

**RFP for Selection of agency to design and develop the
Online Public Grievance System for OPSC**

RFP Enquiry No. : OCAC-SEGP-RES-0007-2014(P)-19032



Odisha Computer Application Centre

(Technical Directorate of E&IT Department, Govt of Odisha)

Plot No.-N-1/7-D, Acharya Vihar, P.O.-RRL, Bhubaneswar-751013

EPBX: 674-2567280/2567064, Fax: + 91-674-2567842

URL: <http://www.ocac.in>

RFP SCHEDULE

Sl. No.	Items	Date & Time
1.	Commencement of the BID	14.08.2019
2.	Last date for receiving queries through e-mail: gm_ocac@ocac.in and kalpana.biswal@odisha.gov.in	20.08.2019, 10 AM
3.	Pre-bid Conference	20.08.2019, 12 Noon
4.	Issue of Corrigendum (If any)	22.08.2019
5.	Last date and time for Submission of Bid.	05.09.2019, 2 PM
6.	Place of Submission of Tender Document	Odisha Computer Application Centre, Plot No.-N-1/7-D, Acharya Vihar Square, RRL Post Office, Bhubaneswar-751 013 Phone: 2588064/2588280 FAX :91-674-2582842
7.	Opening of General-cum-Technical Bids	05.09.2019, 4 PM
8.	Opening of Commercial Bids	07.09.2019, 12 Noon
9.	Bid fee	₹ 500 (To be submitted alongwiththeProposal)
10.	Ernest Money Deposit (EMD)	₹ 20,000 (To be submitted along with the Proposal)

RFP Enquiry No.: OCAC-SEGP-RES-0007-2014(P)-19032**"RFP for Selection of agency to design and develop the Online Public Grievance System for OPSC"****Fact Sheet:**

This Fact Sheet comprising important factual data of the tender is for quick reference of the bidders.

Clause Reference	Topic
The Proposal	Odisha Computer Application Centre (OCAC) invites proposal for Selection of agency to design and develop the Online Public Grievance System for OPSC.
Method of Selection	Least Cost Based Selection method shall be used to select the bidder of RFP for Selection of agency to design and develop the Online Public Grievance System for OPSC. The bidder has to apply the bid in separate envelopes, General-cum-Technical & Commercial bid. Commercial bid of those bidders who qualify in General-cum-Technical Bid shall be opened. The least value bid (i.e. the bidder quoting minimum amount) will be selected for placement of order.
RFP Document	RFP Document can be downloaded from http://www.ocac.in or http://www.odisha.gov.in . The bidders are required to submit the RFP document Fee of Rs. 500 in the form of a demand draft in favour of " Odisha Computer Application Centre ", payable at Bhubaneswar from any of the Scheduled commercial Bank along with the Proposal.
Earnest Money Deposit (EMD)	Earnest Money Deposit (EMD) of Rs. 20,000 should be in shape of Account payee Demand Draft from any Nationalized / Scheduled Commercial Banks, in favour of "Odisha Computer Application Centre" payable at Bhubaneswar.
Scope of Work	Selected agency is expected to deliver the services listed in Scope of Work as mentioned in this RFP.
Language	Bid must be prepared by the Bidder in English language only.
Currency	The bidder should quote in Indian Rupees only. The Total Price inclusive of taxes and duties will be considered for evaluation. So, the bidder must mention the base price and the tax component separately.
Validity Period	Proposals/bid must remain valid for minimum 180 days from the last date of bid submission. However, validity of the price bid of selected bidder will be 3 years from the date of agreement.

Section I: Invitation for Bids

1. Introduction

Odisha Public Service Commission (OPSC) is the esteemed constitutional organization of the state, which conducts recruitment of Group-A & Group-B officers for functioning of various Departments of Government of Odisha. OPSC is also an advisory body for recruitment rules and disciplinary proceedings.

Odisha Computer Application Centre (OCAC) invites bids for selection of agency to design and develop the Online Public Grievance System for OPSC.

