



Request For Proposal for Selection of Agency for Monitoring and Maintenance of Web Pages, Route Rationalization Application developed by State Transport Authority.

RFP Key Details

RFP Number: (TBD)

Date of RFP Publish: (TBD)

E.M.D Fees: 3,00,000/-

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

Contact Details

Secretary, State Transport Authority (Authority), 7th Floor, Rajaswa Bhawan, P.O- Chandini Chowk, Cuttack, Odisha. Pin: 753002, Phone: 0671-2507042

E-Mail Id: ori-transportcomm@nic.in

DISCLAIMER

1. Though adequate care has been taken while preparing the RFP Document, the Bidders should satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any Bidder within seven days from the date of notification of RFP Document/ Issue of the RFP Document, it shall be considered that the RFP Document is complete in all respects.
2. The information contained in this RFP and subsequently provided to the Bidders (henceforth referred to as "Bidder/s") verbally or in documentary form by State Transport Authority, Odisha (henceforth referred to as "Authority" in this document) shall form integral part of this RFP.
3. The Authority reserves the right to modify, amend or supplement this RFP Document.
4. While this RFP Document has been prepared in good faith, neither State Transport Authority nor its employees make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP Document, even if any loss or damage is caused by any act or omission on their part.
5. 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, uploading delivery fees, expenses associated with any demonstrations or presentations which may be required by STA, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and State Transport Authority, 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 for submission of the Bid, regardless of the conduct or outcome of the selection process.
6. This RFP is not an agreement or an offer by the State Transport Authority, 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 the formulation & submission of their Proposals pursuant to this RFP.
7. This RFP may not be appropriate for all persons, and it is not possible for the State Transport Authority, Odisha, and its employees to consider the objectives, technical manpower 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 and information contained in this RFP and obtain independent advice from appropriate sources. Information provided in this RFP to the Bidders may be on a wide range of matters, some of which may depend upon interpretation of law.

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The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

8. The State Transport Authority, Odisha accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
9. The State Transport Authority, Odisha and its employees/ advisors 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, reliability or completeness 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 Selection Process.
10. The RFP also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this RFP.
11. The State Transport Authority, Odisha may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

Place: Cuttack, Odisha

Date: DD/MM/YYYY

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Data Sheet

Sr. No	Information	Details
1.	Tender Issuing Authority	State Transport Authority, Odisha
2.	Purpose of Tender	Request For Proposal for Selection of Agency for Monitoring and Maintenance of Web Pages, Route Rationalization Application developed by State Transport Authority.
3.	Tender Issue Date	16-10-2023
4.	Availability of Tender documents	The Tender is available and downloadable on (http://odishatransport.gov.in/) All Subsequent changes to the Bidding document shall be published on the above-mentioned website.
5.	Non-Refundable Tender Cost	Non-refundable Rs. 11,800/- {Rs.10,000/- + 18% GST (Rs. 1,800/-)}in form of Demand Draft/ Banker's Cheque issued by an Indian Nationalized / Scheduled Bank and drawn in favour of State Transport Authority Odisha payable at Cuttack valid for 180 days from the date of submission of bid
6.	Earnest Money Deposit	Rs. 3,00,000 (Three Lakhs Only), in form of Demand Draft/ Banker's Cheque issued by an Indian Nationalized / Scheduled Bank and drawn in favour of State Transport Authority Odisha payable at Cuttack payable at Cuttack valid for 180 days from the date of submission of bid
7.	Last date and time for submission of queries for clarifications	All the queries/clarification requests shall be received on or before 30-10-2023 upto 17:00 Hrs, through e-mail only, with subject line as follows: "Pre-Bid queries -<Bidder's Name>". The queries shall be submitted in MS-Excel file, as per the format prescribed in Volume-I of the Tender. The Pre-Bid queries shall be sent to the following e-mail Ids: Email ID: <u>ori-transportcomm@nic.in</u>
8.	Date, time, and venue of pre-bid meeting	31-10-2023 at 11:00 HRS Conference Hall State Transport Authority,

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Sr. No	Information	Details
		7th Floor, Rajaswa Bhawan, P.O- Chandini Chowk, Cuttack, Pin: 753002 Odisha.0671-2507042,
9.	Last Date and time (deadline) for receipt of proposals in response to Tender notice	06-11-2023 Up to 17:00 Hrs
10.	Date, time, and venue of opening of Technical Proposals received in response to the Tender notice	07-11-2023 at 11:00 HRS Conference Hall State Transport Authority, 7th Floor, Rajaswa Bhawan, P.O- Chandini Chowk, Cuttack, Pin: 753002 Odisha.0671-2507042
11.	Date, time, and venue of technical presentation in response to the Tender Document.	Office of the Chairman, State Transport Authority Odisha will inform qualified bidders.
12.	Place, time, and date of opening of Financial Proposals received in response to the Tender notice	Office of the Chairman, State Transport Authority Odisha will inform qualified bidders.
13.	Language	Proposals should be submitted in English only.
14.	Bid validity	Proposals must remain valid up to 180 days (One hundred eighty days) from the last date of submission of the Bid.
15.	Contact Person	Shri Brajabandhu Bhol, OAS (SS) Secretary STA State Transport Authority, Odisha Email: ori-transportcomm@nic.in

Section I: Invitation to Bid

From:

The Chairman

State Transport Authority

6th /7th Floor, Rajaswa Bhawan,

P.O- Chandini Chowk, Cuttack, Pin: 753002

Odisha. 0671-2507042

To:

All Prospective bidders

1. State Transport Authority Odisha invites from eligible reputed, competent, and agencies/firms, as specified in this bidding document.
2. The complete bidding document shall be published on <<< ***Date of Issuance of RFP***>>> for the purpose of downloading.
3. A bidder shall be selected based on the Eligibility Criteria and Commercial evaluation criteria, and procedures, described in this tender.
4. Bidder is advised to study this tender document carefully, before submitting their proposals, in response to the tender Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions, and implications.
5. The time, date and venue details related to the pre-bid conference and proposal submission are mentioned in the Data Sheet. Proposals that are received after the deadline shall not be considered in this tender process.
6. Sub-contracting is not allowed.

