

By e-Mail

**GOVERNMENT OF ODISHA**  
**FOOD SUPPLIES AND CONSUMER WELFARE DEPARTMENT**

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No 1300 /FSCW, BBSR, Date 01/02/2022.  
FSCW-NFSA-POL-0023-2021

From:

M.Q. Haque, OAS  
Additional Secretary to Government

To,

The Director,  
Information & Public Relations Department,  
Odisha, Bhubaneswar.

**Sub: Publication of advertisement.**

Sir,

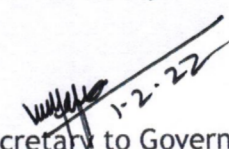
I am directed to enclose a copy of the advertisement prototype (soft copy of the advertisement have been mailed to ipr.advt@gmail.com) and to request you to kindly take necessary steps for publication of the same in two leading Odia and one leading English daily newspapers (all editions), on quarter size of A4 size paper, in Black & White, on 3<sup>rd</sup> February 2022, as per the I & PR approved rate.

The bill of the advertisement may be submitted to this Department along with necessary proof of publication for release of payment.

Yours faithfully

**Encl:**

*Prototype of advertisement material*

  
Additional Secretary to Government



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**REQUEST FOR PROPOSAL (RFP)**

Proposals are invited for Selection of agency for Operations & Management of Call Centre with 78 nodes for implementation of High Frequency Monitoring (HFM) Project of Food Supplies & Consumer Welfare Department in the State of Odisha

Advt. No 1300 /FSCW/Date 01/02/2022

Request for Proposals are invited from interested bidders being registered under Indian Companies Act-1956/2013 (i.e. in operation since last 10 years as on date of submission of bid), having valid registration certificates and eligibility as per the criteria in the RFP published in the official website <http://www.foododisha.in>, for 'Selection of agency for Operations & Management of Call Centre with 78 nodes for implementation of High Frequency Monitoring (HFM) Project of Food Supplies & Consumer Welfare Department in the State of Odisha'.

The details of time table of the RFP are as under:

Last date (deadline) for submission of bids	Date <b>23/02/2022</b>
Opening of Technical-cum-Pre Qualification Bid & Technical Bid Presentation by the Bidders	Date <b>24/02/2022 at 1600 Hours</b> at Conference Hall of OSCSC Ltd.
Time and Date of opening of Financial proposals (Tentative).	Date <b>28/02/2022 at 1600 Hours</b> at Conference Hall of OSCSC Ltd. Communication (i.e. for change in date schedule if any) shall be issued by mail to those bidders who qualify in the Technical bid process.

The proposals shall be submitted through Speed Post/Registered Post only addressed to 'Additional Secretary to Government (NFSA), Food Supplies & Consumer Welfare Department, Lokaseva Bhawan, Odisha Secretariat, Sachivalaya Marg, Bhubaneswar-751001, Odisha'. The authority reserves the right to cancel any or the entire selection process without assigning any reason thereof.

-Sd-

Additional Secretary to Govt.



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Request for Proposal (RFP)  
for  
Operations & Management of  
Call Centre with 78 Nodes for Implementation  
of  
High Frequency Monitoring (HFM) Project



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### Fact Sheet:

Title of the Project	<b><i>Selection of agency for Operations &amp; Management of Call Centre with 78 nodes for implementation of High Frequency Monitoring (HFM) Project of Food Supplies &amp; Consumer Welfare Department in the State of Odisha</i></b>
Publication of RFP	The RFP shall be hosted in the FS&CW Department's website <a href="http://www.foododisha.in">www.foododisha.in</a> on date 03/02/2022.
Last Date for Submission of Bid	Date 23/02/2022
Eligibility of the Bidder	The bidder should be a company registered under the Indian Companies Act 1956/2013 and should be in operation since last 10 years as on date of submission of bid. The Bidder must have a running call center in the State of Odisha with minimum 200 seats during last 5 years from the date of publication of the tender.
Tender Fees	Tender Fees of @2000/- shall be submitted in shape of Demand Draft.
Earnest Money Deposit (EMD)	Bid Security Declaration shall be submitted in prescribed format.
Tender Validity	The offer submitted by the bidders should be valid for minimum period of 180 days from the opening of commercial bid.
Duration of the Project	16 Months.
Method of Selection	1. The bidder must have minimum pre-qualification criteria as detailed in the RFP. 2. The Bidder with technical score 70 & above shall be qualified & will be eligible for evaluation of Financial bid. 3. QCBS - Quality & Cost Based Selection (70:30) i.e. the bidder who will secure the highest Composite Score in the Technical and Financial evaluation will be awarded the work.
Address for sending the Bid	<b><i>The Additional Secretary (NFSA), Food Supplies &amp; Consumer Welfare Department, Government of Odisha, Loka Seva Bhawan, State Secretariat, Bhubaneswar, Odisha, Pin-751001</i></b> (through Speed post/Registered Post only).





