

Request for Proposal
for
Selection of Service Provider for e-Auction Platform and Related Support Services for
Paddy and Rice

Odisha State Civil Supplies Corporation Ltd.



Department of FS & CW, Government of Odisha
Odisha State Civil Supplies Corporation Ltd.
C/2, Nayapalli, Bhubaneswar-751012



ODISHA STATE CIVIL SUPPLIES CORPORATION LTD.

(A Govt. of Odisha Undertaking)

REGISTERED OFFICE: C/2, NAYAPALLI, BHUBANESWAR-751012

CIN: U51211OR1980SGC000894

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Request for Proposal for Selection of Service Provider for e-Auction Platform and Related Support Services for Paddy and Rice

RFP Advt. No. 6414 / OSCSC Ltd., Date: 30.03.2026

Proposals are invited from interested Service Provider (SP) registered under the Companies Act-1956/2013 or any other legal entity registered in India and having valid registration certificate and eligibility as per the criteria given in the Request for Proposal (RFP) published in the official website www.foododisha.in & www.oscsc.in & www.tendersodisha.gov.in for Selection of Service Provider for e-Auction Platform and Related Support Services for Paddy and Rice in the state of Odisha. The details of timetable of the RFP are as under.

SI No	Event Description	Date
1	Publication of RFP in website	31/03/2026 at 18.00 Hours
2	Pre-Bid meeting	08/04/2026 at 15:00 Hours at Office of OSCSC Ltd., C/2, Nayapalli, Bhubaneswar-751012 Queries to be submitted through email only to mdoscsc@gmail.com on or before 07/04/2026, 17:00 Hrs
3	Last Date and time for submission of Proposal	23/04/2026 at 17:00 Hours through online at www.tendersodisha.gov.in
4	Opening of Technical Proposal	24/04/2026 by 11:00 Hours at Office of OSCSC Ltd. C/2, Nayapalli, Bhubaneswar-751012
5	Technical Presentation	02/05/2026 at 11:30 Hours at Office of OSCSC Ltd. C/2, Nayapalli, Bhubaneswar-751012
6	Opening of Financial Bid	11/05/2026 11:00 Hours Any Change to the aforementioned scheduled date, the same will be intimated through official website.

Any amendment in the tender document due to decision in pre-bid meeting/extension of bid, if any, shall be notified in the websites mentioned above. The proposals shall be submitted through online mode at www.tendersodisha.gov.in The authority reserves the right to cancel any or the entire selection process without assigning any reason thereof.

-Sd/-

Managing Director

Odisha State Civil Supplies Corporation Limited

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1. Disclaimer

1. The information contained in this Request for Proposal (hereinafter referred to as the "RFP") document provided to the Service Provider (SP) by Odisha State Civil Supplies Corporation Limited, is provided to the Service Provider (SP) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
2. The purpose of this RFP document is to provide the Service Provider (SP) with information to assist in the formulation of proposals. This RFP document does not purport to contain all the information each Bidder may require.
3. This RFP document may not be appropriate for all persons, and it is not possible for the OSCSC Ltd. to consider the business/investment objectives, financial situation and particular needs of each bidder who reads or uses this RFP document.
4. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary, obtain independent advice from appropriate sources.
5. OSCSC Ltd. makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.
6. OSCSC Ltd. shall be the sole and final authority with respect to qualifying a bidder through this document. The decision of tender inviting authority in selecting/appointing the agency who qualifies through this document shall be internal and it reserves the right to reject any or all the bids without assigning any reason thereof.
7. OSCSC Ltd. may terminate the process at any time without assigning any reason and upon such termination, OSCSC Ltd. shall not be responsible for any direct or indirect loss or damage arising out of such a termination.
8. OSCSC Ltd. may, in its absolute discretion but without being under any obligation to do so, reserves the right to update, amend or supplement the information in this RFP document.

2. Abbreviations

S.No.	Short Form Used in RFP	Full Forms
1	RFP	Request for Proposal
2	FS&CW Department	Food Supplies & Consumer Welfare Department
3	OSCSC Ltd.	Odisha State Civil Supplies Corporation Limited
4	DD	Demand Draft
5	EMD	Earnest Money Deposit
6	TIA	Tender Inviting Authority
7	DoFPD	Department of Food and Public Distribution
8	PDS	Public Distribution System
9	BoQ	Bill of Quantity
10	SoP	Standard Operating Procedure
11	e-PBG	e- Performance Bank Guarantee
12	SLA	Service Level Agreement
13	GoI	Government of India
14	GoO	Government of Odisha
15	MIS	Management Information System
16	API	Application Programming Interface
17	CVC	Central Vigilance Commission
18	GFR	General Financial Rules
19	DoE	Department of Expenditure
20	MoA	Memorandum of Association
21	MAAT	Minimum Average Annual Turnover
22	EPF	Employees' Provident Fund
23	GST	Goods and Services Tax
24	PAN	Permanent Account Number
25	STQC	Standardization Testing and Quality Certification
26	CA	Chartered Accountant
27	NDA	Non-Disclosure Agreement
28	SP	Service Provider
29	DPDP Act	Digital Personal Data Protection Act, 2023
30	MEITY	Ministry of Electronics and Information Technology
31	System	e-Auction Platform
32	Department	OSCSC
33	Proposed Platform	e-Auction Platform

3. Objective of the RFP

OSCSC intends to select one qualified service provider for implementation of transparent e-Auction platform for auction of paddy and rice. The selected service provider for the e-Auction platform shall facilitate the auction process in such a manner that the buyers are required to pay the full auction value along with the applicable service charge to OSCSC through RTGS/NEFT.

OSCSC shall thereafter release 75% of the applicable service charges to the Service Provider immediately upon successful completion of the auction event and submission of invoice by the Service Provider. The remaining 25% of the service charges shall be released after review and recommendation of the Performance Review Committee, based on satisfactory performance of the Service Provider in the conduct of the auction event.

OSCSC shall issue the No Objection Certificate (NOC) for lifting of the auctioned stock only after receipt of confirmation regarding credit of the auction sale and confirmation of payment of service charges to the OSCSC account. Accordingly, the lifting of stock by the buyer shall be permitted only after issuance of such NOC by OSCSC.

To streamline auction operations and to ensure consistent quality of service delivery, OSCSC proposes to select qualified and experienced Service Provider for the e-Auction Platform, including its associated support services.

- 1) Promote transparent price discovery and foster competitive bidding for paddy/rice through a secure and robust electronic platform.
- 2) Enable real-time auction processes accessible to departments, buyers, sellers, traders, and aggregators for efficient and seamless auction operations.
- 3) Ensure regulatory and statutory compliance, including adherence to applicable auction guidelines, commodity quality standards, and relevant government rules and policies.
- 4) Facilitate timely, transparent, and auditable auction processes across all participating agencies.
- 5) Leverage advanced technology solutions to support real-time bidding, secure transactions, data analytics, dashboards, MIS, and comprehensive reporting for informed decision-making.
- 6) Engage technically qualified and financially competitive Service Provider through QCBS methodology for end-to-end implementation and operation of the e-Auction Platform

4. Fact Sheet

Clause Reference	Topic
Title of this RFP	Request for Proposal for Selection of Service Provider for e-Auction Platform and Related Support Services for Paddy and Rice
Scope of this RFP	Selection of qualified Service Provider to maintain a secure, scalable e-Auction platform for OSCSC, including end-to-end auction management, integrations, MIS/reporting, helpdesk, training, and SLA-based operations to support transparent and efficient disposal activities.
Eligibility of the Bidder	As per Clause 12
Project Period	The scope of work under this tender pertains to providing e-Auction platform and its related services by the selected Service Provider for a period of one (1) year, which may be extended by another one (1) year based on satisfactory performance and as per requirements and instructions issued by OSCSC.
Language	The Proposal should be filled by the Bidder in English language only.
Bid Validity	Proposals/Bids must remain valid for a period of 180 days after the last date of submission of bid.
Tender Fees	RFP documents can be downloaded from the websites www.foododisha.in , www.oscsc.in and www.tendersodisha.gov.in . The Service Provider (SP) are required to submit the Tender Fee (non-refundable) of Rs. 20,000 (Twenty thousand) through online mode at www.tendersodisha.gov.in along with the proposal. Proposals received without or with inadequate tender fees shall be rejected.
Mandatory-Earnest Money Deposit (EMD)	Service Provider (SP) shall submit along with their Bids, EMD of Rs.15,00,000(Rupees Fifteen Lakh only) through online mode at www.tendersodisha.gov.in .
Performance Security	The selected bidder would be required to provide a Performance Security either in shape of Demand Draft or in shape of e- Performance Bank Guarantee (e-PBG) in favour Odisha State Civil Supplies Corporation Ltd. (OSCSC) payable at Bhubaneswar from any of the scheduled bank, within 15 days from the notification of award, for a value equivalent to @5% of the estimated annual service charge value.
Method of selection	Method of Selection: Quality and Cost Based Selection (QCBS) under Two-Bid System (Technical & Financial) with weightage of 70:30 (Technical: Financial). The bidder securing the highest Combined QCBS Score (H1) shall be declared the Selected Service Provider. Only one bidder shall be selected under this RFP. Considering the technical complexity, security requirements, audit trail, real-time auction operations, scalability (2500 concurrent users), and public

Clause Reference	Topic
	interest in transparent price discovery, Quality and Cost Based Selection (QCBS) methodology has been adopted instead of L1 to ensure selection of technically robust and secure e-Auction platform service provider.
Financial Proposal	The financial proposal shall be submitted through online mode (Financial Proposal format) at www.tendersodisha.gov.in
Joint venture/ Consortium	Not Allowed
Service Provider (SP) Profile	The bidder shall furnish key information about the firm including legal status, registration details, statutory licenses, turnover, and past experience in related to RFP. All particulars must be filled accurately and supported with relevant documents as per (As prescribed format)
Payment Model	Buyer to pay the auction value plus service charge to OSCSC. OSCSC disburses 75% of the service charge immediately to the Service Provider and retains 25% for SLA-penalty adjustment before release.
Basis of Payment	% of Final Auction Transaction Value (Qty × Discovered Price)
Address for Communication	The mode of submission of bids shall be at mode through www.tendersodisha.gov.in . For all purposes the address for communication shall be as follows: The Managing Director, Odisha State Civil Supplies Corporation (OSCSC) Ltd., Head Office, C/2 Nayapalli, Bhubaneswar - 751012 Con: (0674) 2395291/2390199 Email: mdoscsc@gmail.com

5. Schedule for the bid process

SI No	Event Description	Date
1	Publication of RFP in website	31/03/2026 at 18.00 Hours
2	Pre-Bid meeting	08/04/2026 at 15:00 Hours at Office of OSCSC Ltd., C/2, Nayapalli, Bhubaneswar-751012 Queries to be submitted through email only to mdoscsc@gmail.com on or before 07/04/2026, 17:00 Hrs
3	Last Date and time for submission of Proposal	23/04/2026 at 17:00 Hours through online at www.tendersodisha.gov.in
4	Opening of Technical Proposal	24/04/2026 by 11:00 Hours at Office of OSCSC Ltd. C/2, Nayapalli, Bhubaneswar-751012
5	Technical	02/05/2026 at 11:30 Hours at Office of OSCSC Ltd. C/2,

	Presentation	Nayapalli, Bhubaneswar-751012
6	Opening of Financial Bid	11/05/2026 11:00 Hours Any Change to the aforementioned scheduled date, the same will be intimated through Official website.

6. Definitions

In the Bid Document, unless the context otherwise requires, the following words and expressions shall have the meanings hereby assigned to them:

1. "Bidder / Service Provider": Shall mean any entity (individual, firm, company, or body corporate) participating in the tender enquiry and shall include its legal representatives, successors, and permitted assigns.
2. "Operational Turnover": shall mean only Government/PSU e-Auction transaction value supported by work orders and completion certificates.
3. "Discrepancy": In the event of any discrepancy between figures and words, the amount stated in words shall prevail.
4. "Event": Shall mean and include everyone or e-Auction process floated by OSCSC and undertaken by the Bidder, irrespective of the number of simultaneous physical locations offering stocks and irrespective of quantity.
5. "Year(s)": Wherever not specifically mentioned, shall mean the Financial Year (FY).
6. "Bid Document / Tender Document": Shall mean one and the same document and include all schedules, annexures, corrigenda, amendments, and addenda issued from time to time.
7. Service Charge: Percentage fee quoted by the Service Provider on the Final Auction Transaction Value (Quantity × Discovered Price), payable by buyers to OSCSC and subsequently disbursed by OSCSC to the service Provider as per payment terms defined in this RFP.
8. Final Auction Transaction Value: Total value calculated as Quantity Auctioned × Final Discovered (H1) Price.
9. QCBS (Quality and Cost Based Selection): means a selection methodology where technical quality and financial quote are assigned pre-defined weightages and evaluated to arrive at a combined score for ranking bidders.

7. About OSCSC:

Odisha State Civil Supplies Corporation Limited (OSCSC) is a Government of Odisha undertaking under the Food Supplies & Consumer Welfare Department, serving as the nodal agency for procurement, storage, transportation, and distribution of foodgrains under NFSA, PDS, and other welfare schemes. Operating under GFR, CVC guidelines, and any Public Procurement framework by GoO, OSCSC adopts transparent and competitive e-Auction mechanisms under a single-service-provider contractual framework.

8. Scope of Work

The selected Service Provider shall maintain a secure e-Auction platform as per oscsc requirement for disposal and price discovery of paddy and rice. The scope includes auction scheduling, bidder onboarding, EMD management, live e-Auction, MIS reporting, reconciliation of auction transactions, and computation of service charge based on the Final Auction Transaction Value (Quantity × Discovered Price).

The platform shall be provided in Software-as-a-Service (SaaS) mode and shall not require any physical deployment, installation, or hosting at OSCSC premises or data center.

Under no circumstances shall the SP collect or intermediate buyer payments (auction value or service charge) directly. All buyer payments shall be credited to OSCSC, which will disburse the service charge to the SP as per the Financial Model / Payment Terms.

The scope of work under this tender pertains to providing e-Auction services by the selected Service Provider for a period of one (1) year, which may be extended by another one (1) year based on satisfactory performance and as per requirements and instructions issued by OSCSC.

Scope

8.1. E-Auction of paddy/rice

Functional Scope

The e-Auction platform shall be a web-enabled, secure, scalable system, capable of performing the following tasks:

- a) Operation & Maintenance: Host, Operate, and maintain a secure and scalable e-Auction Platform-as-a-Service, supporting forward auctions, reverse auctions, and multi-round auction formats.
- b) Interoperability and Workflow Automation: Ensure interoperability with OSCSC departmental MIS, systems, tools, and external stakeholder systems wherever required. The platform shall be API-ready for service provider registration, document upload, auction monitoring, and shall automate end-to-end workflows from tender/auction notification to contract award.
- c) Dashboards and MIS: Maintain Dashboards and Management Information Systems (MIS) as per OSCSC requirements for real-time monitoring, analysis, and reporting.
- d) Customization and System Integration: Customize standard solutions and integrate the platform with existing and proposed OSCSC systems. The proposed system shall be fully API-enabled to ensure scalability and future integration.
- e) Inventory and Stock Management: The platform shall support auction-linked stock listing, lot-wise inventory display, and reconciliation reporting for auctioned paddy/rice stocks provided by OSCSC.
- f) Record Maintenance and Financial Facilitation: Support maintenance of physical and electronic records and Facilitate payment reconciliation and reporting of auction

transactions. Buyer shall remit both the auction sale proceeds along with the applicable service charge to the designated bank account of OSCSC. OSCSC shall reconcile the transactions and release the service charge to the service provider as per the payment terms specified in this RFP.

