

Selection of Bank for Payment Aggregator for Odisha Online Portal

(RFP Reference No: Enquiry No: – OeSL- 06/2012 (Pt. – V)/02)

Resolution Document

Sl. No.	Page No.	Point no.	Quires	Clarification / Modification / Responses
1	4	Till date total 15,21,120 transactions have been done involving transaction amount of Rs 1,02,81,81,279/-	What is the period? What is the avg tran volume and transaction size?	The period of transaction mentioned is for last 6 years. The average transaction volume is more than 3.3 lakhs per year and transaction size is Rs. 27.5 Crs per year.
2	9 xvii	On receipt of fees from the applicant of the service delivered, the system should be able to generate email/SMS to the applicant on successful / failure of transaction.	Can be done provided, the email and mobile number is passed in the request packet.	Yes, the email & mobile nos. can be passed in the request packet.
3	9 xx	The payment gateway should generate authenticated receipts as proof of transactions and automated generated intimation for the payment sent to the payer/ applicant through e-mail and SMS, for various scenarios like successful transaction or failed transaction.	Receipt of transaction status can be sent. However the receipt of service delivery shall be the scope OCAC.	The receipt of service status will be generated from Odisha Online portal managed by OeSL
4	10	Documentary proof for all the above criteria has to be invariably enclosed failing which the bid shall be liable for rejection.	What will be documentary proof for the xxix points mentioned? e.g. (point number xxvii) the bidder should have high speed availability network/ server infrastructure 24x7 mode.	The bank to provide self declaration in their letter heads from authorized signatory

5	10	In addition should have NEFT & RTGS mode of payment through web	For NEFT/RTGS modes, challan number generation has to be done by the client. To update the transaction status a separate web service integration will be done.	The details of the transaction amount to be remitted along with the client details is being sent to the bank on a daily basis through a auto generated request from Odisha Online Portal. In reverse the Odisha Online gets a transaction confirmation from the bank.
6	11	The bidders with technical bid score of minimum 70% and above will be considered technically qualified for further process.	What will be the pointer for securing that 70 % score?	The technical evaluation will be based on the solution on security and Risk/Fraud Management through a presentation of bidder. The technical presentation must give emphasis on fraud management solution and with the multiple modes of payment for credit card, debit card and internet banking.
7	19	The service provider shall have to necessarily debit the customer's account and credit to the OeSL's designated accounts on instantaneous basis during such transactions.	Customer's account will be debited instantaneously. However the client's account will be credited as per point number xxix on page 10.	Accepted.
8			Would the Bid Selected Bank be the Primary Banker for all accounts related Services to IT Department, OCAC & OeSL.	This point is out of the RFP.
9	18	Point – 24 – Added in the scope of work.		The Bank is also responsible for providing API for mobile application to Odisha Online Portal.

REQUEST FOR PROPOSAL
FOR
SELECTION OF BANK FOR PAYMENT AGGREGATOR FOR
ODISHA ONLINE PORTAL

TENDER ENQUIRY NO. – OeSL – 06/2012 (Pt. – V)/ 02

Odisha e-Governance Services Limited
(SPV of OCAC and IL&FS)
N-1/7-D, Acharya Vihar Square
Bhubaneswar
e-Mail: oesl@oesl.in
Phone : 0674-2567606,2567607
Fax : 0674-2567608

Table of Contents

Contents

1	INVITATION OF BIDS.....	4
1.1	INTRODUCTION	4
1.2	GENERAL INFORMATION	5
2.1	Pre-Qualification Criteria:	7
2.2	Technical Qualification Criteria:.....	10
	CHAPTER-3.....	11
	PROJECT PROFILE	11
3.	PROJECTPROFILE	12
3.1	BACKGROUND	12
3.2	Architecture of Odisha Online	12
3.3	Current Delivery Mechanism.....	14
4.	Scope of Work:	17
5	INSTRUCTION TO BIDDERS.....	20
5.1	COST OF BIDDING.....	20
5.2	PROPOSAL VALIDITY AND SECURITY	20
5.3	PRE BID MEETING.....	20
5.4	BID OPENING.....	21
5.5	GENERAL INFORMATION	21
5.6	DISQUALIFICATION OR REJECTION OF TENDER.....	24
5.7	FORFEITURE OF EMD (BID SECURITY).....	24
5.8	TERMINATION OF CONTRACT AND COMPENSATION THEREOF	24
5.9	EVALUATION & SELECTION CRITERIA.....	25
5.9.1	Evaluation of Bids:.....	25
5.9.2	Method for Evaluation L1 bidder	26
6.	TERMS & CONDITIONS.....	28
6.1	AMENDMENT OF BIDS	28
6.2	LANGUAGE OF BID & CORRESPONDENCE.....	28

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

6.3 LATE BIDS	28
6.4 MODIFICATION & WITHDRAWAL OF BIDS.....	28
6.5 OESL'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS	28
6.6 NOTIFICATION OF AWARD	29
6.7 CORRUPT OR FRAUDULENT PRACTICES.....	29
7. AWARD OF CONTRACT	32
7.1. Award Criteria	32
7.2. Contract Period	32
7.3. Right to accept / reject any or All Proposals.....	32
7.4. Notification of Award.....	32
7.5. Signing of Contract.....	32
7.6. Performance Bank Guarantee	33
7.7 Failure to agree with the Terms & Conditions of the RFP	33
8.1 SELFDECLARATION	35
8.2 REPRESENTATIVEAUTHORIZATIONLETTER.....	36
8.3 DECLARATION OF COMMERCIAL&ADMINISTRATIVEDETAILS.....	37
8.4 ACCEPTANCE OF TERMS &CONDITIONS CONTAINED IN THE TENDER DOCUMENTS.....	38
8.5 BIDDER'SBRIEF PROFILE.....	39
8.6 BID LETTER (COMMERCIAL BID).....	40
8.7 Format for Commercial Bid.....	42

1 INVITATION OF BIDS

1.1 INTRODUCTION

Odisha e-Governance Services Limited Bhubaneswar (OeSL) a SPV of OCAC invites competitive bid proposals from interested bidders for “**Selection of bank for payment aggregator for Odisha Online Portal for online payment management system including Integrated Payment Gateway and Banking solutions for providing payment and refund facility**”. The detailed tender notice for the said work is available on the website: www.odisha.gov.in, www.ocac.in and www.oesl.in and www.odishaonline.gov.in. The tender document can also be purchased from the office of the Chief Executive Officer (CEO), Odisha e-Governance Services Limited, Bhubaneswar, on payment of a non-refundable fees of Rs. 10,000/- (Rupees Ten Thousands only) in the form of Demand Draft from a scheduled bank in favor of Odisha e-Governance Services Limited, payable at Bhubaneswar.

Odisha Online project is implemented by OeSL for strengthening the Government’s intention of providing Right to Public Service. Odisha Online (www.odishaonline.gov.in) is a digital gateway for the State Government to offer multiple services through a single window to its citizens. The Project approved by Government in IT Department is managed by OeSL on a PPP mode.