Sd-

Chairman

State Transport Authority Odisha

Section II: Instruction to Bidders

Pre-Qualification Criteria

Each bidder will be assessed based on the following pre-qualification criteria before proceeding for Technical Evaluation. Only bidders qualified as per Eligibility criteria shall be considered for technical evaluation. The bidder is required to produce the copies of the required supportive documents/information as part of their technical proposal failing which the proposals will be rejected.

Sn	Eligibility Criteria	Supporting Documents
1.	Incorporation: The bidder should be a company incorporated under Companies Act, 1956/2013 or a partnership firm registered under LLP Act, 2008 and must be in software development business and operational for at least 5 years, as on the date of submission of the bid.	Certificate of Incorporation/ Partnership Deed along with PAN, GST registration certificate
2.	Turnover: The Average Annual Turnover (from Firm services) of the Applicant from last three financial years ending 31 March 2022 i.e: FY 2022-21, FY 2021-20, FY 2020-19 ; shall be minimum Rs. 5.00 Crores.	Audited financial statements (Profit and Loss and Balance Sheet) certified by statutory auditor or CA.
3.	Net worth: The bidder should have positive net worth as on March 31, 2022	Certified Copy of audited Profit and Loss (P&L) Statements/ Net worth certificate from statutory auditor or CA.
4.	Resources Strength: The Bidder must have an employee strength in IT Software development of least 10 on payroll of the company as on date of submission of the bid.	EPF Statement and Self-declaration on the letter head of the company by the HR.
5.	Blacklisting: The bidder should not be blacklisted by any state/ central government department, agency, corporation, urban local body, PSU, at the time of submission of the bid	Self-declaration on the letter head of the company by authorized signatory.
6.	Certifications: The applicant must have ISO 9001:2015 and ISO 27001. All the certificates should be valid at the time of release of bid.	Attach copy of the valid Certificates.
7.	Certifications: The Bidder should be CMMI level 3 or above.	Attach copy of the valid Certificates/accreditations.

Documents/Formats need to be submitted along with TECHNICAL PROPOSAL:

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

- Filled in Bid Submission Check List in Original (Annexure-I)
- Covering letter (TECH– 1) on bidder's letterhead requesting to participate in the selection process.
- Bid Document Fee & Earnest Money Deposit (EMD) as applicable.
- General Details of the Bidder (TECH – 2)
- Financial Turnover Capacity of Bidder (TECH -3)
- Power of Attorney (TECH – 4) in favor of the person signing the bid on behalf of the bidder. Alternatively, bidder can submit Board resolution copy mentioning the Authorized Signatory
- Experience Details (TECH -5)
- Undertaking for not having been blacklisted by any Indian Central / State Government /PSU as on submission date of this tender (TECH – 6)
- Description of Approach and Methodology (TECH -7)
- CVs of the Key Personnels (TECH – 8)

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

Bid Document Fee:

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

Earnest Money Deposit:

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

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

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The successful Bidder's EMD will be discharged upon the Bidder executing the Contract and furnishing the Bank Guarantee for contract performance.

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

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

Validity of the Proposal:

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

Pre -Bid Queries/ Pre-Bid Meeting:

Bidders can submit their queries in respect of the RFP and other details, if any, State Transport Authority Odisha through e-mail at ori-transportcomm@nic.in till the timeline as per Bid Data Sheet. Clarifications to the above will be either uploaded on the tender portal <http://odishatransport.gov.in/> for the purpose of preparation of proposal.

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

Preparation and Submission of Proposal:

- i. Detail RFP may be downloaded from <http://odishatransport.gov.in/> and the Application should be submitted offline mode – Physical only addressed to The Chairman, State Transport Authority Odisha, 7th Floor, Rajaswa Bhawan, P.O- Chandini Chowk, Cuttack, Odisha. Pin: 753002, Phone: 0671-2507042, on or before the last date of submission mentioned in the bidder data sheet.
- ii. The proposal should be submitted in sealed with proper outer envelopes respectively and packed as one single bid as follows:
- iii. Complete Bid Envelope
 - a. Envelope A: Part 1: Technical Proposal
 - b. Envelope B: Part 2: Financial Proposal
- iv. In case the Technical Proposal Envelope has the financial proposal Envelope, the bid would be summarily rejected.
- v. Evaluation of the proposals shall be made as per the evaluation criteria mentioned in the RFP prior to opening of financial proposal.

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- vi. Each page should be page numbered and in confirmation to the eligibility qualifications and clearly indicated using an index page. The Authority shall not consider any proposal that arrives after the deadline as prescribed in the Bidder Data Sheet. Any Proposal received after the deadline will be outrightly rejected by the authority.
- vii. Any deviation from the prescribed procedures/information/formats/conditions shall result in outright rejection of the proposal. All the pages of the proposal must be sealed and signed by the authorized representative of the bidder. Bids with any conditional offer shall be outrightly rejected. All pages of the proposal must be sealed and signed by the authorized representative of the bidder. Any conditional bids will be rejected.

Opening of the proposal:

- i. The completed proposal must be submitted on or before the time and date stated in the Data Sheet.
- ii. Opening of Proposals will be done at Sate Transport Authority, Odisha (Permit Section), 7th Floor, Rajaswa Bhawan, P.O-Chandini Chowk, Cuttack, Odisha. Pin: 753002, Phone: 0671-2507042.
- iii. The Financial Proposal will be opened for the shortlisted applicants who qualify for financial opening as per RFP. The date of opening of Financial Proposal will be notified later.