- g) MIS and Data Provisioning: Provide MIS reports and transaction-related data whenever required by OSCSC to meet legal, audit, vigilance, and compliance requirements.
- h) Stakeholder Coordination: The Service Provider shall deploy dedicated Manpower and operational team for coordination with OSCSC, buyers, millers, and stakeholders for smooth conduct of e-Auction events.
- i) Seamless Integration: Ensure seamless integration with existing and proposed systems, processes, and operational tools of OSCSC.

Compliance, Security, and Audit

The proposed platform shall comply with all applicable regulatory security standards, but not limited to:

- a) Central Vigilance Commission (CVC) guidelines
- b) Department of Expenditure (DoE) instructions
- c) General Financial Rules (GFR)
- d) State procurement and auction policies
- e) Information Technology Act and applicable data protection laws
- f) The platform shall implement end-to-end encryption, enforce robust access control mechanisms, and undergo periodic third-party security audits and penetration testing in accordance with STQC and IT Act requirements.
- g) The platform shall ensure full audit trail with time-stamped logs of all bidder actions, bid submissions, EMD validation, price revisions, and result publication for a minimum retention period of 7 years.
- h) OSCSC, CAG, Vigilance Authorities, or any authorized Government agency shall have the right to audit the platform, system logs, security controls, financial reconciliation records, and operational processes of the Service Provider during the contract period.
- i) All auction data shall be securely hosted within India on servers/cloud infrastructure managed by the Service Provider, complying with Government of India data localization and cybersecurity guidelines. OSCSC shall have full access rights to data, dashboards, logs, and reports at all times.

Onboarding, Training, and Support

The Service Provider shall provide comprehensive onboarding and support services, including:

- a) Conducting onboarding and training programs for buyers, OSCSC officials, helpdesk personnel, and other relevant stakeholders

- b) Assisting users in registration, document upload, query handling, and end-to-end management of auction-related processes

9. Roles and Responsibilities of Service Provider

- i. The selected Service Provider shall be responsible for the ongoing onboarding and registration of interested buyers in accordance with the guidelines issued by the competent authority, as amended from time to time. Buyer registration shall be a continuous process to ensure uninterrupted onboarding and participation.
- ii. The Service Provider shall not collect auction proceeds.

Buyer shall pay:

(a) Auction sale proceeds + Service Charge → directly to OSCSC

(b) Service charge → OSCSC shall disburse the service charge to the service provider as per the payment mechanism defined in this RFP.

- iii. The Service Provider shall ensure deployment of the following key resources, dedicated exclusively for the “e-Auction Platform & Auction Related Services” project for OSCSC, meeting the minimum qualifications and experience as detailed below:

Sl. No.	Resource	Minimum Qualification & Experience
1	Agriculture Expert (SPOC - Project Manager)	Graduate/Postgraduate in Agriculture / Rural Management / IT / Computer Science with 10-15 years of experience in procurement and disposal of agricultural commodities/produce through e-Auction/ platforms
2	IT Expert	B.E./B.Tech/M.Sc./MCA/M.Tech or 4-year graduate in Computer Science/IT/Science or equivalent with 7-10 years of relevant experience

Note: All resources shall be stationed onsite at the office of OSCSC on a full-time basis. Any waiver of this condition shall be subject to approval of the Managing Director, OSCSC.

- iv. The Service Provider shall ensure that all documents relating to registered buyers remain valid during the auction period.
- v. The proposed system shall support a minimum of 2,500 concurrent users at any point of time with auto-scalable cloud infrastructure and disaster recovery and shall be API-ready to enable integration with any third-party software, as and when required by OSCSC.

- vi. The Service Provider shall conduct regular training sessions for stakeholders like buyers, OSCSC staff etc., with multilingual and mobile-friendly support, as per OSCSC requirements.
- vii. The Service Provider shall notify registered buyers regarding the date and schedule of auction events.
- viii. The system shall provide for unique coding of each auction event, enabling easy linkage and reconciliation of EMD proceeds pertaining to each event.
- ix. The Service Provider shall provide User IDs and passwords to authorized officials without any additional charge, enabling them to view and monitor the e-Auction processes.
- x. The date and time of the auction window shall be decided by OSCSC. The system shall have an in-built feature to automatically reject bids not supported by adequate EMD.
- xi. The Service Provider shall ensure the availability of adequate and secure IT infrastructure, including firewalls, intrusion detection and prevention systems, and related security controls. The system shall be scalable, permitting expansion of both capacity and functionality over time.
- xii. Upon completion of each e-Auction process, the Service Provider shall prepare and submit a list of buyers as per OSCSC requirements.
- xiii. The Service Provider shall maintain complete records of all transactions carried out on behalf of OSCSC and furnish the same on demand. MIS reports, as required by OSCSC from time to time, shall be provided.
- xiv. The system shall integrate quality assaying modules and support standardized grading in accordance with e-NAM, FSSAI, and applicable Government of India /Government of Odisha guidelines, circulars, and instructions.
- xv. During the tenure of the contract, the Service Provider shall maintain a Toll-Free Helpdesk and provide email-based support to buyers and OSCSC officials without any additional cost.
- xvi. Broad Technical and Compliance Requirements:
 - a. STQC Audit: The proposed e-Auction software platform shall undergo and pass an STQC security audit or a MeitY-empowered third-party security audit. The solution shall comply with CVC guidelines and the IT Act, 2000 (as amended).
 - b. Audit Trail: The system shall provide a comprehensive audit trail, including log reports for all activities, transactions, configuration changes, and data updates.
 - c. Data Encryption: The system shall support encryption of sensitive data during transmission.
 - d. Unauthorized Access Protection: The system shall incorporate firewalls, intrusion detection systems, intrusion prevention systems, and online antivirus mechanisms to protect against unauthorized access and cyber threats.
 - e. Hosting & Infrastructure: The Service Provider shall host, operate, and maintain the platform infrastructure at its own operational arrangement.

- f. Result Publication & Archival: Results of e-Auction events shall be published on the Service Provider's website after completion and maintained in an archive for the entire contract period.
- g. Service Level Agreements (SLA): Indicative SLA and penalty matrix are defined in this RFP. Final SLA shall not dilute the penalty framework and shall remain within the defined parameters, specifying uptime, response time, issue resolution timelines, and penalties for non-performance.
- h. Data Protection Compliance: The Service Provider shall comply with the Digital Personal Data Protection (DPDP) Act, 2023, as mandated by MeitY.
- xvii. Liability Clause: OSCSC shall not be liable for any losses arising due to the negligence, system failure, or non-performance of the Service Provider.

10. Bid Evaluation

The Bids shall be evaluated under the QCBS methodology.

Step 1: Eligibility Check

Step 2: A Technical Evaluation Committee (TEC) comprising domain experts, IT experts, and procurement officials nominated by OSCSC shall evaluate the Technical Proposals, Presentations, and Demonstrations. The Committee's decision shall be final and binding.

Step 3: Technical Evaluation (Minimum 70 marks to qualify), which shall include documentary evaluation and Technical Presentation/Live Demonstration of the e-Auction Platform as per Section 13

Step 4: Financial Evaluation of technically qualified bidders

Step 5: Combined QCBS Score Calculation

QCBS Combined Score (CS) = (Normalized Technical Score (Tn) × 0.70) + (Normalized Financial Score (Fn) × 0.30), where both Tn and Fn are normalized to 100.

Note: Both Technical and Financial Scores shall be normalized to 100 before applying QCBS weightage.

Technical Score Normalization (Tn):

$Tn = (\text{Bidder's Technical Score} / \text{Highest Technical Score}) \times 100$

The normalized Technical Score shall be assigned 70% weightage in QCBS evaluation.

Financial Score Normalization (Fn):

$(Fn) = (\text{Lowest Quote} / \text{Bidder Quote}) \times 100$

The normalized Financial Score shall be assigned 30% weightage in QCBS evaluation.

Bidders shall be ranked in descending order of Combined QCBS Score. Only the highest ranked bidder (H1) shall be considered for award of contract.

The minimum qualifying technical score shall be 70 marks out of 100 (before 70% weightage under QCBS methodology).

Only the highest ranked bidder (H1) shall be considered for award of contract

Tie-Breaker Criteria:

In the event of two or more bidders obtaining the same Combined QCBS Score, the bidder securing the higher Technical Score shall be ranked higher.

- a. If the Technical Scores are also equal, the bidder with higher relevant experience in e-Auction platforms (based on technical evaluation parameters such as trade value, trade volume, and relevant projects) shall be ranked higher.
- b. In case of a further tie, the Evaluation Committee may consider the bidder's technical presentation/demonstration score (if applicable), and thereafter the bidder with earlier bid submission time shall be ranked higher.
- c. The decision of OSCSC in determining the ranking in case of tie shall be final and binding.

Example:

$$CS = (Tn \times 0.70) + (Fn \times 0.30)$$

Where:

- CS = Combined QCBS Score (Final ranking score)
- Tn = Normalized Technical Score (out of 100)
- Fn = Normalized Financial Score (out of 100)
- 0.70 = 70% weight to Technical
- 0.30 = 30% weight to Financial

Step 1: Normalize Technical Score (Tn)

Tn= Bidder's technical Score/ Highest Technical Score X100

Technical Score Example:

Bidder	Technical Marks (Out of 100)
Bidder A	85
Bidder B	78
Bidder C	90
Bidder D	69

Bidder D rejected as D scores less than 70

$$Tn(A)=85/90 \times 100=94.44$$

$$Tn(B)=78/90 \times 100=86.67$$

$$Tn(C) =90/90 \times 100=100$$

Step 2: Normalization Financial Score (Fn)

(Fn): = (Lowest Quote / Bidder Quote) × 100

Bidder	Service Charge (%)
Bidder A	0.50%
Bidder B	0.40% (Lowest)
Bidder C	0.65%
Bidder D	Not Opened due to technical score less than 70

Fn (A)= 0.40/0.50 X100= 80

Fn (B)= 0.40/0.40 X100=100

Fn (C)= 0.40/0.65 X 100= 61.54

Combined Score

CS (A)= (94.4X 0.70) + (80X 0.30) = 66.11+24= 90.11

CS (B)= (86.67×0.70) +(100×0.30) = 60.67+ 30 = 90.67

CS (C) = (100×0.70) +(61.54×0.30) = 70+ 18.46 = 88.46

	Bidder	CS Score	Position
H1	Bidder B	90.67	First (will be awarded)
H2	Bidder A	90.11	Second
H3	Bidder C	88.46	Third

Evaluation Criteria:

Sl. No.	Components	Details
1	Minimum Eligibility Criteria	Only bids meeting the minimum eligibility criteria shall be shortlisted for Technical and Financial Evaluation.
2	Technical & Financial Evaluation	Bidder's work experience and financial parameters shall be evaluated based on CA-certified work completion certificates, audited financial statements, and relevant certifications matching the scope of work specified in the Bid Document. The Bidder shall submit complete work orders along with scope of services/Terms of Reference (ToR), completion certificates, and other documentary evidence in support of the claims made in the bid.
3	Financial Bid	Financial Bids shall be opened only for technically qualified bidders (≥70 marks). Financial scores shall be normalized using QCBS formula.

11. Bid Process

Bidding Process: The tender documents uploaded by the Tender Inviting Authority (TIA) on the website www.tendersodisha.gov.in will appear in the Clause of “Upcoming Tender” before the due date of tender sale. Once the due date has arrived, the tender will move to “Active Tender” Clause of the homepage. The publication of the tender will be available before specific period of time till the last date of submission of tenders as mentioned in the ‘Notice Inviting Tender’ after which the same will be removed from the list of Active tenders. Any bidder can view or download the tender documents from the website. Potential Service Provider (SP) participating in the bidding process will be required to submit a detailed Technical Bid & Financial Bid in response to the Tender Call Notice.

Special Instructions to the Service Provider (SP) for the e-submission of the bids online through tender Odisha.

1. Bidder should do Online Enrolment in this Portal using the option Click Here to Enrol available in the Home Page. Then the Digital Signature enrolment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA /GNFC/IDRBT/ MTNLTrustline/ SafeScript/ TCS.
2. Bidder then logs into the portal giving user id / password chosen during enrolment.
3. The e-token that is registered should be used by the bidder and should not be misused by others.
4. DSC once mapped to an account cannot be remapped to any other account. It can only be Inactivated.
5. The Service Provider (SP) can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
6. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
7. The Financial Proposal template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Service Provider (SP) are allowed to enter the Bidder Name and Values only.
8. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
9. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids.

10. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
11. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, Service Provider (SP) are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.
12. It is important to note that, the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids Which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
13. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the Service Provider (SP) due to local issues.
14. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
15. The Technical Bid and Financial Bid shall be submitted only through the Odisha e-Procurement Portal (www.tendersodisha.gov.in) using valid Digital Signature Certificate (DSC). Offline submission shall not be accepted.
16. At the time of freezing the bid, the system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the Service Provider (SP) will be digitally signed using the e-token of the bidder and then submitted.
17. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
18. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
19. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
20. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The Service Provider (SP) should adhere to this time during bid submission.

21. All the data being entered by the Service Provider (SP) would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.
22. During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over Secured Socket Layer (SSL) with 256-bit encryption technology. Data encryption of sensitive fields is also done.
23. The Service Provider (SP) are requested to submit the bids through online system to the TIA well before the bid submission end date and time (as per Server System Clock).

Submission of Tender: For submission of Tenders through the e-Tender Portal: www.tendersodisha.gov.in, the bidder shall upload the scanned copy/copies of document in prescribed format wherever warranted in support of eligibility criteria and qualification information. If required, the TIA reserves the right to invite the Service Provider (SP) to produce the original documents in support of the scanned copies of documents, statements etc. uploaded in the portal on the specified date. Bid documents may be scanned with 75-100 dpi with black and white option. Any addendum /corrigendum /correction issued shall be part of the tender documents and shall be notified on the website and the bidder are required to take those into account before submitting the tender by the due date. The Officer inviting tender will provide entire tender document along with annexures and enclosures in the portal. The bidder shall carefully go through the document and prepare the required documents and upload the scanned documents in Portable Document Format (printable in A4 size paper) to the portal in the designated locations of Technical Bid. The bidder will fill up the rates/financial quotes in designated Cell and upload the same in designated locations of Financial Bid (BoQ/ Financial Proposal) and no other format shall be used to upload the Financial Bid. Mentioning of rate anywhere in the Bid documents other than the designated location of Financial Bid (as prescribed in the specified location only in the protected Bill of Quantities online BoQ in “.xls” format/ Financial Proposal) by the bidder shall result in disqualification of the bidder. Use of DSC of appropriate class shall effect submission of documents.

