyond the date of completion of contractual obligations. Refusal or inability or delay by the successful bidder to supply all deliverables as per the scope of work at the contracted rate may result in termination of the contract and forfeiture of Performance Bank Guarantee (PBG) as well as disqualification of the bidder from participating in future tenders.

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- e) Either party may terminate the Contract by giving 60 days' notice to other party in writing in advance. In case a successful bidder fails to observe the terms & conditions of the Tender, and the agreement signed with the Transport Commissioner, Odisha, the Performance Bank Guarantee will be forfeited without prejudice to the Transport Commissioner's right to proceed against the Service Provider for any additional damage caused to Transport Commissioner, Odisha as a result of the breach of the aforesaid terms and conditions.
- f) **Law.** The Contract shall be considered and made by the laws of the Republic of India. The contract shall be governed by and interpreted by the laws of the Republic of India.
- g) All disputes shall be subject to the exclusive jurisdiction of the Courts at Cuttack, Odisha only.

## 7. Project Milestone & Timeline

Project Milestones	T in Days
Acceptance of LoA	T <sub>0</sub>
Deposit of Performance Bank Guarantee	T <sub>0</sub> + 3 Days
Signing of contract agreement	T <sub>0</sub> + 10 Days
Providing IT support services at Office of Transport Commissioner and its subordinate offices.	T <sub>0</sub> +15 Days

**Note:-** Project start date shall be from the date on which IT support services provided by the successful bidder.

## 8. SLA & Penalties

Sl. No.	Service level agreement	Penalties for non-compliance
1.	Not providing IT support services mentioned in the contract agreement.	<ul style="list-style-type: none"> <li>• <b>First Instance:</b> Up to 10 Days, @0.5% per day of the total value of invoice submitted (excluding GST etc.).</li> <li>• <b>Second Instance:</b> Beyond 10 days @1% per day of the total value of invoice submitted (excluding GST etc.).</li> <li>• <b>Third Instance:</b> Beyond 30 days, contract agreement shall be cancelled and Performance Bank Guarantee shall be forfeited by the Transport Commissioner.</li> </ul>



2.	Failed to comply instruction given by Transport Commissioner from time to time relating to provide IT Support Services.	<b>First Instance:</b> Up to three working days- no penalty <b>Second Instance:</b> Beyond seven working days from the first instance the agreement shall be cancelled, and the bank performance guarantee shall be forfeited.
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### 8.1. Penal Clause

For non-performance of any kind, breach of contract by the service provider relating to IT Support Services, the Transport Commissioner, Odisha reserves the right to revoke the contract agreement and forfeit the bank performance guarantee furnished by the successful bidder.

### 8.2. Amendments

No provision of the contract shall be changed or modified without the consent of a successful bidder and Transport Commissioner.

### 8.3. Statutory Duties & Taxes

Statutory taxes and duties as applicable for the proposed service shall be paid by Transport Commissioner as per actual and rate quoted should exclude this applicable tax.

### 8.4. Non-Disclosure and Confidentiality

- a) The selected bidder and its personnel shall hold in confidence and will not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or operations of Transport Commissioner or its employees to any third party, without the prior written consent of Transport Commissioner.
- b) The selected bidder will ensure that no information about the venue of meetings and software/ hardware/ policies and meetings is taken out in any form, including electronic form or otherwise, by the resources provided by the IT support service provider.
- c) Additionally, the selected bidder shall keep confidential all the proprietary details and information.
- d) The bidder shall not use Proprietary information for any purpose other than responding to this RFP. For the purpose of defining, the term "Proprietary Information" means: -
  - I. Any information of office of Transport Commissioner that is not openly communicated or accessible to third parties, whether or not marked or identified as confidential, related technical data and knowhow, financial information, pricing, terms of sale, products, processes, plans, resource, research and development projects or other aspects of Transport Commissioner until such information shall have ceased to be proprietary as evidenced by general public availability and knowledge.
  - II. Information of a third party as to which Transport Commissioner has no obligation.

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- III. Information produced by the company in course of providing IT Support services. All tangible proprietary information in successful bidder's possession or control shall be promptly returned to Transport Commissioner upon termination of contract or on completion of contract period.
- e) The bidder is required to use reasonable care to protect the confidentiality of all such data.
- f) For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:
  - I. Information is already available in the public domain.
  - II. Information received from a third party who had the right to disclose the aforesaid information
  - III. Information disclosed to the public pursuant to a court order
  - IV. Information contained in contract agreement.
- g) The Transport Commissioner shall retain all rights to prevent, stop and, if required, take the necessary punitive action against the selected bidder regarding any forbidden disclosure.
- h) The bidder shall not use any logos, images, or any data or results arising from the contract, beyond the scope covered under the contract, without first obtaining the prior written consent of Transport Commissioner, Odisha.

## 8.5. Conflict of Interest

- a) A bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the bidding Process. Any bidder found to have a Conflict of Interest shall be disqualified. A bidder may be considered to have a Conflict of Interest that affects the bidding Process, if the relationship between two bidders are established through common holding, either directly or through Associates, of at least 25% holding of equity/profit sharing in another company/firm, or in each other.
- b) It is to be noted that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in section 2 of the Companies Act 2013.
- c) a constituent of such bidder is also a constituent of another bidder; or
- d) such bidders receive or has received any direct or indirect subsidy from any other bidder/s, or has provided any such subsidy to any other bidder; or
- e) such a bidder has the same legal representative for purposes of this Application as any other bidder; or
- f) such bidders have a relationship with another bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the bid of either or each of the other bidders.

## 8.6. Force Majeure

- a) Transport Commissioner may consider relaxing the penalty and delivery requirements, as specified in the RFP document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of Force Majeure. "Force majeure" as used herein means any an event which is beyond the reasonable control of a party,

and which makes a party's performance of its obligations impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force. Force Majeure shall not include

- I. Any event which is caused by the negligence or intentional action of a party or such party's or agents or employees, nor
  - II. Any event which a diligent party could reasonably have been expected to take into account at the time of the conclusion of the Contract, as well as avoid or overcome in the carrying out of its obligations.
- b) In the event of and within fourteen (14) days of the occurrence of any cause constituting force majeure, the affected Party shall give notice and full particulars in writing to the other Party, of such occurrence or cause if the affected Party is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract.
  - c) The affected Party shall also notify the other party of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of the Contract. On receipt of the notice or notices required hereunder, the Party not affected by the occurrence of any cause constituting force majeure shall take such action as it reasonably considers appropriate or necessary in the circumstances, including granting the affected Party a reasonable extension of time in which to perform any obligations under the Contract. This would not imply any compensation claims arising out of Force Majeure conditions on either of the contracting Parties.
  - d) If the bidder is rendered unable, wholly or in part, by reason of force majeure to perform its obligations and meet its responsibilities under the bidder, the Transport Commissioner, Odisha shall have the right to suspend or terminate the Contract on the same terms and conditions with immediate effect. In any case, Transport Commissioner, Odisha shall be entitled to consider the bidder permanently unable to perform its obligations under the bidder in case the bidder is unable to perform its obligations, wholly or in part, by reason of force majeure.

## **9. Preparation & Evaluation of Proposal**

Proposals shall include "Technical Proposal" and "Financial Proposal".