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### A. Request for Proposal

Sealed proposals are invited from interested bidders, having expertise in Information Communication and Technology (ICT) and management and operation of Call Centers/ Contact Centers with experience in working with government departments, for Operation & Management of Call Centres with 78 nodes for implementation of High Frequency Monitoring (HFM) Project. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

### B. Structure of the RFP

This RFP document for selection of agency for Operation & Management of Call Centres with 78 nodes for implementation of High Frequency Monitoring (HFM) Project comprises the following.

- a) Functional and Technical Requirements of the project - the contents of the document broadly cover the following areas:
  - i. Title of the project and its objectives;
  - ii. Scope of work;
  - iii. Functional and Technical Requirements;
  - iv. Project Schedule & Timeline of Bid.
- b) Instructions on the Bid process for the purpose of responding to this RFP broadly covers:
  - i. General instructions for bidding process;
  - ii. Bid evaluation process including the parameters for Pre-qualification-cum
  - iii. Technical Evaluation and Commercial Evaluation for determining bidder's suitability as the Service Provider;
  - iv. Annexure and other formats.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents before submission of bid. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

### C. Title of the Project & its objective:

1. **Title of the Project:** Selection of agency for Operation & Management of Call Centres with 78 nodes for implementation of High Frequency Monitoring (HFM) Project.
2. **Objectives:** Abdul Latif Jameel Poverty Action Lab-South Asia (J-PAL SA) in collaboration with the Government of Odisha shall conduct policy-relevant, rigorous and scientifically credible randomized evaluations of innovative anti-poverty and development policies. Government of Odisha has already taken steps towards improving its monitoring and accountability systems by using the novel approach of proactively calling and asking citizens about their experience through 5T and MO Sarkar initiatives, which are now present across all major Departments.



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Three priority programmes have been identified in which HFM can be useful in FS&CW Department, to improve quality of programme implementation, namely **1. Public Distribution System (PDS), 2. Paddy Procurement & 3. PDS Portability.**

#### D. Scope of Work:

To allocate resources for 78 nodes set-up call center facility towards the HFM project, which will give access to the audio recordings of all High Frequency Monitoring calls, filtered by mobile numbers and also to enable virtual monitoring for data quality control through Zoom. It is being identified that necessary infrastructure facility with 78 node set up call centre is required to be established for the implementation of such HFM Project. It is pre-estimated that there will be 65,000 calls per month to generate one round of report cards across both the experiments, along with 1,10,000 calls to collect baseline data before the start of the intervention and end line data at the end. The main project requirements are as follows:

1. To make provision of a dedicated call centre space with 70 operators, 7 monitors and 1 technical resource engaged full time in this project to complete at least 65,000 calls per month;
2. Engagement of a point person for CRM development;
3. Provision of automatic dialer facility, including appointment of a person to upload the list of phone numbers to be called, onto the automatic dialer to ensure uninterrupted call to respondents;
4. Access to the J-PAL SA to the call centre for monitoring purposes;
5. Access to all audio recordings from the first week of the call for monitoring and a random sub-sampling of calls subsequently for quality control;
6. Provision of a dedicated zoom line with all the monitors as well as constant phone access with all monitors to ensure smooth communication and training on a daily basis by J-PAL SA;
7. Assigning operators the same ID/computer everyday to make better use of the call logs for monitoring purpose.

#### E. Project Schedule:

The duration of the project shall be *minimum for a period of 16 months.*

#### F. Functional and Technical Requirements

The agency shall be entirely responsible for managing and running the call centre and satisfying all functional expectations and performance levels described in the document. The functional & technical requirements towards establishing such 78 node set up call centre is given as below:

1. **Infrastructure:** Adequate working space (i.e. within the locality of Bhubaneswar, Odisha) to be provided for call centre operation with un-interrupted electricity & internet facility and infrastructure like furniture & fixtures and IT equipments like computer, head phones etc. for 78 Node facilities ;
2. **Hardware:** The agency will provide required hardware and will be responsible for its subsequent upkeep and maintenance. This includes the servers that host all



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program data, the desktop setups, network and power equipment etc.

3. **Software:** Maintaining a digital extension platform with an integrated 2 way automated IVR system. Also the agency will provide the required Software to run the call centre & for CRM Development and maintain IVR hosting, technology platforms, bespoke software etc.
4. **PRI line:** Adequate PRI Line set-up to be provided for call centre.
5. **Manpower:** Human Resource for Call Management, which includes 70 operators (preferably any Graduate with computer knowledge), 7 numbers of Monitors (preferably any Graduate with computer knowledge having minimum 3 years of experience in call centre operation) & one Technical Resource person (preferably BE/B.Tech).The agency will ensure that all legal/statutory compliances and labour laws are followed during the project operations.
6. **Monitoring:** The agency will be required to work with the J-PAL SA to monitor performance of the service using predetermined data extraction and processing functions made available.
7. Other technical requirements/equipments to run the call centre successfully.