The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document along with Letter of Proposal and Tender Submission Undertaking as per format given in the Tender Document. The bidder needs to upload the required documents, annexures for consideration of his tender. The uploaded tender documents become readable only after the tender opening by the authorized bid openers. All credentials, documents and copies of certificate / information called for shall be submitted along with the Tender. **Furnishing scanned copy of all required documents is mandatory otherwise his/her tender shall be declared as non-responsive and thus liable for rejection.**

Online Deposit of Tender Fees & Earnest Money Deposit: The bidder shall deposit the Tender Fees & Earnest Money Deposit at the time of submission of tender through online payment gate way, following to the process as per works Department office Memorandum vide Letter No.17254 dated 05.12.2017 failing which the bid shall be rejected (Copy of the Memorandum is attached).

Deadline for Submission of Tender: The online submission will remain active till the last date and time of tender submission. Once the date and time (Server date and time) is over, the bidder will not be able to submit the tender. The date and time of tender submission shall remain unaltered even if the specified date for the submission of tenders declared as a holiday for the Officer Inviting the Tender by the Tender Calling Authority otherwise extended expressly.

Late Tenders: The system shall not allow to submit any tender through portal after closure of the receipt time. For all-purpose the server time displayed in e-tender portal shall be the time to be followed by the bidder and concerned officers. In the case of any failure, malfunction, or breakdown of the electronic system used during the e-tender process, the tender inviting authority shall not accept any responsibility for failures or breakdowns other than in those systems strictly within their own control.

Modification and Withdrawal of Tenders: In the e-Tender Portal: www.tendersodisha.gov.in, it is allowed to modify the bid any number of times before the final date and time of submission. The bidder shall have to log on to the system and resubmit the documents as asked for by the system including the price bid. In doing so, the tenders already submitted by the bidder will be removed automatically from the system and the latest tender only will be admitted. But the bidder should avoid modification of tender at the last moment to avoid system failure or malfunction of Internet or traffic jam or power failure. If the bidder fails to submit his modified tenders within the designated time of receipt, the tender already in the system shall be taken into consideration. In the e-Tender Portal, withdrawal of tender is allowed before expiry of the closure time of the tender. But, in such case, he has to write a letter with appropriate reasons for his withdrawal addressed to the Officer inviting the tender and upload the scanned document to portal in the respective tender before the closure date and time of receipt of the tender. The system shall not allow any withdrawal after expiry of the closure time of the tender. After opening of technical bid, no withdrawal of tender is allowed. If the bidder withdraws his/her tender, the Earnest Money Deposit will be forfeited.

Opening Of Tenders: The tender will be opened through e-tender Portal: www.tendersodisha.gov.in, in the Office of OSCSC Ltd. C/2, Nayapalli, Bhubaneswar-12 on the date and time indicated. Specified date and time of opening of tender can be modified issuing a corrigendum to this effect in the portal, if necessary. It shall be duty of prospective bidder to refer the web portal continuously for any corrigendum's etc. to the tender. The Service Provider (SP) who participated in the online tendering can witness opening of the tender from any system remotely logging on to the portal with the DSC. Service Provider (SP) are not required to be present during the tender opening to witness the process. But the bidder shall be at liberty to be present either in person or through an

authorized representative. The authorized representative shall furnish the authorization letter duly executed by the bidder. If the date of opening of tender happens to be a holiday, the tender will be opened at the same time on the next working day following the holiday. The Technical evaluation of all the tenders will be taken up as per the information furnished by the Bidder. But evaluation of the tender does not exonerate the Service Provider (SP) from checking their original documents and if at a later date the bidder is found to have misled the evaluation through wrong information, action shall be taken against the bidder which includes but not limited to forfeiture of Earnest Money Deposit or Security Deposit as the case may be. After technical evaluation of the tender and selection of the technically qualified Service Provider (SP), the financial bids of the technically qualified Service Provider (SP) only shall be opened (online) on the due date and time of opening to be notified after technical bid evaluation.

Financial Bids shall be opened only for bidders securing minimum qualifying technical marks (≥ 70).

12. Eligibility Criteria

Documents submitted by Bidder shall be evaluated against stipulated requirements of Minimum Eligibility Criteria. Bids not substantially responsive or having incomplete information shall be rejected.

1. The Service Provider (SP) must meet the Pre-Qualification Criteria.
2. During evaluation of bidder response, OSCSC reserves right to contact/visit the location of clients for whom the contract orders are uploaded by Service Provider (SP) as part of the bid submission.
3. Any Bid not found to be in conformance with any of the pre-qualifying conditions may be summarily rejected and not considered for further evaluation.
4. Service Provider (SP) shall submit only the relevant credentials against the Pre-Qualification and Technical Evaluation Criteria with experiences of projects along with a ready reckoner as part of their respective Bids.

Sl. No.	Particulars	Description	Documentary Evidence
1	Legal Entity	The Service Provider must be a Company incorporated in India under the Companies Act, 1956/2013 or a Limited Liability Partnership under the LLP Act, 2008 or a Partnership under the Partnership Act, 1932, and should have been providing e-Auction platform services for at least 5 years, with registered office in India.	Certificate of Incorporation, MoA, Registered LLP Agreement / Partnership Deed along with Authority Letter / Power of Attorney for this bid

Sl. No.	Particulars	Description	Documentary Evidence
2	Company Documents	The Service Provider should be registered under EPF, GST, and PAN.	Duly attested copies of relevant registration certificates
3	Turnover	The Service Provider should have a Minimum Average Annual Turnover (MAAT) of INR 10 Crore from agriculture-based procurement and disposal, or auction projects executed through e-Auction platforms during the last 3 audited Financial Years (2022-23, 2023-24, 2024-25). Only agriculture-based turnover shall be considered.	Audited Balance Sheets and Profit & Loss Statements during the last 3 audited Financial Years (FY 2022-23, 2023-24, 2024-25)., along with CA Certificate
4	Registered Agri-Business Entities	Minimum 1,000 agribusiness entities / agri-organizations / agri-traders registered with the Service Provider as on the bid submission date.	CA Certificate certifying the number of registered entities
5	Net Worth	The Service Provider must have positive net worth in each of the last 3 financial years (FY 2022-23, 2023-24, 2024-25).	Audited Balance Sheets and Profit & Loss Statements for last 3 financial years along with CA Certificate
6	Certifications (Anyone)	Certifications / Compliance (Anyone): a) CMMI Level 3 or above (Development or Services), OR b) ISO 9001:2015 (Quality Management System), OR c) ISO/IEC 27001:2022 (Information Security Management), OR d) Valid STQC audit/compliance report for the proposed e-Auction platform (or MeitY-empanelled third-party security audit report).	Copy of valid certificate(s)
7	Blacklisting	The Service Provider must not be declared ineligible, banned, or blacklisted by any Central/State Government Department, PSU, Public Sector Bank, or Government Authority as on the bid submission date.	Notarized affidavit
8	Experience (Trade Value)	Experience in successful execution of procurement and disposal transactions	CA Certificate certifying trade value client-wise,

Sl. No.	Particulars	Description	Documentary Evidence
		of minimum cumulative trade value of INR 2000 Crore through e-Auction platforms for Central/State Government or PSU in India during the last 5 financial years (FY 2020-21 to FY 2024-25).	along with WO/PO/Agreement and Client Certificates
9	Similar Experience (Trade Volume)	Experience in procurement and disposal of agricultural commodities minimum cumulative quantity of 10 LMT through e-Auction platforms for Central/State Government or PSU in India during the last 5 financial years (FY 2020-21 to FY 2024-25).	CA Certificate certifying trade volume client-wise, along with WO/ PO/ Agreement and Client Certificates
10	Manpower	Minimum 20 full-time professionals (Graduate/Postgraduate) in Agriculture / Rural Management / IT / Computer Science on regular payroll as on bid submission date.	Self-certification on organization's letterhead, duly signed by Authorized Signatory

13. Technical & Financial Evaluation

Technical & Financial Evaluation - QCBS (70:30)

QCBS Combined Score (CS) = (Normalized Technical Score (Tn) × 0.70) + (Normalized Financial Score (Fn) × 0.30), where both Tn and Fn are normalized to 100.

Note: Both Technical and Financial Scores shall be normalized to 100 before applying QCBS weightage.

Technical Score Normalization (Tn):

$$Tn = (\text{Bidder's Technical Score} / \text{Highest Technical Score}) \times 100$$

The normalized Technical Score shall be assigned 70% weightage in QCBS evaluation.

Financial Score Normalization (Fn):

$$(Fn) = (\text{Lowest Quote} / \text{Bidder Quote}) \times 100$$

The normalized Financial Score shall be assigned 30% weightage in QCBS evaluation.

Note:

The Financial Score (Fn) shall be treated as the Normalized Financial Score (Fn) for QCBS calculation and assigned 30% weightage in the Combined QCBS Score.

Financial quote (Service Charge %) shall not be the sole basis of selection, and no L1 determination shall be carried out under this RFP.

Selection shall be strictly limited to one bidder securing the highest Combined QCBS Score (H1).

The minimum qualifying technical score shall be 70 marks out of 100 (before normalization to 70% weightage under QCBS methodology).

The quoted Service Charge (%) shall be realistic and sustainable. OSCSC reserves the right to reject zero or unreasonably low quotes that are not commercially viable for SLA-compliant service delivery.

OSCSC reserves the right to seek justification for abnormally low financial quote and may reject bid found non-viable for sustainable service delivery.

OSCSC may also seek a written justification and supporting cost break-up, failure to justify may lead to bid rejection.

13.1. Technical Presentation and Live Demonstration of e-Auction Platform

The bidders who meet the eligibility criteria and secure the minimum qualifying technical marks based on documentary evaluation shall be required to make a detailed Technical Presentation and Live Demonstration of the proposed e-Auction Platform before the Evaluation Committee of OSCSC.

The presentation shall demonstrate the functional capabilities of the platform including auction workflow, bidder onboarding, lot creation, real-time bidding engine, auto-bid features, MIS dashboards, audit trail, security features, scalability (minimum concurrent users as specified in the RFP), API integration capability, and SLA monitoring tools.

The demonstration shall be conducted on a functional and operational version of the bidder's existing e-Auction platform.

The marks obtained in the Technical Presentation and Live Demonstration shall be included in the Technical Score for QCBS evaluation.

Technical and Financial Evaluation-Summary of Marks:

Sl. No.	Evaluation Criteria	Description	Max Marks	Documentary Evidence
1	Minimum Average Annual Turnover (MAAT)	<p>The Service Provider should have minimum average annual turnover (MAAT) of at least INR 10 Cr from procurement and disposal of agricultural commodities projects through e-Auction Platform services during the last 3 audited Financial Years (FY 2022-23, 2023-24, and 2023-24).</p> <p>a. Avg. Turnover \geq INR 10 Cr & $<$ INR 20 Cr - 05 marks</p> <p>b. Avg. Turnover \geq INR 20 Cr & $<$ INR 50 Cr - 07 marks</p> <p>c. Avg. Turnover \geq INR 50 Cr - 10 marks</p>	10	Audited Balance Sheet and audited Profit & Loss Statements for the last 3 audited Financial Years along with CA Certificate
2	Registered Agribusiness Entities	<p>Number of Agribusiness entities, Agri organizations, or Agri traders registered with the Service Provider as on the bid submission date (in numbers):</p> <p>a. \geq 1,000 to $<$ 3,000 - 04 marks</p> <p>b. \geq 3,000 to $<$ 5,000 - 06 marks</p> <p>c. \geq 5,000 to $<$ 10,000 - 08 marks</p> <p>d. \geq 10,000 - 10 marks</p>	10	CA Certificate to be submitted
3	Certifications	<p>The Service Provider must possess valid accreditations for:</p> <ul style="list-style-type: none"> • CMMI Level 3 • STQC audit/compliance of the platform • ISO 9001:2015 (Quality Management System) • ISO 27001:2022 (Information Security Management System) 	10	Valid copies of certificates

Sl. No.	Evaluation Criteria	Description	Max Marks	Documentary Evidence
		<ul style="list-style-type: none"> a. Only 1 certification - 2.5 marks b. Only 2 certifications - 5 marks c. Only 3 Certification - 7.5 marks d. All 4 certifications - 10 marks 		
4	Experience - Trade Volume (LMT)	<p>Experience in procurement and disposal of agricultural commodities/produce through e-Auction platform for transactions in the following cumulative quantities during last 5 Financial Years (FY 2020-21 to FY 2024-25):</p> <ul style="list-style-type: none"> a. ≥ 10 LMT to < 15 LMT - 08 marks b. ≥ 15 LMT to < 20 LMT - 10 marks c. ≥ 20 LMT - 20 marks 	20	CA Certificate certifying trade volume (client-wise) along with WO/PO/Agreement and Client Certificates
5	Relevant Project Experience	<p>Execution of e-Auction service projects for Agricultural Commodity / Produce procurement and disposal for Government Institutions / Organizations / Government entities during last 5 Financial Years (FY 2020-21 to FY 2024-25):</p> <ul style="list-style-type: none"> a. 3 projects with different clients - 05 marks b. 3-5 projects with different clients - 08 marks c. More than 5 projects with different clients - 10 marks 	10	WO/PO/Agreement and Client Certificates
6	Manpower Strength	At least 20 full-time professionals with formal qualifications (Graduate/Postgraduate) in Agriculture / Rural Management /	10	Duly signed self-certification on organization's official letterhead,

Sl. No.	Evaluation Criteria	Description	Max Marks	Documentary Evidence
		IT / Computer Science on regular payroll as on bid submission date: <ol style="list-style-type: none"> 20-50 resources - 2.5 marks 50-100 resources - 05 marks 100-150 resources - 7.5 marks ≥ 150 resources - 10 marks 		authenticated by Authorized Signatory
7	Technical Presentation & Live Demonstration of e-Auction Platform	Live system demonstration covering auction workflow, bidder onboarding, real-time bidding engine, scalability, MIS dashboards, audit trail, security features, API integration capability, and overall usability of the platform	30	Live system demonstration

Technical Presentation Marking

Sl. No.	Parameter	Max Marks	How to Measure (Evaluation Method)	Documentary / System Evidence to Verify	Scoring Guidance (Objective Basis) (Max 3 marks each)
1	End-to-End Auction Workflow Demonstration	3	Live demonstration of lot creation - bidder participation - bidding - auction close - result generation	Time-stamped logs, bid history, auction result report	3 = Full workflow error-free 2 = Minor gaps 1 = Partial 0 = Not shown
2	Bidder Onboarding Process	3	Show user registration, KYC upload, approval workflow	Screenshots, onboarding logs	3 = Smooth, complete flow 2 = Minor issues 1 = Partial 0 = Not shown

3	Real-Time Bidding Engine Performance	3	Demonstrate live bid placement, bid updates, auto-refresh	Bid logs, bidding trail	3 = Fast & stable 2 = Minor lag 1 = Frequent lag 0 = Not demonstrated
4	Alerts & Notifications (SMS/Email/UI)	3	Demonstrate real-time alerts for bid confirmation, outbid alerts, auction updates	Notification logs/screen shots	3 = All alerts functional 2 = Some alerts 1 = Minimal 0 = None
5	Dashboard & MIS Reports	3	Show admin dashboard, buyer dashboard, auction analytics, downloadable MIS	Report samples, dashboard screens	3 = Comprehensive dashboards 2 = Moderate 1 = Basic 0 = None
6	Audit Trail & Logging	3	Show time-stamped logs of user actions, bids, changes	Audit trail export, logs	3 = Detailed logs 2 = Partial logs 1 = Minimal 0 = Not available
7	System Scalability & Stability Evidence	3	Provide load test results / show previous high-volume auctions	Load test report, client certificate	3 = Proven evidence 2 = Partial proof 1 = Claims only 0 = No proof
8	User Interface & Ease of Navigation	3	Evaluate UI during demo: simplicity, mobile-friendliness, accessibility	Screenshots, live navigation	3 = Very intuitive 2 = Fairly usable 1 = Complex 0 = Poor
9	API Readiness & System Integration Capability	3	Demonstrate available APIs, sample integrations, data exchange formats	API documents, integration logs	3 = Fully API-ready 2 = Partially 1 = Minimal API set 0 = None
10	Helpdesk & Support Tools Demonstration	3	Show ticketing/helpdesk features, call support process, issue logging	Helpdesk portal screenshots, ticket logs	3 = Fully demonstrated 2 = Partly 1 = Minimal 0 = Not shown
Total Marks 30					

Note:

- a. Service Provider shall scan and upload clear, legible documentary evidence in support of each eligibility and evaluation criterion specified in the Bid Document. Submissions lacking proper documentary proof or containing illegible/incomplete documents may be liable for rejection.
- b. Only those Bidders who meet the minimum eligibility criteria and secure a minimum of 70 (seventy) marks in the Technical Evaluation shall be considered qualified for opening of their Financial Bid.
- c. The Technical Bids shall be examined with respect to quality management processes, technical capability, statutory and regulatory compliance, completeness of submission, and suitability of the proposal vis-à-vis the tender requirements. Only bids that fully comply with the requirements stipulated in the Tender Document shall be treated as Technically Qualified and considered for further evaluation.
- d. The Technical Presentation and Live Demonstration shall be evaluated by the Evaluation Committee based on system functionality, security features, scalability, user interface, audit trail, and overall platform performance. The demonstration shall be conducted on a live or fully functional version of the bidder's e-Auction platform.

14. Award of Contract

14.1. Award Criteria

- a. OSCSC may issue Letter of Award (LoA) to the bidder securing the highest Combined QCBS Score (H1). The selected bidder shall enter into a contract agreement with OSCSC.
- b. Selection under this RFP is exclusive. Only one bidder (H1) shall be selected and awarded the contract based on the highest Combined QCBS Score.
- c. If the H1 bidder fails to furnish Performance Security or declines the award, OSCSC may cancel the RFP
- d. All e-Auction events under this RFP shall be conducted only by the Selected Service Provider (H1) in accordance with the contract and SLA.
- e. Buyers shall pay the applicable service charge along with the auction value to OSCSC designated account and OSCSC shall disburse the service charge to the Service Provider as per the Financial Model / Payment Terms.
- f. Selection does not guarantee minimum business; auction volumes depend on OSCSC requirements and SLA performance.
- g. Only the Selected Service Provider under this RFP is authorized to conduct e-Auction events on behalf of OSCSC.
- h. In case of identical QCBS scores, selection shall be determined as per Section 10 (Tie-Breaker).

- i. In cases of urgency, OSCSC may advance or reschedule auction volumes at its discretion.
- j. If the Service Provider fails to deliver assigned services, OSCSC may cancel the selection and take appropriate action as per the RFP/SLA.
- k. No post-bid financial negotiation shall be conducted except with H1 bidder as per Government procurement guidelines

14.2. Financial Model / Payment Terms

The selected service provider for the e-Auction platform shall facilitate the auction process in such a manner that the successful bidder (Buyers) are required to pay the full auction value along with the applicable service charge to OSCSC.

OSCSC shall thereafter release 75% of the applicable service charges to the Service Provider immediately upon successful completion of the auction event and submission of invoice by the Service Provider. The remaining 25% of the service charges shall be released after review and recommendation of the Performance Review Committee, based on satisfactory performance of the Service Provider in the conduct of the auction event.

OSCSC shall issue the No Objection Certificate (NOC) for lifting of the auctioned stock only after receipt of confirmation regarding credit of the auction sale and confirmation of payment of service charges to the OSCSC account. Accordingly, the lifting of stock by the buyer shall be permitted only after issuance of such NOC by OSCSC.

14.3. Service Level Agreement (SLA)

The purpose of the Service Level Agreement (SLA) is to clearly define and mutually agree upon the minimum levels of service to be provided by the Service Provider to OSCSC for the duration of the contract.

The SLA shall define:

- System uptime
- Response time
- Issue resolution timelines
- Penalties for non-performance

The performance of Service Provider shall be monitored and reviewed on a monthly basis. Based on performance outcomes, OSCSC reserves the right to revise the allocation of services.

A monthly SLA review meeting shall be conducted by OSCSC to assess performance, penalties, and allocation adjustments.

The Service Level Agreement (SLA) shall form an integral part of the contract between OSCSC and the Service Provider. The SLA shall define responsibilities for ensuring timely service delivery and compliance with the Scope of Work as detailed in this RFP document. The Bidder shall strictly comply with the Service Level requirements. SLA

penalties shall be recoverable from Performance Bank Guarantee (PBG) of the Service Provider and OSCSC may also recover such penalties from service-charge receivables, wherever applicable.

The Successful bidder (Buyers) shall remit the auction sale proceeds along with the applicable service charge to the designated bank account of OSCSC. OSCSC shall issue the NOC for lifting of the auctioned stock after confirmation of receipt of the auction value and service charge.

OSCSC may adjust SLA penalties, if any from the retained 25% of the service charge payable to the service provider.

All auction data, bidder data, logs, reports, and transaction records generated under this project shall be the sole property of OSCSC and shall be handed over in full upon termination or completion of the contract.

Exit Management:

Upon termination or expiry of the contract, the Service Provider shall ensure complete data migration, handover of logs, bidder database, auction records, MIS reports, and system documentation to OSCSC in usable format within 30 days, without any additional cost.

SLA Parameters:

The SLA parameters, including defined service levels and corresponding penalties, shall be specified separately. In case performance does not improve and SLA parameters continue to fail repeatedly, OSCSC may take appropriate corrective actions, including termination of the contract, as deemed fit.

Penalties are proportionate to the operational risk, transaction value exposure, and criticality of e-Auction services handled on behalf of OSCSC

SI. No.	Parameter (Aligned to RFP Emphasis)	Service Level	Measurement Method (Verifiable)	Fixed Penalty (Recommended)
1	Hosted Platform Uptime (Uptime Assurance)	Monthly uptime ≥ 95.0%, excludes ≤ 8 hours/month planned maintenance with ≥72-hour prior notice	System uptime logs + 3rd-party monitoring reports, monthly SLA review	₹5,000 for each 0.5% shortfall below 95.0% (per month), No penalty if outage occurs outside auction windows and is restored ≤ 2 hours

Sl. No.	Parameter (Aligned to RFP Emphasis)	Service Level	Measurement Method (Verifiable)	Fixed Penalty (Recommended)
2	Live Auction Stability (Large-Scale Auction Capability)	No crash during live auction windows. If a partial disruption happens, the auction must be rescheduled within 2 business days, and all impacted buyers must be notified.	Verified by auction event logs, incident tickets, and a root-cause analysis report submitted within 72 hours of the incident.	₹10,000 per event only if the rescheduling is not completed within 2 business days. (If rescheduled within 2 business days, no penalty.)
3	Concurrent User Handling (Scalability – 2500 users as per RFP)	Support 2,500 or more concurrent users during auction windows with average page response time of 3 seconds or less; allow an autoscaling grace period of up to 10 minutes when unexpected load spikes exceed 2,500 users.	Verified via real-time platform performance logs and synthetic/real load test results taken during auction windows.	₹5,000 per auction window only if the average response time is above 3 seconds for more than 45 consecutive minutes in that auction window.
4	System Security & Data Protection	No confirmed data breach. For any security incident that affects confidentiality, integrity, or availability: provide incident notification within 24 hours, a root-cause analysis within 72 hours, and implement mitigations within 7 days.	Security audit reports, incident logs, CERT report (if any)	₹10,000 per security breach + immediate corrective action
5	Audit Trail Integrity (Technical Competence + Compliance)	100% tamper-proof logs availability	Audit trail records, log verification during audit	₹5,000 per instance only if the backfill is not completed within 5 business days.

Sl. No.	Parameter (Aligned to RFP Emphasis)	Service Level	Measurement Method (Verifiable)	Fixed Penalty (Recommended)
6	Incident Resolution Time (Technical Competence)	Critical incidents resolved within 1 hour	Helpdesk ticket logs, resolution timestamps	₹5,000 per hour delay beyond SLA
7	Manpower Deployment (Dedicated Team Availability)	Minimum agreed manpower deployed (as per contract)	Attendance records, deployment reports, timesheets	₹5,000 per month for shortfall in key manpower
8	Data Loss / Data Corruption / Data Leakage (Critical Governance Risk)	No data loss or leakage. Maintain recoverability point objective of ≤ 4 hours for transactional data and recovery time objective of ≤ 8 hours for platform restoration	Database and backup logs; restore drill reports, incident tickets, audit verification, root-cause analysis within 72 hours and mitigations within 7 days.	₹25,000 per confirmed incident <i>(both excluded from the monthly penalty cap and recoverable over and above).</i>

Incident Severity Levels - OSCSC:

Severity Level	Type of Issue	Response Time	Resolution Time
Critical	System downtime, data loss, payment / transaction failure	15 minutes	1 hour
Major	Functionality error, integration issue, auction platform workflow failure	30 minutes	2 hours
Minor	UI glitches, non-critical display issues, minor configuration issues	1 hour	4 hours

Escalation Matrix - OSCSC:

Escalation Level	Role	Escalation Trigger	Response Time
L1	Service Desk Lead	Immediately upon issue detection	15 minutes

Escalation Level	Role	Escalation Trigger	Response Time
L2	Project Manager / SPOC	Issue unresolved beyond 2 hours	2 hours
L3	Senior Management (OSCSC & Service Provider)	Repeated or prolonged failure	8 hours

Notes:

- OSCSC reserves the right to conduct independent audits of the e-Auction platform provided by the Service Provider at any time during the contract period.
- Total SLA penalties in any month are capped at ₹50,000 or 3% service charge (whichever is lower) per event, excluding penalties for data loss, data corruption, or data leakage (recoverable over and above the cap)
- Repeated non-performance, defined as three (3) or more SLA violations within a period of six (6) months, may result in one or more of the following actions at the discretion of OSCSC:
 - Suspension of services
 - Forfeiture of Performance Bank Guarantee (PBG)
 - Termination of contract
- Penalties shall not be applicable under the following circumstances:
 - Events of Force Majeure, duly notified in accordance with the relevant clause of the RFP
 - Scheduled maintenance, approved in writing by OSCSC, subject to a maximum of 8 hours per month
 - External network failures beyond the control of the Service Provider, supported by verifiable third-party logs
- In addition to SLA penalties, OSCSC reserves the right to impose proportionate penalties, deduct service charge, or terminate contract in case of repeated non-performance.
- SLA penalties shall first be adjusted from the 25% service-charge holdback retained by OSCSC; any shortfall shall be recoverable from the SP's PBG.
- In case of platform failure, bid manipulation risk, or auction disruption attributable to the Service Provider, the Service Provider shall be fully liable for operational losses, reputational risk, and re-conduct of auction at no additional cost to OSCSC.

14.4. Deliverables and Timeline (OSCSC)

T = Date of issue of Letter of Intent (LoI) / Letter of Award (LoA)

Sl. No.	Deliverable	Timeline	Remarks
1	Issuance of Work Order	T + 0	Work Order to be issued to the selected Service Provider
2	Finalization of storage centers and quantities (in case of auction)	T + 08 days	List to be submitted in coordination with OSCSC
3	Onboarding of Vendors / Buyers	T + 15 days	New/interested buyers to be identified. List to be shared with OSCSC, covering all potential traders, millers, exporters, etc.
4	Finalization of price bidding parameters, lot size and go-live date; Training to OSCSC officials	T + 15 days	<ul style="list-style-type: none"> • Floor procurement price to be fixed based on prevailing market trends • Training to at least one designated OSCSC representative on buyer details, IT processes, logistics, payment receivables, etc.
5	Intimation of e-Auction details to stakeholders and training on process	T + 15 days	<ul style="list-style-type: none"> • Email/SMS communication to all potential buyers • Service Provider to train buyers on bidding process and upload SOP on its portal
6	Call Centre / Helpdesk setup	T + 15 days	To attend and resolve all queries raised by potential buyers and stakeholders
7	Go-Live of e-Auction Platform	T + 21 days	Go-live with agreed lot quantity, procurement price, and other approved parameters
8	Trend analysis reporting to maximize procurement price and payment updates	Daily after auction time	Day-to-day strategy to be decided based on analysis of market trends
9	Payment follow-up and issuance of Delivery Orders	Daily after auction time	Buyers are required to pay the full auction value along with the applicable service charge to OSCSC. OSCSC shall thereafter release 75% of the applicable service charges to the Service Provider immediately upon successful completion of the auction event and submission of invoice by the Service Provider. The remaining 25% of the service charges shall be released after review and recommendation of the Performance Review Committee, based on satisfactory performance of the Service Provider in the conduct of the auction event.

Note- Changes may be made as per the needs of the department

15. Instructions to Service Provider (OSCSC)

15.1. General Instructions

- While every effort has been made to provide comprehensive and accurate background information, requirements, and specifications, Service provider is free to assess and propose the solution required to meet the requirements and project objectives of the Odisha State Civil Supplies Corporation Limited (OSCSC).
- All information supplied by the Service Provider may be treated as contractually binding on the Service Provider (SP), upon successful award of the assignment by OSCSC on the basis of this Request for Proposal (RFP).
- 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 OSCSC. Any notification of preferred Service Provider status by OSCSC shall not give rise to any enforceable rights on the part of the Service Provider.
- OSCSC reserves the right to cancel this public procurement e-Auction process at any time prior to execution of a formal contract, without assigning any reason whatsoever.

15.2. RFP Issuing Authority

This Request for Proposal (RFP) is issued by Odisha State Civil Supplies Corporation Limited (OSCSC). OSCSC shall be the final authority with respect to qualifying, selecting, or rejecting any Service Provider through this RFP.

The decision of OSCSC regarding the selection of the Service Provider qualifying through this RFP shall be final and binding. OSCSC reserves the right to reject any or all bids without assigning any reason.

OSCSC further reserves the right to negotiate with the selected Service Provider to enhance value through this project and to create a more amicable environment for the smooth execution of the assignment.

15.3. Bid Submission

Bids shall be submitted strictly in accordance with the instructions provided in this RFP and within the timelines specified in the Bid Data Sheet. The bids shall be submitted through the designated portal only. Any bid submitted through any other mode shall not be considered and shall be summarily rejected.

15.4. Earnest Money Deposit (EMD) / Bid Security

All proposals submitted in response to this RFP must be accompanied by proof of deposit of Earnest Money Deposit (EMD) in the designated bank account of OSCSC, for the amount as specified in the Tender Details.

A scanned copy of the EMD payment proof shall be uploaded on the portal along with

the Technical Proposal.

EMD submitted in any form other than the prescribed mode shall not be entertained

15.5. EMD / PBG / SD Forfeiture

The EMD may be forfeited by OSCSC under any of the following circumstances:

- I. If the Service Provider withdraws its bid during the period of bid validity.
- II. In the case of a successful Service Provider, if it fails to submit the required Performance Bank Guarantee (PBG) within the stipulated time.
- III. If the Service Provider attempts to influence the bid evaluation or selection process in any manner.
- IV. If the Service Provider refuses to take up the assignment within the time specified by OSCSC.
- V. If the EMD / Bid Security is not received as per the timeline mentioned in the Bid Data Sheet, the bid submitted on the portal shall be rejected.
- VI. The EMD of the successful Service Provider shall be refunded without any interest, after successful completion of the contract.
- VII. Fraudulent Practice means a misrepresentation of facts to influence the award of contract, the auction process, or execution of the contract to the detriment of OSCSC and includes collusive practices among Service Provider (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive OSCSC of the benefits of free and open competition.
- VIII. In exceptional circumstances, OSCSC may request the Service Provider's consent for extension of the bid validity period. Such requests and responses shall be made in writing or by email. The Bid Security/EMD shall also be suitably extended. A Service Provider granting such consent shall neither be required nor permitted to modify its bid.

15.6. Preparation of Bid

The Service Provider shall carefully examine all instructions, terms, conditions, specifications, and requirements mentioned in this RFP document before submitting the bid.

15.6.1. Cost of Bid Preparation

The Service Provider shall bear all costs associated with the preparation and submission of the bid, including surveys or any other related activities. OSCSC shall, in no case, be responsible or liable for any such costs, regardless of the conduct or outcome of the tender process.

15.6.2. Language

All bids and correspondence shall be in English only.

15.6.3. Pre-Bid Meeting

- I. The Pre-Bid Meeting shall be conducted either through a physical meeting at OSCSC or through online/virtual mode, as decided by Odisha State Civil Supplies Corporation Limited (OSCSC), on the date and time specified in the Bid Data Sheet. Prospective Service Provider interested in participating in the Pre-Bid Meeting shall submit the following details to the email address mentioned in the Bid Data Sheet at least one (1) day prior to the Pre-Bid Meeting:
 - Company Name
 - Name of Authorized Representative
 - Email ID
 - Contact Number
- II. Service Provider shall submit their queries / clarifications / suggestions in writing in editable MS Word or MS Excel format to the designated email address mentioned in the Bid Data Sheet, strictly in the prescribed format (Format for Pre-Bid Queries), at least one (1) day prior to the scheduled Pre-Bid Meeting.

Queries not submitted in the prescribed format or within the stipulated timeline may not be considered. OSCSC shall not be responsible for ensuring receipt of queries submitted by the Service Providers. Any requests for clarification received after the specified date and time may not be entertained by OSCSC.

- III. During the Pre-Bid Meeting, OSCSC Technical Committee representatives shall address clarifications sought by Service Provider with respect to the RFP document and the proposed project scope defined therein. Clarifications requiring internal consultation shall be responded to in writing and uploaded on the designated portal.
- IV. OSCSC reserves the right not to respond to any or all queries or clarifications sought, if, in its opinion and at its sole discretion, such queries are considered inappropriate or lacking merit.
- V. All responses to Pre-Bid queries and any amendments / corrigendum / addendum (if any) shall be uploaded only on the designated e-Tender portal www.tendersodisha.gov.in. Service provider is advised to regularly visit the portal for updates.

15.6.4. Amendment of Bid Document

- I. At any time prior to the deadline for submission of bids, Odisha State Civil Supplies Corporation Limited (OSCSC) may, for any reason, whether on its own initiative or in response to a clarification requested by any prospective Service Provider, modify the Bid Document by issuing corrigendum(s) / addendum(s).
- II. To allow reasonable time to prospective Service Provider for taking such amendment(s) into account while preparing their bids, OSCSC, at its sole discretion, may extend the deadline for submission of bids, as deemed appropriate.

- III. All such amendments / corrigendum / addendum (if any) shall be uploaded only on the designated e-Tender portal www.tendersodisha.gov.in. Service Provider is to regularly visit the portal for updates.

15.6.5. Bid Currency

Percentages for services offered shall be quoted strictly in percentages (%) only. All payments shall be made in Indian National Rupees (INR).

The financial bid shall indicate the service charge/price in percentage terms only, as specified in the Financial Bid format prescribed by Odisha State Civil Supplies Corporation Limited (OSCSC).

Note:(1) Service Charge: Percentage fee quoted by the Service Provider on the Final Auction Transaction Value (Quantity × Discovered Price)

(2) Service Charge Base is 0(ZERO)

(3) Interested Bidder should use the "Excess(+)" option while quoting the rate in percentage.

(4) Interested Bidder SHOULD NOT use the "Less(-)" option while quoting the rate in percentage. If the interested bidder quotes with the "Less(-)" option, the bid shall be automatically cancelled.

15.6.6. Correction of Errors

The person signing the Bid must initial all erasures, overwriting, or other corrections made in the Bid document. The Service Provider further agrees that, in the event of any obvious or apparent errors, Odisha State Civil Supplies Corporation Limited (OSCSC) reserves the sole and absolute right to waive such errors, at its discretion.

However, OSCSC shall not be under any obligation whatsoever to waive such errors, and any decision in this regard shall be final and binding on the Service Provider.

15.6.7. Proposal Validity

- I. The Bid shall remain valid for a period of 180 (one hundred eighty) days from the actual date of opening of the Technical Bid. The Service Provider shall ensure that, under all circumstances, the Bid complies with the prescribed validity requirement. Any Bid valid for a shorter period shall be treated as non-responsive and shall be rejected.
- II. In exceptional circumstances, Odisha State Civil Supplies Corporation Limited (OSCSC) may request the Service Provider's consent to extend the Bid validity period. Such request and the corresponding response shall be made in writing or through electronic mail. The Bid Security / Earnest Money Deposit (EMD) shall also be suitably extended for the corresponding period. A Service Provider agreeing to such extension shall neither be required nor permitted to modify the Bid, including the quoted price or any other terms and conditions.

15.6.8. Lack of Information

The Service Provider shall be deemed to have carefully examined the entire RFP document and to have fully satisfied itself as to the scope of work, requirements,

conditions, and obligations under the tender.

Any lack of information, misunderstanding, or incorrect interpretation of the provisions of the RFP shall not, in any manner, relieve the Service Provider of its responsibility to perform and fulfill its obligations under the tender and the resultant contract.

15.6.9. Financial Proposal

- i. The Service Provider shall indicate the service charge percentages (%) in the prescribed Financial Proposal format (As format attached).
- ii. The Service Provider is required to ensure that the products/services quoted conform to the prescribed specifications, applicable industry standards, and are compatible with the latest hardware, system software, application software, networking equipment, licenses, tools, databases, etc.
- iii. The Service Provider shall quote its best prices, inclusive of all taxes and duties. GST shall be paid extra at actuals, as applicable.
- iv. The rates offered by the Service Provider shall be firm and free from any escalation during the entire duration of the project. The prices quoted shall remain fixed throughout the contract period and shall not be subject to any variation on any account. Any Bid submitted with a price variation / percentage adjustment clause shall be treated as non-responsive and shall be rejected in accordance with the Preliminary Examination clause of this RFP

15.6.10. Completeness of Bid

Service provider is advised to carefully study all instructions, formats, terms and conditions, requirements, and other information contained in this RFP document. Submission of the Bid shall be deemed to have been made after careful examination and full understanding of the RFP document and its implications. The response to this RFP shall be complete in all respects. Failure to furnish the information required under this RFP or submission of a proposal that is not substantially responsive shall be at the Service Provider's own risk and may result in rejection of the Bid.

The RFP document is non-transferable. Failure to submit any required information or documents may also lead to forfeiture of Bid Security (EMD). The documents comprising the Bid shall be mandatorily submitted by the Service Provider.

15.6.11. Code of Integrity

1. No official of Odisha State Civil Supplies Corporation Limited (OSCSC) or any Service Provider shall act in contravention of the Code of Integrity, which includes
 - i. Prohibition of:
 - a. Offering, soliciting, or accepting any bribe, gift, reward, or material benefit, directly or indirectly, to influence the process.
 - b. Misrepresentation or omission of facts to obtain financial or other benefits.
 - c. Collusion, bid-rigging, or anti-competitive practices.
 - d. Improper use of confidential information provided by OSCSC.

- e. Financial or business dealings with OSCSC officials that may influence decisions.
 - f. Coercion or threats to influence the process.
 - g. Obstruction of any investigation or audit.
 - h. Submission of false declarations or information.
 - ii. Disclosure of Conflict of Interest is mandatory.
2. Upon violation, OSCSC may take appropriate action after providing an opportunity of being heard.

15.6.12.Conflict of Interest

A Service Provider shall not have any Conflict of Interest.

A Service Provider shall be deemed to have a Conflict of Interest if it:

- 1. Has a controlling partner in common with another bidder
- 2. Has received direct or indirect subsidy from another bidder
- 3. Has the same legal representative
- 4. Has a relationship that allows access to confidential information or influence over another bid
- 5. Submits more than one bid (except permitted alternatives)
- 6. Has participated as a consultant in preparation of specifications.

Any such Bid shall be disqualified.

15.6.13.Disqualification

OSCSC may disqualify any Bid at any stage if:

- 1. The Bid is not submitted as per RFP requirements
- 2. Minimum eligibility criteria are not met
- 3. Prices are increased during Bid validity
- 4. Conditional Bid is submitted
- 5. False or misleading information is provided
- 6. Bid is received after due date/time
- 7. Past record of poor performance exists
- 8. Required EMD or documents are not submitted
- 9. Clarifications are not provided when sought
- 10. Multiple Bids are submitted
- 11. Attempt is made to influence evaluation
- 12. Bid is canvassed illegally

15.6.14.Qualification & Evaluation

- 1. Service Provider must meet Minimum Eligibility Criteria.
- 2. Only eligible bidders shall be considered for Technical and Financial Evaluation.
- 3. Non-attendance in pre-bid meeting shall not be a ground for disqualification.

15.6.15. Confidentiality

- I. The Service Provider shall maintain strict confidentiality of all data, systems, and records.
- II. NDAs shall be executed by all personnel involved.
- III. Confidential information shall not include public domain information or court-mandated disclosures.
- IV. OSCSC reserves the right to take punitive action for breach of confidentiality.

15.6.16. Fraud & Corruption

OSCSC requires the highest ethical standards. Definitions of corrupt, fraudulent, unfair, and coercive practices shall apply as per applicable laws. Violation may result in termination and blacklisting.

15.6.17. Force Majeure

Force Majeure Event” means any event or circumstances or combination of events or circumstances which:

- I. Are beyond the reasonable control of the Party affected by such event (the Affected Party); and cannot by exercise of reasonable diligence, reasonable precautions and reasonable alternative measures (where sufficient time to adopt such precautions or alternative measures before the occurrence of such event or circumstances is available), be prevented or caused to be prevented.
- II. Materially and adversely affects such Party’s performance of its duties or obligations or enjoyment of its rights under this Service Order / Agreement.
- III. As soon as practicable and in any case within 7 (seven) days from the date of occurrence of a Force Majeure Event or the date of knowledge thereof, the Affected Party shall notify the other Party of the same, setting out the details of the Force Majeure Event.
- IV. If the Affected Party is rendered wholly or partially incapable of performing any of its obligations under this Service Order / Agreement because of a Force Majeure Event, it shall be excused from performance of such obligations to the extent it is unable to perform the same on account of such Force Majeure Event.
- V. If a Force Majeure Event described above, in the reasonable judgment of the Parties, is likely to continue beyond a period of 6 (six) months or any other period as stipulated in the Bid document, the parties may mutually decide to terminate the Service Order / Agreement or continue the Service Order / Agreement on mutually agreed revised terms.

15.6.18. Termination

OSCSC may terminate the contract for insolvency, breach, negligence, policy change, or statutory violation. Termination may include forfeiture of security deposit and recovery of losses. One-month notice may be issued for policy-related termination.

15.6.19.Indemnity

Service Provider shall indemnify OSCSC against all losses, penalties, claims, or damages arising from failure, non-compliance or negligence.

15.6.20.Dispute Resolution

The Bidder and OSCSC Ltd. shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between OSCSC Ltd. and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.
- c. In case it is not resolved between OSCSC Ltd. and the bidder, it will be referred to the Principal Secretary, FS & CW Department for negotiation and his decision will be final and binding on both the parties.

15.6.21.Arbitration

Arbitration shall be governed by the Arbitration and Conciliation Act, 1996. The seat and venue of arbitration shall be Bhubaneswar, Odisha.

15.6.22.Jurisdiction

All legal proceedings shall be subject to courts located in Bhubaneswar, Odisha.

15.6.23.Subletting:

The Successful Bidder shall not sublet, transfer, or assign the Contract, or any part thereof. Any deviation from this shall lead to breach of the terms and conditions.

16. General Terms & Conditions

- I. The Service Provider shall ensure the e-Auction platform is used strictly for lawful and authorized purposes; preventive controls must be in place to stop any unauthorized or fraudulent activity.
- II. The system should follow good UI accessibility practices (WCAG 2.1 AA guidelines), ensuring ease of access for all categories of users.
- III. Any change in the platform's workflow, UI, reports, configurations, or integrations must follow a formal Change Management Process and obtain prior written approval from OSCSC.
- IV. The Service Provider shall maintain a Business Continuity Plan (BCP), including backup strategy, disaster fallback steps, and recovery processes to ensure service continuity.
- V. Any custom development or enhancement delivered specifically for OSCSC shall be considered OSCSC's intellectual property.

- VI. Neither OSCSC nor the Service Provider shall solicit or hire each other's deployed personnel directly involved in this project during the contract period and for six (6) months thereafter.
- VII. If any deployed resource becomes unavailable, the Service Provider shall replace the resource with someone of equivalent or higher qualification within 15 days at no extra cost.
- VIII. The Service Provider shall comply with all applicable labour laws, including EPF/ESI, wages, and statutory benefits for deployed staff.
- IX. All operational, system, hosting, manpower, software licensing, and communication costs required for delivering the services shall be fully borne by the Service Provider; no additional charges shall be levied on OSCSC.
- X. The Service Provider shall ensure proper licensing of any third-party software/tools/services used in the solution and indemnify OSCSC from any related disputes or violations.
- XI. The Service Provider shall support all Government-mandated audits (CAG, Vigilance, Finance Department, etc.) by providing required records, system access, and documentation at no additional cost.
- XII. All data shall be provided to OSCSC in open, non-proprietary formats (CSV/Excel/JSON) during contract execution or exit, ensuring full data portability.
- XIII. The Service Provider shall deploy regular bug fixes, security patches, stability improvements, and minor enhancements without any additional cost.
- XIV. For critical incidents, the Service Provider shall provide an incident report within 24 hours, a root cause analysis (RCA) within 72 hours, and a preventive action plan within 7 days.
- XV. All project data must reside strictly within servers located in India; no data transfer, replication, or mirroring outside Indian territory shall be permitted.
- XVI. The Service Provider shall ensure the e-Auction platform behaves neutrally and does not Favor or disadvantage any bidder intentionally or unintentionally.
- XVII. If any project communication is provided in Odia or Hindi, the English version shall prevail in case of any dispute or interpretation.
- XVIII. The Service Provider shall not assign, transfer, or hand over any contractual rights or obligations to any parent/subsidiary/affiliate/company without OSCSC's prior written approval.
- XIX. The Service Provider shall notify OSCSC within seven (7) days of any major corporate change such as merger, acquisition, insolvency filing, or legal proceedings affecting service delivery.
- XX. The obligations relating to confidentiality, data handover, IP rights, indemnity, and audit support shall survive the expiry or termination of the contract.

17. Formats & Annexure for submission of Information

Annexure- I
Letter of Proposal

<Location, Date>

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

Subject: Submission of the Pre-qualification-cum-Technical Bid Criteria for <Title of the RFP> by mode through www.tendersodisha.gov.in

Ref : < Title of the RFP> published vide Advt. No _____/Date _____

Dear Sir/Madam,

We, the undersigned, offer to provide solutions to the OSCSC on <Title of the RFP> 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) and the Financial Bid by mode through www.tendersodisha.gov.in. 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.

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

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

Enclosed: The Details of Bidder's Profile

Yours sincerely,

Authorized Signature with Seal [In full and initials]

Name and Title of Signatory:

Name of Firm/Company:

Address: Location: Date:

Annexure-II
Bidder's Profile

Ref : < Title of the RFP> published vide Advt. No _____ /Date _____

S.N.	Particulars	Details to be filled
01	Name of the Applicant	
02	Constitution of the Bidder	
03	Office Address 1. Telephone No. 2. Mobile No. 3. E-mail 4. website 5. Address	
04	Residential Address 1. Telephone No. 2. Mobile No. 3. E-mail 4. website 5. Address	
05	PAN given by the IT Department	
06	Registration Certificate under GST	
07	1. If Partnership firm Name & Address of all Partners 2. If Registered under Companies Act, Name of the Chairman and Managing Director with full Address. 3. Name & Address of Proprietor if Proprietor concern. 4. Deed of Partnership /copy of the Registration of the firm with Registrar of Firms/Memorandum and Articles of Association /Any other Registration Certificate	
08	<ul style="list-style-type: none"> • Registration Certificate if it is firm/Ltd., Company. • Udyam certificate if OSME 	
09	Authorized signatory details (Name, Designation, e-mail, Mobile No.)	
10	Self-Declaration to the effect that the Applicant or any of the partners or company was never black-listed or convicted by court of law.	

I hereby agree to abide by terms & conditions stipulated in RFP Document as a Bidder in the State of Odisha. I also certify that all the guidelines & instructions of Government of India and Government of Odisha are being fully adhered. The duly signed terms and conditions of RFP document is enclosed.

Further I declare that all documents submitted online is true to the best of my knowledge and belief, in case of any contradiction found in the submitted document the bid shall be summarily rejected

Name & Signature of the Bidder

Annexure-III

Financial Capacity of the Bidder (Average Annual Turnover)

RFP Advt. No. _____/OSCSC, date _____

<Title of the RFP>

Sl. No.	Financial Year	Annual Turnover in Lakhs	Net worth in Lakhs
1.	FY-		
2.	FY-		
3.	FY-		
Average Annual Turnover			

Certificate from the Statutory Auditor

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

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

Date:

(Signature, name and designation of the authorized signatory)
Membership Number of Chartered Accountant & UDIN 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.

Annexure-IV

Experience in e-Auction platforms

RFP Advt. No. _____ /OSCSC, date _____

<Title of the RFP>

SI No	Client Name	Project Description	Type (/ e-Auction/ any other specify)	Contract Value (INR)	Start Date	End Date	Completion Certificate Reference

Further I declare that all documents submitted related to experience is true to the best of my knowledge and belief, in case of any contradiction found in the submitted document the bid shall be summarily rejected

(Signature, name and designation of the authorized signatory)

Annexure V: Non-Disclosure Agreement (NDA)

Reference No.....

WHEREAS we the undersigned Service Provider,, having our principal place of business / registered office at, are desirous of bidding for RFP No. <<.....>> dated <<DD-MM-YYYY>> covering:

“Request for Proposal <.....> issued by Odisha State Civil Supplies Corporation Limited (OSCSC), a Government of Odisha undertaking, hereinafter referred to as the “Purchaser”, and, WHEREAS, the Service Provider is aware and confirms that the Purchaser’s business/operations, information, application/software, hardware, business data, architecture schematics, designs, storage media and other information/documents made available by the Purchaser in the RFP documents during the bidding process and thereafter, or otherwise (hereinafter referred to as “Confidential Information”) is privileged, proprietary and strictly confidential to the Purchaser;

NOW THEREFORE, in consideration of disclosure of Confidential Information, and in order to ensure the Purchaser’s grant to the Service Provider of specific access to the Purchaser’s Confidential Information, property, information systems, networks, databases and other data, the Service Provider agrees to the following terms and conditions:

1. Definition of Confidential Information

Confidential Information shall include, without limitation, any and all information in written, representational, electronic, verbal (to be confirmed in writing within fifteen (15) days of such verbal disclosure), or other form, relating directly or indirectly to processes, methodologies, algorithms, risk matrices, thresholds, parameters, reports, deliverables, work products, specifications, architecture, project information, related computer programs, systems, trend analysis, risk plans, strategies, and information communicated or obtained through meetings, documents, correspondence, or inspection of tangible items, facilities or sites to which access is permitted by the Purchaser.

2. Exclusions from Confidential Information

Confidential Information shall not include information which:

- a. was already known to the Service Provider prior to disclosure, without any obligation of confidentiality
- b. is obtained from a third party lawfully and without breach of confidentiality obligations
- c. is in the public domain as a matter of law
- d. is required to be disclosed pursuant to an order of a competent court or regulatory authority
- e. is released from confidentiality with prior written consent of the Purchaser

3. Obligations of the Service Provider

The Service Provider agrees to hold in trust all Confidential Information and maintain strict confidentiality, with at least the same degree of care as used to protect its own confidential information, and in any event not less than reasonable care.

The Service Provider further agrees:

- a. to use Confidential Information solely for the purposes of bidding for this RFP and thereafter only as expressly permitted;
- b. to make copies only with prior written consent of the Purchaser and with identical confidentiality markings;
- c. to restrict disclosure strictly on a “need-to-know” basis to its employees, agents, representatives, and affiliates, ensuring compliance with confidentiality obligations;
- d. to treat all Confidential Information as confidential unless expressly released in writing by the Purchaser.

4. Access to Purchaser’s Premises and Systems

The Service Provider acknowledges that personnel may require access to Purchaser premises, systems, networks, databases, documents and storage media. The Service Provider shall ensure access is limited strictly to authorized personnel and only to the extent necessary for performance of duties related to this project.

All such personnel shall be bound by confidentiality obligations no less stringent than those contained herein.

5. Security Measures

The Service Provider shall establish and maintain appropriate administrative, technical, and physical security measures to safeguard Confidential Information against unauthorized access, disclosure or misuse.

6. Compliance with Law

The Service Provider shall comply with The Digital Personal Data Protection Act, 2023, and all other applicable laws, rules, and regulations in force in India and the State of Odisha.

7. Return or Destruction of Confidential Information

Upon termination or expiry of this Agreement or upon request of the Purchaser, the Service Provider shall promptly return or destroy all Confidential Information and certify such destruction in writing.

8. Ownership

All Confidential Information shall remain the sole and exclusive property of the Purchaser. Nothing contained herein shall impair the Purchaser’s rights in respect of such information.

9. Compelled Disclosure

If legally compelled to disclose Confidential Information, the Service Provider shall give prompt written notice to the Purchaser and cooperate to minimize disclosure to the extent permissible by law.

The Service Provider shall not disclose any Confidential Information or contents of the RFP to any third party without prior written consent of the Purchaser.

Execution
For and on behalf of:
(Service Provider)
Authorized Signatory

Office Seal:
Name:
Designation:
Place:
Date:

Annexure VI
Letter of Undertaking

(To be submitted by the Service Provider along with the Bid)
(To be executed on non-judicial stamp paper of requisite value)

Ref.:

Bank Guarantee No.:

Date:

To

The Managing Director,
Odisha State Civil Supplies Corporation Limited (OSCSC)
Bhubaneswar, Odisha

Dear Sir(s),

I*/We* have read and examined the following bid documents relating to the Request for Proposal (RFP) for “selection of Service Provider for e-Auction Platform and Related Support Services for Paddy and Rice” where Buyers are required to pay the full auction value along with the applicable service charge to OSCSC. OSCSC shall thereafter release 75% of the applicable service charges to the Service Provider immediately upon successful completion of the auction event and submission of invoice by the Service Provider. The remaining 25% of the service charges shall be released after review and recommendation of the Performance Review Committee, based on satisfactory performance of the Service Provider in the conduct of the auction event.

(hereinafter referred to as “the Project”):

- Notice Inviting Request for Proposal (RFP)
 - Complete Request for Proposal (RFP) Document along with all Corrigenda/Addenda
2. I*/We* hereby submit our Bid and undertake to keep our Bid valid for a period of One hundred eighty (180) days from the actual date of opening of the Technical Bid. I*/We* further undertake that during the said period, I*/We* shall not withdraw, modify, alter, or revoke my*/our* Bid.
 3. This Undertaking is furnished in consideration of Odisha State Civil Supplies Corporation Limited (OSCSC) agreeing to open, consider, and evaluate my*/our* Bid for the purpose of selection and award of contract, as applicable.
 4. Should my*/our* Bid be accepted, I*/We* hereby agree to abide by and fulfil all the terms, conditions, provisions, specifications, service levels, and obligations stipulated in the RFP documents, corrigenda, addenda, Service Level Agreement (SLA), and any subsequent agreements executed with OSCSC.
 5. I*/We* further confirm that all information, declarations, documents, and undertakings submitted by us in connection with this RFP are true, correct, and complete to the best of my*/our* knowledge and belief. I*/We* understand that any misrepresentation, false statement, or suppression of facts may lead to rejection of the Bid and/or termination of contract, in addition to other actions as deemed fit by OSCSC under applicable laws.

6. I*/We* also undertake to comply with all applicable laws, rules, regulations, policies, and guidelines of the Government of Odisha and Government of India, as applicable to the scope of services under this RFP.

Yours faithfully,

.....

(Signature with Seal of the Company)

(Duly authorized to sign the Bid/RFP on behalf of the Service Provider)

Name:

Designation:

Name of the Company:

Address:

Place:

Date:

Annexure VII

Undertaking by the Service Provider for No Conflict of Interest
(To be submitted on the official letterhead of the Service Provider)

Reference No.:

Date:

To

The Managing Director,

Odisha State Civil Supplies Corporation Limited (OSCSC)

Bhubaneswar, Odisha

Subject: Undertaking for No Conflict of Interest

Dear Sir,

We hereby declare and confirm that we do not have any direct or indirect relationship, interest, association, or arrangement with any other service provider(s) participating in the bid process of Odisha State Civil Supplies Corporation Limited (OSCSC) against Tender/RFP No., either individually or through any common third party, which may give rise to or constitute a Conflict of Interest, as defined under the relevant Conflict of Interest clause of the RFP.

We further confirm that:

- We have not submitted more than one bid for the same RFP, either individually or through any agent, authorized representative, affiliate, or partner.
- We do not have any business, financial, legal, or managerial relationship that could influence or appear to influence the bid evaluation or selection process of OSCSC.
- We shall immediately disclose to OSCSC, in writing, if any actual or potential conflict of interest arises at any stage during the bidding process or during the tenure of contract.

We understand that any false declaration or suppression of material facts in this regard shall render our bid liable for rejection and may also result in disqualification, termination of contract, forfeiture of EMD/Performance Security, and other actions as deemed fit by OSCSC, in accordance with the provisions of the RFP and applicable laws.

This undertaking is given with full knowledge and acceptance of the terms and conditions of the RFP issued by Odisha State Civil Supplies Corporation Limited (OSCSC).

Yours faithfully,

Authorized Signatory:

Name & Designation:

Name of the Firm:

Registered Address:

Place:

Date:

Annexure VIII
Undertaking Regarding Blacklisting / Non-Debarment
RFP Advt. No. _____/OSCSC, date _____

<Title of the RFP>

(To be submitted as an Affidavit on non-judicial stamp paper of appropriate value)

AFFIDAVIT

To,
The Managing Director,
Odisha State Civil Supplies Corporation Limited (OSCSC)
C/2, Nayapalli,
Bhubaneswar - 751012, Odisha
Ref: *RFP for «Title of the RFP»*
Published vide Advertisement No. _____ dated _____

Sub: Undertaking regarding Blacklisting / Non-Debarment

I/We, M/s _____, having our registered office at _____, do hereby solemnly affirm and declare as under:

1. That our Company/Firm is not blacklisted, debarred, banned, declared ineligible, or restrained from participating in any procurement process, by the Government of India, any State Government, Union Territory Administration, Public Sector Undertaking (PSU), Statutory Authority, Autonomous Body, Cooperative Organization, or any Government-controlled entity as on the date of submission of the bid, and no such order is currently in force against us.
2. That no order of blacklisting, debarment, or ineligibility is pending for enforcement against our Company/Firm before any authority as on the date of submission of this bid.
3. That this declaration is made in compliance with the eligibility conditions of the RFP issued by Odisha State Civil Supplies Corporation Limited (OSCSC) and shall be binding on us.
4. That in case it is found at any stage that the above declaration is false, misleading, or incorrect, OSCSC shall be fully empowered to:
 - Reject or cancel our bid, or
 - Disqualify us from the bidding process, or
 - Terminate the contract (if awarded), and
 - Take any other action as deemed fit under the RFP terms and applicable laws, without any notice or compensation.
5. That we understand that this declaration is being relied upon by OSCSC for

the purpose of determining our eligibility under the said RFP.

For and on behalf of

M/s _____

Signature: _____

Name of Authorized Signatory: _____

Designation: _____

Company Seal: _____

Place: _____

Date: _____

Verification

I, _____, the authorized signatory of the above-named Company/Firm, do hereby verify that the contents of this affidavit are true and correct to the best of my knowledge and belief and nothing material has been concealed therefrom.

Verified at _____ on this ____ day of _____, 20.