The content of proposal should be as below:

***The proposal should be submitted online as a two-bid system:***

***Part 1: Pre-Qualification & Technical Proposal- A (EMD & Tender Fees details, Technical Proposal along with its supporting documents for qualification of the bidder)***

***The Technical Proposal shall contain the below mentioned documents:***

- a) Covering Letter (Annexure-1)***
- b) Bidder Details (Annexure-2)***
- c) Power of Attorney (Annexure-4)***
- d) Legal Entity Certification***
- e) Financial turnover capacity (Annexure-5)***

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- f) *Positive Net Worth*
- g) *Undertaking by Bidder (Annexure-6)*
- h) *Non-Blacklisted Undertaking (Annexure-7)*
- i) *Bid Security Declaration (Annexure-8)*
- j) *Valid PAN Number*
- k) *Income Tax Return*
- l) *ISO 9001:2015 / ISO 20000-1:2018 certificate*
- m) *Manpower strength EPF document*
- n) *Project Experience of bidder in providing IT Support Services to any Department (Central/State/or PSUs) in India (Annexure -9)*
- o) *Project Experience of bidder in providing IT support services in Different Departments Central/State/or PSUs including Odisha (Annexure-9)*
- p) *Project Experience of bidder in providing IT support services in manhour basis (Annexure-9)*
- q) *Project Experience of bidder in providing IT support services to any Department (Central/State/or PSUs) in Odisha (Annexure-9)*
- r) *Bidder declaration (Anti-corruption) (Annexure-10)*
- s) *Integrity Pact (Annexure -16)*

**The hard Copy of Tender Fee, EMD Fee will be submitted to this office as mentioned in the Data Sheet.**

**Part 2: Financial Proposal- B (Financial Proposal)**

**The financial proposal will contain the below mentioned document:**

- a) **Price Bid Template (Annexure -13)**

It is to be noted that the Technical Proposal shall contain all the supporting documents related to qualifying criteria, terms, and conditions of RFP document etc. The proposal must have complete tender/RFP documents except Price Bid part.

The successful bidder needs to provide the bid documents with proper binding and index. The page number should be mentioned clearly against the documents. Failing of these may lead to disqualification.

**9.1. Pre- 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.

Sl. No.	Basic Requirement	Qualification Criteria	Documents to be Submitted
1.	<b>Legal Entity</b>	The bidder should be: A company registered under the Indian Companies Act, 1956/2013 or LLP firm under LLP provisions 2008, or Partnership Firm should be registered with State GST, or	<ul style="list-style-type: none"> <li>• Copy of Certificate of Incorporation/ Registration. –</li> <li>• Valid GSTIN and copy of GST Registration Certificate.</li> <li>• Copy of PAN.</li> </ul>

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Sl. No.	Basic Requirement	Qualification Criteria	Documents to be Submitted
		Proprietorship Firm Should be registered with State GST. The bidder must have its presence in Odisha.	<ul style="list-style-type: none"> <li>In case of Proprietorship firm incorporation certificate may be exempted and GST certificate with its nature of business may be given</li> </ul>
2.	<b>Certification</b>	The Bidder should have minimum <b>SEI CMM Level 3/ISO 9001:2015 / ISO 20000-1:2018</b> or higher certification and the certificate should be valid as on date	Valid Copy of the certificate
3.	<b>Existence of the Bidder in Odisha</b>	The Bidder must have a registered project office/ office in Odisha in last 5 years	Leased Agreement /Trade License/any other related document/Declaration
4.	<b>Annual Turnover</b>	Responding Firm/ Company's average annual turnover generated from IT support services during the last three financial as on 31st March 2024 must be Rs 20 Crore and above.	Certified copy of the audited Financial Statements (balance sheet and Profit & Loss Account) for the period of FY/21-22,22-23,23-24, as per <b>Annexure 5</b> .
5.	<b>Net worth</b>	The company must have positive net worth in last three financial years ending at 31 <sup>st</sup> March 2024.	Certificate from the Statutory Auditor Firm OR Copy of Audited Balance Sheet
6.	<b>Experience of bidder</b>	<ul style="list-style-type: none"> <li>The bidder must have provided at least average 50,000 man-hours per month in IT support services to various Central/ State Government and/or PSUs during the last 5 years</li> <li>The bidder should have experience of minimum 5 (Five) years in providing IT Support services to Central/State Government and/or PSUs as on 31st March 2024</li> </ul>	<ul style="list-style-type: none"> <li>Copy of the EPF register with the Certificate from HR Head on the company letter head</li> <li>Copy of work orders /completion certificate / performance certificate from concerned authority/ ongoing projects showing years of experience.</li> </ul>

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Sl. No.	Basic Requirement	Qualification Criteria	Documents to be Submitted
7.	<b>Non-Blacklisted Undertaking</b>	Responding Firm/ Company/ bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices and must not be Blacklisted by any State Govt./Central Govt., for any reason at the time of bid submission.	Self-Declaration in the prescribed format.
8.	<b>E.M.D.</b>	E.M.D. as specified in Bid Data sheet	In form of DD in favour of Transport Commissioner, Odisha.
9.	<b>Professional Tax &amp; Labor License</b>	The bidder should have professional tax registration number and ESI number  The bidder must have labour License in providing IT support services.	The bidder should have Professional Tax Registration No. in their name.  Valid Labour License Certificate
10.	<b>Authorized Representative from Bidder</b>	The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder	Power of Attorney document in the prescribed format
11.	<b>Integrity Pact</b>	The bidder must furnish Integrity Pact	Integrity pact in the prescribed form
12.	<b>Acceptance of Terms &amp; Conditions</b>	The bidder must submit the declaration	Declaration in the prescribed format.
13.	<b>Tender Fee</b>	Tender Fees as specified in Bid Data sheet	In form of DD in favour of Transport Commissioner, Odisha.

**Note-**

- a) In absence of any one of the above, the offer will be treated as non-responsive and summarily rejected.
- b) Relevant documents in support of the above criteria must be enclosed along with Pre-Qualification Bid documents failing which the bid will liable to be rejected.
- c) Bidders found successful in pre-qualification bid, their technical bids will be opened.

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## 9.2. Evaluation of Pre-Qualification Bid

Bid Evaluation Committee will determine whether the Pre-Qualification of Bidder:

- a) Meets/conforms to all terms, conditions and stipulations of the RFP including the Eligibility Criteria, without any material deviation.
- b) Has been properly signed and contains any required written representations or commitments.
- c) Is accompanied by the required annual reports, documents, audited statements, experience certificates as stipulated in the RFP documents.
- d) If answer to any one of the items specified in pre-qualification bid is 'No' the Bid shall be non-qualifying and hence would not be taken up for opening and evaluation of the Technical Bid.

## 9.3. Technical Evaluation

Sr. No	Criteria	Parameter	Maximum Mark	Supporting Document	Marking Criteria
<b>Organization</b>					
1.	<b>Company Competency</b>	Minimum 5 years of experience of the bidder in providing <b>IT support services</b> for any Central/State Government or Public Sector Undertakings (PSUs) Organization in India / Odisha as on proposal due date within last five years.	<b>10</b>	Work Order/ Authority Certificate/Agreement Copies/ Completion Certificate clearly indicating the scope of work and year.	<ul style="list-style-type: none"> <li>• <math>\geq 5</math> years and <math>\leq 8</math> years: <b>6 Marks</b></li> <li>• More than 8 Years: <b>10 Marks</b></li> </ul>
<b>Past Experience</b>					



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Sr. No	Criteria	Parameter	Maximum Mark	Supporting Document	Marking Criteria
2	Providing IT support services	The bidder must have executed minimum <b>3 IT support services</b> project for any Central/State Government or Public Sector Undertakings (PSUs) in India as on proposal due date within last five years. AND <b>The progressive yearly billing of 3 projects must not be less than 3 Cr together.</b>	30	Work Order/Completion Certificate from Authority.  Consolidated Yearly billing invoices as per <b>Annexure 9.</b>  Need to submit project completion certificate/ performance certificate of all completed projects.	<ul style="list-style-type: none"> <li>3 IT support services Projects = 20 Marks</li> <li>For each additional project 5 marks will be awarded subject to maximum of 10 marks.</li> </ul> <p><b>Maximum 5 Projects will be considered = 30 Marks</b></p>
3	Providing IT Support Services in different Departments/ PSUs	Experience in providing IT Support Services in Central/State Government or Public Sector Undertakings (PSUs) including Odisha during last five years.	20	Work Order/Certificate of Completion from concerned Department/PSUs	<ul style="list-style-type: none"> <li>More than 3 Departments/PSUs : 15 marks</li> <li>More than 4 Departments/PSUs : 20 Marks</li> </ul>
4	Providing IT Support Services in Manhour basis	The bidder must have provided at least average <b>50,000 man-hours per month in IT support services</b> to various Central/ State Government and/or PSUs during the last 5 years	10	Work Order/Certificate of Completion from concerned Department	<ul style="list-style-type: none"> <li>IT support services provided for <b>more than 50,000 man-hours:</b> 8 marks</li> <li>IT support services provided for <b>more than 60,000 man-hours:</b> 10 marks</li> </ul>