### G. Timeline of Bid:

SI No	Particulars	Date & Time
1	Publication of RFP in the Website	Date 03/02/2022
2	Time line for submission of Pre-bid queries	Date 10/02/2022 at 1700 Hours
3	Last date & time for submission of bid	Date 23/02/2022
4	Scheduled Date & Time for opening & evaluation of Technical Bid	Date 24/02/2022 at 1600 Hours
4	Scheduled date & Time for opening & evaluation of Commercial Bid	Date 28/02/2022 at 1600 Hours

### H. General Instructions to the Bidders

#### 1. General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications for participating in the RFP process, Bidders must form their own conclusions about the solutions needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers with regard to this RFP.
- b) All information supplied by Bidders will be treated as contractually binding on the Bidders, on successful award of the assignment by FS&CW Department on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the FS&CW Department. Any notification of preferred bidder status by FS&CW Department shall not give rise to any enforceable rights by the Bidder. FS&CW Department may cancel this public bid process at any time prior





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to a formal written contract being executed by or on behalf of the FS&CW Department.

- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

**2. Compliant Proposals /Completeness of Response**

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements set out in this RFP may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
- i) Include all documentation specified in this RFP;
  - ii) Follow the format of this RFP and respond to each element in the order as set out in this RFP;
  - iii) Comply with all requirements as set out within this RFP.

**3. Pre-Bid Meeting & Clarifications**

- a) Due to Covid-19 pandemic situation in the state, there will be no pre-bid conference.
- b) The Bidders will submit their Pre-Bid queries by email to **finance.pmutpds@gmail.com** within the scheduled date & time. Accordingly, response to the pre-bid queries will be replied by a return mail.
- c) The queries should necessarily be submitted in the following format (Soft copy in MS Word or MS Excel file to be attached):

Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification

- d) FS&CW Department shall not be responsible for ensuring receipt of the bidders' queries. Any requests for clarifications post the indicated date and time may not be entertained by FS&CW Department.
- e) The Nodal Officer notified by the FS&CW Department will endeavor to provide timely response to all queries. However, FS&CW Department neither makes representation or guarantee as to the completeness or accuracy of any response made in good faith, nor does FS&CW Department undertake to answer all the queries that have been posed by the bidders. FS&CW Department also does not guarantee that the



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suggestion (s) made by any prospective bidder through pre-bid query or otherwise shall be accepted.

- f) At any time prior to the last date for receipt of bids, FS&CW Department may, for any reason, whether on its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
  - i. The Corrigendum (if any) will be posted on [www.foododisha.in](http://www.foododisha.in)
  - ii. Any such corrigendum shall be deemed to be incorporated into this RFP.
  - iii. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, FS&CW Department may, at its discretion, extend the last date for the receipt of proposals through publication in website

### I. Key Requirements of the Bid

#### 1. Right to Terminate the Process

- a) FS&CW Department may terminate the RFP process at any time and without assigning any reason thereof. FS&CW Department makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by FS&CW Department. The bidder's participation in this process may result in FS&CW Department selecting the bidder to engage towards execution of the contract.

#### 2. RFP Document Fee

The RFP document can be downloaded from [www.foododisha.in](http://www.foododisha.in) The bidders are required to submit the Tender Fee of **Rs. 2,000 (Rupees two thousand)** only through Demand Draft in favour of **Managing Director, Odisha State Civil Supplies Corporation Ltd.** payable at Bhubaneswar. Proposals received without or with inadequate tender fee shall be rejected.

#### 3. Bid Security Declaration

Considering the difficulties faced by the vendors and to facilitate competition in wake of slowdown of the economy due to Covid-19 pandemic, it is hereby decided as per Finance Department Notification No. **281 dated 05/01/2022** that no provisions regarding Bid Security should be kept in the Bid Documents and only provision for **Bid Security Declaration** should be kept.

The bidder needs to submit the Bid Security Declaration in the specified format. If the bidders withdraw or modify their bids during period of validity, the participating bidder shall be suspended for a specific period as decided by the purchaser.



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### J. Preparation and Submission of Proposal

#### 1. Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by FS&CW Department to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

FS&CW Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

#### 2. Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

#### 3. Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted through Speed Post/Registered Post only, super scribing <title of RFP & RFP Number> on the cover of the envelope, address to *The Additional Secretary(NFSA), Food Supplies & Consumer Welfare Department, Government of Odisha, Loka Seva Bhawan, State Secretariat, Bhubaneswar, Odisha, Pin-751001*, within the scheduled date & time. Bids received after the scheduled date & time for submission shall not be accepted and shall be returned as un-opened. FS&CW Department shall not be held responsible for any postal delay for receipt of any bid.

#### 4. Submission of Proposals

- a. The bidders should submit their responses as per the format given in this RFP in the following manner:
  - i. Pre-Qualification-cum- Technical Proposal Criterion - first cover
  - ii. Commercial Proposal - second cover
- b. The envelope containing the above two sealed covers shall be properly sealed with superscription of the <name of the RFP> with <RFP number> on its cover page.
- c. Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.