As of now the project is successfully operationalized with services like collection of Electricity Bill, Water Tax, issue of Birth & Death Certificates, OSRTC Bus Ticketing, collection of Holding tax and trade license which have been already made online. The proposal for integration of Odisha Online with payment gateway of treasury has also been approved. Till date total 15,21,120 transactions have been done involving transaction amount of Rs 1,02,81,81,279/-.

Currently Odisha Online is using the payment gateway of Axis Bank, where the net banking facility is only restricted to the Axis bank account holders.

- The proposal should be submitted in the prescribed format at the Odisha e-Governance Services Limited, Bhubaneswar.
- In this connection any other necessary information can be obtained from the “**CEO, Odisha e- Governance Services Limited, Bhubaneswar.**”
- OeSL reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

1.2 GENERAL INFORMATION

Important Dates:

S.N.	Particulars	Date	Time
1	Last date of submission of pre-bid queries	09.03.2017	04:00 PM
2	Pre bid meeting	14.03.2017	04:00 PM
3	Submission of complete proposals	30.03.2017	03:00 PM
4	Opening of General Bids	30.03.2017	04:00 PM
5	Technical Presentation	06.04.2017	11:00 AM
6	Opening of Commercial bids	To be Intimated	To be intimated

1.2.1 Purpose of RFP

The objective of this RFP is to appoint a solution provider who would provide an online Payment gateway for the citizens for payment of various services available under Odisha Online Portal, i.e, www.odishaonline.gov.in.

This RFP is to detail out the Technical and other Requirements and provide General Instructions to the bidders for the said purpose.

1.2.2 Structure of RFP

The Request for Proposal is broadly segregated into the following three sections:

1. **BID PROCESS** This section provides **eligibility criteria for bidders**, general terms & conditions with respect to eligibility criteria, management of bid process, evaluation criteria and evaluation methodology.
2. **TERMS OF REFERENCE** This section provides Introduction to the project, **Scope of work and SLAs** of the proposed engagement.
3. **GENERAL TERMS & CONDITIONS** This section details the Terms & Conditions with respect to award of contract, payment schedule and general terms and conditions.

CHAPTER-2

**PRE-QUALIFICATION &
TECHNICAL QUALIFICATION**

2.1 Pre-Qualification Criteria:

The below is the qualification criteria for the bidders for submission of the bid. The qualification criteria must be met for qualification of the bids.

- (i) The Bidder should have submitted Rs. 10,000/- towards the cost of the Tender Document.
- (ii) The Bidder should have furnished the EMD of Rs. 1,00,000/- (Rupees One Lakh) only in the form of Bank Draft from any scheduled bank payable at Bhubaneswar.
- (iii) The bidder should be a registered company under Companies Act, 1956 of India.
- (iv) Bidder should be authorized by Reserve Bank of India (RBI) to provide Electronic Payment Aggregation Services.
- (v) Bidder should be a commercial bank/scheduled bank and have online payment gateway facility
- (vi) The Bidder should have experience in operation of payment gateway integration as on the date of RFP.
- (vii) Bidder should have implemented and/or managed end to end Payment Gateway Solution successfully earlier in India at present.
- (viii) Bidder should process average 5000 crore monthly volume in card transactions
- (ix) Bidder should integrate PG at least one similar kind of (State on-line portal) platform.
- (x) The bidder should be an empaneled banker with Finance Department, Govt. of Odisha.
- (xi) Bidder should have experience in deployment, monitoring and management solution of Payment Gateway.
- (xii) The bidder shall be certified for PCI DSS (Payment Card Industry Data Security Standard) company and shall have ISO 27001 like certification for information security management.
- (xiii) The Bidder shall have valid PAN, Sales Tax (if applicable) and Service Tax Number.
- (xiv) Even though the Bidder's meet the above qualifying criteria, they are subject to be disqualified in case of following conditions:
 - (a) The Bidder has made any false representation in the forms, statements and attachments submitted in proof of the pre-qualification requirements.
 - (b) The Bidder has a record of poor performance such as abandoning of any allotted project, inability to complete any allotted project, delay in completion of any allotted project etc.

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

- (c) The Bidder has been black listed by any Government or its organizations.
- (xv) The bidder should have experience in providing Internet Payment Gateway services / other Payment collection services during last three years on national Scale in the country. Satisfactory project completion Certification in support of live implementations may be furnished.
- (xvi) The bidder's online payment gateway system should be capable of updating status of payment on an immediate basis received from source URL on receipt of unique identification number from source URL.
- (xvii) On receipt of fees from the applicant of the service delivered, the system should be able to generate email/SMS to the applicant on successful / failure of transaction.
- (xviii) The Bidder should ensure that all online payment transactions are executed using secured service that encrypts all Credit cards/Debit Cards/ Net Banking/ Personal information details etc.
- (xix) The system should be in compliance with the payment related guidelines issued by regulators/RBI from time to time (viz. Refund / charge back etc.)
- (xx) The payment gateway should generate authenticated receipts as proof of transactions and automated generated intimation for the payment sent to the payer/applicant through e-mail and SMS, for various scenarios like successful transaction or failed transaction.
- (xxi) System should provide data in Excel format with Date-wise/ month wise transactions, transaction summary (accepted, rejected, incomplete transaction, online payment charges collected from payers etc.)
- (xxii) MIS report should be submitted to OeSL containing inter alia count of candidate/ user issues, pending issues and resolved issues. (Accepted, rejected, incomplete transaction, online payment charges collected from payers etc.) in every month/ as per the requirement.
- (xxiii) There should be admin module for viewing /downloading information on payment and relevant MIS to designated Transport Department official.
- (xxiv) System should have capability of Server to Server Integration (between payment gateway server and Odisha Online portal Server) for intimating the success/failure of the transaction in real-time basis and a fallback arrangement should be made server to server fail for any other reasons. This is needed to provide for Browser/Internet/Desktop failure.

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

- (xxv) The bidder should comply to serve with multiple modes of payment but not limited to as given below for Internet Payment Gateway Services.
- a) Credit Card: Visa, Master, Amex, RuPay, and Maestro & Diners (minimum five banks)
 - b) Debit Card: Visa, Master, Amex, RuPay, and Maestro & Diners (minimum five banks)
 - c) Net Banking: associated with minimum forty (40) different leading banks out of which at least 10 should be nationalized/public sector banks.
- (xxvi) In addition should have NEFT & RTGS mode of payment through web
- (xxvii) The bidder should have high speed availability network/ server infrastructure 24x7 mode.
- (xxviii) For all online payment transactions, the payment gateway should provide a minimum of 128-bit SSL encryption, with real time authorization and capturing the transaction details.
- (xxix) The bidder shall have facility to debit the candidate/user account and credit to the Odisha Online's designated accounts on T+1 for card transactions & T+2 for net banking transactions (T=date of collection of funds, T+1 = next day (before 8:00 PM)). In case, the next day is a holiday as notified by RBI/Bank holiday for the purpose of electronic settlement/ transfer of funds, the fund shall be deposited/credited on next working day.

An undertaking to this effect (points mentioned above) is required from the Bidder. If at a later stage it is found that any Bidder has wrongly certified, the bidder shall be liable for action under the Criminal law.

NOTE: Documentary proof for all the above criteria has to be invariably enclosed failing which the bid shall be liable for rejection.