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Sr. No	Criteria	Parameter	Maximum Mark	Supporting Document	Marking Criteria
5	<b>Relevant experience in Odisha in providing IT Support Services</b>	The Bidder must have at least 2 <b>(Two)</b> IT support services experience of working with Central/ State Government and/or PSUs in Odisha as on Proposal due date during last five years.	<b>10</b>	Work Order/Completion Certificate from Authority. Consolidated Yearly billing invoices as per <b>Annexure 9.</b>	<ul style="list-style-type: none"> <li>• 2 Project = <b>6 Marks</b></li> <li>• For each additional project <b>2 mark will be awarded subject to maximum of 4 marks.</b></li> <li>• <b>Maximum 4 Projects will be considered = 10 Marks</b></li> </ul>
<b>Financial Competency</b>					
6	<b>Average Annual Turnover</b>	Average Annual Turnover of the Bidder generated from IT support services during the last three Financial Years-FY/2021-22, 2022-23, 2023-24	<b>20</b>	Bidder shall submit: <ul style="list-style-type: none"> <li>• Audited statement for the last 3 financial years</li> <li>• Certificate from the Statutory auditor firm / Chartered Accountant with seal and signature clearly specifying the average annual turnover for the specified years</li> </ul>	<ul style="list-style-type: none"> <li>• &gt;=Rs.20 Crores &amp; &lt;30 Crores: <b>15 marks</b></li> <li>• &gt;=Rs.30 Crores <b>20 marks</b></li> </ul>

#### 9.4. Minimum Qualification & Manhour details

The bidder will provide the skilled resources for supporting the authority in IT support services task.

- The candidate must be a citizen of India.
- The skilled resources should have the basic qualification plus two (10+2) pass or equivalent with Diploma in Computer Application.
- The candidates shall be conversant (read, write & speak) in Odia & English language.
- Age Limit- Above 18 Years and below 60 years.

**The tentative manhour as defined by the Government for providing IT support services should be 55,800 hours per month, which may increase or decrease as per the requirement of Transport Commissioner. The list of offices where IT support services will be provided by the selected bidder is given at Annexure-15 subject to revision.**

#### 9.5. Evaluation Process

The proposals submitted by the bidders will be evaluated on parameters as described in this RFP document. The bidder must get at **least 70 marks of the maximum possible** score i.e., out of

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total 100 marks, in the evaluation process in order to qualify for opening of the commercial/ financial evaluation.

**QCBS method** will be followed during the overall selection process. The financial bids of technically qualified bidders will be opened on the prescribed date in the presence of bidders or their representatives. An Overall Bid Score (B) will be calculated for each bid, using the following formula in order to have a comprehensive assessment of the Bid price and the Quality of each bid:

$$B = \left\{ \left( \frac{C_{low}}{C} \right) \times 100 \times X \right\} + \left\{ \left( \frac{T}{T_{high}} \right) \times 100 \times Y \right\}$$

- a) B= Overall Bid Score
- b) C= Evaluated Bid Price of the bidder
- c)  $C_{low}$  = The lowest of the evaluated bid prices among the responsive bids
- d) T= The total marks obtained by the bidder against technical criteria
- e)  $T_{high}$  = The highest mark scored against technical criteria among all responsive bids
- f) X= 0.3 (The weightage for Financial Price is 30%)
- g) Y= 0.7 (The weightage for technical marks is 70%)

The bidder, who has the overall highest score (B) in the QCBS shall be called for further process leading to the award of the contract. The bid price will exclude all taxes other than service charges as applicable and shall be in Indian Rupees. Prices quoted in the bid by the bidder must be firm and final and shall not be subject to any modifications under any circumstances. In case of a tie, the bidder having highest technical score will be considered as preferred bidder.

## 9.6. Financial Proposal

- a) Bidder(s) need to submit their price bid proposal as per the Annexure 13.
- b) The bidders shall submit their financial bids in format given in Annexure-13 only. Not filling financial bids for a particular event result in cancelling all bids submitted by the agency, and the agency shall not be considered for the award of work.

## 9.7. Letter of Acceptance

- a) Letter of Acceptance (LoA) will be issued by the Transport Commissioner to the successful bidder.
- b) Within seven (7) days from the date of issue of the LoA, the successful bidder shall submit Letter of Acceptance.
- c) The successful bidder shall execute the Agreement with the Transport Commissioner, Odisha and furnish Performance Bank Guarantee @ 10% of project cost.
- d) Bid security submitted by unsuccessful bidders will be returned to them without any interest upon signing of contract agreement by the successful bidder.

## 9.8. Proposal Due Date

- a) The proposal should be submitted on or before the proposal due date mentioned in the Bid Datasheet in the manner and form as detailed in this RFP document.

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- b) Office of the Transport Commissioner, Odisha may extend the proposal submission due date by issuing an Addendum and same shall be published on its website.

## 10. Contract Period

The contract period will be valid for **One (1) year** subject to evaluation of performance during contract period. In case performance of successful bidder is not found satisfactory during aforesaid period of contract, the contract agreement shall be cancelled by the Transport Commissioner, Odisha by giving 15 days' notice to the successful bidder.

### 10.1. Extension

Contract agreement executed between Transport Commissioner and successful bidder may be extended for a further period of one year with existing terms and conditions at the discretion of Transport Commissioner subject to satisfactory performance of the successful bidder. In this regard the decision of Transport Commissioner shall be final and binding.

## 11. Bid Preparation Cost

The Bidder shall be responsible for all costs associated with the preparation of its Bid and its participation in the bidding process, including, site visits, etc. and also any discussions/ negotiations in this regard. Office of the Transport Commissioner, Odisha will not be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the bidding process.

## 12. Disqualification

Even if the bidder(s) meets the guidelines / terms and conditions as set forth in this RFP document, Office of the Transport Commissioner, Odisha at its discretion, may disqualify any bidder(s) if:

- a) The bidder has been blacklisted by office of the Transport Commissioner, Odisha or Gol or any State Government or Central Government or any Government agency / Department in India as on Proposal Submission Due Date; or
- b) The bidder has made misleading or false representation in the forms, statements and attachments submitted.
- c) Any attempt by a bidder to obtain confidential information, enter into unlawful agreements with competitors or influence the committee or the office of Transport Commissioner, Odisha during the tender process.

### 12.1. Only one Proposal

- a) Bidders shall submit one bid only. If it is found that the bidder is participating through joint venture/ consortium etc. with other bidders in the same tender, then all of the bids submitted by him shall be rejected and the bidder will be blacklisted.

## 12.2. Withdrawal of Bid

- a) The bidder may withdraw bid submitted by him before due date only.

## 13. Validity of Proposal

The Proposal shall remain valid for at least for 180 days from the last date for submission of proposal/ bid. Bidder should ensure that in all circumstances, its bid fulfils the validity condition. Any bid validity less than 180 days shall be liable for rejection.

In exceptional circumstances, office of the Transport Commissioner, Odisha may solicit bidder's consent to extend bid validity period more than 180 days.