Evaluation of Proposal:

A Two stage evaluation process will be conducted as explained below for evaluation of the proposals:

- Preliminary Evaluation (1st Stage): Preliminary evaluation of the proposals will be done to determine whether the proposal complies with the prescribed eligibility conditions and the requisite documents/information has been properly furnished by the bidder or not, as per requirements stated above in this RFP.
- Technical Evaluation (2ndStage): Evaluation of the Technical proposals shall be based on eligibility criteria as mentioned in this TOR. The firms which satisfy the eligibility criteria shall be given marks based on Technical Evaluation Criteria. Accordingly, firms will be ranked based on the marks allotted to them.

Technical Evaluation Criteria

Sl. No.	Parameters	Total / Maximum Marks
1	Financial Capacity of the Bidder	10
	The Average Annual Turnover of the Bidder from last three financial years ending 31 March 2022; shall be minimum of Rs. 5 Crores.	8

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Sl. No.	Parameters	Total / Maximum Marks
	<p>INR. 5 Cr. = 5 Marks > INR 5 Cr. and above = 8 Marks</p> <p>Note: Audited financial statements (Profit and Loss and Balance Sheet) should be submitted as support.</p>	
2	<p>The bidder should have positive net worth as on March 31, 2022. <1 Cr. = 1 Mark > 1 Cr. = 2 Marks</p> <p>Note: Audited financial statements (Profit and Loss and Balance Sheet) should be submitted as support.</p>	2
2	Proof of Experience	45
2.1	<p>The Bidder must have experience of Software Development/Application Management/ Citizen Centric Portal implementation project with any Central Government or State Government or ULB in India in last 5 years. (Max. 20 marks)</p> <ul style="list-style-type: none"> One Project- 8 marks Two Projects- 10 marks Three Projects or more- 15 Marks Additional Marks for at least two Projects in Odisha - 5 Marks <p>Note: Supporting documents like LOA/ WO/ Contract Agreement / Client certification should be submitted along with project citations.</p>	20
2.2	<p>The Bidder must have experience for IT & E-Governance projects with any Central Government or State Government or ULBs in India with each project contract value not less than 3 Cr. in last 5 years. (Max. 20 marks)</p> <ul style="list-style-type: none"> One Project- 8 marks Two Projects- 10 marks Three Projects or more- 15 marks Four Projects or more in India - 20 Marks 	20

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Sl. No.	Parameters	Total / Maximum Marks															
	Note: Supporting documents like LOA/ WO/ Agreement / Client certification should be submitted along with project citations.																
2.4	<p>The Bidder must have valid ISO certifications and accreditations. (Max. 5 marks)</p> <ul style="list-style-type: none"> • CMMi-3 & above – 2 marks • ISO 9001 Standards – 1.5 mark • ISO 27001 Standards – 1.5 mark <p>Note: Valid copy of ISO certificates & CMMi accreditation to be submitted as supporting documents.</p>	5															
3	Suitability for the scope of work-Team composition	20															
	<table border="1"> <thead> <tr> <th>#</th><th>Position</th><th>Marks</th></tr> </thead> <tbody> <tr> <td>1.</td><td>Program Manager</td><td>7</td></tr> <tr> <td>2.</td><td>Application Manager</td><td>5</td></tr> <tr> <td>3.</td><td>MIS & Data Expert</td><td>5</td></tr> <tr> <td>4.</td><td>Software Development Engineer</td><td>3</td></tr> </tbody> </table>	#	Position	Marks	1.	Program Manager	7	2.	Application Manager	5	3.	MIS & Data Expert	5	4.	Software Development Engineer	3	20
#	Position	Marks															
1.	Program Manager	7															
2.	Application Manager	5															
3.	MIS & Data Expert	5															
4.	Software Development Engineer	3															
4	Approach and methodology	25															
	Technical proposal submitted will be evaluated based on the Work plan, Approach and Methodology, Innovation and Best Practices, understanding of assignment, etc.	10															
5.	<p>Presentation: Bidder must submit the documentation of the above with technical bid and make a technical presentation before evaluation committee</p>	15															
Total Marks 100 (Passing Marks- 70 marks)		100															

Note: For Proof of Experience, supporting documents like LOA/ WO/ Agreement / Client certification should be submitted along with project citations.

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

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

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

- **FINANCIAL EVALUATION (3rd Stage):** The financial proposals of the bidders qualifying the technical evaluation (2nd Stage) only shall be opened at this stage in the presence of the bidder’s representative who wishes to attend the meeting with proper authorization letter. The name of the bidder along with the quoted financial price will be announced during the meeting.
- The Bid having the Lowest Commercial Quote and satisfying the above clause shall be termed as the lowest evaluated financial proposal (Sf) and will be given a maximum financial score (Fm) of 100 points.
- The formula for determining the financial scores of other proposals will be computed as follows:
 $Sf = 100 \times Fm/F$, in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the Proposal under consideration.

Evaluation Process:

Proposals shall be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal (0.7); P = the weight given to the Financial Proposal (0.3); $T + P = 1$) as following:

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

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

Performance Bank Guarantee (PBG):

Within 15 working days of notifying the acceptance of a proposal for award of contract, the qualified bidder shall have to furnish a Performance Bank Guarantee (10% of the contract value) as defined in this RFP. Failure to comply with the terms and conditions of the contract agreement shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after three months of expiry of contract provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the PBG.

Contract Negotiation:

Contract negotiation, if required will be held at a date, time and address as intimated to the selected bidder/s. The bidder will, as a pre-requisite for attendance at the

negotiations, confirm availability of all the proposed staff for the assignment. Representative conducting negotiations on behalf of the bidder must have written authority to negotiate and conclude a contract. Negotiation will be performed covering technical and financial aspects, if any, and availability of proposed professionals etc.

