

<b>Selection of Private Service Providers as Service Centre Agencies to set up and manage CSCs (urban and rural) under Mo SEBA KENDRA (CSC 3.0) Scheme in the state of Odisha</b>					
<b>Reference No. OCAC-SEGP-MISC-0003-2019-20027, dated: 04/09/2020</b>					
<b>CORRIGENDUM</b>					
<b>Last Date of Submission of bids : 30-09-2020, 2 PM, Opening of bids 30-09-2020, 4 PM</b>					
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1	39	Section No 9.7 , Point No C	Copy of the audited Balance sheet Profit & Loss account and networth by CA;	h) Under Evaluation Criteria table S# 1 Supporting column, Extracts from the audited Balance Sheet and Profit & Loss and Certificate from the statutory auditor  4. Copies of Annual audited accounts statements (P&L and Balance Sheets last three FY certified by a chartered Accountant  Please clarify whether this is chartered Accountant or statutory auditor	Copy of the audited Balance sheet Profit & Loss account and networth by Statutory Auditor
2				No format/Performa for Bank Guarantee	Format enclosed as <b>Annexure-C</b>

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3	9	Important Dates- Point No 4 & 5	The bid submission date is 28th Sep'20	The bid submission date is 28th Sep'20, needs to be extended further by one month. Looking at the current pandemic situation, the last date for submission of EOI to be extended by one month.	<b>The bid submission last date is hereby extended to 30th-Sep-2020 , Up to 2 PM and the date and time of opening prequalification bid is 30th-Sep-2020 , 4PM</b>
4	39	Section-9.7 (Pre-Qualification Criteria) , Point No -C (Turnover)	The bidder must have an average annual turnover of Rs 18 Crore (Rs.3Crore / District) in last three financial years (2017-18,2018-19,2019-20) per zone, in case the bidder is bidding for one zone. If the bidder is bidding for more than one zone, in such case, the bidder must have average annual turnover, which must be multiples of Rs 18 Crore (Rs. 18 crores x no. of zones bid) in last three financial years i.e. 2017-18, 2018-19, and 2019-20. The bidder must have positive networth in last three financial years.	Whether turnover of 18 crores per zone be reduced to 10 crs per Zone	The bidder must have an average annual turnover of Rs 15 Crore (Rs.2.5 Crore / District) in last three financial years (2017-18,2018-19,2019-20) per zone, in case the bidder is bidding for one zone. If the bidder is bidding for more than one zone, in such case, the bidder must have average annual turnover, which must be multiples of Rs 15 Crore (Rs. 15 crores x no. of zones bid) in last three financial years i.e. 2017-18, 2018-19, and 2019-20. The bidder must have positive networth in last three financial years.

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5	18 - 19	Section-6.1,Point No-12	The SCA would need to ensure to open targeted number of kiosks in a district. Also, target number of kiosks includes the procedural takeover of existing kiosks. SCA shall take over all existing kiosks as per list provided by DeGS at the same terms and conditions offered to the other kiosks. In case of their denial they would consider others. This will not restrict the right of the government to open similar kiosks for providing e-gov services. In other words, the related SCA will not have exclusive right to set up kiosks in the district.	The SCA should have exclusive right to open the kiosk in the allotted districts	The SCA would need to ensure to open targeted number of kiosks in a district. Also, target number of kiosks includes the procedural takeover of existing kiosks. SCA shall take over all existing kiosks as per list provided by DeGS at the same terms and conditions offered to the other kiosks. In case of their denial they would consider others. OCAC has all the rights to allocate and de-allocate the SCA in the assigned district at any point of time based on the performance or any denial of providing services by SCA as assigned by OCAC.