### 13.1. Cancellation of RFP process

- a) Transport Commissioner, Odisha may cancel the RFP process at any time without assigning any reason. Office of the Transport Commissioner, Odisha makes no commitments, express or implied, that this process will result in a business, transaction with anyone in any manner whatsoever.
- b) This RFP document does not constitute an offer by Office of the Transport Commissioner Odisha.

## 14. Anticorruption

A recommendation for award of Contract will be rejected if it is found that the recommended Bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question; in such cases, the Transport Commissioner, Odisha will declare the Bidder and/or members of the consortium ineligible, either indefinitely or for a specific period as may be decided by the Transport Commissioner, Odisha. The bidder will be blacklisted by the Transport Commissioner, Odisha. Bidder should submit the declaration of the same as per Annexure-10.

## 15. Performance Bank Guarantee

A Performance Bank Guarantee shall be equivalent to 10% of total cost of the project shall be submitted by the successful bidder within 15 days from the date of issuance of LoA. The performance bank guarantee shall be issued by any nationalized/schedule commercial bank and shall remain valid for entire contract period and 120 days thereafter from the date of signing of the contract. The format is enclosed in Annexure 14.

## 16. Payment Terms

- a) The successful bidder will raise the invoice on monthly basis with appropriate approvals and compliance documents asked by Office of the Transport Commissioner.

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- b) However, the bidder will submit monthly report duly certified by authorised officer of Transport Commissioner, Odisha / sub-ordinate offices in support of providing IT support services after which payment will be made as per actuals.
- c) The payment will be done to the bidder on monthly basis within 15 working days of invoice submission.

## **17. Failure to Comply with the Terms & Conditions of the RFP and Contract Agreement**

Failure of the successful Bidder to agree with the Terms & Conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the award, in which Office of the Transport Commissioner, Odisha may invite the next best Bidder for negotiations or may call for fresh RFP.

## **18. Non-Disclosure Agreement (NDA)**

The Successful Bidder must sign the Non-Disclosure Agreement with Office of the Transport Commissioner, Odisha for not disclosing/sharing of information and data stored in the server of the Bidder directly or indirectly.

## **19. Opening of Proposal**

- a) Office of the Transport Commissioner, Odisha shall open the “Technical Proposals” on the proposal opening date and time as mentioned in Bid Datasheet or on such other date as may be notified in the website.
- b) Bidder’s representatives (only one for each bidder shall be allowed) attending the opening of the proposals shall bring an authorisation letter from the bidder and sign in the attendant sheet.
- c) In the event of the proposal opening date being declared a public holiday for office of the Transport Commissioner, Odisha and the proposals shall be opened at the same time on the next working / opening day.
- d) To facilitate evaluation of proposals, office of the Transport Commissioner, Odisha may at its sole discretion, seek clarifications in writing from any bidder regarding its proposal.

## **20. Indemnity**

The successful bidder shall hold Office of the Transport Commissioner, Odisha harmless and indemnified for any losses, claims, damages, expenses (including all legal expenses), awards, penalties or injuries (collectively referred to as “Claims”) which may arise from or due to any unauthorized use of such Project Documents, or due to any breach or failure on part of the Successful Bidder to perform any of its duties or obligations in relation to securing the aforementioned rights of Office of the Transport Commissioner, Odisha.

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## **21. Applicable Law**

The Contract shall be interpreted in accordance with the laws of the Union of India / State of Odisha.

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## 22. ANNEXURES

### 22.1. Annexure 1: Format for Covering Letter

(ON THE LETTERHEAD OF THE BIDDER)

(Location, Date)

To,

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

**Subject: Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.**

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 for 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: \_\_\_\_\_

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## 22.2. Annexure 2: Bidder Details

Bidder's Organization (General Detail)

Sr. No.	Description	Full Details
1.	<b>Name of the Bidder</b>	
2.	<b>Address for communication:</b> Tel: Fax: Email id:	
3.	<b>Name of the authorized person signing &amp; submitting the bid on behalf of the Bidder:</b> Mobile No.: Email id:	
4.	<b>Registration / Incorporation Details</b> Registration No: Date & Year.:	
5.	<b>Tender Fee Details</b> Amount: Reference No.: Date: Name of the Bank:	
6.	<b>EMD Details</b> Amount Reference No.: Date: Name of the Bank:	
7.	<b>PAN Number</b>	
8.	Goods and Services Tax Identification Number ( <b>GSTIN</b> )	
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: \_\_\_\_\_



### 22.3. Annexure 3: Checklist for Technical 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:

Sl. No	Qualification requirements	Compiled (Yes/No)	Documents -Page No
1.	Covering Letter ( <i>Annexure-1</i> )		
2.	Bidder Details ( <i>Annexure-2</i> )		
3.	Power of Attorney ( <i>Annexure-4</i> )		
4.	Legal Entity Certification		
5.	Financial turnover capacity Positive Net Worth ( <i>Annexure-5</i> )		
6.	Undertaking by Bidder ( <i>Annexure-6</i> )		
7.	Non-Blacklisted Undertaking ( <i>Annexure-7</i> )		
8.	Bid Security Declaration ( <i>Annexure-8</i> )		
9.	Valid PAN Number		
10.	Income Tax Return		
11.	ISO 9001:2015 / ISO 20000-1:2018		
12.	Manpower strength EPF document		
13.	Project Experience of bidder in providing IT Support Services to any Department (Central/State/or PSUs) in India ( <i>Annexure -9</i> )		
14.	Project Experience of bidder in providing IT support services in different Departments Central/State/or PSUs including Odisha ( <i>Annexure-9</i> )		
15.	Project Experience of bidder in providing IT support services in manhour basis ( <i>Annexure-9</i> )		
16.	Project Experience of bidder in providing IT support services to any Department (Central/State/or PSUs) in Odisha ( <i>Annexure-9</i> )		
17.	Bidder declaration (Anti-corruption) ( <i>Annexure-10</i> )		
18.	Integrity Pact ( <i>Annexure 16</i> )		

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## 22.4. Annexure 4: 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:

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## 22.5. Annexure 5: Financial Turnover Capacity of Bidder

### Bidder Organization (Financial Details)

Financial Information in INR				
	FY 2021-22	FY 2022-23	FY 2023-24	Average
<b>Annual Turnover/ Revenue (in Lakhs)</b>				
<p><b>Supporting Documents:</b></p> <p>CA Certificate and Audited Financial Statements (Submission of copies of Income &amp; Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with this form)</p>				

Authorized Signatory [*In full and initials*]: \_\_\_\_\_

Name and Designation with Date and Seal: \_\_\_\_\_

## 22.6. Annexure 6 Undertaking by Bidder

(On the Letter Head of the Agency)

Date:

To,

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

Ref: **Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.**

Dear Sir,

1. We have examined in detail and have understood the terms and conditions stipulated in the RFP issued by the Transport Commissioner, Odisha. Our Proposal is consistent with all requirements of submission as stated in the RFP or in any of the subsequent communications issued by the Transport Commissioner, Odisha. We would be solely responsible for any errors or omissions in our Proposal.

2. We hereby declare that we have read and understood the rules governing the contract as given above, examined and understood and satisfied ourselves regarding the content of the various agreements, declarations and deeds to be executed and do hereby undertake to execute them when called upon to do so, and commit in unequivocal terms, in letter and spirit, that the project shall be implemented as per the comprehensive stipulations and requirements that have been spelt out by the Transport Commissioner, Odisha, in this RFP and Bidding Documents including adherence to the areas/ capacities/ specifications/ regulations as have been detailed by the Transport Commissioner, Odisha in this regard.