Award of Contract:

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

Conflict of Interest:

Disclosure:

- i. Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the bidder or termination of its contract.
 - Bidders must disclose if they as valid on date, are or have been the subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency, or the financial standing of the Bidder, including but not limited to appointment of any officer such as a receiver in relation to the Bidder's personal or business matters or an arrangement with creditors, or of any other similar proceedings.
- ii. Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to:
 - A criminal offence or other serious offence punishable under the law of the land, or where they have been found by any regulator or professional body to have committed professional misconduct.
 - Corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract.
 - Failure to fulfill any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

Anti-corruption Measure:

- i. Any effort by Bidder(s) to influence the Authority in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
- ii. A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Authority shall blacklist the bidder either

indefinitely or for a stated period, disqualifying it from participating in any related bidding process for the said period.

Language of Proposals:

The proposal and all related correspondence exchanged between the bidder and the Authority shall be written in the English language. Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English with self-certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.

Cost of Bidding:

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

Legal Jurisdiction:

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

Governing Law and Penalty Clause

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

Confidentiality:

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

communicate to any person or entity any confidential information acquired in the course of the contract.

Amendment of the RFP Document:

At any time before submission of proposals, the Authority may amend the RFP by issuing an addendum. Any such addendum will be binding on all the bidders. To give bidders reasonable time in which to take an addendum into account in preparing their proposals, the Authority may, at its discretion, extend the deadline for the submission of the proposals.

Authority's right to accept any proposal and to reject any or all proposal(s):

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

Copyright, Patents and Other Proprietary Rights:

State Transport Authority Odisha shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights and trademarks, with regard to documents and other materials which bear a direct relation to or are prepared or collected in consequence or in the course of the execution of this contract. At the Authority's request, the firm shall take all necessary steps to submit them to the Authority in compliance with the requirements of the contract.

Replacement of Key Personnel:

The key professionals to be deployed under this contract must be dedicated in nature. However, the Authority reserves the right to request the firm to replace the assigned personnel if they are not performing to a level of satisfaction. After written notification, the firm will provide CV of appropriate candidates within Fifteen (15) days for review and approval. The firm must replace the personnel within fifteen (15) working days from the date of approval of replacement. If one or more key personnel become unavailable / leaves the project for any reason midway under the contract, the firm must notify the Authority at least fourteen (14) days in advance and obtain the approval prior to making any substitution. In notifying the Authority, the firm shall provide an explanation of circumstances necessitating the proposed replacement and submit justification and qualification of replacement personnel in sufficient detail to permit evaluation of the impact on the engagement. Acceptance of a replacement person by the Authority shall not relieve the firm from responsibility for failure to meet the requirements of the contract. Change in key professionals beyond the allowable limit of the contract leads to implication of liquidated damage up to 5% of the contract value.

Force Majeure:

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

Settlement of Dispute:

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

Disqualification of Proposal:

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

- Proposal submitted without Bid Document Fee & EMD as applicable.
- A bidder submits more than one proposal for this RFP, all such proposals shall be rejected, and the bidder shall be disqualified from this bid process.
- Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP.
- During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- Proposal is received in incomplete form.
- Proposal is received after the due date and time for submission of bid.
- Proposal is not accompanied by all the requisite documents/information.
- A commercial bid submitted with assumptions, conditions, or uncertainty.
- Bids with any conditional technical and financial offer.

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- If the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest/best value.
- The proposal is not properly sealed or signed.
- Proposal is not conforming to the requirement of the scope of the work of the assignment.
- The bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- If, any of the bid documents (including but not limited to the hard and soft/electronic copies of the same, presentations during evaluation, clarifications provided by the bidder) excluding the commercial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.
- Bidders or any person acting on its behalf indulges in corrupt and fraudulent practices.
- Any other condition/situation which holds the paramount interest of the Authority during the overall selection process.

Liability:

The Liability of the selected Firm under this agreement in any case shall not be beyond the amount of fees payable to the selected Firm under this agreement.

Indemnity:

The firm at all times during the pendency of this agreement, keep the Government/ Authority/ Corporation/ Authority Indemnified to an amount not exceeding the total fees payable to the Firm under this agreement.

Section III: Terms of Reference (TOR)

Introduction

State Transport Authority (STA), Odisha is an apex body for enforcing and regulating transport administration in the State of Odisha. Office of STA, Odisha is located at Rajaswa Bhawan, 6th Floor, Rajaswa Bhawan, Chandini Chowk, Cuttack-753002. STA, Odisha plays vital role in the state economic activities and touches almost all sections of the community. STA, Odisha is entrusted with the responsibility of various road transport related functions and activities including in administering, regulating, and controlling Motor Vehicles in accordance with the provisions of the Motor Vehicles Act, 1988 and the Central Motor Vehicles Rules, 1989. The main mission of STA, Odisha is to ensure the strict compliance of provision of the Motor Vehicles Act 1988 and undertakes various road safety related activities.

Objective of the Scope

- Route Rationalization
- Existing Application/portal Monitoring Support
- Monitoring & Evaluation (Management Information System & Data Analysis)
- Application Development Support

Broad Scope of Work

The broad scope of work for the firm shall include advisory support and application development in the following major areas which shall include, but not limited to the list of tasks to be undertaken as follows.

(a) Route Rationalization-

IT-Application Support Cell will provide operation maintenance support for rationalization timing of stage carriages on different routes. This activity will involve.

- Permit Data Collection
- Permit Data Analysis
- Preparation of Rationalization timing
- Technical support to Client on the grievance of stake holders.
- Complete monitoring and maintenance of Odisha Public Transport & Integrated Commuter System (OPTICS) application

(b) Existing Application/Portal Monitoring Support

The selected agency shall also monitor, maintain and be fully responsible for end-to-end services of existing applications and portal of State Transport Authority.