6	22	Section-6.1,Point No-21	<p>The SCA will sensitize the citizens about the benefits from the CSC and will promote the use of the same in the urban/rural areas through the state-level and local promotion campaigns. The publicity and advertisement material should be in conformity with the general guidelines issued by OCAC and shall not be in violation with provisions of any Act. The SCA will take all action necessary to ensure that more and more citizens avail government services offered via these centres. To that effect, each kiosk will display a list of the G2C services being offered and corresponding transaction-charges. The display will be in Odia and English language and at a prominent place (should be readable from 25 meter distance) so that it attracts attention. Further, the contact details of the respective SCAs and District e-Governance Society will also be displayed so that the citizen can establish contact to competent authorities in case it faces difficulty in availing G2C services at Centers/Kiosks. A complaint/suggestion register will also be maintained at each CSC Centers / Kiosks and be placed at prominent place within the Centres/Kiosks premises Also, Display board should display time of operational hours of kiosk, SCA name, kiosk's ID and Helpdesk number.</p>	<p>Marketing should be the joint responsibility of Govt of Odisha and SCA to promote services.</p>	<p>No Change, As per EoI. However, OCAC may undertake sensitization program under its own IEC activities scheme for citizens as and when necessary.</p>
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7				What will be the process for B2C provide by the Kiosk ? Both G2C and B2C portal will be separately operated by the Kiosk owner or will be on one platform ?	G2C and B2C portal will be separately operated by the SCA/Kiosk operator
8				What will be the process to integrate B2C on their portal. (odishaone.gov.in)	There will be no integration with any B2C portal provided by SCA with OdishaOne portal. Both shall operate independently.
9				Revenue sharing of B2C service brought in by SCA	Revenue sharing of B2C services are within the VLEs/ULEs, SCA and their respective private service providers or as per the business plan of SCA. There is no revenue sharing with OCAC for B2C services provided through SCA portal.
10				In case of non availability of the network bandwidth what will be the State government support on the matter or they will relax SCA to appoint VLE on those locations. In such cases whether Sate Govt will provide VSAT support ?	No support will be provided by Government.

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11				Any SCA eligible for only one Zone can apply for all six with the same docs considering will only work in any one which is offered.	No, the bidder has to bid for zones as per the pre-qualification criteria mentioned in the Eol
12	10			Will State provide the letter of allotment / instruction to banks for Kiosk ,to support them in the form of subsidies loan on hardwares.	No
13	8	Section-2.6	All bids must be accompanied by an Earnest Money Deposit (EMD) of Rs. 30,00,000/- (Thirty lakhs) per Zone (@5,00,000/- (Rs. Five Lakh only) per district) in the form of Banker's Cheque or Demand Draft in favour of, OCAC payable at Bhubaneswar or Bank Guarantee in favour of OCAC valid for 6 months.	The EMD amount of 30 cacs per Zone to be reduced to Rs. 10 lacs per Zone	All bids must be accompanied by an Earnest Money Deposit (EMD) of Rs.18,00,000/- (Eighteen lakhs) per Zone (@3,00,000/- (Rs. Three Lakh only) per district) in the form of Banker's Cheque or Demand Draft in favour of, OCAC payable at Bhubaneswar or Bank Guarantee in favour of OCAC valid for 6 months.
14				Whether the bidder can use their own portal for all services like G2C/B2B/B2C ?	Bidder may use their own portal for B2C services.For G2C services bidder must use the portal as directed by State Govt.
15				Any financial support to SCA from the state government for establishing the Kiosk.	No such financial support to be provided by State Government.

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16	50			For imposition of penalty, how to determine operationalisation of kiosk.	Kiosk operationalization status shall be checked from the system.
17	7	Section No-2 , Sub Section No-2.5	Bidders may be asked to make presentation on their capabilities, their proposal, revenue sharing model for Kiosk operators in case of B2C services, issues, risk involved and challenges envisaged, proposed ways to mitigate the risks/problems and actual solution that the Service Centre Agency wants to provide to the State before the short listing of the EOI responses.	In B2C there are trade secrets related to revenue sharing and mode of operations; to play in a competitive environment hence request not to be made part of the presentation, can be briefed orally during presentations.	Bidders may be asked to make presentation on their capabilities, their proposal, issues, risk involved and challenges envisaged, proposed ways to mitigate the risks/problems, developing entrepreneurial ability of VLE/ULE/imparting training, marketing/awareness strategy and actual solution that the Service Centre Agency wants to provide to the State before the short listing of the EOI responses.