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- d. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid. The entire bid proposal should be properly bounded (preferably spiral binding) and no loose sheet shall be left inside the bid without any page number.
- e. The proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign (s) the proposals.
- f. All pages of the bid shall be initialed and stamped by the authorized person or persons who sign the bid.

#### 5. Late Bids

- a) Interested Bidder needs to submit the bids within the scheduled date & time for submission of bids. Bidder need to plan well in advance to submit the bids in due time.
- b) The bids submitted physically or by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c) FS&CW Department shall not be responsible for non-submission/delay in submission of bids due to any technical glitches. It is the responsibility of the bidder to ensure submission of bid much prior to the deadline and report the issues (If any) in the help desk for resolution, so as to avoid last minute rush.
- d) FS&CW Department reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

#### 6. Tender Opening

Bids shall be opened in the office of the **Managing Director, Odisha State Civil Supplies Corporation Limited, C/2, Nayapalli, Bhubaneswar, Odisha, Pin Code - 751012**. The proposals submitted within the scheduled date & time, will be opened by Proposal Evaluation Committee. The representatives of the bidders, who wish to be present at the time of opening, shall submit their email request to enclosing the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

#### 7. Tender Validity

The offer submitted by the bidders should be valid for minimum period of 180 days from the opening of commercial bid. However, validity of the price bid of selected bidder will be for entire contract period including extension period as mentioned in the RFP.



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**K. Tender Evaluation**

**1. Evaluation Process**

- a) FS&CW Department will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- b) The Proposal Evaluation Committee constituted by FS&CW Department shall evaluate the responses to the RFP and all supporting documents / documentary evidences. Inability to submit requisite supporting documents / documentary evidences, may lead to rejection of the bid.
- c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.
- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- e) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

**2. Bid Scrutiny:** Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive if Proposals:

- i. are not submitted as specified in the RFP document;
- ii. received without the Letter of Authorization (Power of Attorney);
- iii. are found with suppression of details;
- iv. with incomplete information, subjective, conditional offers and partial offers submitted;
- v. submitted without the documents requested in the checklist with lesser validity period.

**3. All responsive Bids will be considered for further processing as below:**

FS&CW Department will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

**4. Criteria for Evaluation**

- a) Tenders for this contract will be assessed in accordance with QCBS - Quality & Cost Based Selection (70:30) i.e. the bidder who will secure the highest Composite Score in the Technical and Financial evaluation will be awarded the work.
- b) All bids will first be evaluated on the basis of Prequalification Criteria.



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The Proposal Evaluation Committee will carry out a detailed evaluation of the proposals, for only those who qualify all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents.

- c) Evaluation Committee will examine and compare the technical aspect of the proposals on the basis of information provided by the bidder, taking into account the following factors:
  - i. Overall completeness and compliance with the requirement;
  - ii. Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents;
  - iii. Any other relevant factors, if any, listed in RFP document or FS&CW Department deem necessary or prudent to take into consideration
- d) In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent sections. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Only bidders securing a minimum of eligible marks in the technical evaluation will be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

#### 5. Prequalification Bid Criteria

Keeping in view the complexity & volume of the work involved, following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking the project. Consortium is not allowed. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

Sl No	Basis of evaluation	Documents Required
1	The bidder should be a company registered under the Indian Companies Act 1956/2013 and should be in operation since last 10 years as on date of submission of bid.	<ul style="list-style-type: none"> <li>- Certificate of Incorporation;</li> <li>- GST Registration Certificate;</li> <li>- PAN Card;</li> <li>- Last three financial year Income Tax return copies.</li> </ul>
2	The Bidder must have a running a call center in the State of Odisha with minimum 200 seats during last 5 years from the date of publication of the tender	Work order / Contract and Copy of performance letter / progress report Project completion certificate
3	The bidder should have Average annual turnover of 30 Cr during last three financial years (i.e. 2020-21, 2019-20, 2018-19)	Extracts from the audited Profit & Loss Account and Statutory Auditor Certificate in the prescribed format. (Annexure-C)





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Sl No	Basis of evaluation	Documents Required
4	The bidder must have at least 300 employees in its payroll as on date of submission of bid.	Copy of the latest EPF combined challan cum return showing the number of Subscribers.
5	The bidder should have valid certification on standardization and quality assurance such as any of ISO 9001, ISO/IEC 20000 (any series), ISO 27001(any series) and SEI CMMi Level 3 or above, valid up to the date of submission of the tender	Copy of valid certificates
6	The bidder should have positive net worth after tax in the last three financial years (2020-21, 2019-20, 2018-19)	Statutory Auditor Certificate (Annexure-C)
7	The bidder shall be responsible for compliance of all laws, rules, regulations and ordinances applicable in respect of its employees (including but not limited to Minimum Wages Act, Provident Fund laws, Workmen's Compensation Act, Labour Law etc)	Self-declaration to be submitted in company letter head
8	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices nor should have been black listed by any Govt. or Govt. undertaking organization or PSU at the time of submission of the bid.	Self-declaration duly signed by authorized representative of Bidder. (Annexure-G)
9	The bidder must have executed projects for providing call centre services with any of the following experience in Govt. Sector/ PSUs/ reputed Private Sector Companies in India, during past 5 years up-to the date of publication of this tender; -1 work order having contract value not less than ₹15 Cr. OR -2 work order having contract value not less than ₹8 Cr. Each OR -3 work order having contract value not less than ₹5 Cr. Each and value specified below	Work order / Contract and Copy of performance letter / progress report Project completion certificate.
10	Submission of Tender Fees	As mentioned in the RFP.
11	Submission Bid Security Declaration	As per the format mentioned in RFP.
12	Power of Attorney or letter of authorization for signing the Bid Document	Copy of Power of Attorney or copy of Authorization letter