- CMS Integrated Web Portal for STA
- Development of AI based Chatbot for STA portal.
- Development of web portals for 38 RTOs/ARTOs

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- Grievance Monitoring System
 - i. Citizens can be able to lodge complaints & grievances through a toll-free number.
 - ii. The complaints so lodged would be registered into the web portal by the customer care executives handling the calls.
 - iii. The complaints would be categorized based on the complaint type (e.g., Road Safety, Permit Related, etc.)
 - iv. The complaint would be assigned to the appropriate action taking authority for redressal.
 - v. The registered complaint would be escalated to the higher authority in case it is not resolved in the predefined timeline.
 - vi. The officers can act and update the same to be intimated to the complainant.
 - vii. The complainant can know the status of his complaint through a unique complaint ID.
 - viii. Integration and Managing Social Media grievances.
- IT Asset Management System
 - i. Categorization of Assets (Desktop/Laptop/Printer/COTS etc.) and manage their information details, i.e., Warranty, Purchase details, depreciation, etc.
 - ii. Categorization of the Users and facilitation of the user portal web interface and tagging users with the Assets.
 - iii. Categorization of the Vendors and configuration of the various SLA/OLA into the IT Asset Management System.
 - iv. Receive incidents through call/e-mails/portal and record them as per Classification / Prioritization.
 - v. Map escalation process to the Vendor and higher authority and provide the user interface to Vendors to update the call status.
 - vi. Generate various MIS Reports as per requirement.
- Bulk SMS Module
 - i. Issues are to be notified to the respective vendor automatically through e-mail or SMS as mentioned in warranty or AMC.
- Single Sign-On Module
 - i. Study of the existing IT application being implemented at STA.
 - ii. Operation and maintenance of the single-sign-on functionality to the existing application.
 - iii. Provide Technologies used by various Software Implementation Agencies and their dependencies for the single-sign-on functionality.

- iv. Prepare a guideline for implementation of the single-sign-on functionalities.

- Maintenance of STA (Portal)

(c) IT Project Implementation Services

The selected agencies shall assist the State Transport Authority to implement e-Governance initiatives including conceptualization, development, design and implementation and rollout. The agency shall oversee project execution, manage implementation and deal with technology, process, external agencies/ vendors & change management related issues.

The Agency also needs to ensure the deliverables follow eGov standards, Guideline for Indian Government Website (GIGW), Web Content Accessibility Guidelines (WCAG), Localization, standards and policies etc. issued from time to time by GoO/GoI. The agency should identify different best practices followed in various states in India and to map the with requirement of the departments. The Agency should come up with major milestones for the project and need to clearly devise the measurable outcomes from the project that shall be duly approved by the department, based on which periodic review will happen with the department availing the services.

(d) Monitoring & Evaluation (Management Information System & Data Analysis)

The selected agencies shall assist the State Transport Authority for various data analysis and but not limited to;

- Review and validate the PoC for data migration.
- Facilitating Data entry and Quality check
- Monitor the progress and provide status reports on data digitization, including data transfer from existing systems through data migration tools.
- Assist in monitoring and tracking progress of the work mentioned in the scope of TOR. Handing over and knowledge transfer to any the permanent staff being recruited for technical purposes.

(e) Performance Review Management System (PRMS) for all RTOs

- Monitoring & Maintenance of PRMS application
- MIS report generation
- Availability of digitized documents in scanned document mode

(f) Application Development Support

Scope of work of this project includes software development, testing and QA, training of master trainers, managing database & application services for non-interrupted operation and providing change management & maintenance support service during pilot & rollout of e-Gov application. This term of reference contains an indicative top-level requirement of envisaged e-Gov initiatives for reference. The service provider shall identify, design and develop components / functionalities that are required to address the application requirements according to approved SRS and SDD. The selected firm is desired to deliver a comprehensive bespoke system as per the signed

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requirement specification for implementation. Accordingly, the scope of services will encompass the following:

- Preparation of SRS, Detailed Design, and other Technical Artifacts
- Application Development
- Third party tools and licenses
- Software Testing
- Support during User Acceptance Testing
- Support during Security Audit and Quality Assurance
- Data Porting
- Training of Master Trainers
- Operation & Maintenance Services
- Change Request Management
- Project Closure
- Any other things as desired

Resources Deployment

The manpower resources shall be stationed at State Transport Authority Odisha. The category of manpower resources with their qualifications and experience criteria are as follows:

#	Category	Educational Qualification	Work Experience	Nos of Resources Required
1.	Senior Project Manager	<ul style="list-style-type: none">• M.Tech/B.Tech (Computer Science Engineering/ IT/ ECE) degree from reputed institute/university• Fluency in Odia/English/Hindi Language	<ul style="list-style-type: none">• Total 10 Years of working experience with for IT software and application.• 7 years of experience E-Governance with Government clients Managing large scale IT & E-Governance project	1 No
2.	Application Manager	<ul style="list-style-type: none">• B. Tech (Computer Science Engineering/ IT/ ECE / Instrumentation) degree from reputed institute/university	<ul style="list-style-type: none">• Total 7 Years of working experience with for IT software and application.• 5 years of experience E-Governance with Government clients Managing large scale IT & E-Governance project	1 No

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#	Category	Educational Qualification	Work Experience	Nos of Resources Required
		<ul style="list-style-type: none"> Fluency in Odia/English/Hindi Language 		
3.	MIS & Data Expert	<ul style="list-style-type: none"> Master's degree in Statistics/Data Analysis from institute/university Fluency in Odia/English/Hindi Language 	<ul style="list-style-type: none"> 5 Years of working experience with Government sector clients for MIS & Data Analysis Managing large scale IT & E-Governance project 	1 No
4.	Software Development Engineer	<ul style="list-style-type: none"> B. Tech (Computer Science Engineering/ IT/ ECE degree from reputed institute/university 	<ul style="list-style-type: none"> 5 Years of working experience with Government sector for software and portal development. Experience in Working with software languages like Java/ .NET etc 	1 No

***The Software Developer will be deployed at offsite and will provide all development support to the project during the project tenure.*

Payment, Timelines of deliverables

Following are the payment milestones for the Firm for IT (Information & Technology) Application Support Cell for State Transport Authority.