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18	13	Section-4 , Point No-5	SCAs to select and provide the details of Kiosk operators to OCAC for setting up of Mo Seba Kendra in the premises of GPs/ULBs (Govt premises). The concerned GPs/ULB shall bear the cost of utilities and internet connectivity and also provide sitting facilities. The Mo Seba Kendra operating from Govt premises are to undertake the activities such as data entry and other allied activities as assigned to them time to time free of cost.	For quality & in time execution a minimum Special or lower rate should must be fixed & paid in the best interest of all Stake holder .	The SCA would be supposed to setup the Kiosks preferably in a premise which is owned/ rented by SCAs/ prospective Kiosk operator. However, the kiosk must be set up at a place having good accessibility and visibility. Further, SCAs to select and provide the details of Kiosk operators to OCAC for setting up of Mo Seba Kendra in the premises of GPs/ULBs (Govt premises). The concerned GPs/ULB shall bear the cost of utilities and internet connectivity and also provide sitting facilities. The Mo Seba Kendra operating from Govt premises are to undertake the activities such as data entry and other allied activities as assigned to them time to time.OCAC may incentivise VLEs/SCAs to undertake such task depending upon the nature work as per the decision/approval of Government.



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19	13	Clause No-4 , Sub clause No-6	The DeGS may at its discretion ask the SCAs to increase/ decrease the number of centers from the existing number of centers in the concerned District, on mutually acceptable terms and conditions.	with prior & informed written consultations of OCAC this should happen	The DeGS in consultation with OCAC may ask the SCAs to increase/ decrease the number of centers from the existing number of centers in the concerned District, on mutually acceptable terms and conditions.
20	18	Section-6.1 , Point No-9	At the back-end, SCA will integrate the B2C content services and also integrate with the appropriate payment gateways. Statement of B2C services delivered by their own portal would be submitted to OCAC on monthly basis.	OCAC/ DeGS should be given admin access by SCA of the SCA portal to see the monthly reports	SCA may provide admin access to OCAC or may furnish manual report as and when desired by OCAC
21	32	Section-8.1		The PS(performance security) should be 25Lacs instead of 50Lacs per zone	Performance Security (PS) of Rs 30 Lakhs (Thirty Lakhs Rupees only) per Zone for each allotted zone (in form of Banker's Cheque or Demand Draft or Bank Guarantee valid for 3 years and 90 days of a Scheduled Bank having its branch in Bhubaneswar in favour of "OCAC" , payable at "Bhubaneswar") within 15 days of signing of agreement.

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22	50	Section No-11 (Payment Terms & Conditions), Point -10.2	<p>Setting up of kiosks: Establish &amp; Operationalize at-least 25% new kiosks (i.e, in addition to the existing kiosks) as per the kiosk set up guidelines as mentioned in the Eol out of total number mentioned in the kiosk roll out plan within 3 months of signing of agreement.</p> <p>Rs 1000/- per default kiosk per month, subject to a maximum of Rs 4000 per kiosk.</p> <p>Non-operational kiosk: No transaction on OdishaOne portal for a continuous period of 2 months or does not deliver any other services approved by GoO.</p> <p>Rs 1000/- per kiosk per month starting from third month, subject to a maximum of Rs 4000 per kiosk.</p> <p>Any penalties, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones/period.</p>	<p>1K per month per defaulting kiosk, maximum up to 4K; should be lowered down to 200 per kiosk per month subject to maximum up to 3K. And rollout time line/ completion time should be 6 to 12 month for easy &amp; difficult terrain/ district/ Blocks. Activation &amp; inactive penalties should be lowered to 3K &amp; 2K maximum after passes of 2 months' time line. LD/ Penalties should be additionally taken, and not deducted from commission, this create confusion and accounting issues &amp; becomes matter of dispute.</p>	<p>Any penalties, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted separately. OCAC shall ask for depositing of penalties amount through written communication within a period of 15 days. In case the selected bidder fails to deposit the penalty amount, OCAC shall recover the same amount from the PBG submitted by the selected bidder &amp; shall ask to replenish the PBG with the same amount. If the selected bidder does not replenish the PBG , OCAC reserves all rights to invoke the PBG in its entirety and terminate the contract with selected bidder.</p>