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#### 6. Technical Bid Criteria

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered



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technically non-responsive and hence will be debarred from being considered for financial evaluation.

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Sl No	Technical Parameters	Max Score	Supporting Document
1	The bidder should have its operational Call/Contact Centers available in India during last five years, with any of the following experience. <ul style="list-style-type: none"> <li>Centre with more than or equal to 500 full time employees - 15 marks</li> <li>Centre with less than 500 but more than 300 full time employees- 10marks.</li> <li>Centre with 300 full time employees- 5 marks.</li> </ul>	15	<ul style="list-style-type: none"> <li>Details of the address and address proof.</li> <li>Self-certified copy of the latest EPF combined challan cum return along with details of subscribers in the state of Odisha.</li> </ul>
2	Years of Experience in Call Centre Operation in Govt. Sector/ PSUs / reputed Private Sector Companies. <ul style="list-style-type: none"> <li>=5 years: 5 marks</li> <li>&gt; 5years and &lt; 7 years: 7 marks</li> <li>&gt;= 7 years: 10 marks</li> </ul>	10	<ul style="list-style-type: none"> <li>Copy of Work order / Contract and Copy of performance letter/ progress report Project completion certificate (Annexure-B)</li> </ul>
3	The bidder should have previous experience in development & implementation of software applications/ CRM of value not less than Rs. 20 Lakhs	10	<ul style="list-style-type: none"> <li>Copy of Work order / Contract and Copy of performance letter/ progress report Project completion certificate (Annexure-B)</li> </ul>
4	The bidder should have following Quality certification <ul style="list-style-type: none"> <li>ISO 9001 - 3 Marks</li> <li>ISO 20000 - 2 Marks</li> <li>ISO 27001 - 2 Marks</li> <li>CMMi Level 3 - 2 Marks</li> <li>CMMi Level 5 - 3 Marks</li> </ul>	10	Copy of valid certificates
5	The bidder must have executed projects for providing call centre services with any of the following experience, during past 5 years up-to the date of publication of this tender <ul style="list-style-type: none"> <li>&gt;= 15 Crore- 15 marks</li> <li>&gt;10 to &lt;15 Crore - 8 Marks</li> <li>&lt;10 Crore - 5 Marks</li> </ul>	15	Copy of Work order/Contract and Copy of performance letter/progress report Project completion certificate (Annexure-B)
6	The Bidder must have a running call center in the State of Odisha with minimum 200 seats during last 5 years from the date of publication of the tender.	10	Work Order Agreement/ Address Proof
7	Presentation on the followings: <ol style="list-style-type: none"> <li>Understanding of the scope &amp; objectives of the RFP;</li> <li>Project Implementation approach;</li> <li>Action Plan for deployment of manpower with required hardware &amp; software of the</li> </ol>	30	Hard copy of Presentation shall be inserted in the Technical Bid Document. The soft copy shall be carried by the authorized person in pen drive for presentation during technical bid opening



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Sl No	Technical Parameters	Max Score	Supporting Document
	project; 4. One broad sheet of Technical Bid Criteria in prescribed table format; 5. Overall past experience in similar projects.		meeting.
	Total Marks	100	

**7. Financial Bid Criteria**

- Interested bidder shall quote the rate in the pre-prescribed table format as given in RFP.
- The bidder shall quote a single rate i.e. the rate per Call centre node per month exclusive of GST. The rate of GST applicable shall be mentioned separately.
- The rate shall be quoted in both 'word' and 'figure' in the given column.
- Any conditional quotation/bid will not be accepted.
- The quoted price should be expressed in Indian rupees ('INR') only.
- FS & CW Department shall be the final decision making authority for such recommendation of the tender committee.
- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The Financial Bids of the technically qualified bidders (those have secured equal or more than 70% of mark in technical evaluation) will be opened on the prescribed date in the presence of bidders' representatives.
- Errors & Rectification: Arithmetical errors will be rectified on the following basis:

***'If there is a discrepancy between words and figures, the amount in words will prevail'***

**8. Combined evaluation of Technical and Financial Bid Score**

- The technical and financial scores secured by each bidder will be added to compute a composite Bid Score.
- The Bidder securing Highest Composite Bid Score will be adjudicated with the Best Value Bidder for award of the project.
- In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be awarded the project or adopt any other method as decided by the Tendering Authority.