Sl. No.	Description of Items	Corresponding time frame (months)	Payment Milestone- Professional fees
1.	Submission of Monthly Progress Report (MPR)	Before the 10th day of the next month	As per Monthly Deployment of the resources.

Contract Period

Contract will be for initial period of 3 years from the date of deployment of the personnel at State Transport Authority, Cuttack location in Odisha as per the bid amount, every year post the initial date of Agreement. The agreement can be renewed for a further period of 2 years on mutually agreed terms and conditions, if necessary. Over and above that, Authority reserves the right to increase or decrease the number of resources as and when required as per the terms and conditions detailed below.

Payment Terms and Schedule

- i. The Professional fees payments shall be released as per terms defined in this Section.
- ii. The Invoice will be submitted Monthly along with attendance.
- iii. The payment will be made within 30 days after submission of Invoice with all supporting documents.
- iv. The Selected Agency shall submit the Monthly Progress Report detailing the work done and manpower resource deployed during the month. The payment will be released by the Authority upon receipt of invoice and Monthly Progress Report within 15 working days.

Joint Venture/Consortium and Subcontracting

Any kind of Joint Venture/Consortium is not permitted under this RFP.

Authority' inputs and Counterpart Services and Facilities:

The infrastructure (Space & Furniture) will be provided by the Authority. The Authority shall provide Cloud Hosting Infrastructure along with Backup for the entire contract duration.

Availability of resources at Authority office:

All the manpower as mentioned above shall be available on all working days as per Govt. of Odisha calendar and as and when asked by the Authority. Resources deployed by Agency may be allowed 20 (Twenty) leaves per year on pro-rata basis, however prior intimation of the Authority shall be required before availing the leave.

No Idle Time Charges

No idle time charges shall be payable by the Authority, in any case whatsoever.

Action and Compensation in case of default

➤ Condition of Default:

- a. The deliverables at any stage of the project as developed/implemented by the selected agency do not take care of all or part thereof the scope of work as agreed and defined under the contract.
- b. The deliverables at any stage of the project as developed/ implemented by the selected agency fails to achieve the desired result or do not meet the intended quality and objective as required by the Authority.
- c. The documentation is not complete and exhaustive.
- d. There is a change in resource before the completion of a pre-defined period.

The Authority may impose penalty on the selected agency providing the services as per the service levels defined in this RFP.

Service Level and Penalty

i. Delay in the Selected Agency's performance for resource deployment

Performance of the services shall be made by a selected agency in accordance with the service levels as specified in below table:

Sl. No.	Service Level	Expected Service Level	Penalty level in case of Default
1.	Deployment of all personnel for project after signing the contract or any subsequent requirement from the Authority during the contract period	<ul style="list-style-type: none"> 1-2 weeks for manpower 	5% of Monthly Payment Due ONLY in the succeeding month.
2	Submission of MPR	<ul style="list-style-type: none"> Before the 10th day of the next month 	Delay in submission of MPR will levy 5% penalty on the monthly invoices.
<p>** Note: Maximum penalty should not exceed performance bank guarantee amount. If the penalty reaches the threshold amount of PBG, then the PBG amount will be forfeited, and contract agreement will be terminated.</p> <p>The non-performance of the selected bidder may lead to termination of service agreement and blacklisting of the firm.</p>			

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

- Resignation and Medical emergency of personnel subject to furnishing of appropriate relieving certificate to Authority.
- Any unavoidable circumstance with appropriate reasons provided in writing and agreed to by the Authority.

Sl. No.	Service Level	Expected Service Level	Penalty level in case of Default
1.	Replacement of Personnel on resignation/medical	a. Resignation: Alternate CV must be submitted before 1 month in	5 % of Monthly Payment Due only in the succeeding month

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Sl. No.	Service Level	Expected Service Level	Penalty level in case of Default
	emergencies (including death)	<p>case of resignation including Minimum 2 weeks of handover time. of RFP.</p> <p>b. Medical Reason (including death): Alternate CV must be submitted before 2 weeks from the date of event.</p> <p>c. Replacement CV to meet the required criteria</p>	(Above penalty will be levied if the personnel will not report at Authority after 3 weeks from the date of acceptance /approval of CV by Authority)
2.	Replacement of personnel at request of Authority due to non-performance of resource	<p>Maximum 3 weeks from date of intimation by the Authority, including Minimum 2 weeks of Handover time.</p> <p>Replacement CV to meet the required criteria of RFP</p>	<p>5 % of monthly payment due only the succeeding month.</p> <p>Note: above penalty will be levied if the personnel will not report at Authority after 3 weeks from the date of acceptance/approval of CV by Authority)</p>
3.	Replacement of personnel at the request of the Selected Agency	<p>No replacement within 6 Months.</p> <p>Maximum 1 replacement within a year, with minimum 2 weeks of handover time</p>	2 % of monthly payment due only in the succeeding month

Calculation of Penalties

- In situation, where the Selected Agency has incurred a Penalty of equal to or more than Ten (10) % for Three (3) consecutive months at any time during the Contract Period, the Authority reserves the right to either invoke the termination Clause or terminate the Contract.

- The Authority also reserves the right to invoke the Performance Security furnished by the Selected Agency at the time of signing the Contract with the, if for any reason stated in the Contract document, the Contract of the Selected Agency shall be terminated.
- Total Penalty shall be capped subject to 10% of the Monthly total payments at any time of the Contract. In such a situation where the total penalty exceeds the above limit of 10% of the Monthly payments at any time during the Contract, the Authority reserves the right to terminate the Contract.