2.2 Technical Qualification Criteria:

- (i) Any payment made with a Credit or Debit card or via a Payment service must first be authorized by the card issuing authority. The service must have a secure mechanism between websites of internet payment banks, Credit card processor/ issuer to avoid fraudulent transactions.
- (ii) The secured mechanism should also be ensured for faster and efficient transaction processing. The bidder should have Risk / Fraud Management Solution in place.
- (iii) The bidder should have functionality to avoid duplicate debit/credit card with traceability feature to identify the duplicate/fraud entry.

However, the technical evaluation will be based on the solution on security and Risk/Fraud Management through a presentation of bidder. The technical presentation must give emphasis on fraud management solution and with the multiple modes of payment for credit card, debit card and internet banking. The Presentation will carry 100 marks.

- Based on the evaluation of technical bids, the bidders shall be ranked highest to lowest technical scores (St) in accordance with the total Marks obtained. The bidders with technical bid score of minimum 70% and above will be considered technically qualified for further process.
- The price bids of Technically qualified bidders will only be opened for Financial evaluation.
 - i. After evaluation of technical Bids & Technical Presentation, the bidders with technical bid score of minimum **70% and above will be** considered technically qualified for further process.
 - ii. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further Commercial Bid evaluation. Bids of tenders, which don't secure the minimum, specified technical score will be considered technically non-responsive and will not be considered for financial evaluation.

CHAPTER-3

PROJECT PROFILE

3. PROJECTPROFILE

3.1 BACKGROUND

Orissa Online is a digital gateway for the State Government to offer multiple services through a single window to its citizens.

The mission of the portal www.odishaonline.gov.in is to provide various G2C, B2C and G2B services to the citizen of Orissa through a central payment gateway, in process eliminating the need for citizens coming to the Government offices.

In a bid to make the state administration accountable to citizens, the Government of Odisha has passed the bill in the Assembly for making provision of right to public service.

To strengthen this initiative, OeSL has implemented Odisha Online, an e-Governance initiative based on an objective to deliver Government service and information to the citizen of Odisha State, using electronic delivery channels - Any service, Anywhere, and Any time.

In nutshell, the Odisha Online portal is a transparent & accountable portal that creates a hassle-free environment which has reduced administrative burden and service fulfilment costs for the Government, citizens & businesses, to a large extent

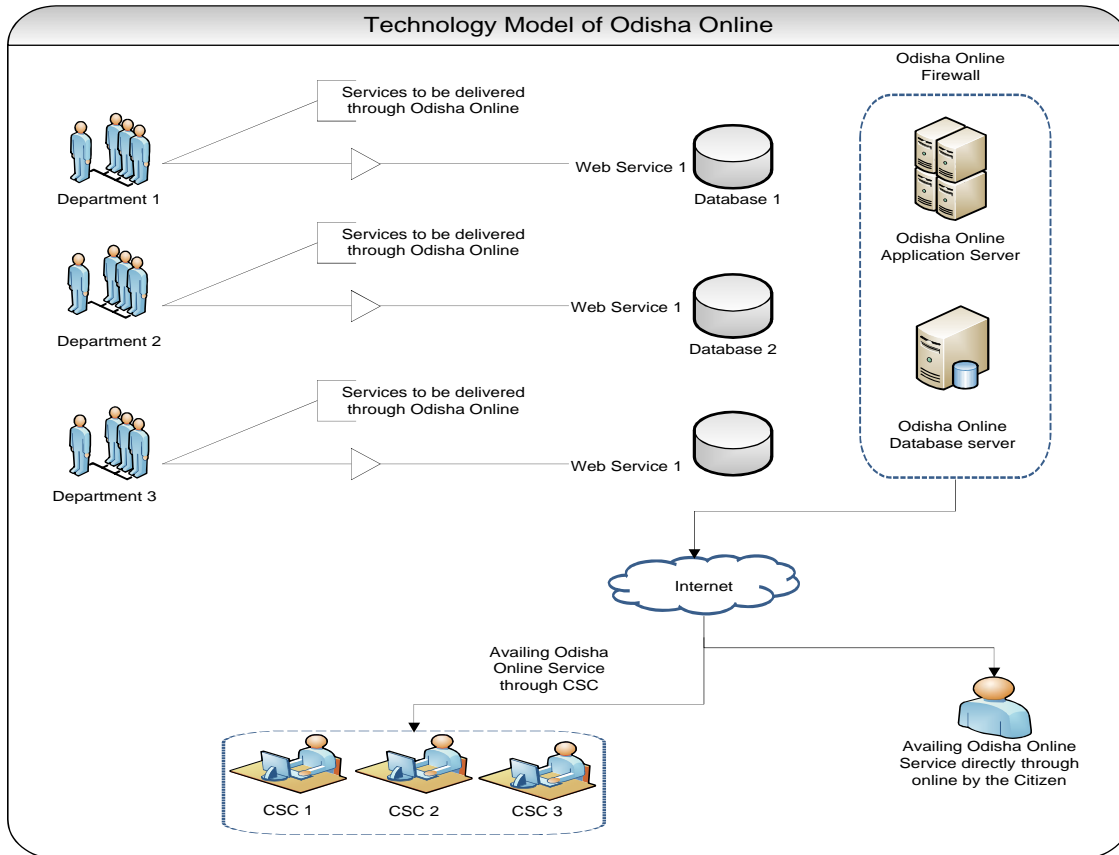
3.2 Architecture of Odisha Online

Odisha Online is developed in a 3 tier framework for Providing Services that includes XML Web Service standards. Whenever possible, we embrace existing Government standards that have significant traction. In some cases, we customize existing standards to meet the needs of Service Providers. We are focused on Object Oriented technology development that serves the needs of our Services we will be providing. The Odisha Online Technical Architecture (OOTA) is represented using a UML model at a high level of abstraction that allows us to visualize, understand and reason about the architecturally significant elements and identify areas of risk that require more detailed elaboration. This document is a way of communicating the UML model in context, to present the information in a structured fashion and to discuss areas of the model.

This architecture builds on Internet Based Technology like http, XML and other important standards. With the ability to integrate data and applications through Web services, Database of Service holders can be integrated for various services. Further opportunities will arise for greater collaboration among other Private organizations in various Utility segments.

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

These technologies will also facilitate interactions of a single organization with partner organizations or communities. Taken together, the Odisha online standards for interoperability will create a common Social network for professional services. The diagram below illustrates this network.