**9. Example for Calculating the Composite Bid Score**

- In this particular case of selection of agency, it is decided to have minimum qualifying marks for technical qualifications as 70 (Seventy) and the weightage of the technical bids and a financial bid has been kept as 70:30 (Seventy: Thirty).
- In response to the RFP, suppose three proposals, A, B & C were received. The technical evaluation committee awarded the following technical score as under:
  - A: 75 Mark





## GOVERNMENT OF ODISHA

### FOOD SUPPLIES AND CONSUMER WELFARE DEPARTMENT

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- ii. B: 80 Mark
- iii. C: 90 Mark
- c) So, all the above three proposals were found to be technically qualified.
- d) The formula for determining the Technical scores (ST) of all the above proposals is calculated as per the following procedure:
  - i.  $ST = (100 \times T/TH)$
  - ii. Where “ST” = Technical score,
  - iii. “TH” = Highest Technical mark given,
  - iv. “T” = Technical Mark of the Proposal under consideration.
- e) Using the above formula, the individual technical score (ST) secured by the individual bidder are as follows:
  - i.  $A = 100 \times (75/90) = 83.33$
  - ii.  $B = 100 \times (80/90) = 88.88$
  - iii.  $C = 100 \times (90/90) = 100$
- f) The financial proposals of the above bidders were opened and the evaluated quoted prices are as under:
  - i. A: 120 INR
  - ii. B: 100 INR
  - iii. C: 110 INR
- g) The lowest evaluated Financial Proposal (FM) is given the maximum financial score (SF) of 100. The formula for determining the Financial Scores (SF) of all other Proposals is calculated as per the following procedure:
  - i.  $SF = 100 \times (FM / F)$
  - ii. Where “SF” = Financial score,
  - iii. “FM” = Lowest Evaluated Price Bid,
  - iv. “F” = Quoted Financial Proposal under consideration.
- h) Using the above formula, the individual financial score (SF) secured by the respective bidder are as follows:
  - i.  $A = 100 \times (100/120) = 83.33$
  - ii.  $B = 100 \times (100/100) = 100.00$
  - iii.  $C = 100 \times (100/110) = 90.90$
- i) The weightage given to the Technical (T) and Financial (P) Proposals are:
  - i.  $T = 0.7$ , and  $P = 0.3$
- j) Proposals are ranked according to their combined technical (ST) and financial (SF) scores using the weights ( $T$  = the weightage given to the Technical Proposal;  $P$  = the weightage given to the Financial Proposal):
  - i. Where ‘S’ =  $(ST \times T) + (SF \times P)$
- k) Accordingly, the combine score secured by each bidder are as follows:
  - ii.  $A = (83.33 \times 0.70) + (83.33 \times 0.30) = 83.32 = H3$
  - iii.  $B = (88.88 \times 0.70) + (100 \times 0.30) = 92.21 = H2$
  - iv.  $C = (100.00 \times 0.70) + (90.90 \times 0.30) = 97.27 = H1$
- l) The bidder ‘C’ securing the highest evaluated Combined Score (S) with evaluated cost of Rs. 110.00 will be the preferred bidder and recommended for award of the contract observing due procedure.



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### L. Other Terms & Conditions

#### 1. Award Criteria

FS&CW Department will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

#### 2. Right to Accept Any Proposal & Reject Any / All Proposal (s)

FS&CW Department reserves the right to accept or reject any proposal, and to annul the tendering process/Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for such action.

#### 3. Purchaser's Procurement Rights

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

- a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- b) Change any of the scheduled dates stated in this tender.
- c) Reject proposals that fail to meet the tender requirements.
- d) Remove any of the items at the time of placement of order.
- e) Increase or decrease no. of resources supplied under this project.
- f) Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- g) Make typographical correction or correct computational errors to proposals
- h) Request bidders to clarify their proposal.

#### 4. Notification of Award

Prior to the expiry of the validity period, FS&CW Department will notify the successful bidder in writing or by fax or email (in shape of issuing Letter of Intent), that its proposal has been accepted. In case the tendering process/public procurement process has not been completed within the stipulated period, FS&CW Department may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, FS&CW Department will notify each unsuccessful bidder.

#### 5. Contract Finalization and Award

FS&CW Department shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. On this basis the contract



## GOVERNMENT OF ODISHA FOOD SUPPLIES AND CONSUMER WELFARE DEPARTMENT

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agreement would be finalized for award & signing.

### 6. Signing of Contract

After FS&CW Department notifies the successful bidder that its proposal has been accepted, FS&CW Department shall issue work order and an agreement shall be executed among '*Odisha State Civil Supplies Corporation Ltd. (OSCSC Ltd.)*' and the '*successful bidder*' taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses. Master Service Agreement (MSA) would be signed for entire project period & value.

### 7. Performance Guarantee

- a) The selected bidder will submit a Performance Guarantee, within 15 days from the date of notification of award.
- b) Performance Guarantee (PBG) would be @3% of the cost of the project. The PBG shall be prepared in favour of *Managing Director, Odisha State Civil Supplies Corporation, Ltd., C/2, Nayapalli, Bhubaneswar, Pin-751012, Odisha, payable at Bhubaneswar.*
- c) Validity of each PBG should be 60 days beyond the contract period.
- d) The selected bidder shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the service during the work order period.
- e) In case the selected bidder fails to submit PBG within the time stipulated, FS&CW Department at its discretion may cancel the order placed on the selected bidder and/or initiate action as per Bid security declaration, after giving prior written notice to rectify the same.
- f) FS&CW Department shall invoke the PBG in case the selected bidder fails to discharge their contractual obligations during the period or FS&CW Department incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

### 8. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event FS&CW Department may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the FS&CW Department/OSCSC Ltd. shall invoke the PBG of the most responsive bidder and/or initiate action as per Bid security declaration.

### 9. Mode of Payment

Bills in triplicate, shall be raised on monthly basis in favour of *Managing Director, Odisha State Civil Supplies Corporation Ltd., C/2 Nayapalli, Bhubaneswar* addressed to *The Additional Secretary (NFSA), Food Supplies & Consumer Welfare Department, Loka Seva Bhawan,*



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***Sachivalaya Marg, Bhubaneswar-751001, Odisha*** along with all necessary statutory supporting documents as may be required during processing of payment. The payment shall be released periodically within 30 days after submission of all necessary documents to this Department. No advance payment shall be released to the selected bidder.





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**M. Annexure & Formats**

**Annexure-A**

**Letter of Proposal**

<Location, Date>

To,

The Managing Director  
Odisha State Civil Supplies Corporation Ltd. (OSCSC)  
Head Office C/2 Nayapalli, Bhubaneswar - 751012  
EPBX - (0674) 2395391/2394956 Fax - (0674) 2395291/2390199

Sub: Submission of the Technical bid (Including the details of Pre-qualification Criteria)  
for <Name of the RFP>

Dear Sir/Madam,

We, the undersigned, offer to provide solutions to the OSCSC on <Name of the engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid (including the details of Pre-qualification Criteria) in one envelope and the Commercial Bid sealed in a another envelope. We hereby declare that all the information and statements made in this Technical bid (Including the details of Pre-qualification Criteria) are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet. We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We hereby undertake that if our proposal will be accepted then we will make necessary arrangements for deployment of requisite number manpower within seven days of receipt of Letter of Intent (LOI).

The copy of this RFP duly signed and affixed with official seal on its each page is submitted along with the Technical Bid document.

This is to certify that \_\_\_\_\_Nos (\_\_\_\_\_In Words) of pages including the cover page and all annexure have been submitted in the Technical Bid. The copy of Power of attorney is enclosed.

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

**Enclosed: The Details of Bidder's Profile**

Yours sincerely

**Authorized Signature [In full and initials]:**

Name and Title of Signatory:

Name of Firm/Company:

Address: Location: Date:



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**Annexure-B**

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**DETAILS OF INFORMATION OF THE BIDDER**

Sl No	Particular	Details	Page No. Reference of Supporting Documents attached in the Bid
1	Name of the Bidder		
2	Contact number & email ID		
3	Registration number of the Bidding Company		
4	GST Number		
5	PAN Number		
6	EPF Number		
7	ESI Number		
8	Address of the Registered Office		
9	Three year Income Tax return copies		
10	Address of the Call Center operated in State of Odisha in last 5years with Number of employees engaged in each call centre		
11	Total Number of Employees in Payroll as on the date of bidding		
12	Average Annual Turnover in last three financial year( 2018-19, 2019-20 & 2020-21) as per Statutory Auditor Certificate		
13	Details of Quality Certification with their respective validity		
<b>Work Experience Detail</b>			
Sl No	Name of the Organization(Govt./PSUs/ any reputed Private Sector) for which Call Centre services operated	Year of Operation & Work Order Cost	Page number Reference of the work order & work Completion certificate attached in the bid
1			
2			
<b>Experience in development &amp; implementation of software applications/ CRM of value</b>			
1			
2			

**Place :**

**Date :**

**Authorized Signature & Official Seal**



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**Annexure-C** **21**

**Financial Capacity of the Bidder**

Average Annual Turnover		
Sl No	Financial Year	Annual Turnover in 'Lakhs'
1	2018-19	
2	2019-20	
3	2020-21	
Average Annual Turnover		
Net Worth Certificate		
Financial Year		Net Worth In 'INR'
2018-19		
2019-20		
2020-21		

**Certificate from the Statutory Auditor**

This is to certify that, we have verified the books of accounts and records of the Firm/Company and found the Average Annual Turnover of the Firm/Company in the above listed last 03 Financial years is Rs. \_\_\_\_\_ (\_\_\_\_\_ In words).