Service Levels Change Control

- It is acknowledged that the Service Levels may change as the roles and responsibilities evolve over the course of the Contract period. Any changes to the Service Level provided during the term of the Contract between the Authority and the Selected Agency, as defined above, documented, and negotiated in good faith by the Selected Agency. Change in Service Level can be requested by either party.
- Upon receiving any revised requirement in writing from Authority, the Selected Agency would discuss the matter with the Authority for better understanding and requirement.
- In case such requirement arises from the side of the Selected Agency, it would communicate in writing the matter to Authority as well as discuss the matter with Authority, giving reasons thereof.
- In either of the two cases as explained above, both the parties will discuss on the revised requirement for better understanding and to mutually decide whether such requirement constitutes a change in Service Levels or not.
- If it is mutually agreed that such requirement constitutes a "Change in Service Levels" then a new Service Level Agreement will be prepared and signed by the Selected Agency and to confirm a "Change in Service Level" and will be documented as an addendum to this Contract.
- In case, mutual Agreement is not reached, then the Selected Agency shall continue providing Services under the current Service Levels as defined in the contract.

Exit Policy and Procedures for Temporary Staffing personnel:

- At the time of expiry of Contract period, as per the Contract, between the Selected Agency and the Authority, the Selected Agency needs to ensure a complete knowledge transfer by their deployed Personnel to the new Personnel replacing them.
- Confidential Information, Security and Data: The Selected Agency on the commencement of the exit management period will promptly supply all the following:
 - All information relating to the current services rendered.
 - Documentation relating to any of the Project's Intellectual Property Rights.
 - Any Project data and confidential information.

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- All other information (including but not limited to documents, records and Agreements) relating to the services reasonably necessary to enable, to carry out due diligence in order to transition the provision of the Services to.

All hardware (including laptops, printers, pen drives etc., if any,) which is a property of the Authority. Before the date of exit of Selected Agency, the Selected Agency shall deliver to the Authority all new or up-dated materials from the categories set out in clauses above and shall not retain any copies thereof.

Section: IV Technical Proposal Submission Forms

4.1 TECH -1 Covering Letter

(ON BIDDER'S LETTER HEAD)

[Location, Date]

To,

.....

Subject: Request For Proposal for Selection of Agency for Monitoring and Maintenance of Web Pages, Route Rationalization Application developed by State Transport Authority.

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 proposal. Our proposal will be valid for acceptance up to 120 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/ ToR including of our technical & financial 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. I remain,

Yours faithfully,

Authorized Signatory with Date and Seal:

Name and Designation: _____

Address of Bidder: _____

4.2 TECH -2 Bidders Details

Bidder's Organization (General Detail)

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

Authorized Signatory [*In full and initials*]:

Name and Designation with Date and Seal:_____

4.3 TECH – 3 Financial Turnover Capacity of Bidder

Bidder Organization (Financial Details)

Financial Information in INR				
	FY 2019-20	FY 2020-21	FY 2021-22	Average
Annual Turnover/ Revenue (in Crores)				
Supporting Documents: CA Certificate and Audited Financial Statements (Submission of copies of Income & Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with this form)				

Authorized Signatory [*In full and initials*]:

Name and Designation with Date and Seal:_____

4.4 TECH – 4: Format for Power of Attorney

(On Bidder's Letter Head)

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 favor 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

4.5 TECH - 5 Experience Details

(BIDDER'S PAST EXPERIENCE DETAILS)

Sl. no.	Period	Name of the Assignment with detail s thereof	Name of the	Contract Value (in INR Lakhs) and Duration in Month	Date of Award/ Commencement of assignment	Date of Completion of assignment	Remarks if any
A	B	C	D	E	F	G	H
1							
2							
3							
4							

Authorized Signatory [*In full and initials*]:

Name and Designation with Date and Seal:_____

4.6 TECH – 6 Undertaking for not have been Blacklisted.

Undertaking for not have been blacklisted by any Central / State Govt./any Autonomous bodies as on date of submission of the bid.

Subject: Self-Declaration of not been blacklisted in response to the Request for Proposal (RFP)

Dear Sir,

We confirm that our company or firm, _____, is currently not blacklisted in any manner whatsoever by any Central / State Government Department or Central/State Public Sector Units (PSUs), Government (Central / State / PSU/ World Bank/Asian Development Bank), Other Smart Cities, Local Bodies, Multi-Lateral agency organizations in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Authorized Signatory [In full initials with Date and Seal]: _____

Communication Address of the Bidder: _____

4.7 TECH -7 Description of Approach and Methodology

DESCRIPTION OF APPROACH AND METHODOLOGY TO UNDERTAKE THE ASSIGNMENT

[Technical approach, methodology and work plan are key components of the Technical Proposal. In this Section, bidder should explain his understanding of the scope and objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Further, he should highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. It is suggested to present the required information divided into following four sections]

A. Understanding of Scope, Objectives and Completeness of response

Please explain your understanding of the scope and objectives of the assignment based on the scope of work, the technical approach, and the proposed methodology adopted for implementation of the tasks and activities to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/copy the ToR here.

B. Description of Approach and Methodology:

- a. Key guiding principles for the study.
- b. Proposed Framework.
- c. Information matrix
- d. Any other issues

C. Methodology to be adopted:

Explaining of the proposed methodologies to be adopted highlighting of the compatibility of the same with the proposed approach. This includes:

- a. Detail research design including sample design and estimation procedure.
- b. Suggestive tools for data collection.
- c. Analysis of field data and preparation of reports
- d. Any other issues

D. Staffing and Study Management Plan:

The bidder should propose and justify the structure and composition of the team and should enlist the main activities under the assignment in respect of the Key Professionals responsible for it. Further, it is necessary to enlist of the activities under the proposed assignment with sub-activities (week wise). (Graphical representation)

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

4.8 TECH – 8 Format of Curriculum Vitae (CV)

Format of Curriculum Vitae (CV) for Proposed Core Staff- Onsite firm only

1. Proposed Position:

[For each position of key professional separate form Tech-9 will be prepared]

2. Name of Firm :

3. Name of Staff :

4. Date of Birth :

5. Years with Firm :

6. Nationality :

7. Education :

[Indicate college / university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates]

8. Membership in Professional Associations:

9. Other Trainings :

10. Countries of Work Experience:

11. Languages :

[For each language indicate proficiency: excellent, good, fair, or poor; in speaking, reading, and writing]

12. Employment Record:

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[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]

1	Procurement Entity Name	
	From[Year] – To[Year]	
	Position held	
	Task Assigned [List all the performed task under this assignment]	
2	Procurement Entity Name	
	From[Year] – To[Year]	
	Position held	
	Task Assigned [List all the performed task under this assignment]	

13. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

[Among the Assignment/jobs in which the staff has been involved, indicate the following information for those Assignment /jobs that best illustrate staff capability to handle the tasks listed under point 12.]