TECHNICAL DETAILS OF ODISHA ONLINE

Platform	Microsoft .Net Platform, asp.net (presentation layer)
Database	Microsoft SQL Server 2008 Ent.
Web Server	Microsoft IIS 7.5
Router	Cisco 3845
Application Load Balancer	Radware App Directory with cookie Persistency
Link Load Balancer	Radware Link proof on Demand Switch-2
IPS	Radware Defense Pro DP1016NL
Firewall	Cisco ASA 5580
Switch	Cisco Catalyst 3650
Servers	IBM x3850 M2 & HS 22 Blade Center

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

SAN Storage	IBM System Storage DS 3200
Tape Drive	Ultrium Tape Drive, IBM TS-3310
Other Services	Domain Controller, DNS, Mail Server, Antivirus Server
Operating System	Windows 2008 R2 64bit Ent.
Web Audit	Done
Encryption	128 bit encryption
Identity of the website Verified By	VeriSign Class 3 Secure Server CA G3
Encrypted Data Transmission	SSL Certificate

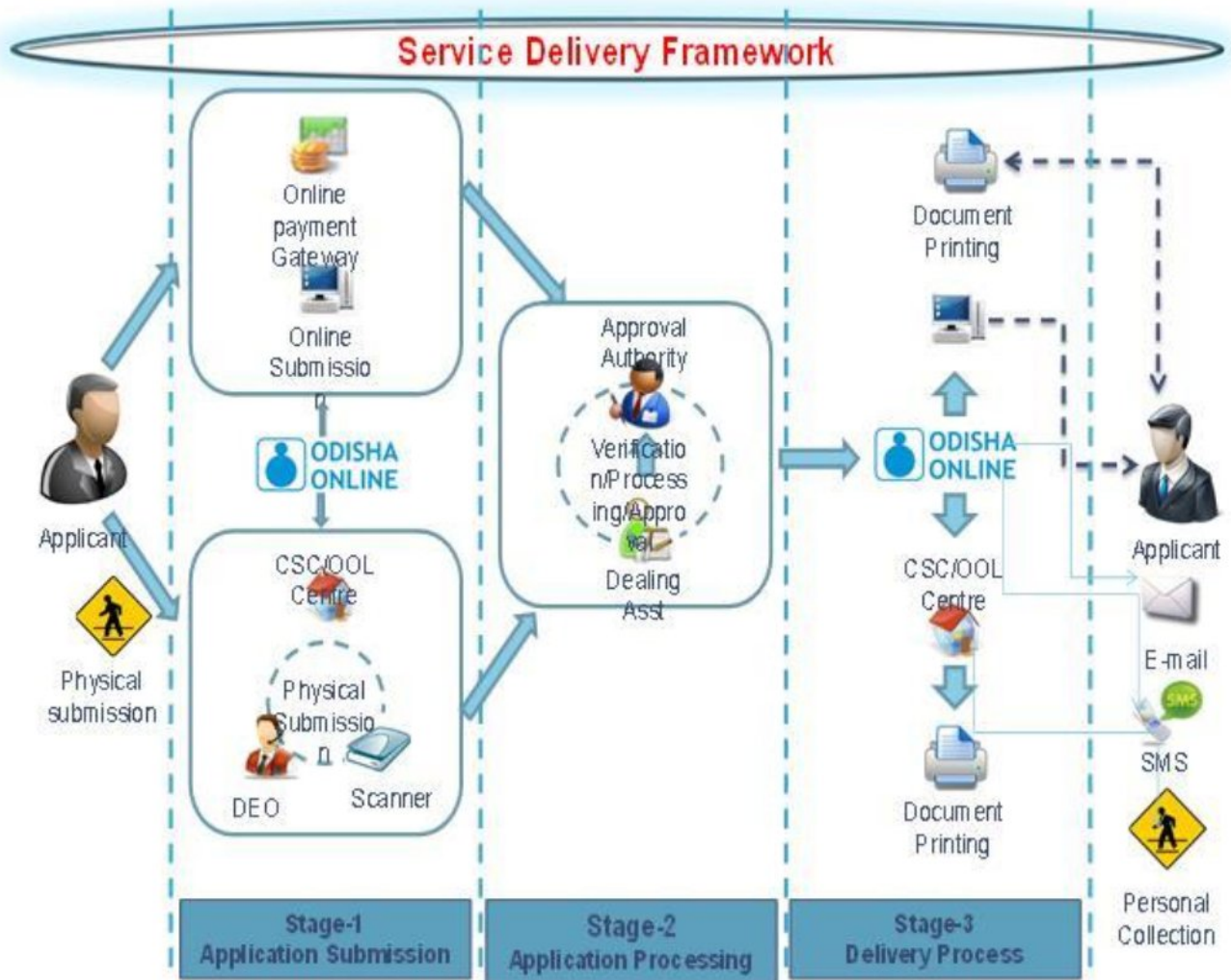
3.3 Current Delivery Mechanism

The delivery mechanism to citizens can be done through following options.

- Odisha Online Portal is a web based solution available 24*7. The portal uptime is 99.95%.
- The portal can be accessed through a standard web browser and does not require any special software to be installed.
- It acts as a catalyst in enabling the building of Standards based e-Governance applications with Gateway as the middleware to ensure interoperability.
- Enable integration across Centre, State or Local Governments there by enabling Integrated Service Delivery and a Service Oriented Architecture (SOA) leading to joined up government
- Currently Odisha Online is managing its operations through various CSCs/ Jana Seva Kendra/ e- Seva Kendras.
- The CSCs connect to Odisha Online portal via the internet and enable the rendition of the hosted services.
- A citizen can walk to the nearest CSCs, where the operator will fill forms and digitize supporting documentation for him and leave after paying a nominal portal fee in cash.
- The CSCs work on a pre-paid model whereby it can 'top-up' its account with a certain amount of money and can then provide services to citizens for as long as it has a credit balance.
- Computer literate citizens can directly pay their bills online either by internet banking or a credit/ debit card with an optional and simple registration process.
- It ensures the various departmental services by easily integrating them with other technology platforms and software implementations through web services.

Request for Proposal for Payment Aggregator for Odisha Online Portal

- All Transaction and audit logs through various MIS & being intimated to the respective departments on a daily basis.



CHAPTER– 4

SCOPE OF WORK

4. Scope of Work:

The objective of the RFP is to select a scheduled commercial bank for payment aggregator for odisha online portal for online payment management system including Integrated Payment Gateway and Banking solutions for providing payment and refund facility.

1. Review of business and system requirements for the payments gateway & NEFT/RTGS Solution.
2. Configuration & Integration of the Banking Services (RTGS/NEFT/Net Banking/Cards) with collections system of Odisha Online.
3. Maintenance of the electronic payment service to ensure availability of at least 99.95% on a quarterly basis.
4. The bank will have to provide Online payment gateway services with acceptance of debit and credit cards (Visa,Master, Amex, RuPay, and Maestro& Diners), internet banking with ability to integrate with the existing Odisha Online Portal and provide various daily or periodical MIS as per the requirement of OeSL. OeSL can add new services from various departments at any point in time. The successful bidder will be bound to provide payment gateway for all such services at no extra cost to OeSL. The successful bidder though would continue to charge on as per the agreed payment quotes.
5. The Odisha Online Portal would facilitate e-payment by providing redirection to the end users. The user/citizen shall be redirected to the web page/URL specified by the bank and process the user's request regarding service opted by the user from among various services offered by Odisha Online. After the process the end user shall be redirected back to the Odisha Online Portal with relevant transaction details.
6. Redirection of end users from the Odisha Online website to the Bank web page over a secure encrypted channel is the main responsibility of the Bank and to be done by creating a redirection string.
7. The payment service must offer SSL (Secure Sockets Layer) for transaction security.
8. Integration between Odisha Online and the bank shall be done by the OeSL in consultation with the bank and the bank would provide all necessary supports in the form of API etc. for the integration.
9. Generate authenticated receipts as proof of transactions. An automated generated receipt of the payment through e-mail and SMS should also be sent to the customer.

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

10. Providing an active message to the customer indicating that a transaction has been either accepted or rejected.
11. At all times, making available the option for the customer to stop the information gathering and transaction process.
12. Allowing the customer to review charges before final submission. Show bank's transaction charges, if any, separately from OeSL charges.
13. Allowing the user / consumer to try a different card number/payment mode if a transaction is rejected.
14. Any payment made with a credit or debit card or via a payment Service must first be authorized by the card issuing authority. The Service must afford a secure link between OOL Portal, user / consumer and credit card processor to avoid fraudulent transactions. The secure line should also ensure fast and efficient transaction processing.
15. All guidelines issued from time to time from RBI upon internet banking and related security issues including transaction on Mobile, VISA, Debit Cards etc. shall be mandatorily binding on the bank and they are supposed to keep themselves updated about them.
16. The service provider shall have to necessarily debit the customer's account and credit to the OeSL's designated accounts on instantaneous basis during such transactions.
17. All settlement shall be as per applicable RBI guidelines in this regard.
18. Administrator access should be provided to the designated OeSL personal for viewing information on payments and relevant MIS reports.
19. The bank would be responsible for reconciliation of the all the transactions on daily basis.
20. The report on each transaction should clearly state
 - a. Name of person / organization money received from
 - b. Money received towards (Electricity Charges, Water Charges etc.)
 - c. Amount received and date
 - d. Payment Status (Accepted / Rejected etc.) and reason for rejection is applicable.
21. The bank would provide a 24X7 call centre support to the customers of Odisha Online who are the users of the system or who wish to make online payments.
22. All payment related issues should be directly handled by the bank and issues should be resolved with the given SLAs. A monthly MIS report should be submitted to OeSL on the customer issues count, pending issues and resolved issues.
23. The bank would be solely responsible for implementation of all guidelines issued from time to time from RBI for various e-payment services.
- 24. The Bank is also responsible for providing API for mobile application to Odisha Online Portal.**

CHAPTER– 5
INSTRUCTION TO
BIDDERS

5 INSTRUCTION TO BIDDERS

5.1 COST OF BIDDING

5.1.1 The Bidder shall bear all costs associated with the preparation and submission of its bid and OeSL (hereinafter referred to as the Purchaser') will in no case be responsible or liable for these costs, whether or not the Bid is finally accepted.

6.1.2 Non-transferable Tender: If tender document was purchased in such case the Tender Document is not transferable. Only the party who has purchased this tender form shall be entitled to quote.

5.2 PROPOSAL VALIDITY AND SECURITY

5.2.1 Technical and Financial Proposals shall remain valid for a period of six months from the date of submission of the date. OeSL shall reject the Proposal as being non- responsive if it is valid for a shorter period.

5.2.2 In exceptional circumstances, prior to expiry of the original Proposal validity period, OeSL may request that the Bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing to or by facsimile to the listed contact information of the Bidders. In such cases, the Bidders shall not be required or permitted to modify the Proposal, but shall be required to extend the validity of the Proposal for the extension period.

5.2.3 The Bidder shall furnish, as part of its Proposal, a Proposal Security (EMD) of **Rs 01 Lac** in the form of Bank Draft in favour of 'Odisha e-Governance Services Limited' payable at Bhubaneswar, Odisha.

5.2.4 The EMD shall be returned to the successful bidder within 15 days of submitting the Performance Bank Guarantee.

5.2.5 EMD of the unsuccessful bidder will returned within 15 days of the submission of the Performance Bank Guarantee by the successful bidder.

5.3 PRE BID MEETING

5.3.1 The Bidders designated representatives are invited to attend the Pre Bid meeting at their own cost, which will take place at Odisha Computer Application Centre, Acharya Vihar Square, Bhubaneswar.

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

5.3.2 The purpose of the meetings will be to clarify issues and to answer questions on any matter that may be raised at that stage.

5.3.3 The Bidder is requested, to submit any questions in writing or by e-mail (oesl@oesl.in) to reach OeSL not later than 09.03.2017 by 04.00 PM. Because, It may not be practicable at the Pre-Bid meeting to answer all the questions instantly. Pre-bid conference will be held on 14.03.2017 at 04.00 PM at OCAC.

5.3.4 Any modification of the Proposal documents, which may become necessary as a result of the Pre-Bid Conference, shall be made by the OeSL exclusively through the issue of an Addendum/Corrigendum in the web site.

5.4 BID OPENING

5.4.1 The RFP Evaluation Committee(s) shall evaluate the General (Pre-qualification) Bids, Technical Bids and Commercial Bids. The decisions of the Evaluation Committee(s) in the evaluation of the Commercial bids shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee(s).

5.4.2 At the date, time and location of the bid opening as specified in the RFP, the Evaluation Committee(s) shall open the Proposals in the presence of Bidders' designated representatives. The Bidders' representatives who are present shall sign a register evidencing their attendance. The Evaluation Committee (s) at the opening will announce bidders' name(s) and any such other details.

5.4.3 The Evaluation Committee(s) reserves the right at any time to postpone or cancel a scheduled bid opening. The bids will be opened at the address specified in RFP.

5.4.4 The bidders qualified in General Bids would only be are called for opening of Technical Bids and Technical Presentation.

5.5 GENERAL INFORMATION

5.5.1 The Bidder shall bear all costs associated with the preparation and submission of its bid and OeSL (hereinafter referred to as the 'Purchaser') will in no case be responsible or liable for these costs, whether or not the Bid is finally accepted.

5.5.2 There are **THREE** parts of Tender Document namely "Selection of bank for payment aggregator for Odisha Online Portal for online payment management system including Integrated Payment Gateway and Banking solutions for providing payment and refund facility" – "**General (Pre-qualification) Bid**", "**Technical Bid**" and "**Commercial Bid**". The bidder is required to submit all

[Odisha e-Governance Services Limited](#)
[Request for Proposal for Payment Aggregator for Odisha Online Portal](#)

the three parts and place them in three separate sealed envelopes, which should be superscripted as “election of bank for payment aggregator for Odisha Online Portal” by OeSL- General (Pre-qualification) Bid and EMD”, “Selection of payment aggregator for” by OeSL- Technical Bid” and “Selection of payment aggregator for” by OeSL- Commercial Bid”. These envelopes should be placed in another sealed envelope and addressed to **Odisha e-Governance Services Limited, OCAC Building, N- 1/7-D, Nayapalli, Near Planetarium, Acharya Vihar Square, Bhubaneswar – 751 013**. The envelope must show the name of the Bidder, address and should be superscripted as “Selection of payment aggregator for” **by OeSL**” on top of the envelope.

5.5.3 Tenders(s) (non-transferable) would be considered in the prescribed tender form / document only, which can be obtained in printed form, from the O/o the tendering authority i.e. OeSL, Bhubaneswar during office hours of working day, on payment of Rs.10,000/- (non- refundable) in shape of demand draft (DD) in favour of “Odisha e-Governance Services Limited”, payable at Bhubaneswar. Tender, duly filled and accompanying all supporting documents, should be submitted on or before **30.03.2017** by **3.00 PM** after which no tenders would be accepted and would be liable for outright rejection.

5.5.4 The bidder who are downloading the tender document from the website must furnish the tender fee of **Rs. 10,000.00 (Rupees Ten Thousand only)** along with the General Bid (Pre-Qualification Criteria) apart from EMD (to be enclosed in the Pre- qualification Bid) of amount **Rs. 1,00,000 (Rupees One Lacs Only)** payable in form of Demand Draft in favour of Odisha e-Governance Services Limited from a Scheduled Bank and payable at Bhubaneswar. Tender, duly filled and accompanying all supporting documents, should be submitted on or before **30.03.2017** by **3.00 PM** after which no tenders would be accepted and would be liable for outright rejection.

5.5.5 The bids will be opened at **Odisha e-Governance Services Limited, N-1/7-D, Nayapalli, near Planetarium, Acharya Vihar Square, Bhubaneswar-751013**. The sealed covers containing bids will be opened in the presence of tenderer's representatives as per the bid-opening schedule mentioned earlier. One representative per tenderer would be permitted to be present at the time of opening the tender. First General (Pre-qualification) Bids will be opened. The Technical Bids of only the bidders short-listed from the General bids will be opened. Similarly, The Commercial Bids of only the bidders short- listed from the Technical bids will be opened. The bids will be opened on the scheduled date and time even in case of absence of the tenderers.

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

5.5.6 Tenders shall be fully in accordance with the requirements of the General Terms and Conditions. Appropriate forms furnished with this RFP shall be used in filling proposal. Incomplete, illegible and unsealed tenders will be rejected. Telegraphic tenders will not be accepted and no correspondence will be made in this matter.

5.5.7 All proposals should be made only in English. Conditional offers and offers qualified by such vague and indefinite expression such as "Subject to immediate acceptance", "Subject to prior sale" etc. will not be considered.

5.5.8 The Price and conditions of the offer should be valid for at least a period of 180 days from the date of tender opening. Tender with validity of less than 180 days may be rejected.

5.5.9 The bidder should submit soft copy of technical bid including approach and methodology in CD/DVD/Pen Drive along with technical bid. Similarly, the bidder should submit the soft copy of price schedule in MS EXCEL format in CD/DVD/Pen Drive along with Commercial bid.

5.5.10 Submitted tender forms, with overwritten or erased or illegible rate or rates not shown in figures and words in English, will be liable for rejection. In case of discrepancy between words and figures noted against each items of the tender and between unit rates and the total amount, the decision of the tendering authority will be final and binding on the tenderers. Total of each item and grand total of whole tender should be clearly written. Corrections in the tender, if unavoidable, should be made by rewriting with dated initial of the tenderer after scoring out of the wrong entries. Clerical and arithmetical mistakes may result in rejection of the tender.

5.5.11 While tenders are under consideration, tenderers and their representatives or other interested parties, are advised to refrain from contacting by any means tenderer's personnel or representatives, on matters relating to the tenders under study. OeSL if necessary will obtain clarification on tenders by requesting such information from any or all the tenderers either in writing or through personal contact as may be necessary. The tenderer will not be permitted to change the substance of his offer after the tenders have been received in OeSL. Any attempt by any bidder to bring pressure of any kind, may disqualify the bidder for the present tender and the bidder may be liable to be debarred from bidding for OeSL tenders in future for a period of three years.

5.5.12 OeSL reserves all rights to cancel the tender without assigning any reason thereof.

5.6 DISQUALIFICATION OR REJECTION OF TENDER

The tender is liable to be rejected or the bidder disqualified at any stage on account of the following.

5.6.1 If the bid or its submission is not in conformity with the instruction mentioned herein.

5.6.2 If the bid is not accompanied by the requisite document fee **(Rs. 10,000)**

5.6.3 If the bid is not accompanied by the requisite EMD **(Rs.1,00,000)**

5.6.4 If it is received after the expiry of due date and time.

5.6.5 If it is incomplete and required documents are not furnished.

5.6.6 If misleading or false statements/ representations are made as part of pre-qualification requirements.

5.6.7 If found to have a record of poor performance such as having abandoned work, having been blacklisted, having inordinately delayed completion and having faced Commercial failures etc.

5.7 FORFEITURE OF EMD (BID SECURITY)

EMD submitted by the bidder may be forfeited under the following conditions

5.7.1 If the bidder withdraws the tender before the expiry of the validity period.

5.7.2 If the bidder violates any of the provisions of the terms and conditions of the tender.

5.7.3 In the case of a successful bidder fails to (a) accept award of work, (b) sign the Contract Agreement with OeSL, after declaration lowest evaluated bidder, (c) furnish performance security, or the bidder violates any of such important conditions of this tender document or indulges in any such activities as would jeopardize the interest of OeSL in timely finalization of this tender.

5.7.4 The decision of OeSL regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default in such a case may involve blacklisting of the bidder by OeSL/GoO.

5.8 TERMINATION OF CONTRACT AND COMPENSATION THEREOF

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 OeSL, without any valid reasons acceptable to OeSL, OeSL may terminate the contract after giving one month notice, and the decision of OeSL

on the matter shall be final and binding on the bidder. Upon termination of the contract, OeSL 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.

5.9 EVALUATION & SELECTION CRITERIA

5.9.1 Evaluation of Bids:

The Proposal Evaluation Committee will carry out a detailed evaluation of the Proposals in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents. In order to reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the Proposals on the basis of information provided by the bidder, taking into account the following factors:

A Two-Bid System shall be followed for the bid evaluation. The first stage would be a technical evaluation against qualification criteria. Second stage would be a commercial evaluation (L1). The details of evaluation have been explained below.

Technical evaluation against qualification criteria: The first stage of evaluation would involve examination of the bid documents of each of bidders against the qualification criteria set out. This is to ensure that the technical skill base, experience and financial capacity and other bidder attributes claimed therein are consistent with the needs of this project. These conditions have been listed down under the section “Qualification Criteria”. OeSL may ask bidder(s) for additional information, visit to bidders site and/or arrange discussions with their professional, technical faculty to verify claims made in bid documentation.

Please note that the **technical proposal must NOT contain any pricing information.**

Commercial evaluation: The commercial bids of only those bids that meet each of the qualification criteria mentioned would be opened for commercial evaluation. The commercial evaluation will take into account the information supplied by the Bidders in the Commercial Proposal, and the same shall be evaluated in accordance with the evaluation criteria specified in this RFP. This evaluation will result in each financial bid being assigned a score based on the scoring system described in this RFP. The commercial evaluation would be based on L1, i.e. the bidder with the least commercial quote shall be eligible for award of contract.

Please note that the financial bid should not be conditional and **no technical information should be provided along with the commercial.**

Note:

- A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Proposals without material deviation. A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the Deliverables, or which limits in any substantial way, inconsistent with the Request for Proposals, department's rights or the Bidder's obligations for, performance of the Project and the rectification of which deviation would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.
- The OESL may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

5.9.2 Method for Evaluation L1 bidder

The methodology used for evaluating bidders (who qualify in technical proposal) based on the rates quoted by them in their financial bid shall be as follows, which is final and binding to all bidders. OeSL shall not entertain any queries on its evaluation methodology for L1 bidder.