3. We also commit to abide by the decision of the Transport Commissioner, Odisha on all matters relating to the planning and execution of the contract. Further we give undertaking for following:

- a) Made a complete and careful examination of the RFP;
- b) Received all relevant information requested from the Transport Commissioner, Odisha;
- c) Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Transport Commissioner, Odisha;
- d) Satisfied itself about all matters, things and information necessary and required for submitting an informed bid and performance of all of its obligations there under;
- e) Agreed to be bound by the undertaking provided by it under and in terms hereof.

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f) Transport Commissioner, Odisha shall not be liable for any omission, mistake or error on the part of the bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the selection process there under, including any error or mistake therein or in any information or data given by the Transport Commissioner, Odisha.

Duly signed by the Authorised Signatory of the Bidder

Title of the Office\_\_\_\_\_

Name of the firm\_\_\_\_\_

Date with time\_\_\_\_\_

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

## 22.7. Annexure 7: Format for Affidavit Certifying Non-Blacklisting

To,

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

**Subject: Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.**

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 agency / Department from participating in projects as on 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: \_\_\_\_\_

## 22.8. Annexure 8: Bid Security Declaration

(On the Letterhead of the bidder)

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

To,

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

### Sub: Bid Security Declaration

**Ref:** RFP No.: \_\_\_\_\_ **Dated:** (Date of issue of RFP), Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

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.

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.



Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

## 22.9. Annexure 9: Project Experience

### 22.9.1. Relevant Exp in IT Support Service

{To be certified by bidder on letter head}

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

To,

Transport Commissioner, Odisha,

6th Floor, Rajaswa Bhawan,

Cuttack – 753002

**Subject:** Consolidated Billing of projects Yearly basis

Sir,

I {name of the bidder}, who are established and reputed service provider having offices at {addresses of the office location}, submit the yearly billing amount as per the RFP requirement.

Project no.	Tender/ Project Name	Name of the Central/State Government and/or PSUs	Date of starting & closure of the project	Total Project Cost	Yearly Billing Amount for FY 20XX-YY	Yearly Billing Amount for FY 20XX-YY	Yearly Billing Amount for FY 20XX-YY
Project-1							
Project-2							
.....							
Project-n							

We hereby confirm that the information as mentioned above, is fully complying with this RFP document.

Yours faithfully,

For and on behalf of M/s (Name of the manufacturer)

(Authorized Signatory)

Name, Designation & Contact No:

Address: \_\_\_\_\_

Seal:

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

### 22.9.2. IT Support Service in No of State/Central/PSUs

{To be certified by bidder on letter head}

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

To,

Transport Commissioner, Odisha,

6th Floor, Rajaswa Bhawan,

Cuttack – 753002

**Subject:** Consolidated Billing of projects Yearly basis

Sir,

I {name of the bidder}, who are established and reputed service provider having offices at {addresses of the office location}, submit the yearly billing amount as per the RFP requirement.

Project. no.	Tender/Project Name	Name of the Central/State Government and/or PSUs	Date of starting & closure of the project	Total Project Cost
Project-1				
Project-2				
.....				
Project-n				

We hereby confirm that the information as mentioned above, is fully complying with this RFP document.

Yours faithfully,

For and on behalf of M/s (Name of the manufacturer)

(Authorized Signatory)

Name, Designation & Contact No:

Address: \_\_\_\_\_

Seal:

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

### 22.9.3. Project Experience –IT Support Service in Manhour basis

{To be certified by bidder on letter head}

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

To,

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

**Subject:** Consolidated Billing of projects Yearly basis

Sir,

I {*name of the bidder*}, who are established and reputed service provider having offices at {*addresses of the office location*}, submit the yearly billing amount as per the RFP requirement.

Project. no.	Tender/ Project Name	Name of the Central/State Government and/or PSUs	Date of starting & closure of the project	No. of Manhour services provided in IT Support Services	Total Project Cost
Project-1					
Project-2					
.....					
Project-n					

We hereby confirm that the information as mentioned above, is fully complying with this RFP document.

Yours faithfully,

For and on behalf of M/s (Name of the manufacturer)

(Authorized Signatory)

Name, Designation & Contact No:

Address: \_\_\_\_\_

Seal:

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

#### 22.9.4. Relevant Exp in Odisha in providing IT Support Service

{To be certified by bidder on letter head}

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

To,

Transport Commissioner, Odisha,

6th Floor, Rajaswa Bhawan,

Cuttack – 753002

**Subject:** Consolidated Billing of projects Yearly basis

Sir,

I {name of the bidder}, who are established and reputed service provider having offices at {addresses of the office location}, submit the yearly billing amount as per the RFP requirement.

Project no.	Tender/ Project Name	Name of the Central/State Government and/or PSUs in Odisha	Date of starting & closure of the project	Total Project Cost	Yearly Billing Amount for FY 20XX-YY	Yearly Billing Amount for FY 20XX-YY	Yearly Billing Amount for FY 20XX-YY
Project-1							
Project-2							
.....							
Project-n							

We hereby confirm that the information as mentioned above, is fully complying with this RFP document.

Yours faithfully,

For and on behalf of M/s (Name of the manufacturer)

(Authorized Signatory)

Name, Designation & Contact No:

Address: \_\_\_\_\_

Seal:

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

**22.10. Annexure 10: Bidder’s Declaration (Anti-corruption)**

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 agency 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 this .....Day of ....., 2024.

.....

(Name of the Bidder)

.....

(Signature of the Bidder / Authorised Person)

.....

(Seal of the Bidder)

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

## 22.11. Annexure 11: Format of Pre-Bid Queries

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

To,

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

**Subject: Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.**

Sir,

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

Company Name: M/S				
SL. No.	RFB Page No	Relevant Section / Form/Annexure of RFB	Relevant Content from RFB	Bidder's Query/Comment

Signature:

Name:

Designation of the authorised signatory:

Phone Number:

FAX:

Email:

Address:

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

## 22.12. Annexure 12: Format for Price Bid Letter

[On the Letter head of the Bidder]

To

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

Date:

**Re: Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.**

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 03 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-13) 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)



Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

## 22.13. Annexure 13: Format for Price Bid

<b>Name of the Bidder/Bidding Firm/ Company:</b>	
<b>Project Name</b>	<b>Price bid for Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the Transport Commissioner and its Subordinate Offices.</b>
<b>Tender No:</b>	
<b>Particulars</b>	<b>Manhour cost to be charged (per hour) subject to notification/resolution issued by Govt. of Odisha as referred below</b>
<b>Cost of IT Support Service to be provided on Manhour basis including service charges</b>	

**Note:** The bidder will provide cost for IT support services as per following notification / resolution issued by the Govt. of Odisha as may be amended from time to time. The list of notifications and resolutions are enclosed in **Annexure- 17 series**

- a) Labour & ESI Department Notification no. 2278-LESI-LLI-III-0081/2017/LESI, Dated.13.03.2024
- b) Labour & ESI Department Notification no. 5308-LESI-LLI-III-0081/2017/LESI, Dated.18.07.2024
- c) Finance Department, Government of Odisha, Notification no. 19595-FIN-COD-RULE-0001-2018, Dated.11.07.2023
- d) All statutory dues will be adhered to as per Govt. guidelines/Notifications issued from time to time.
- e) Taxes as applicable (extra)

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

## 22.14. Annexure-14 Performance Bank Guarantee Format

To,

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

Whereas <<Name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for submission of RFP # <<RFP Number >>for **Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.** (Here in after called "the Bid") to Transport Commissioner, Odisha (hereinafter called 'the Purchaser').

Know all Men by these presents that we <<>> having our office at <<Address>> (hereinafter called "The Bank") are bound unto the Purchaser in the sum of INR<<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well 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 <<Date>>. The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Purchaser in the RFP; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
  - a. Withdraws his participation from the bid during the period of validity of bid document; or
  - b. Fails or refuses to participate in the subsequent Tender process after having been shortlisted.