Name of the Project	
Year	
Location	
Name of the	
Project Feature	
Position Held	
Activities Performed	

Certification:

I, the undersigned, certify that to the best of my knowledge and belief that this CV correctly describes my qualifications and past experiences. I will undertake this assignment for the full project duration in terms of roles and responsibilities assigned in the technical proposal or any agreed extension of activities thereof. I understand that any misstatement herein leads to disqualification of CV.

Date:

Signature of Key Professional with Date _____

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

5 Section: 5 Financial Proposal Submission Forms

5.1 FIN-1 (Financial Proposal)

To,
The Chairman
State Transport Authority, Odisha
6th/7th Floor, Rajaswa Bhawan, P.O-Chandini Chowk,
Cuttack, Odisha. Pin: 753002

Sub: Financial Bid - Request for Proposal for Selection of Agency for Monitoring and Maintenance of Web Pages, Route Rationalization Application developed by State Transport Authority.

Sir/Madam,

With reference to the “Request for Proposal for Selection of Agency for Monitoring and Maintenance of Web Pages, Route Rationalization Application developed by State Transport Authority” Our financial proposals are described below.

Sr, No	Particulars	No of Manpower Resources (A)	Man-month Rate in INR (B) (Excluding Taxes)	Total Monthly Cost in INR (C= A * B) (Excluding Taxes)
A1	Program Manager	1 No		
A2	Application Manager	1 No		
A3	MIS & Data Expert	1 No		
A4	Software Development Engineer	1 No		
Total Monthly Cost in Numbers (excluding taxes) (A1+A2+A3+A4)				
Total Monthly Cost in Words (excluding taxes) (A1+A2+A3+A4)				

Note:

1. All payments shall be made in Indian Rupees and shall be subject to applicable Indian laws withholding taxes if any.
2. The Bidder shall load costs related to entire scope of work including Portal Dashboard Development and maintenance in above Manpower Rates.
3. GST payable shall be as per Applicable Rules over and above the fees quoted.
4. Any discrepancies between Figures and Words, Words shall prevail.

Request For Proposal for Selection of Agency for Monitoring and Maintenance of Web Pages,
Route Rationalization Application developed by State Transport Authority

5. The Authority reserves the right to increase or decrease the resource as per the requirement of the authority. The applicable man month rate would be considered for any additional requirement of resources.

Our Financial Proposal shall be binding upon us for the services and this Proposal would be valid up to 120 days from the Proposal Due Date. This Financial Proposal covers remuneration for all personnel cost, all incidental manpower expenses.

The Financial proposal is without any condition.

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

6 Section 6 Bid Submission Check List

6.1 Annexure-I

Sl. No.	Description	Submitted (Yes/No)	Page No.
TECHNICAL PROPOSAL (ORIGINAL + 1COPY)			
1	Filled in Bid Submission Check List (ANNEXURE-I)		
2	Covering Letter (TECH -1)		
3	Bid Document Fee of Rs. _		
4	Rs. _____ as EMD		
5	Copy of Certificate of Incorporation / Registration of the Bidder		
6	Copy of PAN		
7	Copy of Goods and Services Tax Identification Number (GSTIN)		
8	General Details of the Bidder (TECH - 2)		
9	Financial details of the bidder (TECH - 3) along with all the supportive documents such as copies of Profit – Loss Statement and Balance Sheet for the concerned period		
10	Power of Attorney (TECH - 4) in favor of the person signing the bid on behalf of the bidder.		
11	List of completed/on-going assignments of similar nature (Past Experience Details) (TECH - 5) along with the copies of work orders/agreement/ LOA/ PO mentioned in the RFP for the respective assignments		
12	Undertaking for not have been blacklisted by any Central / State Govt./any Autonomous bodies as on date of submission of the bid. (TECH - 6)		
13	Description of Approach, Methodology & Work Plan (TECH – 7)		
14	CV of Key Professionals (TECH - 8)		
FINANCIAL PROPOSAL (ORIGINAL + 1 COPY)			
1	Covering Letter and Summary of Financial Proposal (FIN-1)		

Undertaking:

All the information has been submitted as per the prescribed format and procedure.

- All pages of the proposal have been sealed and signed by the authorized representative.

Authorized Signatory [*In full and initials*]:

Name and Designation with Date and Seal:

6.2 Annexure-II

PERFORMANCE BANK GUARANTEE FORMAT

To,

WHEREAS (Name and address of the Firm) (hereinafter called “the Firm”) has undertaken, in pursuance of RFP No _____ dated _____ to undertake the service “Request For Proposal for Selection of Agency for Monitoring and Maintenance of Web Pages, Route Rationalization Application developed by State Transport Authority.” herein called contract) **AND WHEREAS** it has been stipulated by **Authority.** in the said contract that the bidder shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract; **AND WHEREAS** we have agreed to give the supplier such a bank guarantee.

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the bidder, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the firm to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Firm Firm before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

This performance bank guarantee shall be valid until the day of _____, <Year>

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

(Signature of the authorized officer of the Bank)

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Name and designation of the officer

.....

.....

Seal, name & address of the Bank & Branch