The formula which will be used for arriving at the L1 rates from among the various bids would be as here under:

$$A + B + C = X$$

Where:-A is the rate in percentage quoted for Credit cards B is the rate in percentage quoted for Debit Card and C is the flat rate quoted for Internet Banking in Rs. per transaction. 'The bidder for which X is lowest shall be deemed as the L1 bidder.'

Note: - In case of a tie, the bidder with maximum no. of bank partner's s will be considered as L1 bidder. In case, if there is a Tie yet also, then the Bidder who has quoted lower for the 'C' rate i.e. rate for Internet Banking (flat rate) would be declared the L1 Bidder. However the L1 rates as arrived after evaluation of the financial bid as per procedure outlined above need not be accepted by SUDA outright.

The bidder having the lowest bid would be invited for negotiations for award of project by OeSL. Bidder should quote as per format given in Annexure II.

CHAPTER– 6

TERMS & CONDITIONS

6. TERMS & CONDITIONS

6.1 AMENDMENT OF BIDS

7.1.1 Bids once submitted cannot be amended. However, in case of some administrative exigencies, OeSL may decide to take fresh bids from all the Bidders before actually opening of the Technical and Commercial Bids.

7.1.2 In order to afford prospective Bidders reasonable time to make amendment in their bids, OeSL may, at its discretion, extend the deadline for the submission of bids. However, no such request in this regard shall be binding on OeSL.

6.2 LANGUAGE OF BID & CORRESPONDENCE

The Bidder will be prepared Bids in English language only. All the documents relating to the Bid (including brochures) supplied by the Bidder should also be in English, and the correspondence between the Bidder & OeSL will be in English language only. The correspondence by Fax / E-mail must be subsequently confirmed by a duly signed formal copy.

6.3 LATE BIDS

7.3.1 Any bid received by OeSL after the deadline for submission of bids prescribed by OeSL, as per schedule of tender (2.4) will be rejected.

6.4 MODIFICATION & WITHDRAWAL OF BIDS

7.4.1 OeSL may allow modification of Bid if any substantial changes have to be made in the scope of work. This option will be available to every Bidder who has submitted Bid.

7.4.2 Bids cannot be withdrawn during the interval between its submission of bids and expiry of Bid's validity period, as specified by OeSL.

6.5 OESL'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS

Notwithstanding anything else contained to contrary in this Tender Document, OeSL reserves the right to accept or reject any Bid or to annul the bidding process fully or partially, or modifying the

[Odisha e-Governance Services Limited](#)
[Request for Proposal for Payment Aggregator for Odisha Online Portal](#)

same and to reject all Bids at any time prior to the award of work, without incurring any liabilities in this regard.

6.6 NOTIFICATION OF AWARD

7.6.1 Prior to the expiry of the period of Bid validity, OeSL will notify the successful Bidder in writing by speed post or Fax or email that its Bid has been accepted.

7.6.2 The liability of the Consultant(s) to perform the services will commence from the date of notification of Award. The Completion Period shall be counted from the date of 'Notification of Award of Work'.

6.7 CORRUPT OR FRAUDULENT PRACTICES

OeSL requires that the Tenderers under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Purchaser (i.e. OeSL) defines the terms set forth as follows:

7.7.1 "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and

7.7.2 "Fraudulent Practice" means a misrepresentation of facts, in order to influence a procurement process or execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after bid submission), designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of the free and open competition;

7.7.3 The Purchaser will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

7.7.4 The Purchaser will declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is determined that the Bidder has engaged in corrupt and fraudulent practices in competing for or in execution of the contract.

6.8 CONTRACT PERIOD

The contract shall remain in force for a period of 03 years from the date of issue of work order. However, further extension of this contract may be done on mutually agreed terms & conditions.

6.9 PAYMENT TERM

The fee paid by the user/subscriber towards the service offered towards payment gateway shall be collected by the bidder directly from the subscriber/user of the payment gateway system at the time of transaction. The service fee per transaction would be capped to fee amount. i.e., the successful bidder shall charge the user of the payment gateway an amount equal to the financial quote except service tax at actual as applicable at the time of transaction. Such fee shall remain fixed during the period of the contract. Also no extra transaction / service / convenience fees shall be levied on the consumer either by the PGSP or the by any bank. Any fluctuation in prices due to inflation, sectorial regulations, memberships, licensing, taxes, other than service tax will be borne by the bidder and not be passed on to the subscriber/user or OeSL.

6.10 FORCE MAJEURE

- i) The successful Bidder shall not be liable for forfeiture of its Performance Guarantee, Liquidated Damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- ii) For purposes of this clause, "Force Majeure" means an event beyond the control of the successful Bidder and not involving the successful Bidder's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of wars or revolutions, fires, floods, epidemics, quarantine restrictions.
- iii) If a Force Majeure situation arises, the successful Bidder shall promptly notify the OeSL in writing of such condition and the cause thereof. Unless otherwise directed by the OeSL in writing, the Bidder shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

CHAPTER– 7

AWARD OF CONTRACT

7. AWARD OF CONTRACT

7.1. Award Criteria

The Tender committee shall reserve the right to negotiate with the bidder whose proposal has been ranked L1. If OeSL is unable to finalize a service agreement with the bidder ranked L1, OeSL may proceed to the next ranked bidder (L2), and so on until a contract is awarded. OeSL reserves the right to present a contract to the bidder selected for negotiations. Contract will be awarded to the bidder whose proposal conforms to the RFP and is, in the opinion of OeSL, the most advantageous and provides the best value to the project and other technical factors considered. OeSL reserves the right to call for a re-bid if, in its opinion, the bids received are not reasonable. Evaluation will be based on the proposals and any additional information requested by OeSL. Prior to expiry of the validity period, OeSL shall notify the successful bidder in writing that its proposal has been accepted.

7.2. Contract Period

The contract shall remain in force for a period of 2 years from the date of issue of work order.

7.3. Right to accept / reject any or All Proposals

OESL reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any financial or other liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for OESL's action.

7.4. Notification of Award

Prior to the expiration of the validity period, OESL will notify the successful bidder in writing or by fax, to be confirmed in writing by letter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance security, OESL will promptly notify each unsuccessful bidder.

7.5. Signing of Contract

After the OESL notifies the successful bidder that its proposal has been accepted, OESL shall enter into a separate contract.

7.6. Performance Bank Guarantee

- i) The value of Performance Bank Guarantee to be equal to INR <<>>/- (Rupees <<>> Only).
- ii) The successful bidder shall at his own expense deposit with OeSL, within fifteen (15) working days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized bank acceptable to OeSL, payable on demand, for the due performance and fulfillment of the contract by the bidder. The bid security amount would be returned to the successful bidder on receipt of Performance Guarantee.
- iii) All charges and expenses whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder.
- iv) The performance bank guarantee shall be valid till 6 months after the completion of the contract period. The performance bank guarantee may be discharged/ returned by OeSL upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.
- v) In the event of the bidder being unable to service the contract for whatever reason, OeSL would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of OeSL under the contract in the matter, the proceeds of the PBG shall be payable to OeSL as compensation for the pre-estimated, pre-determined and pre-agreed loss resulting from the bidder's failure to perform/comply its obligations under the contract. OeSL shall notify the bidder in writing of the exercise of its right to receive such compensation within a reasonable time.
- vi) OeSL shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

7.7 Failure to agree with the Terms & Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event OeSL may award the contract to the next best value bidder or call for new proposals or invoke the PBG.