Name of the audit firm: Seal of the audit firm:

Place:

Date:

**(Signature, name of the Statutory Auditor/Chartered  
Accountant) Membership Number**

Note:- In case the Applicant does not have a statutory auditor, it shall provide the certificate from its chartered accountant that ordinarily audits the annual accounts of the Applicant.



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Annexure-D

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**Commercial proposal Covering letter**

<Location, Date>

To,

The Managing Director  
Odisha State Civil Supplies Corporation Ltd. (OSCSC)  
Head Office C/2 Nayapalli, Bhubaneswar - 751012  
EPBX - (0674) 2395391/2394956 Fax - (0674) 2395291/2390199  
Sub: Submission of the commercial bid for <Provide Name of RFP>

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <Title of Implementation Services> in accordance with your Request for Proposal dated <Date> and our Proposal (Technical and Financial Proposals). The '**Commercial Bid Format**' is given below:

Particulars	Rate per Call centre node per Month exclusive of GST In 'INR'
Cost for complete solution for operation & management of 78 seated call centre nodes for implementation of High Frequency Monitoring (HFM) Project, which includes all incidental & ancillary cost like rent of premises with other essentialities, cost of infrastructure like furniture & fixtures, cost of hardware / IT equipments, manpower Cost (which includes 70 operators, 7 numbers of Monitors & one Technical Resource person) , Cost of software, Cyber Security Audit & SSL Certificate Cost(if any), Cost of Software enhancement, Operation & Maintenance Cost for Hardware & Software, Cost of PRI line set-up, training & monitoring, service charges, other expenditure (if any) etc.	<p>Rate in Word_____</p> <p>Rate in Figure_____</p>
<p>a) The bidder shall quote a single rate i.e. the rate per Call centre node per Month exclusive of GST. The rate of applicable GST shall be mentioned separately.</p> <p>b) The rate shall be quoted both 'word' and 'figure' in the given column.</p> <p>c) Any conditional quotation/bid will not be accepted.</p> <p>d) The quoted price should be expressed in Indian rupees ('INR') only.</p> <p>e) FS &amp; CW Department shall be the final decision making authority for such recommendation of the tender committee.</p> <p>f) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.</p> <p><b>Date:</b></p> <p><b>Place:</b></p> <p style="text-align: right;"><b>Seal &amp; Signature of the Applicant</b></p>	

**1. Price and Validity**

- a) All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of





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this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.

- b) We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- c) We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

### 2. Unit Rate

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase / decrease from the scope of work under the contract.

### Deviations

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

### 3. Tender Pricing

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

### 4. Qualifying Data

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

### 5. Bid Price

We declare that our Bid Price is for the entire scope of the work as specified in the RFP. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

### 6. Performance Security

We hereby declare that in case the contract is awarded to us, we shall submit the Performance security in form of Demand Draft or Performance Bank guarantee from a nationalized bank.



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Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

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

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

**Thanking you**

Yours sincerely,

**Authorized Signature:**  
**Name and Title of Signatory:**  
Name of Firm/Company:  
Address:



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Annexure-E

**25**

**Performance Bank Guarantee**

**PERFORMANCE SECURITY:**

<Name>  
<Designation>  
<Address>  
<Phone Nos.>  
<Fax Nos.>  
<Email id>

Whereas, <name of the supplier and address> (hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <name of the assignment> to OSCSC (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 Bank>a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of 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, up to 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>)

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.



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**Annexure-F**

**26**

**Bid Security Declaration Form**  
**In lieu of Earnest Money Deposit (EMD)**  
**(On Bidders official Letter Head)**

To,

Managing Director  
Odisha State Civil Supplies Corporation Ltd. (OSCSC)  
Head Office C/2 Nayapalli, Bhubaneswar - 751012  
EPBX - (0674) 2395391/2394956 Fax - (0674) 2395291/2390199

**Ref: RFP No.<No.\_\_\_\_\_/Date\_\_\_\_\_>**

I / We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of five year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by your office during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

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

---

**Seal & Signature: (insert signature of person whose name and capacity are shown)**

In the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

(\_\_\_\_\_)

**Name: (insert complete name of person signing he Bid Securing Declaration)**

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder) Dated on \_day of \_ (insert date of signing) Corporate Seal (where appropriate)



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Annexure-G

**27**

**Self-Declaration: Not Blacklisted**  
**(Company letter head)**

To

The Managing Director  
Odisha State Civil Supplies Corporation Ltd. (OSCSC)  
Head Office C/2 Nayapalli, Bhubaneswar - 751012  
EPBX - (0674) 2395391/2394956 Fax - (0674) 2395291/2390199

**Sub: Self Declaration for not Blacklisted**

Sir,

In response to the RFP No.: \_\_\_\_\_ for RFP titled ***Request for proposal for*** \_\_\_\_\_, as an owner/ partner/ Director of (organization name)\_\_\_\_\_/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State / Central government / PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our the security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you

Signature  
(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder: