



ODISHA STATE CIVIL SUPPLIES CORPORATION LTD.

(A Govt. of Odisha Undertaking)

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

CIN: U51211OR1980SGC000894

Tel No: 0674-2395391, Fax No: 0674-2395291, **website: www.oscsc.in**

RFP Advt. No. 15198 /OSCSC/Dated 12 / 11 /2025

Request for Proposal

Selection of Service Providing Agency (SPA) for Supply of Qualified Data Entry Operators on outsourcing basis for Smooth Management of 378 Ration Card Management System (RCMS) Centers at Block/ULB Level & Centers at 30 District Grievance Redressal Officers' (DGRO) Offices



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Request for Proposal (RFP) for 'Selection of Service Providing Agency (SPA) for Supply of Qualified Data Entry Operators (DEO) on Outsourcing Basis for Smooth Functioning of 378 RCMS Centers at Block/ULB Level & 30 Centers at DGRO Offices'

RFP Advt. No. 15798/OSCSC, Date: 12 / 11 /2025

Proposals are invited through e-Procurement Portal: www.tendersodisha.gov.in, from interested bidders 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.tenderodisha.gov.in for '**Supply of Qualified Data Entry Operators (DEO) on outsourcing basis for smooth functioning of 378 RCMS Centers at Block/ULB Level & 30 Centers at DGRO Offices**' in the state of Odisha. The details of timetable of the RFP are as under.

Sl No	Event Description	Date
1	Publication of RFP in website	13-11-2025
2	Pre-Bid meeting	20-11-2025 at 1500 Hours at Office of OSCSC Ltd., C/2, Nayapalli, Bhubaneswar-751012
3	Last Date and time for submission of Proposal	08-12-2025 at 1700 Hours through e-Procurement Portal: www.tendersodisha.gov.in
4	Opening of Technical Proposal	09-12-2025 at 1500 Hours at Office of OSCSC Ltd. C/2, Nayapalli, Bhubaneswar-751012
5	Presentation by Bidders Qualified in Eligibility Criteria	12-12-2025 at 1500 Hours Venue will be at Office of OSCSC Ltd., C/2, Nayapalli, Bhubaneswar-751012.
6	Opening of Financial Bid	17-12-2025 at 1500 Hours at Office of OSCSC Ltd. C/2, Nayapalli, Bhubaneswar-751012 Any change in the scheduled date will be intimated to the Technically Qualified Bidders through online & to the registered mail ID.

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 mode of submission of bids shall be e-Procurement Mode through 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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A. Disclaimer:

- The information contained in this Request for Proposal (hereinafter refer to as "RFP") document provided to the bidders by Odisha State Civil Supplies Corporation Limited, (hereinafter refer to as OSCSC), or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
- The purpose of this RFP document is to provide the Bidder(s) with information to assist in the formulation of proposals. This RFP document does not purport to contain all the information each Bidder may require.
- This RFP document may not be appropriate for all persons and it is not possible for the OSCSC LTD, their employees or advisors, to consider the business/investment objectives, financial situation and particular needs of each bidder who reads or uses this RFP document.
- 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.
- OSCSC LTD, their employees and advisors make 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.
- 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.
- 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.
- 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.

B. Abbreviations :

The list of abbreviations used in RFP is as follows

SL.No.	Short Form Used in RFP	Full Forms
1	RFP	Request for Proposal
2	TPDS	Targeted Public distribution Systems
3	FPS	Fair Price Shop

SL.No.	Short Form Used in RFP	Full Forms
4	FS&CW Department	Food Supplies & Consumer Welfare Department
5	OSCSC Ltd.	Odisha State Civil Supplies Corporation Limited
6	DD	Demand Draft
7	SLA	Service Level Agreement
8	EMD	Earnest Money Deposit
9	PPT	Power Point Presentation
10	TIA	Tender Inviting Authority
11	CSOs	Civil Supplies Officers
12	CCSOs	Chief Civil Supplies Officers
13	SPA	Service Providing Agency
14	EPF	Employees Provident Fund
15	ESI	Employees State Insurance
16	VDA	Variable Dearness Allowance
17	PBG	Performance Bank Guarantee
18	DGRO	District Grievance Redressal Office
19	RCMS	Ration Card Management Systems
20	PD-DRDA	Project Director District Rural Development Agency

C. Objective of the RFP

- a) The objective of the RFP is to solicit bids from interested Service Providing Agency (SPA) for sponsoring services of qualified Data Entry Operators (DEO) to handle day-to-day activities in the **378 Ration Card Management System (RCMS) centers**, i.e. one DEO in each 314 Centres functioning in equal number of Block Offices and one DEO each in 64 Centres functioning in Urban Local Bodies (Municipal Corporations, Municipalities & NACs). Similarly, sponsoring services of one DEO each for the **30 offices of PD, DRDA-cum-District Grievance Redressal Officers' (DGRO)**.
- b) The day-to-day activities of the RCMS centres' include but not limited to updation and maintenance of ration card beneficiaries' database using online RCMS application as per the guidelines & rules laid down by the Government of Odisha (GoO) from time to time and execution of other related tasks attached to the RCMS Centres. Similarly, the activities in the offices of PD, DRDA-cum-DGRO is to carry out the day-to-day tasks related to functioning of the Targeted Public Distribution System (TPDS) mandate assigned to the District Grievance Redressal Officers. The regular task of a RCMS center is to provide various core services to the citizens related to ration cards issued under TPDS. All the activities like digitization of applications and regular updation of the ration card database through RCMS web-application are carried out by the orders of the concerned In Charge Officer of the RCMS Centres.
- c) The selected Service Providing Agency (SPA) shall sponsor qualified Data Entry Operator (DEO) having knowledge over computer systems, web applications handling, digitization, and report preparation/generation, to act as an assistant to the In Charge of the RCMS Centre and PD, DRDA-cum-DGRO whom S/he shall report on a daily basis and discharge the duties as per their orders/directions.

- d) This document contains information on topics relevant for the project including detailed information on the day-to-day activities, tasks to be executed by the Service Providing Agency (SPA) and capacity in which data entry operators would be required to be providing services in each RCMS center. The bidders are expected to examine all instructions, terms, project requirements and other information in the RFP and respond to the requirements as completely and in as much relevant detail as possible with focus on demonstrating bidder's suitability to become the implementation partner of OSCSC Limited.

D. Fact Sheet

Clause Reference	Topic
Title of this RFP	Selection of <i>Service Providing Agency (SPA)</i> for supply of <i>Qualified Data Entry Operators</i> on outsourcing basis for smooth management of <i>378 RCMS Centers at Block/ULB level & 30 Centers at DGRO Offices</i> .
Publication of RFP	Request for Proposal (RFP) published in the official website www.foododisha.in & www.oscsc.in and the bid shall be submitted online through e-Procurement Portal: www.tendersodisha.gov.in .
Scope of this RFP	The scope of this RFP is to solicit bids from the interested SPAs for supply of Qualified Data Entry Operators for management of 378 RCMS Centers at Block/ULB Level & 30 Centers at DGRO Offices.
Eligibility of the Bidder	<ul style="list-style-type: none"> ➤ The firm/company should be incorporated under Indian Companies Act 1956/2013 or any other legal entity registered in India and eligibility as per the criteria in the RFP. ➤ The firm/company must have been registered for a minimum period of five years ending with 31st March 2025. ➤ The firm/company must have minimum average annual turnover of Rs 2.00 Crore in India in last Five Financial Years i.e FY-2019-20, FY-2020-21, FY-2021-22, FY-2022-23 & FY-2023-24. ➤ The firm/company should have Experience in Data digitization /<u>undertaking similar type of services</u> (like similar type of manpower engaged in any data entry work) in any State Govt/Central Govt./ PSUs, in atleast one project with minimum project cost amounting to INR 1 crore in India in the last 5 financial years such as FY-2020-21, FY-2021-22, FY-2022-23, FY-2023-24 & FY-2024-25. ➤ The firm/company should have at least 100 professional Data Entry Operators (DEOs) on its pay-roll (who are being engaged in different projects in any State Govt/Central Govt./ PSUs) in any one month out of the last three months i.e. April-2025, May-2025 & June-2025.
Project Period	<ol style="list-style-type: none"> 1. The total project period is for two years. 2. The work order shall be renewed on yearly basis on review of satisfactory performance. 3. Further, as per the prevailing provisions of the OGFR-2023, in case of any exigencies, TIA reserves the right to extend the service contract up-to one year over and above the project period on review of satisfactory performance, under the same rate and terms & conditions of the RFP.
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	The bidders are required to submit the <i>Tender Fee (non-refundable) of Rs.20,000/- (Rupees twenty thousand)</i> only , through online mode at www.tendersodisha.gov.in

Clause Reference	Topic
	along with the Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.
Earnest Money Deposit (EMD)	Bidders shall submit along with their Bids, <i>EMD of Rs 6.00 Lakh (Rupees six lakhs)</i> 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 <i>e-PBG</i> in favour <i>Odisha State Civil Supplies Corporation Ltd. (OSCSC)</i> payable at Bhubaneswar from any of the scheduled bank, within 15 days from the notification of award, for a value equivalent to <i>@5% of the total contract value</i> .
Method of selection	<p>a) The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve <u>at least 70 marks in the technical evaluation</u> would be eligible for Financial Bid opening and rate comparison. In case after technical evaluation, it is found that less than three number of eligible bidders scoring at least 70 marks, the TIA reserves the right to reduce the score to arrive at minimum three eligible bidders. However, in no such case the marks secured below 60 marks by any bidder will be considered.</p> <p>b) The Lowest bid among financial bid will win the bid.</p> <p>c) In case of rate tie in financial Bids between more than one/two bidder, preference will be given on the technical score while allotting the units of the district i.e. higher scored bidder shall be given 1st preference then next scored bidder will be preferred further.</p> <p>d) In case of rate tie in financial Bids between more than one/two bidder, with the same technical score, then preference will be given on the bidder with highest average annual turnover as submitted in the defined annexure format, while allotting the units of the district i.e. higher scored bidder (i.e. highest average annual turnover) shall be given 1st preference then next scored bidder will be preferred further.</p>
Financial Proposal	<p>1. The bidder shall quote the rate of service charges in percentages. The minimum service charge for outsourcing manpower is 3.85% on the applicable minimum wages payable to the DEOs. If a bidder quotes service charges less than 3.85% or more than 7%, the bid shall be treated unresponsive and will not be considered for further evaluation and will be disqualified.</p> <p>2. The financial proposal shall be submitted through online mode (BOQ format) at www.tendersodisha.gov.in.</p> <p>3. The bidder shall quote a single uniform rate for all the units he/she is interested to apply for in the BOQ format.</p> <p>4. The examples are given is as follows:</p> <ol style="list-style-type: none"> If the bidder wishes to quote the minimum 3.85%, he/she must select the option 'Excess(+) 0%' If the bidder wishes to quote rate of service charge as 5% , he/she must select the option 'Excess(+) 1.15%' Under no such circumstances the bidder shall select the option 'Less(-)', otherwise the bid will be disqualified.
Address for Bid Submission	<p>1. The mode of submission of bids shall be e-Procurement Mode through www.tendersodisha.gov.in</p> <p>2. 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 EPBX - (0674) 2395391/2394956 Fax - (0674)2395291/2390199 Email ID- mdoscsc@gmail.com</p>

Clause Reference	Topic
Submission of Bid & Letter of award	<ol style="list-style-type: none"> Interested bidder shall apply for a minimum of two units. The bid applied by any bidder for less than two units shall be summarily rejected. A selected Service Providing Agency (SPA) can take up work maximum of four units. The authority reserves the right to increase or decrease allotment of such units to the selected bidder as deemed appropriate.
Manpower Requirement	The data entry operator should have a speed of 166 characters in English/Odia per minute and should be well conversant with computers and essentially trained in MS office, internet and LAN function.

E. Schedule for the bid process:

SI No	Event Description	Date
1	Publication of RFP in website	13-11-2025
2	Pre-Bid meeting	20-11-2025 at 1500 Hours at Office of OSCSC Ltd., C/2, Nayapalli, Bhubaneswar-751012
3	Last Date and time for submission of Proposal	08-12-2025 at 1700 Hours through e-Procurement Portal: www.tendersodisha.gov.in
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6	Opening of Financial Bid	17-12-2025 at 1500 Hours at Office of OSCSC Ltd. C/2, Nayapalli, Bhubaneswar-751012 Any change in the scheduled date will be intimated to the Technically Qualified Bidders through online & to the registered mail ID.

F. Scope of Work & Services provided in the RCMS Centre & Centre in DGRO Office :

a) Following are the indicative list of services provided through RCMS.

SI No	Services Category for the DEO	Service Sub Category
1	RCMS Centre: Core & Non-core Services as per the direction/order of the In Charge Officer of RCMS Centre	Digitization of all applications received for new ration card.
		All updations in the Ration Cards & ensuring e-KYC.
		Seeding of Aadhaar, Bank Account, mobile number of beneficiaries.
		Preparation of daily & periodical MIS reports under TPDS, IM-PDS/ SMART(PDS) & End-to-End Computerization and other tasks/ activities as assigned by the In Charge Officer of RCMS Centre.



3	Centre in DGRO's office:	Activities/tasks/assignments as per the direction of the Project Director, District Rural Development Agency-cum-DGRO for maintenance of day to day case records and other office works related to the Targeted Public Distribution System.
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- b) RCMS center functions inside the Office Chamber of the Inspector of Supplies/Marketing Inspector/Assistant Civil Supplies Officer in Charge of the RCMS Centre on all working days.
- c) The bidder would be responsible for sponsoring only one qualified DEO per Block/ULB RCMS Centre & one in the office of the DGRO, having Odia and English typing skills for handling RCMS software. Data entry operators shall be responsible for carrying out the tasks as per the directions of the In Charge Officer of the RCMS Centre and PD, DRDA-cum-DGRO in case of DGRO Office.

G. Unit of Districts:

There are 378 RCMS Centres in across the State and 30 Centres in the Offices of the PD, DRDA-cum-DGROs. All the 30 districts of the State have been grouped into 10 units and each unit consists of 3 districts, one each from every RDC Zone. **The bidder shall apply for a minimum of two units. The bid applied by any bidder for less than two units shall be summarily rejected.** The authority reserves the rights to increase or decrease allotment of such units to the selected bidder as deemed appropriate. The authority reserves the rights to cancel any or the entire tender process without assigning any reason thereof.

H. Deployment plan for Data Entry Operators

- a) For deployment of DEOs by the Service Providing Agency (SPA), all the 30 districts have been divided into 10 units and each unit would consist of three districts. **A selected Service Providing Agency (SPA) can take up work maximum of four units.** The authority reserves the right to increase or decrease allotment of such units to the selected bidder as deemed appropriate. Commercial proposal should be submitted on the basis of the unit(s) of districts. The number of units applied for need to be indicated in the General and Technical Bid proposal letter. Please refer Annexure for the combination of Districts.
- b) In response to this RFP, the bidders shall have to bid for the units of the districts.

I. Manpower requirements:

- a) The Selected Bidder shall have to provide one data entry operator for each RCMS centre & at centre in the DGRO office. Bidder should make sure that data entry operator is available during office hours on all working days. In case data entry operator is on leave, the bidder would have to provide a suitable replacement for duration of the leave. The data entry operator should be reporting to the In Charge Officer of RCMS Centre (IS/MI/ACSO as the case may be) & PD, DRDA at DGRO offices.
- b) Each data entry operator deployed by the Service Providing Agency (SPA) should comply to the requirements mentioned below.
 - i. She/he should be the age of 21 or above.
 - ii. The minimum education qualification for data entry operator will be graduation in any discipline.
 - iii. The data entry operator should have a speed of 166 characters in English/Odia per minute and should be well conversant with computers and essentially trained in MS office, internet and LAN function.



J. Overall Guidelines for Infrastructure Requirements:

The required infrastructure like Desktop, Laser Printer, Electricity, data connectivity, and consumables, such as, printing paper and print cartridges **would be made available by the respective Block/ULB/DRDA authorities for smooth functioning of the Centers.**

K. Instructions to the Bidders:

a) General Instructions

While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers in relation to this RFP. All information supplied by the bidders may be treated as contractually binding on the bidders on successful award of the assignment by the OSCSC Ltd based on this 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 the OSCSC Ltd. Any notification of preferred bidder status by the OSCSC shall not give rise to any enforceable rights to the Bidder. The OSCSC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the OSCSC Ltd. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

b) Compliant Proposals / Completeness of Response

Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected.

Bidders must:

- i. Include all documentation as specified in this RFP;
- ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP;
- iii. Comply with all the requirements as set out in this RFP. The documents once submitted by the bidder in sealed cover along with the tender paper are final. No further document or communication will be entertained once the tender is opened.

L. Pre-Bid Conference:

- a) Interested bidders shall submit their relevant queries in the word or excel file in the following format through mail mdoscsc@gmail.com on or before **the schedule date & time of the meeting**. Queries received beyond this scheduled date & time shall not be entertained.

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

- b) Responses to Pre-Bid Queries shall be given thorough a return mail only. However, OSCSC shall not be responsible for ensuring that the bidders' queries have been received by them.
- c) The Nodal Officer notified by the OSCSC will endeavour to provide timely response to all queries. However, OSCSC Department makes neither representation nor warranty as to the completeness or accuracy of any response made in good faith, nor does OSCSC undertake to answer all the queries that have been posed by the bidders. At any time prior to the last date for receipt of bids, OSCSC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by a corrigendum or addendum.
- d) The Corrigendum/Addendum (if any) will be posted on the website www.foododisha.in & www.oscsc.in.
- e) Any such corrigendum/Addendum shall be deemed to be incorporated into this RFP.
- f) The bidders while submitting the proposal should submit duly signed copy of corrigendum/addendum along with it.
- g) In order to provide prospective Bidders reasonable time for taking the corrigendum/addendum into account, OSCSC may, at its discretion, extend the last date for the receipt of Proposals.