CHAPTER– 8

ANNEXURE

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

ANNEXURE-1

8.1 SELFDECLARATION

(To be submitted in the letterhead of bidder)

Date : _____

Ref : _____

To

The Chief Executive Officer (CEO)
Odisha e-Governance Services Limited
N-1/7-D, Acharya Vihar Square, RRL Post Office
Bhubaneswar – 751 013, Odisha

Ref: Tender No: OeSL – 06/2012 (Pt. – V) / 02

Sir,

In response to the invitation No. _____, Dt: _____ . Of Ref. Ms./Mr.

_____, as a _____, I/We hereby declare that our company

_____ is having unblemished past record and was not declared black listed either indefinitely or for a particular period of time.

Signature of the Tenderer

Date:

Place:

Company Seal

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

ANNEXURE-2

8.2 REPRESENTATIVE AUTHORIZATION LETTER

(To be submitted in the letterhead of bidder)

To
The Chief Executive Officer (CEO)
Odisha e-Governance Services Limited
N-1/7-D, Acharya Vihar Square, RRL Post Office
Bhubaneswar – 751 013, Odisha

Ref: Tender No: OeSL – 06/2012 (Pt. – V) / 02

Sir,

Ms./Mr. _____, Designation _____ Mobile No. _____ is here
by authorized to sign relevant documents on behalf of the company in dealing within vitiation
reference No.

_____, Dt: _____. S/He is also authorized to attend meetings & submit
technical & commercial information as may be required by you in the course of processing
above said application.

Thanking you,

Authorized Signatory

Representative Signature

Signature attested

Company Seal

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

ANNEXURE-3

8.3 DECLARATION OF COMMERCIAL&ADMINISTRATIVEDETAILS

(To be submitted in the letterhead of bidder)

Company Name & Address

Name	:			
Address	:			
City	:	District	:	
State	:	Pin	:	
Telephone	:	Cell	:	
Fax	:	e-mail	:	

SL#	COMMERCIAL YEAR	TURN OVER	PROFITBEFORETAXE S(PBT)	PROFITAFTERTAXES (PAT)
01	FY 2013-2014			
02	FY 2014-2015			
03	FY 2015-2016			

Copies of Audited Balance sheets for the above mentioned financial years are attached.

Signature of the Tenderer
Date:
Place:

Company Seal

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

ANNEXURE-4

8.4 ACCEPTANCE OF TERMS & CONDITIONS CONTAINED IN THE TENDER DOCUMENTS

To
The Chief Executive Officer (CEO)
Odisha e-Governance Services Limited
N-1/7-D, Acharya Vihar Square, RRL Post Office,
Bhubaneswar – 751 013, Odisha

Ref: Tender No: OeSL – 06/2012 (Pt. – V) / 02

Sir,

I have care fully gone through the Terms & Conditions contained in the Tender Document No. OeSL – 06/2012 (Pt. – V) / 02 regarding Selection of payment aggregator for Odisha Online Portal by OeSL.

I declare that all the provisions / clauses of this tender document are acceptable to my company. I further clarify that.

I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Signature of the Tenderer
Date:
Place:

Company Seal

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

ANNEXURE-5

8.5 BIDDER'S BRIEF PROFILE

1		Name of Company	
2		Year of Incorporation	
3	A	Registered office	
		Telegraphic Address	
		Office Telephone Number	
		Fax Number	
	B	Contact Person	
		Name	
		Personal Telephone Number	
		Email Address	
4	A	Local Contact	
		Name	
		Personal Telephone Number	
		Email Address	
6		Registration Details	
		Permanent Account Number	
		Service Tax Registration Number	
7		Banker's Name, Address and Account Number	

Signature of the Tenderer

Date:

Place:

Company Seal

8.6 BID LETTER (COMMERCIAL BID)

To

The Chief Executive Officer (CEO)

Odisha e-Governance Services Limited

N-1/7-D, Acharya Vihar Square, RRL Post Office Bhubaneswar – 751 013, Odisha

Ref: Tender No: OeSL – 06/2012 (Pt. – V) / 02

Sir,

We declare:

1) We attach hereto the technical response as required by the RFP, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the implementation plan.

2) We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of SIX MONTHS from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and Odisha e-Governance Services Limited

3) We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to OeSL is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead OeSL as to any material fact.

4) Schedule for providing Services

We do hereby undertake that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.

5) We enclose herewith the complete Commercial Bid as required by you. This includes:

i) Bid Particulars

ii) Bid Letter

iii) Price Schedule

7) We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions.

[Odisha e-Governance Services Limited](#)
[Request for Proposal for Payment Aggregator for Odisha Online Portal](#)

8) Certified that the tenderer is a company and the person signing the tender is the duly authorized to sign the bid.

9) Bid Security (Earnest Money) for an amount equal to Rs. 1,00,000 (Rupees One Lakh only) is enclosed in the bid packet for Pre-qualifying Requirements.

10) We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Signature of the Tenderer

Date:

Place:

Company Seal

Odisha e-Governance Services Limited
Request for Proposal for Payment Aggregator for Odisha Online Portal

Annexure -7

8.7 Format for Commercial Bid

To

The Chief Executive Officer (CEO)
Odisha e-Governance Services Limited
N-1/7-D, Acharya Vihar Square, RRL Post Office Bhubaneswar – 751 013, Odisha

Dear Sir,

Ref: Request for Proposal – Selection of bank for payment aggregator for Odisha Online Portal for online payment management system including Integrated Payment Gateway and Banking solutions for providing payment and refund facility– Commercial Bid

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to execute the said Project and to meet such requirements and provide such services as are set out in the Bid Document.

The detailed breakup of our Financial Proposal is shown below:

Sl. No.	Mode of Payment	Rate per Transaction	Charges Per Transaction	Charges In Words
1	Credit Card	Percentage of Transaction Value		
2	Debit Card	Percentage of Transaction Value		
3	Internet Banking	Flat Rate in INR		

Note -

1. The rates quoted above are firm.

2. The transaction charges quoted above include our fees towards providing the online payment service to Odisha Administration (Complete jurisdiction of the Company). This transaction charge is inclusive of the local taxes, service taxes, income tax, insurance, bank charges, payment channel charges etc. Except quoted as above NO other charges whatsoever shall be levied from users.

3. ONLY and under any circumstances OeSL will NOT be responsible for making any payment to us towards transaction charges or any other charges related to online payment service.

We agree that you are not bound to accept the lowest or any Bid Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the Bid Response without assigning any reason whatsoever. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

Dated:

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and address of Bidding Company)

(Seal/Stamp of Bidder)