Signature: _____

Authorized Signatory

Annexure IX
Format for Pre-Bid Queries

To,
The Managing Director,
Odisha State Civil Supplies Corporation Limited (OSCSC)
C/2, Nayapalli,
Bhubaneswar - 751012, Odisha

Sub: Submission of Pre-Bid Queries

Ref: *Request for Proposal (RFP) for* <.....>
(RFP No.: _____ Dated: // ____)

Dear Sir,

We have carefully gone through the above-mentioned RFP document and seek clarification on the following points. Our queries are submitted in the format given below for your kind consideration:

Pre-Bid Query Format

Sl. No.	Name of Service Provider	RFP Page No.	Clause No.	Clause / Requirement Title	Current Clause / Description	Query / Suggestion for Change	Reason for Change / Remarks
1.							
2.							
3.							
n.							

We request you to kindly provide clarification on the above queries.

The above queries are being submitted in editable Word/Excel format as prescribed in the RFP and shared through the designated email ID.

Thanking you.

Yours faithfully,

Signature: _____

Name of Authorized Signatory: _____

Designation: _____

Place: _____

Date & Time: _____

Company Seal & Signature: _____

Business Address: _____

Annexure X
Format for Undertaking on Total Responsibility
(To be submitted on the official letterhead of the Service Provider)

Reference No.: _____
From:
Name of the Service Provider: _____
Address: _____
Telephone No.: _____
Email: _____
Date: _____

To,
The Managing Director,
Odisha State Civil Supplies Corporation Limited (OSCSC)
C/2, Nayapalli,
Bhubaneswar - 751012, Odisha

Sub: Undertaking for Total Responsibility for RFP No. _____ dated / ____

Dear Sir,

This is to certify that we, M/s _____, hereby undertake total and complete responsibility under RFP No. _____ dated / ____ for the successful, uninterrupted, secure, and defect-free delivery, operation, and maintenance of the proposed e-Auction Platform and Related Services, strictly in accordance with:

- The terms and conditions of the RFP document,
- The defined Scope of Work, and
- The Service Level Agreements (SLAs) specified therein.

We further confirm that the responsibility for the performance of the system and services shall rest entirely with us, including compliance with all technical, functional, operational, security, legal, and statutory requirements applicable during the entire contract period. We understand that this undertaking shall remain valid and binding for the full duration of the contract and any extensions thereof.

Thanking you.
Yours faithfully,

Signature: _____
Name of Authorized Signatory: _____
Designation: _____
Date: _____
Time: _____
Company Seal: _____
Business Address: _____

Annexure XI
Undertaking Regarding Non-Association with OSCSC e-Auction Platform
Reference No.: _____

To,
The Managing Director,
Odisha State Civil Supplies Corporation Limited (OSCSC)
C/2, Nayapalli,
Bhubaneswar - 751012, Odisha

Sub: Self-Certification Regarding Non-Association with OSCSC e-Auction Platform

Dear Sir,

We hereby confirm and declare that we, M/s _____, are not associated, either directly or indirectly, with the OSCSC e-Auction Platform, in any capacity whatsoever, including but not limited to:

- Platform design or development,
- Day-to-day operations,
- System management or maintenance,
- Hosting, support services, or administrative control,

as on the date of submission of the Bid for the subject RFP.

We further declare that there exists no conflict of interest arising out of any present or past association with the OSCSC e-Auction ecosystem that could influence the bidding, evaluation, or execution of the contract.

We understand that any misrepresentation or false declaration in this regard shall render our bid liable for rejection, disqualification, or termination, as applicable under the provisions of the RFP and applicable laws.

For and on behalf of

Name of Service Provider: _____

Authorized Signatory: _____

Designation: _____

Address of Service Provider: _____

Company Seal: _____

Date: _____

Annexure XII
(To be submitted on the official letterhead of the Service Provider)
Undertaking for Acceptance and Compliance of Service Level Agreement (SLA)

Reference No.: _____

Date: _____

To
The Managing Director
Odisha State Civil Supplies Corporation Limited (OSCSC)
C/2, Nayapalli
Bhubaneswar - 751012
Odisha

Sub: Undertaking for Acceptance & Compliance of Service Level Agreement (SLA)

Ref: *Request for Proposal (RFP) for "Selection of Service Provider for e-Auction Platform and Related Support Services for Paddy and Rice"* where Buyers are required to pay the full auction value along with the applicable service charge to OSCSC. OSCSC shall thereafter release 75% of the applicable service charges to the Service Provider immediately upon successful completion of the auction event and submission of invoice by the Service Provider. The remaining 25% of the service charges shall be released after review and recommendation of the Performance Review Committee, based on satisfactory performance of the Service Provider in the conduct of the auction event.

RFP No.: _____ Dated: ___ / ___ / _____

Dear Sir,

With reference to the above-mentioned RFP issued by Odisha State Civil Supplies Corporation Limited (OSCSC), we, M/s _____, hereby submit this SLA Acceptance & Compliance Undertaking and solemnly affirm as under:

1. We have carefully read, understood, and examined all provisions related to the Service Level Agreement (SLA), including but not limited to:
 - Service availability and uptime requirements
 - Incident classification and response/resolution timelines
 - Performance benchmarks
 - Penalty and service credit mechanisms
 - Escalation matrix
 - Reporting, monitoring, and audit requirements
2. We hereby unconditionally accept all SLA parameters as specified in the RFP and confirm our full compliance with the same for the entire duration of the contract period.
3. We undertake to:
 - Meet or exceed the minimum SLA thresholds defined by OSCSC,
 - Provide uninterrupted, secure, and reliable services in accordance with the approved scope,

- Deploy adequate technical, operational, and support resources to ensure SLA adherence.
4. We agree that:
 - Any failure to meet SLA requirements shall attract penalties/service credits strictly as per the RFP provisions,
 - OSCSC shall have the right to recover penalties, invoke performance security, suspend services, or take any other action as stipulated in the RFP.
 5. We further acknowledge and accept that:
 - Repeated SLA violations may lead to suspension, termination of contract, or forfeiture of Performance Bank Guarantee, as applicable,
 - SLA compliance shall be measured and validated based on OSCSC's monitoring systems, reports, logs, and audits.
 6. We confirm that no deviation, qualification, or conditional acceptance of SLA terms has been made in our bid submission.
 7. This undertaking shall form an integral and binding part of our bid, and upon selection, shall be enforceable for the entire contract period.
 8. We confirm our acceptance of all SLA terms and penalties mentioned in the RFP

Thanking you,
Yours faithfully,

For M/s _____

Signature of Authorized Signatory: _____

Name: _____

Designation: _____

Company Seal: _____

Date: _____

Place: _____

Annexure XIII
Code of Integrity & Anti-Corruption Declaration
(To be submitted on the official letterhead of the Service Provider)

To
The Managing Director
Odisha State Civil Supplies Corporation Limited (OSCSC)
Bhubaneswar, Odisha

Ref: RFP for Selection of “Service Provider for e-Auction Platform and Related Support Services for Paddy and Rice” Buyers are required to pay the full auction value along with the applicable service charge to OSCSC. OSCSC shall thereafter release 75% of the applicable service charges to the Service Provider immediately upon successful completion of the auction event and submission of invoice by the Service Provider. The remaining 25% of the service charges shall be released after review and recommendation of the Performance Review Committee, based on satisfactory performance of the Service Provider in the conduct of the auction event.

RFP No.: _____ | Date: ___ / ___ / _____

We, M/s _____, hereby declare and undertake that we shall strictly adhere to the Code of Integrity prescribed in the OSCSC RFP.

We confirm that we, our directors, partners, employees, agents, or associates have not engaged and shall not engage in any of the following practices during the bidding process or execution of the contract:

- Corrupt, fraudulent, collusive, coercive, or unfair trade practices
- Misrepresentation or suppression of material facts
- Bid rigging or any act impairing transparency and fair competition
- Undisclosed conflict of interest

We further undertake to comply with all applicable Central and State laws, including the Prevention of Corruption Act, IT Act, and Digital Personal Data Protection Act, 2023.

We understand that any violation of this declaration may result in rejection of bid, forfeiture of EMD/PBG, termination of contract, blacklisting, and/or legal action, at the sole discretion of OSCSC.

This declaration shall remain valid for the entire bidding process and contract period, including extensions.

For M/s _____
Authorized Signatory: _____
Name & Designation: _____
Seal: _____
Date: _____
Place: _____

Annexure XIV
Key Personnel & Manpower Declaration
(To be submitted on the official letterhead of the Service Provider)

To
 The Managing Director
 Odisha State Civil Supplies Corporation Limited (OSCSC)
 Bhubaneswar, Odisha
 Ref: RFP for Selection of Service Provider for e-Auction Platform & Related Services
 RFP No.: _____ Date: ___ / ___ / _____

We, M/s _____, hereby declare that:

1. We have adequate qualified manpower to deliver the scope of work, operation, maintenance, and support services as per the OSCSC RFP and SLA.
2. The key personnel proposed for this project are available and committed for deployment upon award of work. Their CVs are enclosed.
3. Any replacement of key personnel, if required, shall be with personnel of equal or higher qualification and experience, without affecting service levels.
4. We accept full responsibility for the performance, conduct, and compliance of all deployed manpower throughout the contract period.

This declaration shall remain valid for the entire contract duration.

We propose to deploy the **key personnel** listed below for this assignment. The CVs of these personnel are enclosed with this annexure.

Sl. No.	Name of Personnel	Role / Designation	Total Experience (Years)	Relevant Experience	Employment Type*
1					
2					
3					

For M/s _____
 Authorized Signatory: _____
 Name & Designation: _____
 Seal: _____
 Date: _____
 Place: _____

Annexure XV
Technical Evaluation Self-Scoring Sheet

(To be submitted by the Service Provider along with the Technical Bid)
(On the Service Provider's Letterhead)

Name of Service Provider: _____

RFP No.: _____

Date: ___ / ___ / _____

Technical Evaluation - Self-Scoring Matrix

Sl. No.	Evaluation Parameter	Max Marks	Self-Claimed Marks	Supporting Document Reference
1				Annexure / Page No.
2				Annexure / Page No.
3				Annexure / Page No.
4				Annexure / Page No.
5				Annexure / Page No.
6				Annexure / Page No.
7				Annexure / Page No.
8				Annexure / Page No.
Total				

Declaration

We hereby declare that:

1. The self-scoring marks claimed above are true and correct as per the RFP requirements.
2. All supporting documents referenced are genuine, verifiable, and submitted with the Technical Bid.
3. We understand that OSCSC's evaluation shall be final, and any over-claiming or misrepresentation may lead to rejection of our bid.

Authorized Signatory: _____

Name & Designation: _____

Seal: _____

Date: _____

Place: _____

Important Note (for RFP clarity)

- Self-scoring is indicative only.
- Final marks shall be awarded solely by OSCSC based on document verification.
- Minimum qualifying marks (if any) shall be as specified in the RFP.

Annexure - XVI

Data Ownership, IPR & Exit Compliance Declaration
(On Bidder's letterhead, duly signed and sealed)

To

The Managing Director

Odisha State Civil Supplies Corporation Limited (OSCSC)

Bhubaneswar, Odisha

Sub: Declaration on Data Ownership, IPR & Exit Compliance

Ref: RFP No. _____ dated _____

We, M/s _____, hereby declare and undertake that:

1. Data Ownership

All data generated, stored, or processed under the e-Auction platform shall be the exclusive property of OSCSC. The Service Provider shall have no ownership rights over such data.

2. Intellectual Property Rights (IPR)

All project-specific deliverables, configurations, reports, and documentation created for OSCSC shall vest with OSCSC. Any pre-existing proprietary components, if used, shall be licensed to OSCSC on a royalty-free, non-exclusive basis for the contract period.

3. Exit & Transition

On expiry or termination, complete data and documents shall be handed over to OSCSC in a usable format, and reasonable transition support shall be provided without withholding any information.

4. Data Deletion

All OSCSC data shall be permanently deleted from the Service Provider's systems after handover, with written confirmation to OSCSC.

5. Compliance

This declaration is subject to the Digital Personal Data Protection Act, 2023, Government of Odisha rules, and RFP conditions.

For M/s _____

Authorized Signatory: _____

Name & Designation: _____

Date & Place: _____

Seal: _____

Annexure XVII
BOQ Format(to be submitted as per excel format)

Validate	Print	Help	Percentage BoQ
Tender Inviting Authority: MANAGING DIRECTOR OSCSC LTD. BHUBANESWAR			
Name of Work: Selection of Service Provider for e-Auction Platform and Related Support Services for Paddy and Rice			
TENDER No.			
Name of the Bidder/ Bidding Firm / Company :			
PRICE SCHEDULE			
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)			
(1)Service Charge: Percentage fee quoted by the Service Provider on the Final Auction Transaction Value (Quantity x Discovered Price)			
(2)Service Charge Base is 0(ZERO)			
(3)Interested Bidder should use the "Excess(+)" option while quoting the rate in percentage.			
(4)Interested Bidder SHOULD NOT use the "Less(-)" option while quoting the rate in percentage. If the interested bidder quotes with the "Less(-)" option, the bid shall be automatically cancelled.			
Sl. No.	Item Description	Choose Excess / Less	Quote Percentage
1	Service Charge		
1.01	Service Charge (Base is 0)		
Quoted Rate in Figures		Select	

Percentage Rate
Please Choose the Percentage Option then Enter the Valid Percentage Rate

Notes:

- The quoted rate shall be expressed clearly in **percentage (%) of service charge on transaction value** of paddy/rice auctioned.
- In case of any discrepancy, the percentage quoted in words shall prevail.
- Quote up to two decimal places only.
- The quoted percentage shall include all charges, fees, manpower costs, infrastructure, hosting, support services, and incidental expenses. Buyers to pay the service charge along with the auction value to OSCSC and OSCSC to disburse the service charge to Service Provider as per the Financial Model / Payment Terms. No additional charges are payable by OSCSC over and above such collected service charges.
- The quoted percentage shall be inclusive of all taxes, duties, levies, and charges, excluding GST. GST, if applicable, shall be charged separately as per prevailing law.
- The SP shall raise monthly tax invoices on OSCSC for service charges.
- Any increase in taxes after bid submission shall be borne by the Service Provider. Any reduction in taxes shall be passed on to OSCSC.
- OSCSC reserves the right to allocate auction volumes as per operational requirements during the contract period.

Annexure -XVIII

Works Department office Memorandum vide Letter No.17254 dated 05.12.2017

GOVERNMENT OF ODISHA
WORKS DEPARTMENT

OFFICE MEMORANDUM

File No.07556900012016- 17254 /W, dated, 5.12.17

Sub: **Electronic Receipt, Accounting and Reporting of Cost of Tender Paper and Earnest Money Deposit on submission of bids.**

1. The State Government have been working on formulation of rules and procedures for Electronic receipt, accounting and reporting of the receipt of Cost of Tender Paper and Earnest Money Deposit on submission of bids through the e-procurement portal of Government of Odisha i.e. "<https://tendersodisha.gov.in>" for some time past.
2. Electronic receipt of cost of tender paper has been successfully tested through SBI payment gateway. Now it has been decided to introduce electronic receipt of **Cost of Tender Paper and Earnest Money Deposit on submission of bids** through payment gateway of designated banks such as SBI/ICICI Bank/HDFC Bank for all Government Departments, State PSUs, Statutory Corporations, Autonomous Bodies and Local Bodies etc. in phases(ANNEXURE-I). The process outline as well as accounting and reporting structure are indicated below:
 - a) It will be carried out through a single banking transaction by the bidder for multiple payments like **Cost of Tender Paper and Earnest Money Deposit on submission of bids**.
 - b) Various payment modes like Internet banking/ NEFT/RTGS of Designated Banks and their Aggregator Banks as well can be accessed by the intending bidders.
 - c) Reporting and accounting of the e-receipts will be made from a single source.
 - d) Credit of receipts into the Government accounts and to the designated Bank account of the participating entities indicated in Para 2 above would be faster.
3. Only those bidders who successfully remit their **Cost of Tender Paper and Earnest Money Deposit on submission of bids** would be eligible to participate in the tender/bid process. The bidders with pending or failure payment status shall not be able to submit their bid. Tender inviting authority, State Procurement Cell, NIC, the designated Banks shall not be held responsible for such pendency or failure.