M.Key Requirements of the Bid:

Right to Terminate the Process

- a) OSCSC Ltd may terminate the RFP process at any time and without assigning any reason thereof. OSCSC Ltd makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by OSCSC Ltd. The bidder's participation in this process may result OSCSC Ltd selecting the bidder to engage towards execution of the contract.
- c) **The bid application of any Service Providing Agency (SPA), which was debarred from services or discontinued from services during his/her period of contract with OSCSC or blacklisted, in the last five financial years ending with the date of submission of bid, shall be summarily rejected.**
- d) In such case of least cost selection method, if the negotiation with L1 bidder fails, then the TIA may invite the L2 bidder to execute the assignment at prices of L1. If the negotiation with L2 bidder fails, the TIA shall cancel the bidding process and re-invite the bids.

N. Tender Fees & Other Security:

- a) **Tender Fee:** RFP document can be downloaded from the website www.foododisha.in & www.oscsc.in & www.tendersodisha.gov.in. The bidders are required to submit the **Tender Fee (non-refundable) of Rs.20,000.00 (Rupees twenty thousand)** only, through online mode at www.tendersodisha.gov.in along with the Proposal. Any proposals received without or with inadequate Tender fees shall be rejected.
- b) **Earnest Money Deposit (EMD) :** Bidders shall submit, along with their Bids, **EMD of Rs. 6.00 Lakh (Rupees six Lakh)** only through online mode at www.tendersodisha.gov.in, payable at Bhubaneswar. EMD of all unsuccessful bidders would be returned/refunded by OSCSC Ltd within 1 month of declaration of the successful bidder. The EMD for the amount mentioned above, of

successful bidder would be returned upon submission of Performance security. The EMD amount is interest free and will be returned/ed to the unsuccessful bidders without any accrued interest on it. The bid/proposal submitted without EMD, mentioned above, will be summarily rejected. The EMD may be forfeited if a bidder withdraws its bid during the period of bid validity. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP, the EMD will be forfeited.

- c) **Performance Security** : The selected bidder would be required to provide a Performance Security either in form of Demand Draft drawn from any scheduled Bank or in form of e-PBG (e-Performance Bank Guarantee) issued by any of the scheduled bank, within 15 days from the notification of award, for a value equivalent to **@5% of the total contract value**. The performance security should be **valid for a period of 60 days beyond the period of contractual obligations**. The selected bidder shall be responsible for extending the validity date of the performance security as and when it is due on account of non-completion of the project and warranty period. In case the selected bidder fails to submit performance security within the stipulated time, the FSCW Dept/OSCSC Ltd, at its discretion may cancel the order placed on the selected bidder without giving any notice. The FSCW Dept/OSCSC Ltd shall invoke the performance security in case the selected Service Provider (SP) fails to discharge his/her contractual obligations during the period or GoO incurs any loss due to Service Provider (SP)'s negligence in carrying out the project as per the agreed terms and conditions. In case of breach of any terms and conditions, the Performance Security Deposit of the Service Provider (SP) shall be liable to be forfeited besides annulment of the agreement. MSME units applying for the bid and if awarded for the bid after due selection, have to deposit the performance security deposit within the time schedule. The performance security shall be refunded to the successful bidder, only after completion of contract period and successful exit management.

O. Submission of Proposals (On-line):

1. **Online Bidding Process:** The tender documents uploaded by the Tender Inviting Authority (TIA) in the website www.tendersodisha.gov.in will appear in the section of "Upcoming Tender" before the due date of tender sale. Once the due date has arrived, the tender will move to "Active Tender" Section of the homepage. The publication of the tender will be for a 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 bidders participating in the bidding process will be required to submit a detailed Technical Bid & Financial Bid in response to the Tender Call Notice.
2. **Special Instructions to the Bidders for the e-submission of the bids online through this eProcurement Portal**
 - a. Bidder should do Online Enrolment in this Portal using the option Click Here to Enroll 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/ MtnITrustline/ SafeScrip/ TCS.
 - b. Bidder then logs into the portal giving user id / password chosen during enrolment.
 - c. The e-token that is registered should be used by the bidder and should not be misused by others.
 - d. DSC once mapped to an account cannot be remapped to any other account. It can only be Inactivated.



- e. The Bidders 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.
- f. 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.
- g. The 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 that tender. Bidders are allowed to enter the Bidder Name and Values only.
- h. 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.
- i. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids
- j. 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.
- k. 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, bidders 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.
- l. 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.
- m. 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 bidders due to local issues.
- n. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
- o. At the time of freezing the bid, the eProcurement 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 bidders will be digitally signed using the e-token of the bidder and then submitted.
- p. 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.
- q. 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.
- r. 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
- s. 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 e-Procurement portal.

The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.

- t. All the data being entered by the bidders 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.
 - u. 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.
 - v. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).
3. **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 bidders 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 in the website and the bidder is 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) 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) 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.
4. **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 service, following to the process as per Works Department office Memorandum vide Letter No.17254 dated 05.12.2017 (Copy of the Memorandum is attached).
5. **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.



6. **Late Tenders:** The system shall reject submission of 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.
7. **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, the bidder has to furnish a letter for its withdrawal with appropriate reasons, addressing to the Tender inviting Authority and the same scanned document need to be uploaded 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.
8. **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 bidders who participated in the online tendering can witness opening of the tender from any system remotely logging on to the portal with the DSC. Bidders 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 bidders 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 Bidders, the financial bids of the technically qualified bidders only shall be opened (online) on the due date and time of opening to be notified after technical bid evaluation.
9. **Pre-Qualification-cum-Technical Proposal** - The Pre-Qualification-cum-Technical Proposal should include details of *Bidder's Profile, Pre-qualification Criteria, Technical Evaluation Criteria, Supporting Documents & the copy for presentation of Proposed Methodology and Team Structure*. It is the responsibility of the bidder to provide required information in the prescribed table format as annexed in the RFP. The onus of proof of such information lies with the bidder only. In case, any information given in the bid document will be found out to be false, the bidding firm shall be debarred for further bidding, for a period of five years & the EMD/Performance security shall be forfeited.

10. **Financial Proposal** – Interested bidder shall submit its financial proposal online only on www.tendersodisha.gov.in, in the designated cell of Bill of Quantity (BoQ) (the “Financial Proposal”) clearly indicating the percentages of service charges. The bidder shall quote a single uniform rate for all the units he/she is interested to apply for in the BOQ format. The offer should remain valid for acceptance for 180 days from the date of submission of bid. The base percentage rate of service charge is 3.85%. Therefore, If a bidder quotes service charges less than 3.85% or more than 7%, the bid shall be treated unresponsive and will not be considered for further evaluation and will be disqualified. The examples are given as follows:
- a) If the bidder wishes to quote the minimum 3.85%, he/she must select the option ‘**Excess(+) 0%**’
 - b) If the bidder wishes to quote rate of service charge as 5% , he/she must select the option ‘**Excess(+) 1.15%**’
 - c) Under no such circumstances the bidder shall select the option ‘**Less(-)**’, otherwise the bid will be disqualified.
11. **Authentication of Bids:** Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.
12. **Preparation and Submission of Proposal:** *Proposal Preparation Costs:* A bidder can submit only one proposal at a time. Bidder submitting more than one proposal shall be rejected. The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required OSCSC Ltd to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. OSCSC Ltd will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
13. **Language:** The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.
14. **Venue & Deadline for Submission of Proposals:** : Proposals, in its complete form in all respects as specified in the RFP must be submitted through online within the last date & time of submission. All submissions must be to OSCSC through online mode only. FSCW Dept/OSCSC Ltd would not be responsible for any delays caused due to submission of bid through online mode.
15. **Late Bids**
- i. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever or submitted other than the online mode, shall not be entertained .
 - ii. The bids submitted by telex/telegram/fax/e-mail etc. shall not be entertained. No correspondence will be entertained on this matter.
 - iii. OSCSC Ltd shall not be responsible for any or delay for uploading of the bid documents. No further correspondence on the subject will be entertained.
 - iv. OSCSC Ltd. reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.
16. **Tender Validity:** The offer submitted by the Bidders should be valid for minimum period of 180 days from the last date of submission of bid.



- 17. Right to Accept Any Proposal and To Reject Any or All Proposal(s):** The FSCW Dept/OSCSC Ltd reserves the right to accept or reject any proposal, and to annul the tendering process/public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for GoO action. In case of any single bid/single responsive bid for any unit, the TIA reserves the right to accept/cancel the proposal for that unit without assigning any reason there off and may invite fresh proposal. Here, each Unit shall be treated as separate unit.

P. Tender Evaluation:

1. OSCSC will constitute a Proposal Evaluation Committee to evaluate the responses of the Bidders. The Proposal Evaluation Committee constituted by OSCSC shall evaluate the responses to the RFP and all supporting documents/ documentary evidence. The decision of the Proposal evaluation committee in the evaluation of responses to the RFP shall be final. No correspondences will be entertained outside the process of negotiation/discussion with the Committee. Each of the responses shall be evaluated as per the criteria and requirements specified in the RFP.
2. Initial scrutiny of the bid shall be done and the proposal shall be treated as non-responsive if found incongruous in terms of:
 - a) having been not submitted in the format as specified in the RFP document.
 - b) received without the Letter of Authorization (Power of Attorney).
 - c) found with suppression of details.
 - d) submitted without the documents requested in the pre-qualification & technical bid evaluation table format.
 - e) having incomplete information, subjective, conditional offers and partial offers submitted.
 - f) having non-compliance of any of the clauses stipulated in the RFP.
 - g) having lesser validity period.
3. All responsive bids will be considered for further processing as per the steps given below.
 - e) First the Pre-Qualification will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal (without opening) of Bidders who do not meet the Pre-Qualification criteria will be returned.
 - f) The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve **at least 70 marks in the technical evaluation** would be eligible for Financial Bid opening and rate comparison. In case after technical evaluation, it is found that less than three number of eligible bidders scoring at least 70 marks, **the TIA reserves the right to reduce the score to arrive at minimum three eligible bidders**. However, in no such case the marks secured below 60 marks by any bidder will be considered.
 - g) The Lowest bid among financial bid will win the bid.
 - h) In case of rate tie in financial Bids between more than one/two bidder, **preference will be given on the technical score** while allotting the units of the district i.e. higher scored bidder shall be given 1st preference then next scored bidder will be preferred further.
 - i) In case of rate tie in financial Bids between more than one/two bidder, with the same technical score, then **preference will be given on the bidder with highest average annual turnover** as submitted in the defined annexure format, while allotting the units of the district i.e. higher

scored bidder (i.e. highest average annual turnover) shall be given 1st preference then next scored bidder will be preferred further.

- j) Proposals of bidders would be evaluated as per Technical Evaluation Criteria and financial evaluation criteria. Agencies/firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals will be rejected summarily at the qualification stage itself.
- k) The submission of tender fees & EMD is mandatory for all interested bidders, irrespective of their any legal status.

Q. Prequalification Evaluation:

The evaluation committee will carry out a detailed evaluation of only those bids which satisfy the pre-qualification criteria defined below.

Sl. No.	Basic Requirements	Specific Requirements	Documents/Information to be provided in the submitted proposal
1	Legal Entity	The firm/company should be incorporated under Indian Companies Act 1956/2013 or any other legal entity registered in India. The firm/company must have been registered for a minimum period of five years ending with 31 st March 2025.	Certificate of incorporation Registration Certificate PAN Card Copy IT Returns for the last consecutive Five Assessment Years i.e. AY-2020-21, AY-2021-22, AY-2022-23, AY-2023-24 & AY-2024-25. GST Registration Certificate EPF Registration Certificate ESI Registration Certificate
2	Geographical Presence	The firm/company must have its office located in Odisha for a minimum period of one year prior to the date of bid submission.	It is the responsibility of bidder to submit proper address proof or copy of rent agreement (if any).
3	Blacklisting	Declaration by firm/company that: That, our company/Firm is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India/ any PSUs on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the last five years up to the date of submission of bid or the black listing shall not be in force till the date of submission of bid, if awarded, prior to the said five years. That, neither the Company/Firm nor any of its director/s nor partner/s have been convicted by any court of law nor any criminal case be pending against them before court of law.	The company/Firm will have to submit a self-declaration in the Company Letter Pad. (Provide declaration as per the prescribed format at the given Annexure-C)
4	Annual	The firm/company must have minimum average	Audited Balance of last Five

Sl. No.	Basic Requirements	Specific Requirements	Documents/Information to be provided in the submitted proposal
	Turnover	annual turnover of Rs 2.00 Crore in India in last Five Financial Years i.e FY-2019-20, FY-2020-21, FY-2021-22, FY-2022-23 & FY-2023-24. (Provide information as per the prescribed format at the given Annexure)	Financial Years i.e FY-2019-20, FY-2020-21, FY-2021-22, FY-2022-23 & FY-2023-24. The bidder should submit the Chartered Accountant certificate specifically on the average annual turnover.
5	Technical Capability	The firm/company should have experience in Data digitization or <u>successfully undertaken/undertaking similar type of services</u> (like similar type of manpower engaged in any data entry work) in any State Govt/Central Govt./ PSUs, in atleast one project with minimum project cost amounting to INR 1 crore in India in the last 5 financial years such as <u>FY-2020-21, FY-2021-22, FY-2022-23, FY-2023-24 & FY-2024-25.</u>	The bidder shall submit self certified information sheet at the prescribed format at the given 'Annexure' alongwith proof of documents i.e. the work order or the service level agreement occurred with the client must be produced as a proof of work experience of the bidder. Accordingly, the technical evaluation shall be made at Table Sl. No.-01 under 'Relevant Experience/ Technical Capability'.
6	Manpower Strength	The firm/company should have at least 100 professional Data Entry Operators (DEOs) on its pay-roll (who are being engaged in different projects in any State Govt/Central Govt./ PSUs) in any one month out of the last three months i.e. April-2025, May-2025 & June-2025 to be eligible to bid in the Project. Accordingly, technical evaluation shall be made at Table Sl No-02, on the basis of highest number of DEOs as per the EPF in any one month out of the last three months i.e. April-2025, May-2025 & June-2025. (Provide information as per the prescribed format at the given Annexure)	Self-Certification in Excel format (In Company Letter PAD) by the authorized signatory with clear declaration of number of DEOs, duly accompanied with ECR Challan Copy of in any one month out of the last three months i.e. April-2025, May-2025 & June-2025. The bidder has to submit EPF/ESI/Employee ID detail. This is to be given by bidders for evaluation at pre-qualification stage.
7	Tender Fees	The firm/company must have submitted Rs. 20000.00 (Rupees twenty thousand Only) towards the cost of the Tender Document.	Document generated through online payment mode at www.tendersodisha.gov.in .
8	EMD	The firm/company must have furnished the EMD of Rs 6.00 Lakh (Rupees six Lakh only) towards the cost of EMD.	Document generated through online payment mode at www.tendersodisha.gov.in .
9	Power of Attorney	The firm/company needs to submit power of attorney for submission of bid.	Power of attorney from competent authority in

Sl. No.	Basic Requirements	Specific Requirements	Documents/Information to be provided in the submitted proposal
			Company's Letter pad.
10	ISO 9001:2008	Bidder should possess minimum ISO 9001:2008 certification or above.	Valid ISO-9001-2008 certification No.

R. Technical Evaluation:

The proposals submitted by the bidder will be evaluated on the broad parameters as described in the table below. The bidder submitting the continuation of one project in multiple years shall be construed as one project only and the technical evaluation shall be made accordingly.

Technical Bid Evaluation Sheet

Sl. No.	Criteria	Sub-Criteria	Basis of Evaluation	Maximum Marks	Supporting doc
1	Relevant Experience/ Technical Capability	Experience in Data digitization or <u>successfully undertaken/undertaking similar type of services</u> (like similar type of manpower engaged in any data entry work) in any State Govt/Central Govt./ PSUs, in atleast one project with minimum project cost amounting to INR 1 crore in India in the last 5 financial years such as <u>FY-2020-21, FY-2021-22, FY-2022-23, FY-2023-24 & FY-2024-25.</u>	05 Marks for each such projects experience in Data digitization or <u>successfully undertaken/undertaking similar type of services</u> (like similar type of manpower engaged in any data entry work) in any State Govt/Central Govt./ PSUs of amount more than INR 1 crore in the last 5 financial years such as <u>FY-2020-21, FY-2021-22, FY-2022-23, FY-2023-24 & FY-2024-25.</u> (Ex- If a bidder has completed 03 separate projects worth value more than 1Crore each, then 15Marks shall be awarded)	20	The bidder shall submit self-certified information sheet at the prescribed format at the given 'Annexure' alongwith proof of documents i.e. the work order or the service level agreement occurred with the client must be produced as a proof of work experience of the bidder. Annexure-E
2	Manpower Strength	Number of existing professional Data Entry Operators (DEOs) on its pay-roll in any one month out of the last three months i.e. April-2025, May-2025 & June-2025 (Minimum of 100DEOs as pre-qualification Criteria)	No Marks up-to minimum requirement of 100 DEOs. 01 Marks for every multiple of 10DEOs over & above the 100DEOs. (Ex- If a bidder has 150DEOs in its pay roll then 05 marks shall be	20	The bidder shall submit self-certified information sheet at the prescribed format at the given 'Annexure' along with proof