We undertake to pay to 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 of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i. Our liability under this Bank Guarantee shall not exceed INR<<Amount in figures>> (Rupees<<Amount in words>> only)
- ii. This Bank Guarantee shall be valid up to<<insert date>>)
- iii. It is condition of our liability for payment of the guaranteed amount or any part there of arising under this Bank Guarantee

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that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

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## 22.15. Annexure-15 List of Offices

Sl. No.	Name Of the Region
1.	Balasore
2.	Bhubaneswar
3.	ARTO, Khorda
4.	Bhubaneswar-II
5.	Bhadrak
6.	Chandikhole
7.	Cuttack
8.	Jagatsinghpur
9.	Kendrapada
10.	Jajpur
11.	Mayurbhanj
12.	Addl.RTO,Rairangpur
13.	Nayagarh
14.	Puri
15.	Angul
16.	Bargarh
17.	Bolangir
18.	Deogarh
19.	Dhenkanal
20.	Jharsuguda
21.	Keonjhar
22.	Addl.RTO,Barbil
23.	Rourkela
24.	Sambalpur (+ JMFC)
25.	Subarnapur
26.	Sundergarh
27.	Talcher
28.	Bhanjanagar
29.	Boudh
30.	Gajapati
31.	Ganjam(+ JMFC)
32.	Kalahandi
33.	Koraput

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<b>34.</b>	Malkangiri
<b>35.</b>	Nawarangpur
<b>36.</b>	Nuapada
<b>37.</b>	Phulbani
<b>38.</b>	Rayagada
<b>39.</b>	DTS,BBSR
<b>40.</b>	STA/SC(T)/JMFC, Ctc

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## 22.16. Annexure-16 Integrity Pact

(Company letterhead)

To,

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

**Sub: Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.**

Sir,

It is here by declared that **\*\*Bidder Organization\*\*** is committed to follow the principle of transparency, equity and competitiveness in public procurement.

The subject RFP ref no. xxxxxxxxxxxxxxxx is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the **\*\*Bidder Organization\*\***.

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

## 22.17. Annexure-17 Notifications

# The Odisha Gazette

EXTRAORDINARY  
PUBLISHED BY AUTHORITY

**No.565, CUTTACK, WEDNESDAY, MARCH 13, 2024/ FALGUNA 23, 1945**

### LABOUR & ESI DEPARTMENT

#### NOTIFICATION

The 13th March, 2024

No.2278—LESI-LL1-III-0081/2017/LESI.— In exercise of the powers conferred by clause (b) of sub-section (1) of Section 3 read with Section 4 and clause (b) of sub-section (1) of Section 5 of the Minimum Wages Act, 1948 (11 of 1948), the State Government do hereby make proposals for fixing / revising the minimum rates of wages as specified in Column (4) of the Schedule here to annexed payable to the categories of employees as mentioned in Column (3), who are employed in the employments as specified in Column (2) of the said Schedule, for the whole State of Odisha.

The proposals are hereby published under clause (b) of sub-section (1) of Section 5 of the said Act, for information of all persons likely to be affected thereby and **notice is hereby given that the said proposal shall be taken into consideration on or after the expiry of a period of two months from the date of publication of this notification in the *Odisha Gazette*.**

The revised minimum rates of wages shall consist of the rates of wages as set out in Column (4) of the said Schedule and payable to the categories of employees as mentioned in Column (3) thereof. In addition to the said rates of wages, Variable Dearness Allowance (VDA) as admissible shall be declared every six months i.e. on 1st April and 1st October of the year, linked to the All India Consumer Price Index Number for industrial workers published by the Labour Bureau, Ministry of Labour & Employment, Govt. of India till next revision of minimum wages. or as per the pattern adopted by the Ministry of Labour & Employment, Govt. of India meant for 'C' Class cities (after next revision of minimum wages by the Central Government), as may be notified by the Labour Commissioner, Odisha.

**All representations containing objection or suggestion received by the Commissioner-cum-Secretary to Government, Labour & E.S.I. Department, Odisha, Bhubaneswar from any person in respect of the said proposal before the expiry of the period specified above will be considered by the State Government.**



Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

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### SCHEDULE

Sl. No.	Name of the Employment	Category of Employees	Revised minimum rates of wages per day
(1)	(2)	(3)	(4)
1.	Agriculture	<b>Un skilled</b> <b>Semi-skilled</b> <b>Skilled</b> <b>Highly skilled</b>	<b>Rs. 450.00</b> <b>Rs. 500.00</b> <b>Rs. 550.00</b> <b>Rs. 600.00</b>
2.	Agarbati and Candle making Worker's Establishments		
3.	Automobile servicing, repairing garages and Workshops		
4.	Ayurvedic and Unani Pharmacy		
5.	Bakeries and Confectionaries including Biscuit making		
6.	Bamboo Forest Establishment		
7.	Brass and Bell Metal Industry		
8.	Carpet Weaving Industry		
9.	Cashew processing establishments		
10.	Cement pipe making and allied products industry		
11.	Ceramic and Pottery Industry		
12.	Chemical Industry		
13.	Cinema Industry and Film Production		
14.	Clay Pottery		
15.	Coir Industry		
16.	Collection of Sal Seeds		
17.	Construction or maintenance of Dams, Embankments, Irrigation Projects and Sinking of wells and tanks.		
18.	Construction or maintenance of roads or in building operations		
19.	Contingent and Casual Employees in Government and other establishments, Courier and Cargo Services		
20.	Cotton Ginning and Pressing Industry		
21.	Dispensary of Medical Practitioner in any establishment of Medical Consultant or in any Chemical or Pathological Laboratory, Private Nursing Homes, Private Medical College Hospitals, Super Specialty Hospitals, Clinic, Laboratory etc.		
22.	Distilleries		
23.	Domestic Workers (shall be calculated as per hours of work)		
24.	Electricity transmission, generation and distribution		
25.	Employment in NGO and Voluntary Social Organization		
26.	Employment in laying of underground Cables, Electric lines, Water supply lines and under Cable Operators.		
27.	Finishing and Dying of yarn and fabrics, Painting, Knitting and Embroidery		
28.	Fisheries and Sea food Industry		
29.	Forest produce such as Genduli gum, Mahua making of coal and resin.		
30.	Foundry Industry with or without attached machine shop		
31.	Glass Industries		

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(1)	(2)	(3)	(4)
32.	Gold and Silver Ornaments and Articles of artistic design	<p style="text-align: center;"><b>Un skilled</b> <b>Semi-skilled</b> <b>Skilled</b> <b>Highly skilled</b></p>	<p style="text-align: center;"><b>Rs. 450.00</b> <b>Rs. 500.00</b> <b>Rs. 550.00</b> <b>Rs. 600.00</b></p>
33.	Graphite Industry including Beneficiation		
34.	Handloom and Hosiery		
35.	Hotels, Eating Houses and Restaurants		
36.	Ice Factory and Cold Storage		
37.	Jute Industry and Jute Twine Industry		
38.	Kendu Leaf Collection		
39.	Khadi Village Industries including manufacture of Khandasari and other products		
40.	Laundry including Dry-washing		
41.	Leather Industry		
42.	Liquefied Petroleum Gas manufacture and distribution		
43.	Local Authority		
44.	Manufacture of Brush and Brooms		
45.	Manufacture of Coke and Burning Coals		
46.	Manufacture of Cold drinks, Soda and other allied products		
47.	Manufacture of Electrical Bulbs and all allied electrical equipments		
48.	Manufacture of matches, fireworks and explosives		
49.	Manufacture of nails and pins		
50.	Manufacture of paints and varnishes		
51.	Manufacture of plastic products including toys		
52.	Manufacture of Radio by assembling with parts		
53.	Manufacture of ropes		
54.	Manufacture of Utensils including Aluminum and Hindalium products		
55.	Metal Industry(except the cottage and village scale units)		
56.	Major or Minor Engineering Industry including Sponge, Secondary Steel, Rolling Mills, Ferro Alloys, Metal Industries (employment less than 50 persons)		
57.	Motor body building		
58.	Minor Ports		
59.	Non-teaching staff of Private Educational Institution including ITI & Training Institute, Coaching Centre.		
60.	Oil Mill		
61.	Paper and Cardboard Industry		
62.	Petrol and Diesel Oil Pumps		
63.	Pharmaceutical Industry		
64.	Power loom Industry		
65.	Printing Press, DTP Centre and Offset Printing Press		
66.	Private Road Transport		
67.	Private Security Agencies and Private Security Services		
68.	Public Health Engineering		
69.	Public Motor Transport		
70.	Readymade Garments Industries including Mechanized Trade of Readymade Garment Industry		
71.	Refractory Industry		
72.	Regulated markets, Marketing Societies, Co-operative Societies and Banks.		
73.	Rice Mill, Flour Mill, Dal Mill, Chuda mill and Masala Mill		
74.	Rubber and Rubber Products Industry		

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

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(1)	(2)	(3)	(4)
75.	Salt Pans		
76.	Saw Mills		
77.	Shops, Commercial Establishments, Salon, Beauty Parlour, Spa, massaging centre, Xerox shop, STD booth, tent house, newspaper hawkers and newspaper establishments.		
78.	Siali leaf pluckers and Sal leaf pluckers		
79.	Soap and Detergent Manufactory		
80.	Social Forestry		
81.	Spinning Mills		
82.	Stone breaking or Stone crushing		
83.	Tamarind collection		
84.	Tile and Brick Making		
85.	Timber Trading (excluding felling and sawing)		
86.	Timber Trading (including felling and sawing)		
87.	Tobacco (including Bidi making) Manufactory		
88.	Trunks, Suitcase and Bucket manufactory		
89.	Wood works and furniture making industries		

**Explanation:-** For the purpose of this notification–

1. The minimum rates of wages are all inclusive rates including the basic rates, the cost of living allowances and the cash value of the concessional supply if any of essential commodities.
2. The daily minimum rates of wages shall be inclusive of wages payable for the weekly day of rest.
3. The minimum rates of wages are applicable to the employees employed by contractors also.
4. The minimum rates of wages for disabled persons shall be same as payable to the workers of the appropriate category.
5. There shall not be any discrimination between male and female workers in the matters of payment of minimum wages in any category of employment.
6. (a) “Un skilled work” means work which involves simple operation requiring little or no skill or experience on the job.  
 (b) “Semi-skilled work” means work which involves some degree of skill or competence acquired through experience on the job and which is capable of being performed under the supervision or guidance of a skilled employee and includes un-skilled supervisory work.  
 (c) “Skilled work” means work which involves skill or competence acquired through experience on the job or through training as an apprentice or in a technical or vocational institute and the performance of which calls for initiative and judgment; and

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(d) "Highly Skilled work" means work which calls for a high degree of perfection and full competence in the performance of certain tasks, acquired through intensive technical or professional training or practical work experience for long years and also required for workers to assume full responsibility for the judgment or decisions involved in the execution of these tasks.

7. An adult employee shall work for eight hours per day excluding half an hour of rest.

By Order of the Governor

R. S. GOPALAN

Commissioner-*cum*-Secretary to Government



**OFFICE OF THE  
LABOUR COMMISSIONER: ODISHA: BHUBANESWAR**

+++

**NOTIFICATION**

No. 6432 /LC, Bhubaneswar, dated 30.09.2024

Whereas the minimum rate of wages for unskilled, semi-skilled, skilled and highly skilled categories of employees in 91 scheduled employments were fixed/ revised by the Government in Notification No. 5308- LESI-LL1-III-0081-2017/LESI dtd.18.07.2024 of the Labour & ESI Department, Odisha published in the Extraordinary Issue No. 1367 of the Odisha Gazette dtd. 18.07.2024 read with Notification No.6471 dtd. 20.08.2024 and Notification No.6477 dtd. 20.08.2024 of the Government.

And whereas, the State Minimum Wages Advisory Board in its 53<sup>rd</sup> Meeting have advised to adopt a system of revision of the special allowance called Variable Dearness Allowances @ Rs. 2.60 paise per point rise in All India Consumer Price Index Number for Industrial Workers (base 2016-100) as may be notified by the Labour Commissioner, Odisha at half yearly interval i.e. on 1<sup>st</sup> April and 1<sup>st</sup> October, from the date of notification of the revised wages.

And whereas, the Variable Dearness Allowance for the half year commencing w.e.f. 1<sup>st</sup> October, 2024 is required to be effected on the basis of the increase in average Consumer Price Index Number for Industrial workers reaching 139.6 from 138.8 as on 30.06.2024 and thereby resulting in an increase of 0.8 points.

Now therefore, I Sri Vijay Amruta Kulange, I.A.S., Labour Commissioner, Odisha in exercise of the powers delegated in the aforesaid Notification do hereby notify that the Variable Dearness Allowance (VDA) @ Rs. 2/- per day (after rounding off) shall be payable to the unskilled, semi-skilled, skilled and highly skilled categories of employees in all 91 scheduled employments (list enclosed in the Schedule) w.e.f. 1<sup>st</sup> October, 2024 in addition to the minimum rate of wages notified vide the aforesaid Notification of Government in Labour & ESI Department, Odisha. Accordingly, the present rate of minimum wages including VDA per day w.e.f. 1<sup>st</sup> October, 2024 shall be as under:

<b>Category of Employee</b>	<b>Minimum Wage per day w.e.f. 18.07.2024</b>	<b>V.D.A. per day w.e.f. 1.10.2024</b>	<b>Minimum Wage with VDA per day w.e.f. 01.10.2024</b>
Unskilled	Rs.450/-	Rs.2/-	Rs.452/-
Semi-skilled	Rs.500/-	Rs.2/-	Rs.502/-
Skilled	Rs.550/-	Rs.2/-	Rs.552/-
Highly Skilled	Rs.600/-	Rs.2/-	Rs.602/-

*[Signature]*  
Labour Commissioner, Odisha

...Contd. Page-2

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

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**Memo No. 6433** /dtd. 30.09.2024

Copy forwarded to All Joint Labour Commissioners / All Divisional Labour Commissioners / All District Labour Officers / All Assistant Labour Officers for information and necessary action. They are requested to circulate the same among all concerned.

**Labour Commissioner, Odisha**

**Memo No. 6434** /dtd. 30.09.2024

Copy forwarded to the Director, Printing Stationery and Publication, Odisha, Madhupatna, Cuttack with a request to publish the above notification in the next issue of Odisha Gazette and supply 200 copies to this office.

**Labour Commissioner, Odisha**

**Memo No. 6435** /dtd. 30.09.2024

Copy forwarded to All Heads of Departments of Odisha /All District Collectors of Odisha for information.

**Labour Commissioner, Odisha**

**Memo No. 6436** /dtd. 30.09.2024

Copy submitted to All Secretaries to Government of Odisha for kind information.

**Labour Commissioner, Odisha**

**Memo No. 6437** /dtd. 30.09.2024

Copy submitted to the Principal Secretary to Government, Labour & ESI Department, Odisha, Bhubaneswar for kind information.