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23	8	Section-2.6	EMD and Mode of Payment Amount (INR): Rs 30.00 lakhs per zone (@5 lakh per district). In case the bidder is bidding for more than one zone, then additional Rs. 30.00 lakhs per each additional zone is to be deposited by the bidder towards EMD.	Please clarify, if we are Registered with NSIC (NSIC CERTIFICATE), then EMD can exempt or not?	Exemption is applicable subject to eligibility as per the scope of such certificate.
<b>ADDITIONAL AMENDMENTS</b>					
1	30	Section No-7	The Bidder can bid up to maximum for three (3) zones & minimum one zone.	Additional Amendments	The bidder can bid for any number of zones.
2	38,39 and 40	Section-9.7	Pre-Qualification Criteria	Additional Amendments	Please refer <b>Annexure-A</b> of amendment document
3	42 & 43	Section-9.8	Technical Evaluation Criteria	Additional Amendments	Please refer <b>Annexure-B</b> of amendment document

**Annexure-A**  
**Pre-Qualification Criteria**

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
a)	Legal Entity	The bidder must be registered under the Companies Act 1956/2013 or a Partnership firm registered under LLP Act/Indian Partnership Act and must be in operation in India for a period of at least 5 (Five) years as of March 31, 2020.	Certificate of Incorporation
b)	Legal Entity	Also the bidder should be registered under <ul style="list-style-type: none"> <li>• PAN/TAN</li> <li>• GST</li> <li>• EPF</li> <li>• ESIC</li> </ul>	Attach copy of relevant certificates
c)	Turnover	The bidder must have an average annual turnover of Rs 15 Crore (Rs.2.5 Crores / District) in last three financial years (2017-18,2018-19,2019-20) per zone, in case the bidder is bidding for one zone.  If the bidder is bidding for more than one zone, in such case, the bidder must have average annual turnover, which must be multiples of Rs 15 Crore (Rs. 15 crores x no. of zones bidded) in last three financial years i.e. 2017-18, 2018-19, and 2019-20.  The bidder must have positive network in last three financial years.	- Copy of the audited Balance sheet Profit & Loss account and network by Statutory Auditor;
d)	Project Capability	Operating or has operated as Service Centre Agency/Implementing Agency of CSC scheme in Odisha and/or other parts of the country;  OR  An established service provider having at least 3 (Three) years of proven experience in the field of providing citizen-centric services through at least 100 ICT based kiosks/centre(s) for delivery of services anywhere in the country;	Certificates from the client  OR  Work Order + Self Certificate of Completion (Certified by the Statutory Auditor);

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
			OR Work Order + Phase Completion Certificate from the client
e)	Consortium	Consortium is not allowed	
f)	Black Listing	The bidder must not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Annexure – 3 (Provided in original EOI document) Self Declaration
g)	Performance	The bidder must have acted as per the state guidelines if it has already been associated with implementation of earlier CSC schemes/other citizen centric service scheme in the state of Odisha.	<b>Annexure –D–</b> Self-Declaration
h)	EMD & Tender document fee	The bidder must submit EMD amounting to INR 18 Lakhs per zone.  The bidder has to submit the tender document fee 11,200 (inclusive of 12% GST) along with the bid document.	Demand Draft or Bank Guarantee for EMD  Demand Draft/proof of online payment for tender document fee

## Technical Evaluation Criteria

### Annexure-B

S#	Criteria	Basis for Evaluation	Max Marks	Supporting
1	Average annual turnover should be in last 3 financial years, as on March 31, 2020. (Turnover in Rs Crores)	Average turnover during last 3 years (in INR Crs.) <ul style="list-style-type: none"> <li>15 Crores – 3 marks</li> <li>More than 15 Crores – 2 marks for each additional 10 crores subject to maximum of 15 marks</li> </ul>	15	Extracts from the audited Balance sheet and Profit & Loss and Certificate from the statutory auditor
2	Proven and demonstrable experience in similar projects during last five years	Number of kiosk centers for Central/ State Governments/ any private entities established franchisee centers/outlets/BPO Centers in India related to delivery of services to citizens  The project should consist of at-least 100 ICT based kiosks/ centre(s) for delivery of services anywhere in the country.  100 centres- 3 Marks  More than 100 Centres – 2 marks for each additional 100 centres subject to maximum – 25 Marks	25	Agreement copy / Work Order / Self declaration for private entities in the letter head.  OCAC shall inspect the centre at its discretion.
3	Previous experience	Implementation of CSC scheme in the state of Odisha under CSC 1.0	10	Agreement copy / Work Order
4	Proven and demonstrable Experience with the various State in the last 5 years.	Experience of working as SCA/LSP or have set up franchisee centers/outlets/BPO Centers in various States (with at least mandate of opening & managing 100 centres. <ul style="list-style-type: none"> <li>2 marks for each state subject to maximum 10 marks</li> </ul>	10	Agreement copy / Work Order