Sl. No.	Criteria	Sub-Criteria	Basis of Evaluation	Maximum Marks	Supporting doc
			awarded)		of documents i.e. the work order or the service level agreement occurred with the client must be produced as a proof of work experience of the bidder. Annexure-F
3	Average Annual Turnover of the Bidding Company	Average Annual Turnover of the last Five Financial Years i.e FY-2019-20, FY-2020-21, FY-2021-22, FY-2022-23 & FY-2023-24 (Minimum of Rs.2.00 Crore as pre-qualification Criteria)	No Marks shall be given for the minimum Average Annual Turnover of Rs.2.00Crore. 05 Marks shall be given for every multiple of completed 1.00Crore over & above 2.00 Crore. (Ex- If a bidder has Average Annual Turnover 4.5 Crore then 10Marks shall be awarded)	30	The bidder should submit the Chartered Accountant certificate specifically on the average annual turnover (Annexure-D)
4	Proposed Methodology and Team Structure & Technical capability as per technical bid criteria	Power Point Presentation Slides on: 1. Relevant similar experience in data digitization. 2. Existing Team structure & availability of DEO and reporting mechanism. 3. Risk mitigation (contingency plan) and exception handling. 4. SLA management.	Qualitative assessment based on the following: 1. Relevant similar experience in data digitization-10 Marks 2. Existing Team structure & availability of DEO and reporting mechanism- 10Marks 3. Risk mitigation (contingency plan) and exception handling-5 Marks 4. SLA management-5Marks	30	A Power Point Presentation shall be presented before the Technical Committee Meeting and the hard copy of which is to be submitted by the bidder in the Technical bid.
Grant Total of Marks				100	

S. Financial Bid evaluation:

The bid price should include service cost for deployment of human resources provided to RCMS centre & centre at DGRO including the cost of engagement of one coordinator for collection of absentee report from the districts and taxes and levies etc. The bidder should give a reasonable bid. The commercial bids submitted will be checked against following parameters:



- a) The minimum service charge for manpower outsourcing for RCMS services is 3.85% on the applicable minimum wages payable to the DEOs. If a bidder quotes service charges less than 3.85% or more than 7%, the bid shall be treated as unresponsive and will not be considered for further evaluation and will be disqualified.
- b) Service charges should include all incidental and ancillary expenses like providing logistics, Financing charges & overhead, premium towards insurance cover for the DEOs employed, premium towards third-party insurance cover, other incidental administrative costs like trainings, Overhead Profits, TDS deductions, management charges for coordinator and supervisory charges including Contractor's Profit, other overheads, etc.
- c) Only fixed rate of service charge in percentages as quoted in financial bids for all the deliverables and services specified in the RFP will be considered.
- d) The bidder has to bear the cost of engagement of one coordinator out of its service charges only. Therefore, while quoting the service charge, the bidder has to keep in mind all possible cost that will arise for fulfilment of all the terms & conditions of this RFP and no additional cost shall be charged or bided for the coordinator in the commercial bid separately.
- e) Any conditional bid will not be accepted.
- f) In case of discrepancies between rate quoted in word & figure, the rate quoted in 'word' shall be considered.
- g) The Lowest bid among financial bid will win the bid.

T. Financial Bid Proposal (Overall Cost):

The financial bid table format should be used to quote the cost of sponsoring DEOs per month which shall be inclusive of all cost. The **least unit cost quoted (i.e. rate in percentages) by the bidder shall be treated as L1 bidder** for that particular unit. In case of any differential tax structure, the rate per unit (exclusive of tax) of a particular unit shall be taken into consideration for selection of L1 bidder. In case any increase or decrease in units shall be rated as proportionately on the basis of L1 rate. The financial proposal should be submitted in the prescribed BOQ Format only through online mode.

The bidder needs to carefully read the followings while bidding:

- a) Under no circumstances the wage will be less than Minimum wage.
- b) The cost of the manpower (DEO) per month shall be paid as fixed as per the minimum wages Act i.e. the DEOs may be treated as **Skilled Labour** and the rate for skilled labour shall be taken into account for payment (@562 X 26 days + Cost of Employer share of EPF@12%/ESI@3.25%). The employee's share of EPF @12%/ESI @0.75% may be deducted from the monthly payment to DEOs. The EPF administrative charges shall be reimbursed by OSCSC on actual basis. The wage rate (including VDA) shall be revised as per the prevailing rate as will be notified by Labour & ESI Department, Government of Odisha from time to time.
- c) In case of any enhancement of wages by the Government during the tenure of the contract, the enhanced rate shall be paid to these DEOs by the SPA from the effective date and the same shall be recouped by the OSCSC.
- d) The DEOs shall be paid monthly basis, on actual days of working as per the respective District work certificate. No overtime charges will be entertained.
- e) The monthly acquaintance rolls along with the bank account transfer copy for payment to these DEOs needs to be submitted.

- f) No TA/DA shall be either quoted/paid over & above the amount mentioned above.
- g) The bidder shall quote rate for service charges in prescribed column of the Financial bid format.
- h) The Bidder has to quote a single rate of service charge for a unit as a whole and the least unit cost quoted by the bidder shall be treated as L1 Bidder.
- i) The Bidder has to quote for a minimum of two units.

U. Financial Implications:

a) Payment Schedule

1. Payment will be made on conclusion of monthly basis of number of working days for which duty has been performed by manpower, where Service Providing Agency (SPA) shall raise the bill, in triplicate and submit the same to the concerned authority in the 2nd week of the succeeding month.
2. The payment shall be released on monthly basis i.e. within 15 days of submission of all necessary supporting documents satisfactorily.
3. The invoice shall be considered for sanction and payment proportionately based on actual district work certificate & actual date of functioning of RCMS centre.
4. The invoice for payment shall be submitted along with all such supporting documents as will be required during the release of payment. The EPF/ESIC of the Service Provider (SP)'s employees for this project would be mandatory and payment to be done through bank account.
5. In case of reduced services/quantities, the invoice shall be raised based on actual.
6. Each such supporting document as will be needed to substantiate the expenditure incurred shall be submitted along with the invoice copy.
7. The proof copy of the depositing the tax amount along with periodic filling statement copy of the taxes raised in the invoice shall be submitted by the contract holder.
8. TDS shall be applicable at the prevailing rate as per the Income Tax Act/GST Act at time of release of actual payment.
9. It is required to ensure that all deliverables are of high quality and have undergone sufficient internal review process before being shared with the department. Any risks, dependencies, limitations, additions, deletions etc. shall be flagged at least 10 days in advance to the MD, OSCSC Ltd to ensure necessary mitigation action.

b) Other Terms and Conditions of Payment

1. The contract for providing the service will be initially for duration of one year.
2. The persons deployed are required to report for duty as per office hour fixed by GoO.
3. The person deployed may be called to attend duty on holidays or at any other time beyond office hour as per the workload.
4. It is the look out of the Service Providing Agency (SPA) to finish the job at the earliest without any extra cost.



5. The bidder shall nominate a coordinator who shall be responsible for immediate interaction with the FSCW Dept/OSCSC Ltd so that optimal services of the persons deployed could be availed without any disruption. No extra cost will be paid for co-ordinator.
6. The entire financial liability in respect of manpower services deployed in the RCMS centre shall be that of the Service Providing Agency (SPA) and the FSCW Dept/OSCSC Ltd will in no way be liable. It will be the responsibility of the Service Provider (SP) to pay to the person deployed.
7. For all intents and purposes, Service Providing Agency (SPA) shall be the "Employer" within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Service Providing Agency (SPA) shall not have any claim whatsoever like employer and employee relationship against the FSCW Dept/OSCSC Ltd or office concerned.
8. The Service Providing Agency (SPA) shall be solely responsible for the redressal of grievances or resolution of disputes relating to persons deployed. The FSCW Dept/OSCSC Ltd shall, in no way be responsible for settlement of such issues whatsoever.
9. The FSCW Dept/OSCSC Ltd shall not be responsible for any financial loss or any injury to any person deployed by the Service Providing Agency (SPA) in the course of their performing the functions/duties, or for payment towards any compensation.
10. The persons deployed by the Service Providing Agency (SPA) shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular and confirmed employees during the currency or after expiry of the agreement.
11. In case of termination of this agreement on its expiry or otherwise, the persons deployed by the Service Providing Agency (SPA) shall not be entitled to and shall have no claim for any absorption in regular or other capacity.
12. The person deployed shall not claim any benefit or compensation or absorption or regularization of deployment with office under the provision of Rules and Acts.
13. The Service Providing Agency (SPA) shall provide a substitute well in advance if there occurs any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Service Providing Agency (SPA).
14. The Service Providing Agency (SPA) shall be responsible for contributions towards Provident Fund and Employees State Insurance, wherever applicable.
15. The persons deployed by the Service Providing Agency (SPA) should have good police records and no criminal case should be pending against them.
16. The persons deployed should be polite, cordial, and efficient while handling the assigned work and their actions should promote good will and enhance the image of the FSCW Dept/OSCSC Ltd. The Service Providing Agency (SPA) shall be responsible for any act of indiscipline on the part of the persons deployed.
17. The persons deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Service Providing Agency (SPA) as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.
18. The Service Providing Agency (SPA) shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the FSCW Dept/OSCSC Ltd to the concerned tax collection authorities, from time to time, as per the rules and regulations in the matter. Attested Xerox copies of such documents shall be furnished to the FSCW Dept/OSCSC Ltd.



19. The Service Providing Agency (SPA) shall maintain all statutory registers under the Law and shall produce the same, on demand, to the authority of the FSCW Dept/OSCSC Ltd or any other authority under Law.
 20. The Tax deduction at Source (T.D.S) shall be done as per the provisions of Income Tax Act/GST Act, as amended, from time to time and a certificate to this effect shall be provided by the FSCW Dept/OSCSC Ltd.
 21. In case, the Service Providing Agency (SPA) fails to comply with any liability under appropriate law, and as a result thereof, the FSCW Dept/OSCSC Ltd is put to any loss / obligation, monetary or otherwise, the FSCW Dept/OSCSC Ltd will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Service Providing Agency(SPA), to the extent of the loss or obligation in monetary terms.
 22. The Agreement is liable to be terminated because of non-performance, deviation of terms and conditions of contract. The FSCW Dept/OSCSC Ltd will have no liability towards non-payment of remuneration to the persons employed by the Service Providing Agency (SPA) and the outstanding statutory dues of the Service Providing Agency (SPA) to statutory authorities.
 23. If any loss or damage is caused by the persons deployed to FSCW Dept/OSCSC Ltd, the same shall be recovered from the unpaid bills or adjusted from the Performance Security Deposit.
- c) **Levy of Penalty for Non Payment/Delay in Payment of wages to DEOs:** In case the selected service provider fails to make payment of wages to the DEOs engaged at RCMS/DGRO centre within the permissible time limit, penalty @0.5% of the monthly service charges may be deducted under the following circumstances.
1. The district wise wages to the DEOs shall be paid by the service provider as per the district wise absentee report on monthly basis.
 2. Each service provider shall engage one coordinator for collection of district monthly absentee report latest by 5th of subsequent month. FSCW/OSCSC shall not make any payment separately to the coordinator engaged for this purpose. The service provider shall make the payment to this coordinator out of its service charges only.
 3. The monthly wages to the DEOs shall be paid on or before 8th of subsequent month as per the absentee report.
 4. The service provider shall submit their bills alongwith necessary documents in support of statutory payments like proof of payment of wages to DEOs, EPF, ESI & GST etc to OSCSC, on or before 10th of succeeding month for payment.
 5. There will be a grace period given for seven days for payment of wages to DEOs i.e. the wages should be released to DEOs latest by 12th of subsequent month positively, failing over which the above penalty shall be levied @0.5% of the monthly service charges may be deducted under such circumstances for that particular district month.
 6. In case there is a delay in receipt of absentee report from any district, additional 7days time shall be given for payment of wages to the DEOs for that particular district, from the date on which the absentee report shall be received from the particular district.
 7. Example: The Service provider shall collect absentee report for the month of August-2025 latest by 5th September-2025. Thereafter, the SPA shall ensure payment of monthly wages & other statutory dues like EPF/ESI etc on or before 8th September 2025 and submit the bill latest by 10th September 2025. In case of any difficulty, the service provider should make the

payment of wages latest by 12th September 2025. The penalty shall be levied for delay after 12th September 2025 onwards. In case the district absentee report received in a later date i.e. for example on 15th September 2025 then the service provider shall make the payment of wages to DEOs latest by 22nd September 2025 failing over which the penalty will be levied for delay after 22nd September 2025 onwards. The payment to the SPA shall only be released within 15days after receipt of Bill along with all supporting documents.

8. It is the sole responsibility of the service provider to establish the exact date on which the monthly wages to the DEOs has been paid by producing the bank statement copy to OSCSC. In any case of dispute, FSCW/OSCSC shall be the final authority for deciding the levy of such penalty on the monthly bill value of wages.
9. Simultaneously, the regularity in payment of monthly wages to the DEOs & its related statutory dues shall be a parameter for accessing the performance of the service provider for their further extension of such services.
10. In case it is found that the service provider or any of its employee or any agent indulge himself/herself in any "corrupt practice" to influence the action, means collection of anything of value from DEOs engaged at RCMS/DGRO during the initial engagement period or during the service period, FSCW/OSCSC shall have the right to take immediate action as deemed appropriate leading to termination of contract and to debar the service provider for participating in any subsequent tender of FSCW/OSCSC for a period of five years or as will be deemed appropriate and decided there upon.

V. General terms & conditions of Service Level Agreement (SLA):

1. **Award Criteria:** OSCSC will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above. A selected Service Providing Agency (SPA) can take up work maximum of four units. The authority reserves the rights to increase or decrease allotment of such units to the selected bidder as deemed appropriate.
2. **Notification of Award:** Prior to the expiry of the validity period, OSCSC will notify the successful bidder in writing or by fax or email (in shape of Letter of Intent) that concerned Bidder's proposal has been accepted. In case the tendering process/public procurement process has not been completed within the stipulated period, OSCSC may like to request the bidders to extend the validity period of the bid. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, OSCSC Ltd. will notify each unsuccessful bidder.
3. **Contract Finalization and Award:** OSCSC reserves the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. On this basis the contract agreement would be finalized for award & signing.
4. **Signing of Contract:** After OSCSC Ltd. notifies the successful bidder that its proposal has been accepted, OSCSC Ltd. shall issue work order and an agreement shall be executed among **Odisha State Civil Supplies Corporation Ltd. (OSCSC Ltd.)** and the **Successful Bidder** taking into account the relevant Clauses of the RFP, pre-bid clarifications, Corrigendum, the proposal of the bidder in addition to other agreed clauses. Service Level Agreement (SLA) shall be signed for the entire project period & value.



5. **Notices:** Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed/hand-delivered with acknowledgement thereof, or transmitted by pre-paid speed post or courier.

6. **Performance Review:**

- a) Annual performance review of the Services rendered by the SPA will be carried out in Project Review Meetings periodically during the whole life cycle of this project.
- b) The performance rating for the previous months may be based on the average time taken by the SPA in releasing wages to the DEOs. As defined in the clause No-U-9-(c)-3 which says 'The monthly wages to the DEOs shall be paid on or before 8th of subsequent month as per the absentee report'. Hence, the date i.e. 5th of subsequent month may be assumed as 'T' and the performance rating will be as follows.

Sl. No.	Particulars	Ratings to be Awarded
1	If the concerned SPA releases the wages of previous month to DEOs within T + 3days	Outstanding
2	Within T + 5days	Good
3	Within T + 7 days	Poor
4	After T + 7days	Very Bad

- c) The performance rating for the previous months may be based on the average time taken by the SPA with regard to deposit of statutory dues like EPF & ESI.

Sl. No.	Particulars	Ratings to be Awarded
1	If the concerned SPA has deposited the statutory dues like EPF & ESI within the statutory time limit i.e. within the statutory timeline 'T'	Outstanding
2	Within T + 5days	Good
3	Within T + 10 days	Poor
4	After T + 10days	Very Bad

- d) The meeting date, time and venue will be informed by the OSCSC. Additional meetings may also be held if needed at the request of either the Department or the Bidder.
- e) The representatives of district authorities will provide necessary information field level information required from the point of view of vendor performance and service level monitoring during project review meetings. The same shall be used for verification of SLAs which requires field level information for verification purpose.
- f) On the basis above performance review, the reason for Poor/ Very bad performance rating may be sought for from the concerned SPA and action as deemed appropriate shall be taken by OSCSC.

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

8. **Conflict of Interest:** A bidder shall not have a conflict of interest that may affect the selection process or the solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of

Interest shall be disqualified. In the event of disqualification, OSCSC Ltd. shall forfeit and appropriate the EMD/Performance Security, if available, as mutually agreed genuine pre-estimated compensation and damages payable to Department for, inter alia, the time, cost and effort of the Department including consideration of such bidder's Proposal, without prejudice to any other right or remedy that may be available to OSCSC Ltd. hereunder or otherwise mentioned in the bid security declaration.

- 9. Compensation for Termination of Contract:** If the bidder fails to carry out the award/work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by OSCSC LTD, without any valid reasons as acceptable, OSCSC LTD, may terminate the contract after giving 1 month's notice and the decision of OSCSC LTD in the matter shall be final and binding on the bidder. Upon termination of the contract, OSCSC LTD shall be at liberty to get the work done at the risk and expense of the bidder through any other agency, and to recover from the bidder compensation or damages.
- 10. Force Majeure:** Force Majeure is herein defined as any cause, which is beyond the control of the Service Providing Agency (SPA) or OSCSC Ltd, as the case may be, which they could not foresee or with a reasonable amount of diligence, could not have foreseen and which substantially affect the performance of the contract, such as:
- a. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
 - b. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.
 - c. Terrorist attack, public unrest in work area provided either party shall within **10 days** from occurrence of such a cause, notifies the other in writing of such causes. The bidder or FSCW Dept/OSCSC Ltd shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.
- 11. Confidential Information:** Either party may receive confidential information of the other party in connection with the performance of this Agreement. Neither party shall disclose the other party's confidential information to any person or other third-party or make use of such confidential information for its own purposes at any time without the owner's prior written consent; provided, however, that confidential information may be disclosed to government authorities if the disclosure is required by law and the disclosing party has provided the notice and, if practicable, a reasonable opportunity to defend against such disclosure. Confidential information means any information (written, oral or observed) relating to: (a) donors and potential donors; (b) personal profiles of beneficiaries; (c) personal profiles of employees; (d) business and strategic plans; (e) finances; or (f) a relationship with any governmental entity. Confidential information also includes information specifically designated confidential by the owner or that the other party knows or reasonably should know is not generally known to the public. Upon the termination or expiration of this agreement, each party shall destroy or return such information of the other party in its possession, including copies and notes, and in the case of destruction, at the owner's request shall certify to such destruction. Notwithstanding the forgoing, confidential information shall not include any information that is generally known to the public or readily ascertainable from publicly available



sources. Each party shall take steps necessary to enforce these obligations with respect to its employees.

12. Liquidated Damages:- In case of any failure on the part of SPA to provide requisite manpower as detailed in the Work Order copy, even after repeated reminder to SPA, OSCSC/FSCW Deptt may authorise the district administration to take immediate measure to address the issue at district level and the cost as deemed appropriate shall be deducted from the payment of the SP and may reimburse the expenditure to the district authority. In the event of delay in execution of work, specified in this Contract / furnishing of deliverables, OSCSC shall be at liberty either to levy penalty as deemed appropriate (i.e a penalty at @5% of the value of work order in respective phases, for delay of every two-week up to a maximum of @10% of the value of work order) or may deduct amount as deemed appropriate from the part or whole claim amount or may cancel the award of contract at any moment of time. For the purpose of this clause, part of a month shall be considered to be a full month.

13. Exit Plan: The Service Providing Agency will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to team/Service Providing Agency appointed by FSCW Dept/OSCSC Ltd before project closure. Also SPA shall ensure the submission of all requisite/relevant supporting documents as will be sought for by FSCW Deptt/OSCSC Ltd. from time to time, before exit.

14. Dispute Resolution Mechanism: 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. Action for Breach of Contract: It is the responsibility of the SPA to ensure performance of all the provisions of the contract as well as the terms & conditions as laid down in the RFP to the full satisfaction of the OSCSC Ltd. In the event of non-performance or violation of any provision of the contract by the service provider, the security deposit shall be forfeited and the balance work would be done as his risk and cost. He shall also be blacklisted and debarred from participating in the future tender of the OSCSC Ltd. The decision of the Principal Secretary, FS&CW Department would be final and binding on the Parties.

16. Law Governing Contract and Language: The Contract shall be governed by the appropriate laws of Government of India and the language of the Contract shall be English.

17. Jurisdiction of the Court: In the event if any dispute arises out of this contract, the jurisdiction of the court shall be at Bhubaneswar for both the parties.



- 18. Amendment or modification in Contract:** No such modification, variation or amendment to contract shall have any force unless it is in writing and has been signed by the parties.
- 19. Use of Name, Trademark, or logo:** Neither party shall use the name, trademark, or logo of the other in any advertisement, press release, publicity or other materials printed or published with reference to this Agreement without the express written consent of the other, or as required by law or any governmental agency. Neither party shall disparage the other.
- 20. Personnel:** Service Providing Agency (SPA) shall bear sole responsibility for payment of its Personnel performing the Services under this assignment. The OSCSC LTD, in no way be responsible for any claims, rights of any of Selected bidder's personnel/employees deployed under this agreement. In respect of any of Service Providing Agency (SPA) employees/personnel, SPA will bear exclusive responsibility for the payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees provident fund, ESI Act etc. and all taxes including but not limited to income tax, National Insurance or social security contributions within any relevant jurisdiction, pension benefits, any health or other welfare benefits, and any other liability, deduction, contribution, assessment or claim arising from or made in connection with payments made by OSCSC LTD to Selected bidder. Service Providing Agency (SPA) may agree that it will defend, indemnify and hold harmless OSCSC LTD, and its officers, employees, successors and assigns against any Claims made by a relevant tax authority relating to selected bidder's fees, tax, GST, insurance or benefits arising out of or in connection with selected bidder's performance of this assignment.
- 21. Transfer/Sub-Contracting:** The bidder has no right to give, bargain, sell, assign or sublet or sub-contract otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.
- 22. No Liability for Third Party Claims:** OSCSC LTD. does not assume liability for any third party claims for damages arising out of this Agreement.

W. Formats & Annexure for submission of Information:

Annexure	Subject Matter of Annexure
Format at 'Annexure-A'	Letter of Proposal
Format at 'Annexure-B'	Bidder's Profile
Format at 'Annexure-C'	Form for self-declaration of not been Blacklisted
Format at 'Annexure-D'	Financial Capacity of the Bidder (Average Annual Turnover)
Format at 'Annexure-E'	Information on Relevant Experience
Format at 'Annexure-F'	Template for Manpower (DEOs) Deployment Declaration
Format at 'Annexure-G'	BOQ Format
Format at 'Annexure-H'	Templet format for Performance Bank Guarantee
Format at 'Annexure-I'	Detail List of Number Of RCMS Centres At Block/ULBs Level &

	Centre At DGROs
Format at 'Annexure-J'	Copy of the Work Department Office Memorandum No. 17254/W, dated 05.02.2017

N:B The copy of this RFP duly authenticated and is required to be uploaded along with the Technical Bid document & the above listed filed-in formats.



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 e-Procurement mode through www.tendersodisha.gov.in

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

Dear Sir/Madam,

I/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 e-Procurement mode through www.tendersodisha.gov.in.

I/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.

I/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.

I/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.

I/We hereby undertake that if our proposal will be accepted then we will make necessary arrangements for deployment of requisite number of DEOs in the assigned RCMS/DGROs within seven days of receipt of Letter of Intent (LOI).

The copy of this RFP duly authenticated and is uploaded along with the Technical Bid document. It is presumed that I/We have read and abide by all the terms & conditions given in the RFP.

This is to declare that the Company/Firm is interested in bidding in _____ numbers of Units such as Unit No. _____, No. _____, No. _____, No. _____ & No. _____.

I/We hereby declare that all the pre-requisite supporting documents as given in the pre-qualification-cum-technical bid proposal have been duly uploaded in the bid document, failing over which the TIA reserves the right to reject my/our bid proposal without assigning any reason there-off.

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:



RFP Advt. No. _____ / OSCSC, date _____

<Title of the RFP>

Bidder's Profile:

Particulars of the Bidder (The bidder needs to fill up the table below and to submit in the Printed Format in the Company Letter PAD)

Sl. No.	Information Sought	Details to be Furnished	Page No. Reference of the Supporting Documents
A	Name of the Company Registered Office Address Correspondence address		
B	Incorporation status of the firm/Company (public limited / private limited, etc.)		
C	Date of Registration		
D	ROC Reference No.		
E	Name Authorised Person		
	E-mail ID		
	Phone nos. / Mobile Number		
F	PAN Number		
G	GST Registration No.		
H	EPF Registration No.		
I	ESI Registration No.		
Details to be given for Pre-Qualification Evaluation Criteria			
J	Legal Entity	Certificate of Incorporation (Year of establishment/ Date of registration)	
K	Bidder should possess minimum ISO 9001:2008 certification or above.	Certificate for possessing minimum ISO 9001:2008	
L	Geographical Presence	Address Proof of the Company/Agency justifying the establishment for a minimum period of one year	
M	Declaration on Blacklisting	Self Declaration in Company Letter Pad	
N	Average Annual Turnover	Charter Accountant Certificate	
O	Technical Capability	Copies of Work Order or Contract agreement or Work Completion Certificate & Submission of a self-certificate on Technical Capability	
P	Manpower Strength	Self-certificate on the number of DEOs on its roll with prescribed details to be submitted along with the ECR Challan copy in any one month out of the last three months i.e. April- 2025, May-2025 & June-2025.	
Q	Tender Fees	Details of Online Document Number.	
R	Earnest Money Deposit(EMD)	Details of Online Document Number.	
S	Power of Attorney	Copy of power-of-attorney in the name of the signatory of the Proposal to be submitted	

Authorized Signature with Seal [In full and initials]



RFP Advt. No. _____ / OSCSC, date _____

<Title of the RFP>

Form for self-declaration of not been Blacklisted

(To be submitted in the form of court affidavit)

To,

The Managing Director,
Odisha State Civil Supplies Corporation Limited,
C/2, Nayapalli, Bhubaneswar,
Odisha, Pin 751012

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

Sub: Declaration of not been blacklisted in response to the RFP for < Title of the RFP> published vide Advt. No _____ /Date _____

Dear Sir,

We the company/Firm, M/s _____, is hereby undertaking the followings:

1. That, our company/Firm is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India/ any PSUs on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the last five years up to the date of submission of bid or the black listing shall not be in force till the date of submission of bid, if awarded, prior to the said five years.
2. That, neither the Company/Firm nor any of its director/s nor partner/s have been convicted by any court of law nor any criminal case be pending against them before court of law.

Also, it is to undertake herewith that in case it is found any such misrepresentation to the above mentioned fact, OSCSC shall have the right to cancel/reject the bid document submitted with respect to this RFP or disqualify the bid without further notice.

Place:

Date:

Bidder's Company Seal:

Authorized Signature with Seal[In full and initials]

Authorized Signatory's Name and Designation:

Note:

1. The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.
2. In case the bidding firm will be found disqualified or debarred or blacklisted by any State Government or Central Government or Public Sector Undertakings or any local authority, during the process of evaluation of its bid till award of contract, the said bidding firm may also be declared as disqualified w.r.t to this RFP.



RFP Advt. No. _____ / OSCSC, date _____

Format at 'Annexure-D'

<Title of the RFP>

Financial Capacity of the Bidder (Average Annual Turnover)

Sl. No.	Financial Year	Annual Turnover in Lakhs
1.	FY-2019-20	
2.	FY-2020-21	
3.	FY-2021-22	
4.	FY-2022-23	
5.	FY-2023-24	
Average Annual Turnover		

Certificate from the Statutory Auditor

This is to certify that, we have verified the books of accounts and records of the Firm/Company and found the Average Annual Turnover of the Firm/Company in the above listed last five 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.



RFP Advt. No. _____ / OSCSC, date _____
< Title of the RFP >

Information on Relevant Experience

Experience in Data digitization or successfully undertaken/undertaking similar type of services (like similar type of manpower engaged in any data entry work) in any State Govt/Central Govt./ PSUs, with minimum project cost amounting to INR 1 crore in India in the last 5 financial years such as FY-2020-21, FY-2021-22, FY-2022-23, FY-2023-24, & FY-2024-25.

Sl. No.	Name of the Project with Project Value more than INR 1 crore in India in the last 5 years	Work Order No/Date & Work Completion Certificate No/date	Project Value	Page No of the Work Order Copy/ Contract Agreement/ Work Completion Certificate attached in the Bid document
01				
02				
03				
04				
05				
06				
07				
08				
09				
10				

Place:

Date:



Bidder's Company Seal:

Authorized Signature with Seal[In full and initials]

Authorized Signatory's Name and Designation:

RFP Advt. No. _____ / OSCSC, date _____
<Title of the RFP>

Format at 'Annexure-F'

Template for Manpower (DEOs) Deployment Declaration

Number of professional Data Entry Operators (DEOs) on its pay-roll (who are being engaged in different projects in any State Govt/Central Govt./ PSUs) in any one month out of the last three months i.e. April-2025, May-2025 & June-2025.

Sl. No.	Name of the Project of Govt/PSU in which the DEOs engaged & Work Order No./dated	Number of DEOs Engaged in the particular project of Govt./PSU	Number of DEOs as per the EPF record	Page Number Reference of the Copy of EPF & Work order
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
Total Number of DEOs engaged in different projects of Govt./PSUs as per EPF record				

N:B : This is to certify that the detail list of Manpower (DEOs) given above are in tallied with the number of manpower as per ECR(EPF) Copy enclosed.

**Authorized Signature with Seal [In full and initials]
Business Address:**



BOQ Format

Validate

Print

Help

Percentage BoQ

Tender Inviting Authority: MANAGING DIRECTOR OSCSC LTD. BHUBANESWAR**Name of Work: Selection of Service providing Agency (SPA) for supply of Qualified Data Entry Operators on outsourcing basis for smooth management of 378 RCMS Centres at Block / ULB level & 30 centres at DGRO Offices****TENDER No.****Name of the Bidder/
Bidding Firm /
Company & Unit
Applied for in the Bid:****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)

[The bidder shall quote the rate of service charges in percentages. The minimum service charge for outsourcing manpower is 3.85% on the applicable minimum wages payable to the DEOs. If a bidder quoted service charges less than 3.85% or more than 7% the bid shall be treated un-responsive and will not be considered for further evaluation and will be disqualified]

Sl. No.	Item Description	Choose Excess / Less	Quote Percentage
1	Supply of Qualified Data Entry Operators		
1.01	District Units:-	Nos	
Quoted Rate in Figures		Select	

Note

- Bidders are to submit only the original BoQ (in .xls format) uploaded by Tender Inviting Authority after entering the relevant fields without any alteration/ deletion / modification.
- Multiple BoQ submission for a specified unit by bidder shall lead to rejection of tender.
- Only the Financial Bid of a qualified bidder on scrutiny of TECHNICAL BID shall be considered and opened.
- Mentioning of rate anywhere in the Bid documents other than the designated location of Financial Bid (online BoQ) by the bidder shall result in disqualification of the bidder. Rate includes all taxes, duties, cess etc. and no other charges would be payable.
- The bidder shall quote rate for service charges in percentages only in the above BOQ format only given in the www.tenderodisha.gov.in.
- The Bidder has to quote a single uniform rate of service charge for all units he/she is interested to apply bid.
- The least unit cost quoted by the bidder shall be treated as L1 Bidder.
- The Bidder has to quote for a minimum of two units in this Financial BID.
- Service charges in percentage to be quoted by the Bidders, which shall be the bidding parameter as per the Financial Bidding Format. Bidders are advised to quote service charges after due diligence which should be reasonable and workable.
- The minimum service charge for manpower outsourcing for RCMS services is 3.85% on the applicable minimum wages payable to the DEOs. The participating bidder will quote 3.85% or above as service charge will be considered.
- Service charges should include all incidental and ancillary expenses like providing logistics, Financing charges & overhead, premium towards insurance cover for the DEOs employed, premium towards third-party insurance cover, other incidental administrative costs like trainings, Overhead Profits, TDS deductions, management charges for coordinator and supervisory charges including Contractor's Profit, other overheads, etc.
- If a bidder quotes service charges less than 3.85% or more than 7%, the bid shall be treated unresponsive and will not be considered for further evaluation and will be disqualified.
- The rate quoted in the financial bid format is exclusive of GST.

Templet format for Performance Bank Guarantee

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Whereas, <name of the supplier and address> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <Title of the RFP> to OSCSC (hereinafter called "the beneficiary")

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

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs.<Insert Value> (Rupees <Insert Value in Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. **<Insert Value> (Rupees <Insert Value in Words> only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

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

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

This Guarantee shall be valid until <Insert Date>)

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed **Rs. <Insert Value> (Rupees <Insert Value in Words> only)**.

II. This bank guarantee shall be valid up to <Insert Expiry Date>)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.



**DETAIL LIST OF NUMBER OF RCMS CENTERS AT BLOCK/ULB LEVEL
& CENTER AT DGROs**

Unit No.	District	Block	ULB (MC +MPL)	DGRO	Total
Unit 1	Sonepur	6	1	1	8
	Mayurbhanj	26	2	1	29
	Boudh	3	0	1	4
	TOTAL	35	3	3	41
Unit 2	Bolangir	14	2	1	17
	Jajpur	10	2	1	13
	Gajapati	7	1	1	9
	TOTAL	31	5	3	39
Unit 3	Jharsuguda	5	3	1	9
	Balasore	12	3	1	16
	Rayagada	11	1	1	13
	TOTAL	28	7	3	38
Unit 4	Sambalpur	9	2	1	12
	Bhadrak	7	2	1	10
	Kalahandi	13	1	1	15
	TOTAL	29	5	3	37
Unit 5	Bargarh	12	1	1	14
	Jagatsinghpur	8	2	1	11
	Nawrangpur	10	1	1	12
	TOTAL	30	4	3	37
Unit 6	Deogarh	3	1	1	5
	Nayagarh	8	0	1	9
	Ganjam	22	8	1	31
	TOTAL	33	9	3	45
Unit 7	Angul	8	2	1	11
	Cuttack	14	3	1	18
	Nuapada	5	1	1	7
	TOTAL	27	6	3	36
Unit 8	Dhenkanal	8	1	1	10
	Khurdha	10	6	1	17
	Koraput	14	3	1	18
	TOTAL	32	10	3	45
Unit 9	Sundergarh	17	5	1	23
	Kendrapada	9	2	1	12
	Kandhamal	12	1	1	14
	TOTAL	38	8	3	49
Unit 10	Keonjhar	13	4	1	18
	Puri	11	1	1	13
	Malkangiri	7	2	1	10
	TOTAL	31	7	3	41
GRAND TOTAL		314	64	30	408

Annexure-J



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 :

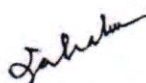
- a) The bidders have to log onto the Odisha e-Procurement portal (<https://tendersodisha.gov.in>) using his/her digital signature certificate and then search and then select the required active tender from the "Search Active Tender" option. Now, submit button can be clicked against the selected tender 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.

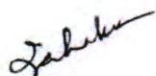


10. Role of State Procurement Cell:

- 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 :

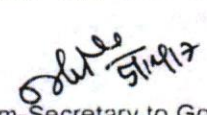
- a) The State Procurement Cell, Odisha, National Informatics Centre, Odisha and the e-FPB will have an effective procedure for dealing with, public complaint for e-Receipt related matters. In case, any mistake is detected by any of the stakeholders in reporting of receipt of tender paper cost and EMD, 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
(P.T.O.)



Memo No. 17255

/W, dated, 5.12.17

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

Jahnu
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.

Jahnu
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.

Jahnu
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.

Jahnu
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.

Jahnu
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.

Jahnu
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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John Doe

&&&

[Signature]