**Labour Commissioner, Odisha**



Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

### SCHEDULE

Sl. No.	Name of the Employment
1	2
1.	Agriculture
2.	Agarbati and Candle making Establishments
3.	Automobile servicing, repairing garages and workshops
4.	Ayurvedic and Unani Pharmacy
5.	Bakeries and Confectionaries including Biscuit making
6.	Bamboo Forest Establishment
7.	Brass and Bell Metal Industry
8.	Carpet Weaving Industry
9.	Cashew processing establishments
10.	Cement pipe making and allied products industry
11.	Ceramic and Pottery Industry
12.	Chemical Industry
13.	Cinema Industry and Film Production
14.	Clay Pottery
15.	Coir Industry
16.	Collection of Sal Seeds
17.	Construction or maintenance of Dams, Embankments, Irrigation Projects and sinking of wells and tanks.
18.	Construction or maintenance of roads or in building operations
19.	Contingent and Casual Employees in Govt. and other establishments, Courier and Cargo Services
20.	Cotton Ginning and Pressing Industry
21.	Dispensary of Medical Practitioner in any establishment of medical consultant or in any Chemical or Pathological Laboratory, Private Nursing Homes, Private Medical College Hospitals, Super Specialty Hospitals, clinic, laboratory etc.
22.	Distilleries
23.	Domestic Workers (shall be calculated as per hours of work)
24.	Electricity transmission, generation and distribution
25.	Employment in NGO & Voluntary Social Organization
26.	Employment in laying of underground Cables, Electric lines, Water supply lines and under Cable Operators.
27.	Finishing Dying of yarn and fabrics, painting, knitting and embroidery
28.	Fisheries and Sea food Industry
29.	Forest produce such as Genduli-gum, Mahua making of coal and resin.
30.	Foundry Industry with or without attached machine shop
31.	Glass Industries
32.	Gold and Silver Ornaments and articles of artistic design
33.	Graphite Industry including beneficiation
34.	Handloom and Hosiery
35.	Hotels, Eating Houses and Restaurants
36.	Ice Factory and Cold Storage
37.	Jute Industry and Jute Twine Industry
38.	Kendu Leaf Collection
39.	Khadi Village Industries including manufacture of Khandasari and other products
40.	Laundry including dry-washing
41.	Leather Industry
42.	Liquified Petroleum Gas manufacture and distribution
43.	Local Authority
44.	Manufacture of brush and brooms
45.	Manufacture of Coke and Burning Coals



Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

46.	Manufacture of Cold drinks, Soda and other allied products
47.	Manufacture of Electrical Bulbs and all allied electrical equipment
48.	Manufacture of matches, fireworks and explosives
49.	Manufacture of nails and pines
50.	Manufacture of paints and varnishes
51.	Manufacture of plastic products including toys
52.	Manufacture of Radio by assembling with parts
53.	Manufacture of ropes
54.	Manufacture of Utensils including Aluminum and Hindalium products
55.	Metal Industry (except the cottage and village scale units)
56.	Major or Minor Engineering Industry including Sponge, Secondary Steel, Rolling Mills, Ferro Alloys, Metal Industries (employment less than 50 persons)
57.	Motor body building
58.	Non-teaching staff of all private Educational Institutions including ITI & Training Institute Coaching Centre.
59.	Oil Mill
60.	Paper and Cardboard Industry
61.	Petrol and Diesel Oil pumps
62.	Pharmaceutical Industry
63.	Powerloom Industry
64.	Printing Press, DTP centre and offset printing press
65.	Private Road Transport
66.	Private Security Agencies and Private Security Services
67.	Public Health Engineering
68.	Public Motor Transport
69.	Readymade Garments Industries including Mechanized Trade of Readymade Garment Industry
70.	Refractory Industry
71.	Regulated markets, Marketing Societies, Co-operative Societies and Banks.
72.	Rice Mill, Flour Mill or Dal Mill, Chuda mill and Masala Mill
73.	Rubber and Rubber Products Industry
74.	Salt Pans
75.	Saw Mills
76.	Shops, Commercial Establishments, saloon, beauty parlour, Spa, massaging centre, Xerox shop, STD booth, tent house, newspaper hawkers and newspaper establishments.
77.	Siali leaf pluckers & Sal leaf pluckers
78.	Soap and Detergent Manufactory
79.	Social Forestry
80.	Spinning Mills
81.	Stone breaking or Stone crushing
82.	Tamarind collection
83.	Tile and Brick Making
84.	Timber Trading (excluding felling and sawing)
85.	Timber Trading (including felling and sawing)
86.	Tobacco (including Bidi making) Manufactory
87.	Trunks, Suit case and Bucket manufactory
88.	Wood works and furniture making industries
89.	Minor Ports
90.	Sericulture Activities (As per Notification No.6471 dtd.20.08.2024 of Govt.)
91.	Swachha Karmi (As per Notification No.6477 dtd.20.08.2024 of Govt.)



Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

Directorate of L.F.A.  
13 JUL 2023  
ODISHA, BHUBANESWAR

DT No-5487/A-0  
5/7/23  
Pl. circulate to all field offices  
Order No-4267  
17-07-23

GOVERNMENT OF ODISHA  
FINANCE DEPARTMENT

No. 19595 /F., Date 11-07-2023  
FIN-COD-RULE-0001-2018

TRANSPORT COMMISSIONER  
RECEIVED  
26 NOV 2024  
ODISHA, CUTTACK

**OFFICE MEMORANDUM**

**Sub.: Rate of Service Charge in Outsourcing of Services.....reg.**

As no minimum rate of service charge has been prescribed, bidders are quoting zero or negligible service charge in respect of outsourcing of services. Hence, many a time, references are being received from various quarters for clarification in this matter.

2. In the meantime, Department of Expenditure, Ministry of Finance, Government of India has fixed the minimum rate of services charge vide OM No F.6/1/2023-PPD dated 06.01.2023.

3. Now, the State Government has been pleased to fix the following rate of service charge in outsourcing of services:

- The minimum service charge shall be 3.85% (3% profit plus transaction charge);
- The procuring entity can also fix the service charge above 3.85% with proper justification, whenever required. However, such charge should not exceed 7% in any case.

4. These instructions shall be deemed to be part of Odisha General Financial Rules.

This shall be effective from the date of issue.

By orders of the Governor,  
*[Signature]* 11/07/23  
Principal Secretary to Government

AD  
JA  
[Signature]

Request for Proposal (RFP) for selection of Service Provider for Providing IT Support Services on Manhour Basis to the office of the Transport Commissioner and its Subordinate Offices.

Memo No 19596 /Fin Date 11.07.2023

Copy of the Office Memorandum forwarded to Principal Secretary to Hon'ble Governor/ PS to Hon'ble Chief Minister / PS to Hon'ble Minister Finance / PS to all Hon'ble Ministers / Ministers of State / OSD to Chief Secretary / PS to DC-cum-ACS / PS to Principal Secretary, Finance /Accountant General (A&E) / Accountant General (Civil Audit) Deputy AG (Works) Odisha Puri for information.

Memo No 19597 /Fin Date 11.07.2023

Copy of the Office Memorandum forwarded to PS to Additional Chief Secretaries / Principal Secretaries / Commissioner-cum-Secretaries, all Departments for kind information of Additional Chief Secretaries / Principal Secretaries, / Commissioner-cum-Secretaries.

Memo No 19598 /Fin Date 11.07.2023

Copy of the Office Memorandum forwarded to All Heads of Department / All Collector / All Treasury Officers / All Sub-Treasury Officers / Director, Madhusudan Das Regional Academy of Financial Management, Chandrasekharpur, Bhubaneswar / Director Gopabandhu Academy of Administration Bhubaneswar / Registrar of all Universities for information & necessary action.

Memo No 19599 /Fin Date 11.07.2023

Copy of the Office Memorandum forwarded to all officers / All Branches / Guard file (5 copies) of Finance Department for information.

Memo No 19600 /Fin Date 11.07.2023

Copy of the Office Memorandum forwarded to Head Portal Group, IT Centre, Secretariat Odisha, for information and necessary action. It is requested to take steps for hoisting of the Office Memorandum in Government of Odisha website [www.Odisha.gov.in](http://www.Odisha.gov.in), Finance Department, for general information.

Deputy Secretary to Government

END OF THE DOCUMENT