2. Scope of Work

2.1. Online Public Grievance System for OPSC

The Commission intends to implement an Online Public Grievance System for smooth redressal of grievances of the candidates / applicants with the following basic features –

- I. Interactive system for Registering of Grievance by the user (Student/Candidate, Service Holder, Information Seeker).
- II. Option of contacting to OPSC through web-forms.
- III. Facility to disseminate Information and address queries of the candidates
- IV. Maintaining Frequently Asked Questions
- V. Upload of photos and documents on real-time basis without service discontinuity
- VI. Mapping of complaints according to google location co-ordinates of the user.
- VII. Input sources such as web portal, phone call, postal grievance, email, fax, personal appearance, grievances relayed by govt. departments.
- VIII. Acknowledgement mail and SMS to the user on the successful registration of grievance
- IX. Automatic allotment of grievance to the concerned officials in the system with SMS and email based intimation
- X. Auto-escalation in the system to the higher authority for resolution of the grievance.
- XI. Grievance resolution and notification on the same to the user.
- XII. Robust security system in order to ensure confidentiality of documents and to prevent unauthorized access.
- XIII. Generation of aging report based on designation hierarchy
- XIV. Design of master Database and mapping of administrative units and other data for location wide grievance redressal
- XV. Development of web-portal as per the guideline of GIGW.
- XVI. Providing necessary Training & Handholding Support to the users of OPSC

2.2. Development & Hosting

- I. The development of application should be done preferably using open source platform. The bidder shall quote separately in case any proprietary software is used for development.
- II. Cert-in empanelled agency must be engaged by the bidder for security audit of application in order to obtain Safe to host certificate to be submitted annually.

2.3. UAT & Go-Live Criteria

- I. User acceptance Test (UAT) shall be conducted for a period of 2 weeks after development and security audit.
- II. After UAT, if at least 10 grievances are registered through the system, the application will be treated as Go-live.

2.4. Annual Support & Maintenance

- I. Support & maintenance for the Application shall be for three years.
- II. This phase includes software upgrades, repairs, and fixes of the software
- III. Tuning & optimization

2.5. Other

- I. Quoted cost shall include support and maintenance cost for a period of three years from date of Go-live
- II. The bidder shall furnish the source code in the last quarter of the project period along with other documentations.

3. Deliverables and Timeline

The tentative Time-line for System Study, development and Implementation may be kept as follows;

SL#	Deliverable	Timeline
1	Issue of Work order	T
2	Finalization of System Requirement Specification (SRS)	T + 2 weeks
3 T1	Development of application and testing	T1=T + 5 weeks
4 T2	UAT	T2=T1 + 1 week
5	Training	T1+ 1 week
6	Obtain Safe to Host Certification (Security Audit)	T2+ 2 weeks

4. Payment Milestone

SL	Payment Milestone	Payment to be made	Deliverables
1	After Go-live	70% of development cost	1. SRS document 2. User Manual 3. Proof of conducting UAT & training 4. Safe to Host Certificate
2	Annual security audit	As per actual	Submission of Safe to host certificate
3	Annual Support & Maintenance	10% of development cost after completion of respective year from the date of Go-Live	1. Bug fixing report if any 2. Modification report if any 3. Any other software improvement

- Taxes will be paid extra as per the rate prevalent at the time of billing.
- Payment shall be made within 30 working days of the receipt of invoice along with supporting documents subject to penalties, if any.