4. Banking arrangement:

- a) Designated Banks (SBI/ICICI Bank/HDFC Bank) payment gateway are being integrated with e-Procurement portal of Government of Odisha (<https://tendersodisha.gov.in>)
- b) The Designated Banks participating in **Electronic receipt, accounting and reporting of Cost of Tender Paper and Earnest Money Deposit on submission of bids** will nominate a Focal Point Branch called e-FPB, who is authorized to collect and collate all e-Receipts. Each such branch will act as the Receiving branch and Focal Point Branch notwithstanding the fact that the bidder might have debited his account in any of the bank's branches while making payment.

5. Procedures of bid submission using electronic payment of tender paper cost and EMD by bidder :

- a) The bidders have to log onto the Odisha e-Procurement portal (<https://tendersodisha.gov.in>) using his/her digital signature certificate and then search and then select the required active tender from the "Search Active Tender" option. Now, submit button can be clicked against the selected tender so that it comes to the "My Tenders" section.
- b) **Uploading of Prequalification/Technical/Financial bid:** The bidders have to upload the required Prequalification /Technical/Financial bid, as mentioned in the bidding document and in line with Works Department office memorandum No.7885/W dt.23.07.2013.
- c) **Electronic payment of tender paper cost and EMD :** Then the bidders have to select and submit the bank name as available in the payment options :
- i. A bidder shall make electronic payment using his/her internet banking enabled account with designated Banks or their aggregator banks.
 - ii. A bidder having account in other Banks can make payment using NEFT/RTGS facility of designated Banks.
 - Online NEFT/RTGS payment using internet banking of the bank in which the bidder holds his account, by adding the account number as mentioned in the challan as an interbank beneficiary.
-

d) **Bid submission:** Only after receipt of intimation at the e-Procurement portal regarding successful transaction by bidder the system will activate the 'Freeze Bid Submission' button to conclude the bid submission process.

e) **System generated acknowledgement receipt for successful bid submission:** System will generate an acknowledgement receipt for successful bid submission. The bidder should make a note of 'Bid ID' generated in the acknowledgement receipt for tracking their bid status.

6. Settlement of Cost of Tender Paper:

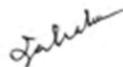
a) **Cost of Tender Paper :** In respect of Government receipts on account of **Cost of Tender Paper**, the e-Procurement portal shall generate a MIS for the State Procurement Cell (SPC). The MIS will contain an abstract of the cost of tender paper collected with reference to **Bid Identification Number**. The State Procurement Cell shall generate Bank-wise challans under the head of Account for **Cost of Tender Paper** and instruct the designated Banks to remit the money to the proper head of account of State Government. In respect of the cost of tender paper received through the e-procurement portal, the remittance to the Cyber Treasury account will be made to the Head of Account 0075-Misc. General Services-800-Other Receipts -0097-Misc. Receipts-02237-Cost of Tender Paper.

b) For the time being, the State Procurement Cell (SPC) will use over the counter payment facility of the Odisha Treasury portal. Thereafter, remittance through NEFT & RTGS will be facilitated through the Odisha Treasury portal.

c) Similarly, in case of State PSUs, Statutory Corporations, Autonomous Bodies and Local Bodies etc. **Cost of Tender Paper**, the e-Procurement portal shall generate a MIS for the State Procurement Cell (SPC). The MIS will contain an abstract of the cost of tender paper collected with reference to **Bid Identification Number**. The cost of tender papers will be credited to the registered Bank account of the concerned State PSUs, Statutory Corporations, Autonomous Bodies and Local Bodies etc

d) Bank will refund (in case the Tender Inviting Authority (TIA) issues such instructions) the tender fee and EMD to the bidder, in case the tender is cancelled before opening of Bid as per direction received from TIA through e-procurement system.

e) Back-end Transaction Matrix of Electronic receipt of Cost of Tender Paper and Earnest Money Deposit on submission of bids is enclosed in the **Annexure- I**.



7. Settlement of Earnest Money Deposit on submission of bids:

- a) The Bank will remit the **Earnest Money Deposit on submission/cancellation of bids** to respective bidders accounts as per direction received from TIA through e-procurement system.

8. Forfeiture of EMD :

Forfeiture of **Earnest Money Deposit on submission of bid** of defaulting bidder is occasioned for various reasons.

- a) In case the **Earnest Money Deposit on submission of bid** is forfeited, the e-Procurement portal will direct the Bank to transfer the EMD value from the Pooling Account of SPC to the registered account of the tender inviting authority.
- b) The Tender inviting authorities of the Government Departments will deposit the forfeited **Earnest Money Deposit on submission of bid**, in the State Government Treasury under the appropriate head (8782-Cash Remittances and Adjustments between the officers rendering accounts to the same Accounts Officer-102-P.W.Remittances-1683-Remittances-91028-Remittances into Treasury) after taking the amount as a revenue receipt in their Cash Book under the head 0075-Misc. General Services-00-101-Unclaimed Deposits-0097-Misc. Receipts-02080-Misc. Deposits and submit the detail account to D.A.G., Puri as a deposit of the Division.
- c) By clicking submit button, system will initiate the forfeiture of EMD. System will not allow the evaluator to edit the initiation after clicking the submit button. Forfeiture option can be carried out in phased manner like one bidder at a time.

9. Role of the Banks:

- a) Make necessary provision / customizations at their end to enable the provision for online payments / refunds as per this document.
- b) Provide necessary real-time message to bidders regarding successful or unsuccessful transactions during online payment processes and redirect them to e-Procurement website with necessary transaction reference details enabling them to submit their bids.
- c) The bank shall ensure transfer of funds from the pooling account to the Government Head/current account of PSUs/ULBs within the next bank working day as per the directions generated from e-Procurement portal.
- d) Bank should provide timely reports and reference details to NIC enabling them to carry out their role as stated below.
- e) Refund of amount to bidders as per the XML file provided by e-Procurement system on the next bank working day from the date of generation of the XML file and also provide a confirmation to NIC on the same.



10. Role of State Procurement Cell:

- a) Communicate requirements of Government departments/ State PSUs/ Autonomous Bodies/ ULBs online payment requirements to National Informatics Centre / the authorised Banks for mapping/ customization.
- b) In every working day, the State Procurement Cell shall generate MIS from the e-Procurement portal to ascertain the tender paper cost received in the e-Tendering process separately bank-wise for the Government Department and the PSUs/ULBs. The SPC shall generate bank-wise separate online challans from the Odisha Treasury portal and make the remittance through over the counter facility or NEFT/RTGS (as and when this functionality is available in Treasury portal) and issue instruction to the bank for remittance of the receipt to the State Government account.
- c) The State Procurement Cell shall be responsible for providing challan details and MIS in respect of the remittance towards tender paper cost to the Tender inviting authorities for their record.
- d) State Procurement Cell shall monitor the progress of e-Tendering by different Government Departments / State PSUs/ Autonomous Bodies / ULBs through MIS. State Procurement Cell shall monitor and send monthly progress reports to the Government.
- e) The e-Procurement system will generate a consolidated refund & settlement XML file as an end of the day activity.
- f) e-procurement system will provide a web service for Payment Gateway (PG) provider to pull the encrypted refund and settlement details in XML file against a day.
- g) Similarly, Payment Gateway (PG) provider will provide a web service to pull the refund and settlement status against a day.
- h) e-procurement system will update the status accordingly for reconciliation report.

11. Role of National Informatics Centre :

- a) Customize e-Procurement software and web-pages of Government of Odisha (<https://tendersodisha.gov.in>) to enable the provision for electronic payment.
- b) The NIC, Odisha will modify / rectify the errors in electronic data relating to the Chart of Account.
- c) NIC will provide an interface to organisations to download the electronic receipt data.
- d) Enable automatic generation of daily XML files from e-Procurement system and ensure delivery of the same to the authorised Banks for enabling automatic refund/settlement of funds.

- e) NIC shall enable the e-Procurement portal to generate MIS as required for the State Procurement Cell in order to make remittance of the tender paper cost to the State Government account using the Odisha Treasury Portal.

12. Role of Cyber Treasury :

- a) The cost of the tender paper deposited by the SPC using the Odisha Treasury Portal which will be accounted for by the Cyber Treasury and it shall submit the accounts to A.G. (O) as per the established process.
- b) The Cyber Treasury will provide MIS as required to the SPC for the purpose of accounting and reconciliation of the electronic remittances made to the State Government account.

13. Redressal of Public grievances :

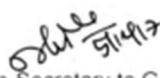
- a) The State Procurement Cell, Odisha, National Informatics Centre, Odisha and the e-FPB will have an effective procedure for dealing with, public complaint for e-Receipt related matters. In case, any mistake is detected by any of the stakeholders in reporting of receipt of tender paper cost and EMD, either suo moto or on being brought to its notice, the State Procurement Cell, Odisha, National Informatics Centre, Odisha unit, Cyber Treasury and the bank will promptly take steps for rectification. The e-Focal Point Branch of the participating Banks, National Informatics Centre, Odisha and the State Procurement Cell, Odisha will notify the contact number and address of the Help Desk for resolution of any dispute regarding e-Receipt.

14. Applicability and modification of existing rules / orders:

The modalities prescribed in this Office Memorandum for downloading of tender paper, submission and rejection of bid, acceptance of Bids as well as refund and forfeiture of earnest deposit will be applicable for electronic submission of bids through e-procurement portal. Existing provisions regulating cost of Tender Paper and Earnest Money Deposit in OPWD Code and OGFR would stand modified to the extent prescribed in this Office Memorandum.

15. These arrangements would be made effective after signing of MoU between the designated Banks and the State Procurement Cell, firming up of Banking arrangements and technical integration between designated Bank and e-Procurement Portal.

1. This shall take effect from the date of issue of this Office Memorandum.
2. Accordingly, relevant existing codal / contractual provision exist vide Office Memorandum No.6785/W dt.09.05.2017 of Works Department stands modified to the above extent.
3. This has been concurred in by the Finance Department vide their UOR No.-39-WF-I dt.09.11.2017.


E.I.C-cum-Secretary to Government

Memo No. 17255 /W, dated, 5.12.17

Copy forwarded to P. S. to Hon'ble Chief Minister, Odisha for information and necessary action.

Jahulu
5/12/2017
FA - cum- Addl. Secretary to Government

Memo No. 17256 /W, dated, 5.12.17

Copy forwarded to OSD to Chief Secretary, Odisha / Sr. P.S. to Development Commissioner-cum-Additional Chief Secretary, Odisha / Sr. P.S. to Additional Chief Secretary, Finance for information and necessary action.

Jahulu
5/12/2017
FA - cum- Addl. Secretary to Government

Memo No. 17257 /W, dated, 5.12.17

Copy forwarded to All Departments / Managing Director, OB & CC Ltd., Bhubaneswar / Managing Director, OCC Ltd., Bhubaneswar for information and necessary action.

Jahulu
5/12/2017
FA - cum- Addl. Secretary to Government

Memo No. 17258 /W, dated, 5.12.17

Copy forwarded to EIC (Civil), Odisha, Bhubaneswar / All Chief Engineers, Odisha / All Superintending Engineers / All Executive Engineers (under Works Department) for information and wide circulation among subordinate offices.

Jahulu
5/12/2017
FA - cum- Addl. Secretary to Government

Memo No. 17259 /W, dated, 5.12.17

Copy forwarded to the Principal Accountant General (A&E), Odisha, Bhubaneswar / Principal Accountant General, Odisha, Puri Branch, Puri for information and necessary action.

Jahulu
5/12/2017
FA - cum- Addl. Secretary to Government

Memo No. 17260 /W, dated, 5.12.17

Copy forwarded to the Director, Treasuries & Inspection, Odisha, Bhubaneswar for information and necessary action.

Jahulu
5/12/2017
FA - cum- Addl. Secretary to Government

ANNEXURE-I

Back-end Transaction Matrix of Electronic receipt and remittance of Cost of Tender Paper and Earnest Money Deposit on submission of bids.

	Cost of Tender Paper	Earnest Money Deposit on submission of bids
Government Departments	<p>I. The <i>payment</i> towards the cost of Tender Paper, in case of Government Departments, shall be collected in separate pooling accounts opened in Focal Point Branch called e-FPB of respective designated banks [as stated in Para 2] at Bhubaneswar on T+1 day.</p> <p>II. With reference to the Notice Inviting Tender/ Bid Identification Number, the amount so realised is to be remitted to Government Account under the Head of Account 0075-Misc. General Services-800-Other Receipts -0097-Misc. Receipts-02237-Cost of Tender Paper through Odisha Treasury Portal after opening of the bid.</p>	<p>I. In case of tenders of Government Departments, amount towards Earnest Money Deposit on submission of bids shall be collected in a pooling account opened for this purpose at Focal Point Branch called e-FPB of respective designated banks at Bhubaneswar, and the banks will remit the amount to respective bidder's account within two working days on receipt of instruction from TIA through refund and settlement of e-procurement system.</p> <p>II. In case of forfeiture of Earnest Money Deposit on submission of bids, the e-Procurement portal will direct the Bank to transfer the EMD value from the Pooling Account of SPC to the registered account of the tender inviting authority within two working days of receipt of instruction from TIA.</p>
State PSUs, Statutory Corporations, Autonomous Bodies and Local Bodies	<p>I. In case of State PSUs, Statutory Corporations, Autonomous Bodies and Local Bodies etc. the amount towards Cost of Tender Paper on submission of bids shall be collected in separate pooling accounts opened in Focal Point Branch called</p>	<p>I. Amount towards EMD on submission of bids shall be collected in a separate pooling account of Focal Point Branch called e-FPB of respective designated banks at Bhubaneswar and the banks will remit the amount to respective bidder's</p>

	<p>e-FPB of respective designated banks at Bhubaneswar on T+1 day.</p> <p>II. The Paper cost will be transferred to the respective current accounts of concerned State PSUs, Statutory Corporations, Autonomous Bodies and Local Bodies etc. after opening of bid.</p>	<p>account on receipt of instruction from TIA through refund and settlement of e-procurement system within two working days from receipt of such instruction.</p> <p>II. In case of forfeiture of Earnest Money Deposit on submission of bids, the e-Procurement portal will direct the Bank to transfer the EMD value from the Pooling Account of SPC to the registered account of the tender inviting authority within two working days of receipt of instruction from TIA.</p>
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J. K. Sahoo