5	Project Methodology, approach and work plan	<p>The bidders shall be evaluated based on the following parameters during presentation.</p> <ul style="list-style-type: none"> <li>• Understanding of the project or scheme-5 Marks</li> <li>• Planning &amp; Strategy including business viability forecasting for a period of 5 Years - 5 Marks</li> <li>• Approach, Methodology, detailed activity and Implementation/roll out Plan-10 marks</li> <li>• Envisaged Risk &amp; Mitigation Plan-5 Marks</li> <li>• Manpower resource deployment plan-5 Marks</li> <li>• Developing entrepreneurial ability of VLE/ULE / Imparting Training /Marketing and awareness strategy – 10 marks</li> </ul>	40	<p>The bidders have to give a Technical Presentation before the committee.</p>
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**Bank Guarantee Format for submission of EMD-Annexure-C**

To

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of I.T. Dep't, Govt. of Odisha)

N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub: EoI No.: OCAC-SEGP-MISC-0003-2019-20027 , dated: 04/09/2020

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of EoI Ref. No. OCAC-SEGP-MISC-0003-2019-20027 , dated: 04/09/2020 for Selection of Private Service Providers as Service Centre Agencies to set up, operate and manage CSCs (urban and rural) under Mo Seba Kendra (CSC 3.0) Scheme in the state of Odisha (hereinafter called "the Bid") to OCAC

Know all Men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <<Nodal Agency>> (hereinafter called "the Purchaser") in the sum of Rs. <<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:

- a. when the bidder withdraws or modifies its bid after opening of bids;
- b. when the bidder does not execute the agreement, if any, after placement of Lol/ work order within the specified period;
- c. when the bidder does not furnish the prescribed performance security within specified period after the Lol/ work order is placed; and
- d. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.

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:

Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)

This Bank Guarantee shall be valid upto <<insert date>>)

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee 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:

## Annexure-D-Self Declaration

(For bidders who were associated with implementation of CSC Scheme/Citizen Centric Service Scheme in the state of Odisha earlier)

EOI No: \_\_\_\_\_, Date: \_\_\_\_\_, Location: \_\_\_\_\_

To

<Purchaser Address)

Dear Sir/Madam,

In response to the invitation of EOI NO. - , Date: \_\_\_\_\_. Ms. /Mr. \_\_\_\_\_, as a \_\_\_\_\_, I / We hereby declare that our company \_\_\_\_\_ were associated with implementation of CSC scheme/other citizen centric service scheme earlier in the state of Odisha. We have always acted as per the state guidelines without any violation of the same. At any point of time during bidding process or after finalization of bidding process, if the information provided in this declaration is found to be false, then our bid will be liable to be rejected without any further consideration.

**Signature of the witness Signature of the Bidder**

**Date: Date:**

**Place: Place:**

**Company Seal**

## Annexure-D-Self Declaration

(For bidders who were not associated with implementation of CSC Scheme/Citizen Centric Service Scheme in the state of Odisha earlier)

EOI No: \_\_\_\_\_, Date: \_\_\_\_\_, Location: \_\_\_\_\_

To

<Purchaser Address)

Dear Sir/Madam,

In response to the invitation of EOI NO. - , Date: \_\_\_\_\_. Ms. /Mr. \_\_\_\_\_, as a \_\_\_\_\_, I / We hereby declare that our company \_\_\_\_\_ were not associated with implementation of CSC scheme/other citizen centric service scheme earlier in the state of Odisha. At any point of time during bidding process or after finalization of bidding process, if the information provided in this declaration is found to be false, then our bid will be liable to be rejected without any further consideration.

**Signature of the witness Signature of the Bidder**

**Date: Date:**

**Place: Place:**

**Company Seal**