Section II: Instruction to Bidders

1. General Information

- I. The bid process involves a two-stage evaluation namely, the evaluation of General-cum-Technical bid and followed by Commercial bid.
- II. Proposal should be in the specified format. Any other format shall not be acceptable.
- III. Proposals should be in English Language only.
- IV. The Bidder is not permitted to modify, substitute or withdraw their Proposal after submission
- V. The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of bid. However, validity of the price bid of selected bidder will be 3 years from the date of agreement.
- VI. The original Proposal shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be attested by the person or persons who sign(s) the Proposals.
- VII. All relevant certifications and audit reports enclosed to support claims made in the Bid must be in relevant Envelopes. All the pages and submitted document as part of Bid must be duly sealed and signed by the authorized signatory. The proposal must be submitted to:
The General Manager (Admn.)
Odisha Computer Application Centre (OCAC)
OCAC Building, Plot No.-N-1/7-D, Acharya Vihar Square,
RRL Post Office, Bhubaneswar-751013 (INDIA)
- VIII. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- IX. Authority reserves the right to accept or reject any/all bid without assigning any reason thereof, and to annul the bid process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision. The decision of the competent authority would be final and binding on the bidders.
- X. All communication pertaining to this bid will be published in the designated website in case direct communication to bidders is not feasible, so it would be the bidders' responsibility to check website for such communication.
- XI. Proposals should be comprehensive where necessary and unwanted material, including repetition of the bid document contents should be strictly avoided.
- XII. Consortium not allowed.
- XIII. Offers shall be valid for minimum One hundred eighty (180) Days from the date of opening the Commercial Bid. A bid valid for a shorter period is liable to be rejected.

2. Eligibility Criteria

Following table mentions the pre-qualification criteria. A bidder participating in the procurement process shall possess the following minimum eligibility criteria. Any bid failing to meet the stated criteria shall be summarily rejected and will not be considered for further evaluation.

SI No.	Clause	Documents required
1.	a) The Bidder should be an established Information Technology company registered under the Companies Act, 1956 and in operation for at least 5 years as on 31.03.2018 and should have their registered offices in India and having one of their office locally at Bhubaneswar. b) The company must be registered with appropriate authorities for all applicable statutory duties/taxes.	(a) Valid documentary proof of: <ul style="list-style-type: none">• Certificate of incorporation• Certificate consequent to change of name, if applicable.• Proof of local office. (b) Valid documentary proof of: <ul style="list-style-type: none">• GST Identification number(GSTIN)• Income Tax registration/PAN number.• Income Tax returns for last three financial years.
2.	The bidder should have positive net worth during last three financial years, ending 31.03.2018.	A certified document by the Chartered Accountant stating the net worth.
3.	The bidder's average annual turnover must be fixed at (INR) 1 crore or more in each of the last three financial years ending on 31.03.2018 Note: The turnover refers to the bidder's firm and not the composite turnover of its subsidiaries/sister concerns etc.	Copy of audited profit and loss account/balance sheet/annual report of the last three financial years.
4.	The bidder must have experience in developing Website / Web portal with work experience in Grievance redressal system for 2 projects of Government/PSU worth 4 lakhs in single order. Documents relating to experience in development of Govt. web sites relating to Grievance redressal system.	Proof of Work order, Completion Certificate or phase completion certificate for ongoing project from the client.
5.	The bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Declaration in this regard by the authorized signatory of the bidder.

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6.	i. The bidder must have submitted Rs. 500 towards the cost of the Tender Document. ii. The bidder should furnish an Earnest Money Deposit (EMD) {as part of its Bid} of Rs. 20,000 in shape of Account payee Demand Draft from any Nationalized / Scheduled Commercial Banks, in favour of "Odisha Computer Application Centre" payable at Bhubaneswar and should be valid for 90 days from the due date of the tender / RFP. The EMD should be submitted in the Pre-qualification bid.	a- In shape of DD from a schedule commercial bank. b- In shape of DD / BG from a schedule commercial bank.
7.	The Bidder must have ISO 9001, ISO 27001 & CMM Level 3 and above certification with validity.	Copy of valid certificate to be submitted at the time of bidding.

3. Bid Submission

The bid must be submitted in separate envelopes as:

I. General-cum-Technical Bid

This bid shall contain:

- a) Compliance to eligibility criteria (As mentioned in eligibility criteria format)
- b) Particulars as per Form 2 at Annexure.
- c) The plan / arrangement in escalation matrix for the services to be provided to OPSC, Cuttack.
- d) Acceptance to the terms and conditions laid down in the tender document. A scanned copy of the bid document duly signed by the bidder's authorized representative is to be submitted in token of acceptance of the same.

II. Commercial Bid

- a) Commercial bid should be submitted in a sealed envelope as per the format specified in Financial Proposal.
- b) Prices should be given in INR in figures only.

The bidder must submit, the sealed separate envelopes of General-cum-Technical Bid and Commercial Bid, put in another separate envelope with superscription as "RFP for Selection of agency to design and develop the Online Public Grievance System for OPSC" and RFP No. **OCAC-SEGP-RES-0007-2014(P)-19032**

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4. Pre-Bid Meeting & Clarifications

I. Bidders Queries

- OCAC shall hold a pre-bid meeting with the prospective bidders on 20.08.2019 at 12 Noon OCAC premises.
- The Bidders will have to ensure that their queries for Pre-Bid meeting should reach in e-mail id –gm_ocac@ocac.in and kalpana.biswal@odisha.gov.in on or before 20.08.2019 by 10 AM. Queries submitted after the scheduled date and time, shall not be accepted.
- The queries should necessarily be submitted in the following format:

Sl. No.	RFP Document Reference(s) & Section	Page No.	Content of RFP requiring Clarifications(s)	Points of clarification
1.				
2.				

- OCAC shall not be responsible for ensuring that the bidder's queries have been received by them. Any requests for clarifications after the indicated date and time shall not be entertained by OCAC.

II. Responses to Pre-Bid Queries and Issue of Corrigendum

- OCAC will endeavour to provide timely response to all valid queries. However, OCAC makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the bidders.
- At any time prior to the last date for receipt of bids, OCAC may, for any reason, modify the RFP Document by a corrigendum.
- The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the websites www.ocac.in & www.odisha.gov.in on 22-08-2019.
- Any such corrigendum shall be deemed to be incorporated into this RFP.
- In order to provide prospective Bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

5. Bid Evaluation

- Bidders, whose bids are responsive to all the items of the Proposal and who meet the eligibility requirements shall be considered as qualified to move to the next stage of Commercial evaluation.
- Non-compliance to any of the eligibility criteria will lead to rejection of the proposal.
- The Commercial Bids of the qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- The Bidder, who has submitted the lowest Commercial bid, shall be selected as the L1 and shall be awarded the contract.
- The bid price shall include all taxes and levies and shall be in Indian Rupees.
- Any conditional bid would be rejected.

Important Note:

- If the bid is incomplete and / or non-responsive it will be rejected during evaluation. The bidder may not be approached for clarifications during the evaluation. So bidders are requested to ensure that they provide all necessarily details in the submitted bids.
- If any price details are found in the General-cum-Technical Bid, the offer will be summarily rejected.
- The prices are to be quoted in INR in figure only. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.

6. Other Terms & Conditions

- Earnest Money is liable to be forfeited and bid is liable to be rejected, if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of the tender.
- The Earnest Money of all unsuccessful bidders shall be returned as early as possible. No interest will be payable by OCAC on the Earnest Money Deposit. The Earnest Money of successful bidder shall be returned after acceptance of work order and submission of Performance Bank Guarantee (PBG) towards 10% of order value.
- Govt. Levies like GST shall be paid at actual rates applicable on the date of submission of invoice. Rates should be quoted accordingly giving the basic price and GST.
- OCAC reserves the right to accept / reject the offers or cancel the whole tender proceedings without assigning any reason whatsoever. Late / Delayed offers shall not be accepted under any circumstances. Incomplete offers will be rejected.
- OCAC shall not be responsible for delayed submission or non-submission of bid due to any reason whatsoever. The bidders are requested to submit the bid much before date & time of submission, failing which OCAC shall not be responsible for any such delay.
- Any attempt of direct or indirect negotiations on the part of the bidder with the authority to whom the bid has been submitted or authority who is competent to finally accept / reject the same after the tender has been submitted or any endeavour to secure any interest for an actual or prospective bidder or to influence by any means for the acceptance of a particular tender will render the tender liable to be rejected.

Section III: Contractual Clauses

1. Term of Contract

This will include the period required to deliver the deliverables and other services specified in the terms of reference, including the duration of the support period (as may be applicable to this engagement). Normal termination of the contract would happen at the end of the tenure.

2. Agreement for implementation of project

An agreement between OCAC and the bidder shall be executed in accordance with all terms and conditions mentioned in the RFP no. OCAC-SEGP-RES-0007-2014(P)-19032 and subsequent corrigendum for selection of agency to design and develop the Online Public Grievance System for OPSC.

3. Software Enhancement Services

Duration of the project is planned to be 3 years. Looking into the length of the project implementation period it is very usual to find changes in business logic frameworks. In such scenarios, there may be a need of modification of the software modules beyond SRS/Scope document mentioned in this RFP. It may also be required to develop new software modules beyond the coverage of SRS/Scope document. In above mentioned scenarios the OCAC may direct to take up such assignments. The bidder is supposed to implement 5 no. of Change Request within the Project Cost during the Project period. Beyond that, if any other Change Request will be proposed, then it will be chargeable basis. The bidder has to prepare the detail effort estimation for development and implementation of such assignments and submit the proposal to OCAC for approval. On approval of OCAC/ OPSC, bidder shall deliver the services and raise the claim as per actual according to the Commercial Bid. 15 man months are provisioned for such additional software enhancement services. The bidder will raise claims under this head as per actual consumption of service.

4. Liquidated damage

In the event of delay in execution of work/ furnishing of deliverables, the bidder shall be liable to a penalty @0.05% of the value of work order, for every week of delay up to a maximum of 5%, after which OCAC shall be at liberty to cancel the award. For the purpose of this clause, part of a week shall be considered to be a full week. Penalty will not be applicable if the delay is not attributable to the bidder. However, in such cases bidder has to communicate in writing the reason of delay. Decision of Chief Executive Officer, OCAC in this matter is final.

5. Confidentiality

The Bidder shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to data captured in the system, wherever applicable.

6. Performance Security

- i. Within 15 days of the receipt of the notification of award from OCAC, the selected bidder shall furnish a performance security for an amount of 10% (ten percent) of the Value of Contract excluding taxes in the form of PBG, using the performance security format at Form-5.

- ii. The performance security shall be valid for 3 years & at least 90 (ninety) days beyond the completion of contract period and shall be denominated in Indian rupees and shall be a bank guarantee in favour of OCAC, payable at Bhubaneswar, issued by a scheduled bank in India through its branch in Bhubaneswar, Odisha.
- iii. The proceeds of the performance security shall be payable to OCAC as compensation for any loss resulting from the bidder's failure to complete its obligations under this bid. OCAC shall notify the bidder in writing of its invocation of its right to receive such compensation within 15 days, indicating the reasons for which the bidder is in default.
- iv. The bidder shall furnish amendment to the Performance Security, if required, within 15 days of notification.

7. Dispute Resolution

Any dispute or difference, whatsoever, arising between the parties shall be amicably resolved by the parties through mutual consultation, in good faith and using their best endeavours. Parties on mutual consent may refer a dispute to a competent individual or body or institution or a committee of experts appointed by OCAC (Nodal Authority) for such purpose and abide by the decisions thereon.

- (i) On non-settlement of the dispute the same shall be referred to the Chief Executive Officer, OCAC for his decision and the same shall be binding on all parties, unless either party makes a reference to arbitration proceedings, within sixty days of such decision.
- (ii) Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules framed there under and any statutory modification or re-enactment thereof. The arbitration proceeding shall be held in Bhubaneswar, Odisha

8. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or OCAC as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- (i) Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- (ii) Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- (iii) Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

In case of a Force Majeure, all Parties shall endeavour to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of under the Contract and to minimize any adverse consequences of Force Majeure.

9. Disclaimer

- This Tender / Request for Proposal (RFP) is not an offer by OCAC, but an invitation for bidder's response. No contractual obligation whatsoever shall arise from the RFP process.
- Besides the terms and conditions stated in this document, the contract shall also be governed by the overall acts and guidelines as mentioned in IT Act 2000 and subsequent amendments, and any other guideline issued by State from time to time

Section IV: Special Conditions of Contract

- (A) **Price:** Price quoted should be in INR only and in the prescribed format. The quoted price will be considered firm and no price escalation will be permitted.
- (B) **Billing:** Billing is to be done in the name of Odisha Computer Application Centre, Plot No.-N-1/7-D, Acharya Vihar Square, RRL Post Office, Bhubaneswar-751013.
- (C) **Payment:** The payment shall be made as per the payment milestone at Section I after receipt of invoice and on satisfactory completion of respective milestone duly certified by the authority after deducting the penalty if any and other recoveries if any.
- (D) **PBG :** Performance bank Guarantee (PBG) of 10% of order value (excluding taxes) shall be submitted by the selected bidder within the 15 days from the date of Notification of award. The Performance Guarantee shall be valid for a period of 3 years and 3 months. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of extension of the project period. In case the selected bidder fails to submit performance guarantee within the time stipulated, no payment shall not be processed in favour of the selected bidder.
- (E) **Penalty for Delayed Services:**

Penalty will be charged as per Liquidated Damages Clause upto maximum of 5% of total order value, in case of any delay in providing service.

Section V: Bid Templates

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting eligibility criteria.

- General-cum-Technical Bid shall comprise of following forms:

Form 1: Compliance Sheet for Pre-qualification

Form 2: Particulars of the Bidders

- The bidders are expected to respond to the RFP using the following forms for Commercial Proposal.

Form 3: Covering Letter

Form 4: Commercial Proposal

- The bidder shall submit the PBG as per format at **Form 5**.

RFP Enquiry No.: OCAC-SEGP-RES-0007-2014(P)-19032**"RFP for Selection of agency to design and develop the Online Public Grievance System for OPSC"****Form 1: Compliance Sheet for Pre-Qualification Criteria**

The documents mentioned in this compliance sheet along with this form, needs to be a part of the General-cum-Technical Bid.

Sl#	Basic Requirement	Documents Required	Provided	Reference & Page Number
1.	<p>(a) The Bidder should be an established Information Technology company registered under the Companies Act, 1956 and in operation for at least 5 years as on 31.03.2018 and should have their registered offices in India and having one of their office locally at Bhubaneswar.</p> <p>(b) The company must be registered with appropriate authorities for all applicable statutory duties/taxes.</p>	<p>(a) Valid documentary proof of:</p> <ul style="list-style-type: none">• Certificate of incorporation• Certificate consequent to change of name, if applicable.• Proof of local office. <p>(b) Valid documentary proof of:</p> <ul style="list-style-type: none">• GST Identification number(GSTIN)• Income Tax registration/PAN number.• Income Tax returns for last three financial years.	Yes / No	
2.	The bidder should have positive net worth during last three financial years, ending 31.03.2018.	A certified document by the Chartered Accountant stating the net worth.	Yes / No	
3.	<p>The bidder's average annual turnover may be fixed at (INR) 1 crore or more in each of the last three financial years ending on 31.03.2018</p> <p>Note: The turnover refers to the bidder's firm and not the composite turnover of its subsidiaries/sister concerns etc.</p>	Copy of audited profit and loss account/ balance sheet/ annual report of the last three financial years.	Yes / No	

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Sl#	Basic Requirement	Documents Required	Provided	Reference & Page Number
4.	The bidder must have experience in developing Website / Web portal with work experience in Grievance redressal system for 2 projects of Government/PSU worth 4 lakhs in single order. Documents relating to experience in development of Govt. web sites relating to Grievance redressal system.	Proof of Work order, Completion Certificate or phase completion certificate for ongoing project from the client.	Yes / No	
5.	The bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Declaration in this regard by the authorized signatory of the bidder.	Yes / No	
6.	a- Tender Document fee. b- Earnest Money Deposit (EMD).	a- In shape of DD from a schedule commercial bank. b- In shape of DD from a schedule commercial bank.	Yes / No	
7.	Particulars of the Bidders	As per Form 2	Yes / No	
8.	Acceptance to the terms and conditions laid down in the tender document.	A scanned copy of the bid document duly signed by the bidder's authorized representative is to be submitted as token of acceptance of the same.	Yes / No	
9.	The Bidder must have ISO 9001, ISO 27001 & CMM Level 3 and above certification with validity.	Copy of valid certificate to be submitted at the time of bidding.	Yes / No	

Form 2: Particulars of the Bidders

S No.	Information Sought	Details to be Furnished
a	Name ,address and URL of the bidding Company	
b	Incorporation status of the firm (public limited / private limited, etc.)	
c	Year of Establishment	
d	Date of registration	
e	Reference No.	
f	Details of company registration	
g	Name, Address, e-mail ID, Phone nos. and Mobile Number of Contact Person	

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Form 3: Covering Letter

< Location, Date >

To
The General Manager (Admin)
Odisha Computer Application Centre
Plot No. - N-1/7-D, Acharya Vihar
P.O.- RRL, Bhubaneswar - 751013
EPBX: 0674-2567280/2567064/2567295
Fax: +91-0674-2567842

Subject: Submission of the Commercial bid for Selection of agency to design and develop the Online Public Grievance System for OPSC

RFP Reference No : OCAC-SEGP-RES-0007-2014(P)-19032

Dear Sir/Madam,

We, the undersigned, offer to provide **for Selection of agency to design and develop the Online Public Grievance System for OPSC** in accordance with your Request for Proposal cited above and our Proposal (General-cum-Technical & Commercial Proposals). The attached Commercial Proposal is for the sum of [*Amount in words and figures*]. This amount is inclusive of the taxes as applicable.

Our Commercial Proposal shall be binding upon us, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

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Form 4: Commercial Proposal

RFP REFERENCE NO : OCAC-SEGP-RES-0007-2014(P)-19032

I. Software Enhancement Service

SL#	Description	Cost per Man month	Required Man month	Total Cost for 15 man months
1	Cost of Software enhancement service with 15 man months rate		15	
Taxes in ₹				
Total				

II. Format for Commercial Bid

SL#	DESCRIPTION	QUOTED COST IN ₹
1	Development of application as per scope of work including support for three years	
2	Cost of Proprietary software used, if any	
3	Security Audit after UAT	
4	Security Audit cost for First Year	
5	Security Audit cost for 2nd Year	
6	Security Audit cost for Third Year	
7	Cost of software enhancement if any	
TAXES IN ₹		
TOTAL IN ₹		

(The bidder who will quote lowest among all the bidders, will be assigned the work)

Seal of the Company
Signatory

Authorised

Form 5: Performance Bank Guarantee (PBG)

To

The General Manager (Admin)
Odisha Computer Application Centre
Plot No. - N-1/7-D, Acharya Vihar
P.O.- RRL, Bhubaneswar - 751013
EPBX: 0674-2567280/2567064/2567295
Fax: +91-0674-2567842

Whereas, << name of the agency and address >>(hereinafter called "the Bidder") has undertaken, in pursuance of contract no. << insert contract no. >> dated. << insert date >> to provide Implementation services for << name of the assignment >> to OCAC (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract that the Bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, << name of the bank >> a banking company incorporated and having its head /registered office at << address of the registered office >> and having one of its office at << address of the local office >>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 supplier, upto a total of Rs.<< insert value >> (Rupees << insert value in words >> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs .<< insert value >> (Rupees << insert value in words >> only) 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 Bidder 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 Bidder 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 Guarantee shall be valid until << *Insert Date* >>)

RFP Enquiry No.: OCAC-SEGP-RES-0007-2014(P)-19032
"RFP for Selection of agency to design and develop the Online Public Grievance System for OPSC"

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed Rs<< insert value >>(rupees << insert value in words >> only).

II. This bank guarantee shall be valid up to << *insert expiry date* >>)

III. 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 expiry date* >>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date: