



**REQUEST FOR PROPOSAL  
FOR THIRD PARTY  
FUNCTIONAL & TECHNICAL  
AUDIT  
OF URBAN LOCAL BODIES  
AUTOMATION SYSTEM  
(e-MUNICIPALITY)**

[Orissa Urban Local Bodies Automation System  
(Project e-Municipality)]

**Enquiry No OeSL- OeSL – 01/2017/03**

**Odisha e-Governance Services Limited**  
(SPV of OCAC and IL&FS)

N-1/7-D, Acharya Vihar Square  
**Bhubaneswar**

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**1 Fact Sheet:**

Sl. No.	Topic
1	Tender can be downloaded from <a href="http://www.oesl.in/">http://www.oesl.in/</a> , <a href="http://www.odisha.gov.in/">http://www.odisha.gov.in/</a> & <a href="http://www.ocac.in/">http://www.ocac.in/</a> .
2	Tender Paper cost of <b>Rs. 10,000/- (Rupees Ten Thousand Only)</b> by Demand Draft / Banker's Cheque in favour of "Odisha e-Governance Services Limited" payable at Bhubaneswar from any of the Nationalized / Scheduled commercial Bank.
3	Earnest Money Deposit of <b>Rs. 30,000/- (Rupees Thirty Thousand Only)</b> by Demand Draft / Banker's Cheque in favour of "Odisha e-Governance Services Limited" payable at Bhubaneswar from any of the Nationalized / Scheduled commercial Bank.
4	Proposals must remain valid for <b>180 days</b> from the last date of submission of the bids.
5	The Proposal should be filled in by the Bidder in English language
6	Bidders must submit one hard copy and soft copy (in non-editable CD / DVD Media) of each of the bids (General, Technical and Commercial bids.)
7	<p>The proposal submission address is:</p> <p>CHIEF EXECUTIVE OFFICER (CEO)  ODISHA e-GOVERNANCE SERVICES LIMITED (OESL)  OCAC BUILDING, PLOT NO - N-1/7-D,  ACHARYA VIHAR SQUARE, P.O- RRL,  BHUBANESWAR-13, ODISHA, INDIA</p> <p>Information on the outer envelope should also include : <b>Request for Proposal for Appointment of Third Party Audit for Odisha Urban Local Bodies Automation System &amp; DO NOT OPEN BEFORE 04.00 PM OF 07.06.2017.</b></p>
8	Proposals must be submitted not later than the following date and time: 07.06.201 by 03.00 PM

## 2 CHECKLIST

Please check whether following have been enclosed in the respective covers, namely, letter of General Bid (Pre-qualification Criteria), Technical Bid and Commercial Bid:

### 2.1 GENERAL (PRE-QUALIFICATION) BID

1.	Tender Paper Cost (DD No.:....., Amount: Bank:.....,Date:.....)	Yes	No
2.	Earnest Money (DD No.:....., Amt:, Bank:.....,Date:.....)	Yes	No
3.	The applicant must be either a registered Consultancy Firm / organization/company/ agency / Limited Liability Partnership (LLP) firm.	Yes	No
4.	Service Tax Registration and latest Service Tax Return	Yes	No
5.	Proof of average annual consultancy turnover of at least Rs. 50 Crores, over the previous 03 financial years (FY 2015-16, FY 2014-15 & FY 2013-14) and out of which Rs10 crores from any audit services as revealed by audited accounts as on 31st March, 2016 certified by chartered accountant	Yes	No
6.	Proof of CISA / CISSP / CEH / ISO 27001 / ITIL / ISO 20000 certified professionals and must have on its payroll at least 5 professionals put together in the above categories. Undertaking and copy of certificates of the professional to be submitted.	Yes	No
7.	Proof of technical qualified work force of at least 50 persons in their payroll as full time / contractual employees as on 31 <sup>st</sup> August, 2016	Yes	No
8.	Proof of successfully executing at least two similar project of consultancy value of Rs. 20 lakhs or above (Audit of web based application system in any Govt., sector in India).	Yes	No
9.	The bidder needs to submit the completion certificates from the various client on audit work as their credential or self certification with copy of work order and payment received.	Yes	No
10.	Proof of having at least 5 years of experience of providing similar services in the context of audit of web based application system.	Yes	No
11.	Undertaking for not blacklisted by any State Govt., Central Govt. or any other public service undertaking or corporation as on the date of the RFP.		
12.	Representative authorization letter	Yes	No
13.	Vendor Profile	Yes	No

### 3 Notice for RFP

**RFP Reference No. OeSL – 07/2016/01**

#### **Request for Proposal for Third Party Functional & Technical Audit of Urban Local Bodies Automation System (e-Municipality) to OeSL**

The Bidder should have submitted Rs. 10,000/- (Rupees Ten thousand only) towards the cost of the Tender Document ) in the shape of Bank Draft / Banker's Cheque in favour of **“Odisha e-Governance Services Limited” drawn on any Nationalized / Scheduled Commercial bank payable at Bhubaneswar** and other documents as mentioned hereafter must also be furnished along with the bid.

Earnest Money Deposit (EMD) amounting to Rs. 30,000/- (Rupees Thirty Thousand Only) in the shape of Bank Draft / Banker's Cheque in favour of **“Odisha e-Governance Services Limited” drawn on any Nationalized / Scheduled Commercial bank payable at Bhubaneswar** and other documents as mentioned hereafter must also be furnished along with the bid.

**OeSL reserves the right to accept or reject any or all bids without assigning any reason thereof.**

#### **Address for submission of Proposals**

The Chief Executive Officer

Odisha e-Governance Services Limited

N-1/7-D, Acharya Vihar Square

P.O. - RRL, Bhubaneswar – 751013, Odisha

Phone: 0674-2567607

Fax: +91-674-2582842

## 4 Invitation for bids

### 4.1 Introduction

Odisha e-Governance Services Limited, Bhubaneswar (OeSL) a SPV of OCAC& IL&FS, on behalf of Housing and Urban Development Department, Government of Odisha invites competitive bid proposal from consultants for the “Third Party Audit of e-Municipality Project”.

The schedule for this purpose is as under:

S.N.	Particulars	Date	Time
1	Last date of submission of pre-bid queries	18.05.2017	By 04.00 PM
2	Pre bid meeting	19.05.2017	04.00 PM
3	Submission of complete proposals	07.06. 2017	03.00 PM
4	Opening of General Bids	07.06.2017	04.00 PM
5	Technical Presentation	13.06.2017	11.00 AM
6	Opening of Commercial bids	To be intimated	To be intimated

### 4.2 Objective of project “OULBAS”(Odisha Urban Local Bodies Automation System)

As a follow up to the various programme of e-Governance launched by GoI under National e-Governance Programme, Government of Odisha decided to implement State Mission Mode Project on e-Governance in the year 2009 in Municipalities / Urban Local Bodies in order to bring in sustained improvement in efficiency and effectiveness of delivery of Municipal services to the citizens in the State of Odisha.

## 5 Scope of work for TPA

1. To understand the project TPA would be required to
  - a) Study the contract signed between OeSL and System Integrator (M/s TCS)
  - b) Study the Data Center architecture & design and the services envisaged.
  - c) Create frameworks and procedures for audit.
  - d) Study the functionality of the modules under e-Municipality Project.
  - e) Review of the escalation mechanisms being followed to resolve any issues between various stakeholders of the project.
  - f) Review of project management approach adopted by OeSL and provide suggestion for its improvement.
  - g) Review of SLA with various stakeholders and can suggest for addition or deletion as per the requirement of the project.
2. Audit Plan (one time): TPA would prepare audit plan and formulate report templates which need to be approved by the authority.
3. IT Infrastructure Audit:
  - a. The successful bidder should visit and review physically at least one time of all the delivered hardware, system software and the status of implementation of e-Municipality application at all the 112 ULBs and at the data center during their entire tenure
4. Performance Monitoring (to be done quarterly)
  - a. Verify compliance with pre-defined terms and conditions in the e-Municipality RFP pertaining to software development & hardware deployment at Site and Data Centre.
  - b. The functional audit of each module to examine fulfillment of user requirements in the module, ease of operation, and give comment on improvements needed. If any policy change or process change can improve usefulness of the module such observations needs to be incorporated in the report.
  - c. Report on capability of the system to handle load as per the performance level benchmarks specified in the SLAs on peak period of application run time.
  - d. Ensure AMC administration for application software, System software and Hardware which includes report on renewal as per the terms, scheduled preventive maintenance call or unscheduled on call-visit.
  - e. TPA audit would include review of the helpdesk setup under e-Municipality Project and performance of call resolution and feedback mechanism. The Agency would review the mechanism of obtaining user feedback on quality of



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service & post analysis of the same, and would submit a report with recommendations.

- f. TPA would provide quarterly certification of Service availability (recommendation for payment of QGR to System Integrator) and perform penalty computation for the calculation of QGR to be paid to SI as per the SLA and payment conditions mentioned in the agreement between OeSL and SI. Source of the availability of services through the various deliverables mentioned in the SLA signed between OeSL & SI.
  - g. Report on growth of the user of the e-Municipality application and report on the valid feedback given by the users.
  - h. TPA would appraise the usage of modules by the stakeholders during the quarter.
  - i. TPA would measure the Performance of the PMU in driving the project as per the SLA. Stakeholder's coordination meeting, addressing the issues, assessing the risk and their steps to achieve the milestones as per the schedule should be monitored.
  - j. Sampling audit on the application usage is allowed to the selected bidder.
  - k. The selected bidder will audit all the e-Municipality modules along with the change request, if any during the contract.
5. Security Audit: TPA should advise plan for the security audit of application and infrastructure periodically. However, security audit will be done through any Cert-in empanelled firm.
- TPA will not perform the Security audit. TPA will only advise plan for the security audit. Security Audit to be done by OeSL / OCAC/ Department through any Cert-in empanelled firm.
6. Change Request Management Audit: TPA would monitor the change request given by the department, its impact on project cost and duration, approval of the same by the department authority, implementation of the same as per the schedule and approval of the invoice for the effort.
- No. of change requests count not be presumed at this point of time. Change request will come as and when required by the Department.
7. Exit Process support: This role is envisaged with the objective of ensuring preparedness of the user Department all the time for any eventuality resulting in termination of contract. TPA audit includes support/ advice in the event of exit of the SI. In case of exit procedure, TPA will review the exit procedure of SI and advise the user department on documentation procedure to be followed by SI as per the SLA signed between SI and OeSL. TPA will ensure the smooth Handover and take over Process with the new SI / Govt. TPA is not required to perform any work with respect

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to RFP preparation, bid management and other advisory services related to selection of new SI.

The TPA would:

- a. Review the exit process as per the contract.
  - b. Advise the user department on documentation, process and procedures necessary for taking over the e-Municipality Project.
  - c. Provide advisory support document for transition from the current e-Municipality SI to the new SI.
8. Manpower Requirement: Adequate Manpower has to be provided by the TPA. Minimum 50 % of the Manpower to be provided by the TPA shall have Certifications such as ISO 27001, CISSP, CISA and ITIL etc. (For Example, minimum 2 people out of a 5 people team should have any or all of the above certification. The certificate along with the CV to be attached as per **Annexure – 10. Two auditors cv will be evaluated for marking.**
- **Selected bidder must deploy at least Two dedicated resource at the PMU of H&UD Department.**

## 6 Time Lines and Duration

The Agency will be providing Monitoring and Audit Management services for the Automation System at ULBs till the completion of the e-Municipality Project ie., till 30.06.2019, and extendable on discretion of OeSL. However the decision to extend the contract will be at sole discretion of OeSL. TPA is not required to perform any retrospective audit of services with respect to this project

## 7 Project Profile of e-Municipality

### 7.1 Background:

The National Mission Mode Project (NMMP) for Municipalities is one of the Mission Mode Projects that has significant citizen interaction, since municipalities provide a large number of basic services for millions of citizen living in India's urban centers. It is envisaged that MMP for municipalities would provide a major fillip to the Government of India's Ministry of Urban Development's urban reform agenda. The vision for the National Mission Mode Project for e-Governance in Municipalities is to leverage the ICT opportunities for sustained improvement in efficiency and effectiveness of delivery of municipal service to citizens.

Broad objective of MMP on e-Governance in Municipalities is the application of electronic means to improve the efficiency and effectiveness in the interaction between local Government and its citizens as well as other interest groups like NGOs, CBOs, RWAs, private sector, etc. It also aims at boosting internal Government operations to support and stimulate good governance system.

### 7.2 Urban Governance in Odisha:

There are 112 urban local bodies (ULBs) in Orissa, categorized as Municipal corporations (5), Municipalities (39) and Notified Area Councils (68). They are constituted by State Government.

In the year 2009 the Housing and Urban Development (H&UD) Department, Government of Odisha implemented ICT framework at the Urban Local Bodies (ULB) to improve citizen service delivery. The project termed as "e-Municipality" is aimed at simplifying processes, bringing in transparency & accountability, providing need based quality and timely information to all the urban citizens.

"OULBAS" a centralized application software is a part of the Transaction Processing System (TPS), which is catering to all the functionality of ULB for providing and maintaining the basic civic services to the citizens. The software has various sub-modules, which are interacting with each other to fetch relevant data/information and generate reports. All these sub-modules have facility of external interfacing for allowing the citizens or other interested stakeholders to post on-line applications, make queries, lodge complaints, view progress/response and also provision for making on-line payments.

The integrated system provides following services to common citizen of Orissa through a workflow platform in a hassle free manner.

- i. Online Birth and Death Registration from Hospitals for hassles free delivery of certificate

- ii. Collection of Holding tax
- iii. Easy to track the traders and collection of Trade license fees for better service delivery
- iv. Grievance Redresses and tracking module makes easy way of solving grievances raised by citizen
- v. Smart way of cleaning the city through Solid waste management module
- vi. Monitoring of Beneficiaries and related payment across the ULB through Welfare scheme Management
- vii. Collection of Water tax and connection through Water Connection Management system
- viii. Proper Monitoring of the Services and collection
- ix. User friendly and easy access to common citizen

### 7.3 Integration of e-Municipality Application with Odisha Online Portal:

It has also been decided that, e-Municipality Application will be integrated with Odisha Online portal. In order to avail the above services through e-Municipality applications by the citizens, user fees can also be collected through various payment modes like net banking, debit & credit cards or through off line service module like Odisha Online Jana Seva Centers or through Common Service Center.

### 7.4 IT Infrastructure Details

The details of IT equipments deployed at different ULBs and at Data Centre located in State Data Centre, OCAC are given below. The Bidder should go through the details of the equipment for better understanding of this project.

### 7.5 List of Equipment deployed at 44 ULBs:

Location Name	Desktop & Monitor	Laser Printer	DMP	UPS
Anandpur	4	2	1	4
Anugul	4	2	1	4
Baleswar	4	2	1	4
Baragarh	4	2	1	4
Barbil	4	2	1	4
Baripada	4	2	1	4
Berhampur	10	2	1	10
Bhadrak	4	2	1	4
Bhawanipatna	4	2	1	4
Bhubaneswar	4	2	1	4
Biramitrapur	4	2	1	4
Bolangir	4	2	1	4
Boudhagarh	3	1	1	3
Brajarajnagar	4	2	1	4
Chatrapur	2	1	1	2

Location Name	Desktop & Monitor	Laser Printer	DMP	UPS
Chowdwar	4	2	1	4
Cuttack	10	4	1	10
Deogarh	4	2	1	4
Dhenkanal	4	2	1	4
Jagtsinghpur	4	2	1	4
Jajpur	4	2	1	4
Jatni	4	2	1	4
Jaypore	4	2	1	4
Jharsuguda	4	2	1	4
Joda	4	2	1	4
Kendrapara	4	2	1	4
Keonjhar	4	2	1	4
Khurda	4	2	1	4
Koraput	3	1	1	3
Malkangiri	2	1	1	2
Nawarangpur	4	2	1	4
Nayagarh	3	1	1	3
Paradip	4	2	1	4
Paralakhemundi	4	2	1	4
Phulbani	3	1	1	3
Puri	4	2	1	4
Rajagangapur	4	2	1	4
Rayagada	4	2	1	4
Rourkela	4	2	1	4
Sambalpur	4	2	1	4
Sonepur	4	2	1	4
Sundargarh	4	2	1	4
Talcher	4	2	1	4
Vyasanagar	4	2	1	4

## 7.6 List of IT Equipment deployed at Data Centre:

SI.No	Equipment	Quantity.	Make	Model
<b>Servers</b>				
1	Backup Server	1	Sun Micro Systems	SUN FIRE – X4150
2	File Server	1	Sun Micro Systems	SUN FIRE – X4150
3	Mail Server	1	Sun Micro Systems	SUN FIRE – X4150
4	Anti Virus Server	1	Sun Micro Systems	SUN FIRE – X4150
5	Application Server	2	Sun Micro Systems	SUN 4V T5440
6	Database Server	2	Sun Micro Systems	SUN 4U Sun Sparc M4000
7	Web Server	3	Sun Micro Systems	SUN 4V T5140
8	Development Server	1	Sun Micro Systems	SUN 4V T5140
10	EMS Server	3	Sun Micro Systems	SUN FIRE – X4150
11	SMTP Server	1	Sun Micro Systems	SUN FIRE – X4150
12	HTTP Server	1	Sun Micro Systems	SUN FIRE – X4150

SI.No	Equipment	Quantity.	Make	Model
<b>Network And Other Equipment</b>				
13	LCD Monitor	2	ATEN	CL – 1000
14	KVM Switch	2	ATEN	CS – 1758
15	SAN Switch	2	CISCO	MDS – 9124
16	Tape Library	1	SUN Tape Laibrary	SL – 48
17	Load balancer	2	CISCO	CISCO App Director - 1016
18	Internet ASA	1	CISCO	5520
19	LAN L2 Switch	2	LINKSYS	SGE - 2000
20	Internet L2 Switch	2	LINKSYS	SGE - 2000
21	LAN ASA	1	CISCO	5520
22	Router	1	CISCO	2821
23	WILY TIM	1	CA	TIM
24	WILY TESS	1	CA	TES
25	L3 Switch	2	CISCO	WS – C4503 – E
26	Storage	1	SUN Storage	6140
27	40 KVA On-Line UPS	2	Numeric	
<b>Helpdesk</b>				
28	DESKTOP with Monitor	10		
29	UPS_1	10		
30	LASER PRINTER	1		
31	DOT MATRIX PRINTER	1		
32	FLAT BED SCANNER	1		
33	8-PORT SWITCH	2		

### 7.7 Project Timeline for development / implementation of e-Municipality Project:

Phase and Activities	Timeline
IT equipment installation at 44 ULB, Data Centre set up, application development, customization, training and implementation	Under AMC till 30.06.2019
Support, maintenance, facility management	Till 30.06.2019

### 7.8 Key Stakeholders:

The impact of the e-municipality system being sensitive, a consultative and a bottom-up approach has to be adopted impacting the following stakeholders:

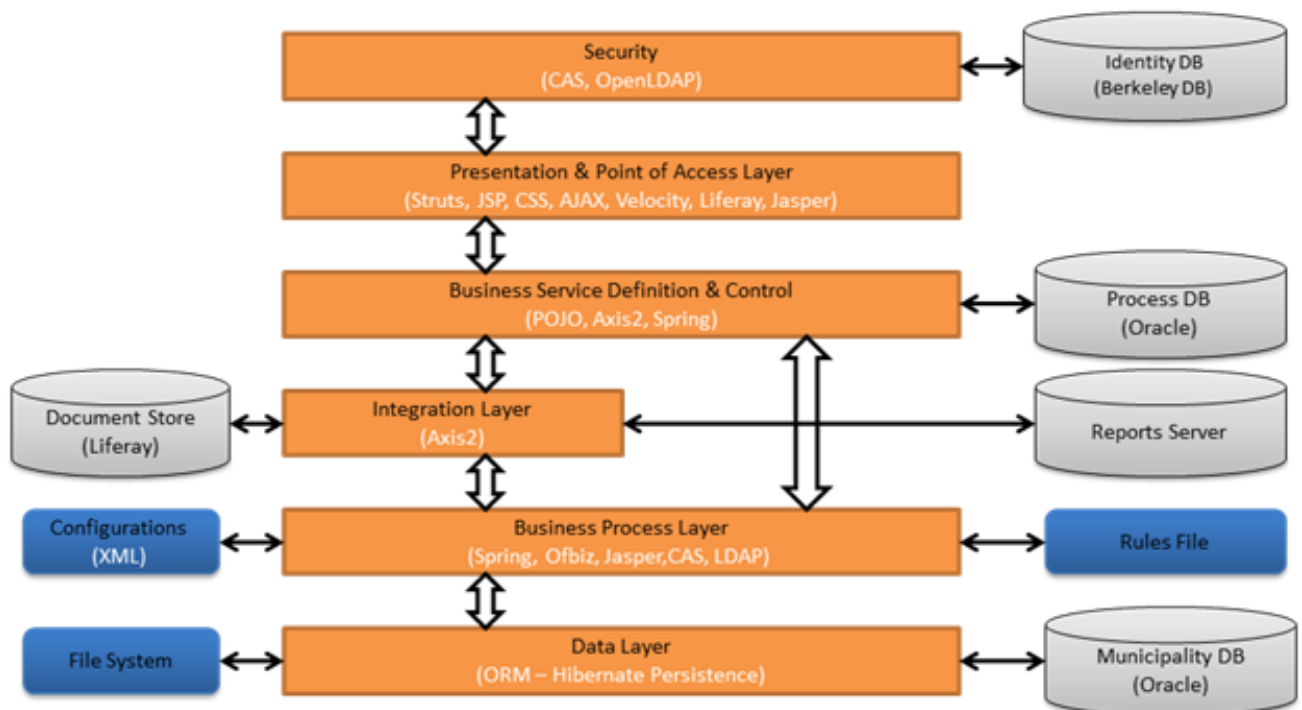
- Citizens/ Citizens groups
- ULB officials
- OeSL officials
- OCAC officials
- IT Department, GoO
- H&UD Department, GoO
- External Agencies
- Non-Government/Private sector organizations

## 8 System Architecture: Component centric architecture having above 12 modules.

### 8.1 Technology Stack of e-Municipality:

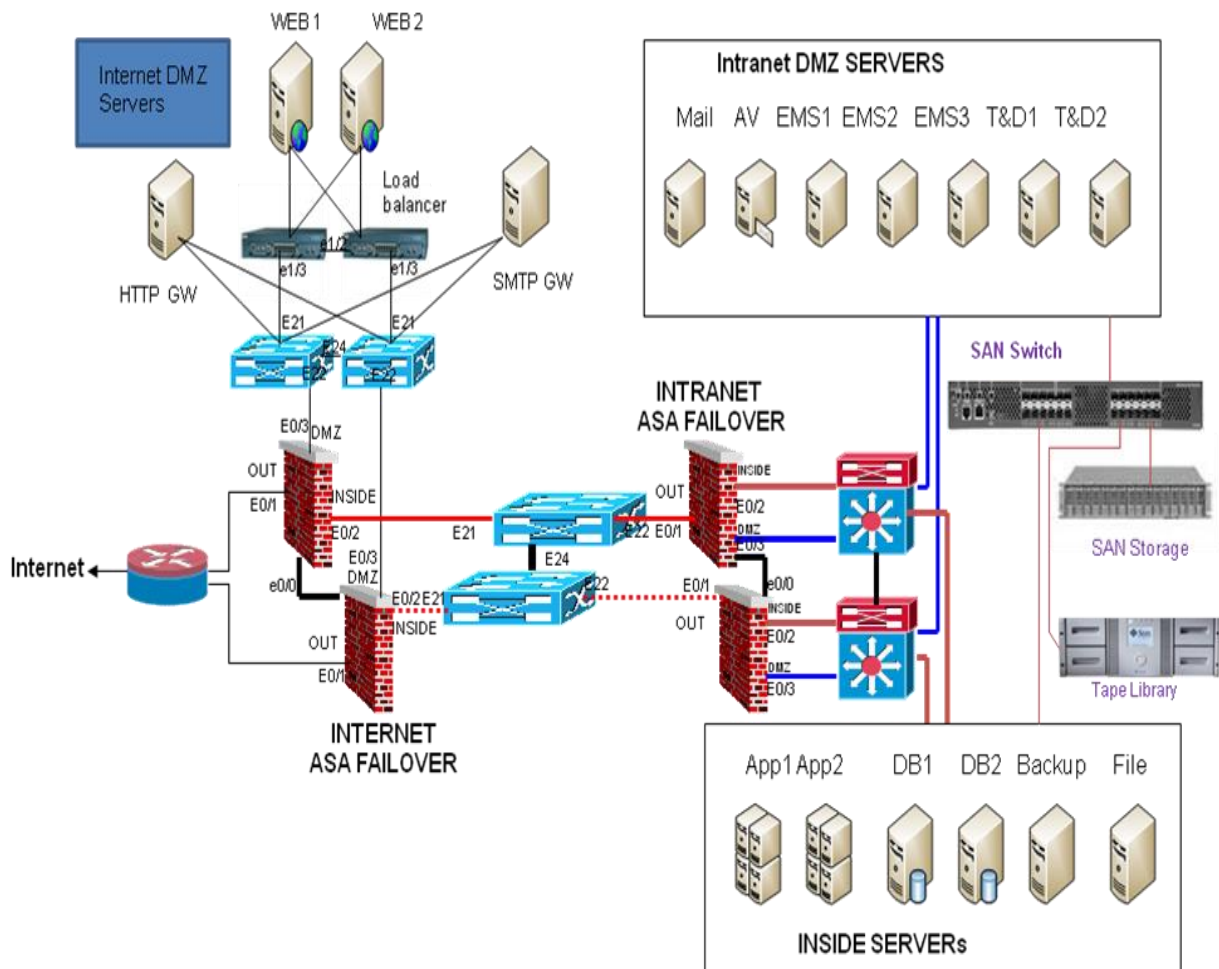
e-Municipality has been designed on the Open Source Framework owing to which application is one of the most sustainable initiative of the country. Backend database of the application is Oracle Database Enterprise 10g and hosted through J Boss application server. Over time the framework has been proven to be extremely flexible and reliable. The technology Stack is as follows.

#### e-Municipality – Technology Stack



8.2 Network Architecture:

**Odisha e-Municipality**





## 9 Instruction to Bidders

### 9.1 Proposal validity and security

- I. Technical and Financial Proposals shall remain valid for a period of 180 days from the date of Commercial Bid opening specified. OeSL shall reject the Proposal as being non-responsive if it is valid for a shorter period.
- II. In exceptional circumstances, prior to expiry of the original validity period of the proposal, OeSL may request that the Bidders 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.
- III. The Bidder shall furnish, as part of its Proposal, tender paper cost of **Rs. 10,000/- (Rupees Ten Thousand Only)** in the form of Bank Draft or Bank Banker's Cheque in favor of 'Odisha e-Governance Services Limited' drawn on any Nationalised / Scheduled Commercial Bank and payable at Bhubaneswar, Odisha.
- IV. The Bidder shall furnish, as part of its Proposal, a Security (EMD) of **Rs. 30,000/- (Rupees Thirty Thousand Only)** in the form of Bank Draft or Bank Banker's Cheque in favor of 'Odisha e-Governance Services Limited' drawn on any Nationalised / Scheduled Commercial Bank and payable at Bhubaneswar, Odisha.

### 9.2 Pre Bid Meeting

- I. The Bidders designated representatives are invited to attend at their own cost, the Pre Bid meeting which will be held at Board Room, Odisha Computer Application Centre, AcharyaVihar Square, Bhubaneswar on **19.05.2017 at 04.00 PM**.
- II. The purpose of the meetings will be to clarify doubts and queries relating to any matter on the RFP that may be raised at that stage.
- III. The Bidder is requested, to send his queries / doubts through email [oesl@oesl.in](mailto:oesl@oesl.in) or by Post.
- IV. Any modification of the Proposal documents which may become necessary as a result of the Pre-Bid meeting shall be made by the OeSL exclusively through the issue of an Addendum /Corrigendum in the web site.

### 9.3 Bid Opening and Evaluation

- I. The Evaluation Committee(s) shall evaluate the Technical Bid, Technical Presentation and Commercial proposal.
- II. The Evaluation Committee(s) may choose to conduct negotiation or discussion with any or all the bidders. 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).
- III. The Evaluation Committee(s) shall open the Technical Bid as per the scheduled date, time and location as mentioned in the document, in the presence of Bidders' designated representatives who may choose to attend.
- IV. In case of any contingency, the Evaluation Committee(s) reserves the right at any time to postpone or cancel a scheduled bid opening, in which case an alternative date, time & location will be intimated through the website.
- V. After evaluation of the Technical Bids & Technical Presentation, the commercial bids of those Bidders who will be declared eligible by the evaluation committee, will only be opened as per the scheduled date, time and location as mentioned in the document, in the presence of Bidders' designated representatives who may choose to attend.

**9.4 Eligibility Criteria:**

- i. in this case, the eligible Bidder must be a consultancy firm / agency/ Limited Liability Partnership (LLP) firm having experience of successfully executing at least two similar project each of consultancy value of Rs. 20 lakhs or above (Audit of web based application system in any Govt. sector in India). Agencies which are not having experience in handling similar assignment CAN NOT participate in this tender.
- ii. The Bidder must have at least 50 persons in their payroll as full time / contractual employees as on 31st March, 2017.
- iii. The bidder must have at least 20 full time auditors in their payroll as on 31st March, 2017.
- iv. The bidder should have an average annual consultancy turnover of at least Rs. 50 Crores, over the previous 03 financial years (FY 2015-16, FY 2014-15 & FY 2013-14) and out of which Rs10 crores from audit services as revealed by audited accounts as on 31st March, 2016 or certified by a C.A firm.
- v. The agency should have at least 5 years of experience of providing similar services in the context of audit of web based application system.
- vi. The bidder needs to submit the completion certificates from the various client on audit work as their credential or can be self certified along with work order copy and payment receipt certificate.
- vii. The bidder must have a team of professionals having professional certificates (CISA / CISSP / CEH / ISO 27001 / ITIL / ISO 20000) and must have on its payroll at least 5 professionals put together in the above categories. Undertaking and copy of certificates of the professional to be submitted.
- viii. The agency should not under blacklisted by any State Govt., Central Govt. or any other public service undertaking or a corporation as on the date of the RFP. An undertaking to this effect should be submitted.

## 9.5 EVALUATION & SELECTION CRITERIA

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 for thin 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:

- Overall completeness and compliance with the requirement
- Proposed work plan and methodology shall demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents.
- Any other relevant factors, if any, listed in RFP document, or the OeSL deems necessary or prudent to take into consideration.

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in the following table. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of **70% marks** in the technical evaluation will only be considered for further 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.

## 9.6 Technical Evaluation Criteria:

Technical Evaluation of the bid would be carried out applying the evaluation criteria specified below. Each respective technical bid will be attributed a technical score as per the following breakup.

Sl. No	Main criteria and Weights out of Total 100 marks	Sub Criteria	Sub weights
1.	Financial Strengths – 15	Consultancy Turnover (average – 3 yrs) above Rs. 50 Crores – 5 marks. For every additional Rs. 10 Crores 1 mark each. Max – 10 marks.	10
		Net Worth (average – 3 yrs) above Rs. 25 lakhs – 2 marks. For every additional Rs. 5 lakhs – 1 mark each. Max – 5 marks	05
2.	Institutional Strength – 20*	Quality and number of OWN Auditors	15
		Total no. of personnel in the payroll of the firm – For above 50 persons – 2 marks. For every additional 20 persons – 1 mark each. Max – 5 marks	05
3.	Similar Experience – 20**	Total Duration Projects (in Years)	10

	(Web enabled applications Audit Experience in last 5 years upto August 2016)	Total value of Projects (in INR)	10
4.	** Experience in other Audit ( of 5 Best Projects in last 5 years upto 31st August, 2016) – 05	Total Duration of the Projects (in Years)	02
		Total value of Projects (in INR)	03
5.	* CV of professionals for this assignment having web enabled applications experience – 20	Qualification	10
		Years of Experience	10
6.	Technical Presentation – 20	As per Technical Presentation to be made as specified at Clause – 10.	20

**\*For Sl. 2 & Sl. 5. CV of Professionals Marking will be as under:**

**a. Qualification:- MBA/PG/PGDM/MCA/B.Tech degree – 10, BCA/BSc/BSc in Computer Science – 5 Marks,**

**b. Experience:- Above 20 years - 10 Marks, 16-20 Years – 8 Marks, 11-15 Years – 6 Marks, 5-10 Years – 4 Marks.**

Note: Marking for each personnel will be made as above and total marking for all personnel will be determined. Bidders having Maximum Mark will get full mark and others will get in proportion. It requires to list CVs of Qualified auditors in roll of the firm. Marking will be made for each Auditor and then total for all listed auditor will be made. Firm getting highest mark will be given full mark and other in proportion.

**\*\* For SL.3 & SL.4 Duration & Value of all projects given by bidder will be totaled. The bidder having maximum Duration(years) & Value will get full mark in respective head. Other bidders will be marked in proportion. In technical bid duration & Fee for the assignment has been asked. For all assignment listed duration in number of years will be totaled. The bidder having maximum total years will get full mark shown for year and other will get in proportion based on their total years compared to highest year of bidder getting full mark. Same is for value**

**If 2 Auditors are to be posted then CVs of those two auditor only will be considered for marking.**

**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. The price bid of technically qualified bidders will only be opened for financial evaluation. The date, time and location for opening will be intimated to bidders for remaining present, who may choose to attend. The bidder offering the lowest price will be considered as successful bidder.

## 10 Technical Presentation

After evaluation of the submitted Technical Bid, the bidders will be invited for the Technical Presentation before the Technical Evaluation Committee and members of other stakeholders. The Technical Presentation should be informative and should clearly describe the course of action and procedures. So it is requested that, they should prepare the presentation after thoroughly studying the existing system and scope of work.

### 10.1 Scope of Technical Presentation:

S.No.	Content
1	Min. 2 Case Studies on Web Enabled Application TPA experience
2	Understanding of e – Municipality Audit requirements and Audit plan
3	Staffing Plan – Sample CVs of TPA resources
4	Tools/Methodologies to be used
5	ISO 27001/ITIL/CISSP/CISA / other Certifications requirements
6	Walk-through / Details of in-house Audit facility
7	Customer Feedback on previous projects
8	Key Achievements/Contributions made in past TPA projects
9	Audit Deliverables/Reports and their impact on application security, operations and management practices improvements
10	Others if any

**The above content will be calculated as parameters for evaluation of the bids.**

## 11 General Information

- I. 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.
- II. Tender, duly filled in and accompanied by all supporting documents, should be submitted on or before **07.06.2017 by 03.00 PM** after which no tenders would be accepted and all tenders received after due date would be liable for outright rejection.
- III. 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 bidder's representatives as per the bid opening schedule mentioned earlier. One representative per bidder would be permitted to be present at the time of opening the tender. The Commercial Bids of those eligible bidders, short-listed by the evaluation committee will only be opened.
- IV. Tenders shall be fully in accordance with the requirements of the General Terms and Conditions. Appropriate forms furnished with this specification shall be used in filling the information. Incomplete, illegible and unsealed tenders will be rejected. Telegraphic tenders will not be accepted and no correspondence will be made in this matter.
- V. All offers should be made 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.
- VI. The Price and conditions of the offer should be valid for at least a period of 180 days from the date of tender opening. Tenders with validity of less than 180 days may be rejected.
- VII. 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 item of the tender and between unit rates and the total amount, the decision of the tendering authority will be final and binding on the bidders. Corrections in the tender, if unavoidable, should be made by rewriting with dated initial of the bidder after scoring out the wrong entries. Clerical and arithmetical mistakes may result in rejection of the tender.
- VIII. While tenders are under consideration, bidders and their representatives or other interested parties, are advised to refrain from contacting by any means, the evaluation committee or any personnel of OeSL, 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 bidders either in writing or through personal contact as may be necessary. The bidder 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 be disqualified and the bidder may be liable to be debarred from bidding for OeSL tenders in future for a period of three years.

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

### 11.1 Disqualification or Rejection of Tender

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

- I. If the bid or its submission is not in conformity with the instruction mentioned herein.
- II. If the bid is not accompanied by the requisite Tender paper cost of **Rs 10,000/- (Rupees Ten Thousand Only)**
- III. If the bid is not accompanied by the requisite EMD of **Rs 30,000/- (Rupees Thirty Thousand Only)**
- IV. If it is not signed with seal, on all the pages of the bid document.
- V. If it is received after the expiry of due date and time.
- VI. If it is incomplete and required documents are not furnished.
- VII. If misleading or false statements/ representations are made as part of pre-qualification requirements.
- VIII. If found to have a record of poor performance such as having abandoned work, have been black-listed, having inordinately delayed completion and having faced Commercial failures etc.

### 11.2 Forfeiture of EMD (Bid Security)

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

- I. If the bid or its submission is not in conformity with the instruction mentioned herein.
- II. If the bidder withdraws or modify the tender before the expiry of the validity period.
- III. If the bidder violates any of the terms and conditions of the RFP.
- IV. If a successful bidder fails to (a) accept award of work, (b) sign the Contract Agreement with OeSL, after acceptance of communication on placement of award, (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.

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 black-listing of the bidder by OeSL / GoO.

**11.3 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 OeSL, without any valid reasons acceptable to OeSL, OeSL may terminate the contract after giving one month notice, in which case 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.

**11.4 Liquidated Damages**

In the event of delay in execution of work, specified in this Contract / furnishing of deliverables ,the bidder shall be liable to a penalty @1% of the value of work order in respective phases, for every week of delay ,up to a maximum of 5%, after which OeSL shall be at liberty to cancel the award. For the purpose of this clause, part of a week shall be considered to be a full week.



## 12 Terms & Conditions

### 12.1 Amendment of bids

- i. 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.
- ii. 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.

### 12.2 Language of Bid & Correspondence

The Bid will be prepared by the Bidder 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.

### 12.3 Bid Currencies

Prices shall be quoted in **INDIAN RUPEES**, rate to be exclusive of service tax indicted separately to be paid at prevailing rate at actual. No sales tax applicable in this.

### 12.4 Format and signing of Bid

- i. The Bidder shall prepare 2 (Two) copies of the Bid, clearly marking "Original Bid" on one copy and "Copy of Bid" on the remaining one copies. In the event of any discrepancy among various copies, the Original Bid shall prevail. Bids shall be packed and sealed as per procedure mentioned below.
- ii. The original and copies of the Bid shall be neatly typed and shall be signed, by an authorized signatory on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the Bid. All pages of the Bid, except for unamended printed literature, shall be initialed by the person or persons signing the Bid.
- iii. The Bid shall contain no interlineations, erasures or overwriting, in order to correct error made by the Bidder. All corrections shall be done & initialed by the authorized signatory after striking out the original words / figures completely.

### 12.5 Sealing and Marking of Bids

- i. The Bidder shall seal & mark various parts of the Bid as follows:
  - a) There are THREE parts of Tender Document namely "Appointment of TPA for Odisha ULB Automation System" – "General (Pre-qualification) Bid", "Technical Bid" and "Commercial Bid". The bidder is required to submit all the three parts and place them in three separate sealed envelopes, which should be superscripted as "Appointment of TPA for Odisha ULB Automation System" by OeSL- General (Pre-qualification) Bid and EMD", "Appointment of TPA for Odisha ULB Automation System" by OeSL- Technical Bid" and "Appointment of TPA for Odisha ULB

Automation System” 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 “Appointment of TPA for Odisha ULB Automation System” by OeSL” on top of the envelope.

- b) Soft copy inform of CD / DVD to be submitted in respective envelopes
- c) Technical Presentation: Hardcopy and Softcopy in CD/DVD (non-editable).
- ii. Every envelope and forwarding letter of various parts of the Bid shall be addressed as follows:

**Odisha e-Governance Services Limited**  
**OCAC Building, N-1/7-D, Acharya Vihar Square, RRL Post Office**  
**Bhubaneswar – 751 013, Odisha**

- iii. If the envelopes are not sealed and marked as required above, OeSL will assume no responsibility for the Bid's misplacement or premature opening.
- iv. **Bids sent through Courier/Post/Speed post/Telex / Telegrams / Fax / Email shall not be acceptable.**
- v. The envelope shall be sealed by signing across all joints & pasting good quality transparent adhesive tape on top of such joints & signatures.
- vi. A Bidder, who packs its Bid in a manner other than what has been described in above clause, may face rejection of the Bid.

## **12.6 Deadline for submission of Bids**

- i. Bids will be received by the OeSL at the specified address not later than **07.06.2017 at 03.00 PM**
- ii. OeSL may, at its discretion, extend this deadline for any administrative reason.

## **12.7 Late Bids**

Any bid received by OeSL after the deadline for submission of bids prescribed by OeSL, as per schedule of events will be rejected.

## **12.8 Modification & Withdrawal of Bids**

- i. Modifications of Bids may be allowed by OeSL 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.
- ii. Bids cannot be withdrawn during the interval between its submission of bids and expiry of Bid's validity period, as specified by OeSL.

## 13 Award of Work

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

### 13.1 Notification of Award

- i. 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.
- ii. 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'.

### 13.2 Corrupt or Fraudulent Practices

OeSL requires that the Bidders 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:-

- i. "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
- ii. "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 OeSL of the benefits of the free and open competition;
- iii. OeSL 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.
- iv. OeSL 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 contract.

### 13.3 Application

These General Conditions shall apply to the extent that these are not superseded by specific provisions in other parts of this tender document. A detailed Work Order (Phase wise) regarding consultancy work shall be issued, after the bid is finalised. Detailed provisions of such an order shall have an over-riding effect vis-à-vis this Tender Document.

### **13.4 Payment Schedule**

- i. Submission and acceptance of Audit framework, Audit plan, related procedures for conducting TPA audit: 20%
- ii. Submitting of Quarterly Audit Report: 80% of the balance payment on a QGR basis.

### **13.5 Delays in the Consultant's Performance**

- i. Delivery of services shall be made by the Consultant in accordance with the time-schedules specified by OeSL.
- ii. The Consultant will strictly adhere to the time-schedule for the performance of Work. However, OeSL can relax this time limit.
- iii. In case of delay in performance for reasons attributable to the Consultant, such liquidated damages shall be imposed as are stipulated in the clause 6.10 placed or agreement signed, while awarding the consultancy work.

### **13.6 Performance Security**

Within 7 (Seven) days of Notification of "Award of the Work" the company shall furnish Performance Security to OeSL @ 10% of the total value of the order by way of irrevocable and unconditional Bank Guarantee in favour of OeSL for a period to be specified in the award of work. This Bank Guarantee should be of a sufficient duration to cover the risk of OeSL. The proceeds of the Performance Security shall be payable to OeSL as compensation for any loss resulting from the Company's failure to fulfill its obligations under the terms and conditions of the Work Order. The Performance Security regarding commencement of job / task will be discharged by OeSL and returned to the company not later than 30 (Thirty) days following the date of completion of the company's performance, related obligations under the terms & conditions of the Work Order.

### **13.7 Termination for Default**

- i. OeSL may without prejudice to any other remedy for breach up of terms and conditions (including forfeiture of Performance Security by written notice of default sent to the company, terminate the work / task in whole or in part, after sending a notice to the Company in this regard.)
- ii. If the Company fails to deliver or complete the job assigned in the terms and conditions within the time period (s) specified in the Tender Document.
- iii. If the Company fails to perform any other obligations under the terms and conditions.

### **13.8 Progress of the Project**

Progress of the Project may be intimated in writing to OeSL on monthly basis.

### **13.9 Confidentiality**

Any information pertaining to the OeSL or any other agency involved in the project, matters concerning OeSL that comes to the knowledge of the vendor in connection with this contract, will be deemed to be confidential and the contractor will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The vender shall ensure due secrecy of information and data not intended for public distribution. The affidavit to this effect should be submitted along with security deposit.

### **13.10 Force Majeure**

- i. This clause shall mean and be limited to the following in the execution of the contract placed by OeSL.
  - a. War / hostilities
  - b. Riot or civil commotion
  - c. Earth Quake, Flood, Tempest, Lightning or other natural physical disaster
  - d. Restrictions imposed by the Government or other statutory bodies, which is beyond the control of the consultant, which prevent or delay the execution of the order by the consultant
- ii. The consultant shall advise OeSL in writing at the beginning and the end of the above clauses of delay, within 7 days of occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, OeSL reserves the right to cancel the contract without any obligation to compensate the consultant in any manner for whatsoever reason, subject to the provision of clause mentioned.

### **13.11 Arbitration**

- i. All disputes, differences, claims and demands arising under the contract shall be referred to The Commissioner cum Secretary to Government, IT Department, Govt. of Odisha for final decision and the same shall be binding on all parties.
- ii. Any other terms and conditions mutually agreed prior to finalization of the order /agreement shall be binding on the consultant.
- iii. OeSL and the selected consultant shall make every effort to resolve amicably through direct negotiation, any disagreement or dispute arising between them under or in connection with the work order. If any dispute arises between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matter the decision of which is specially provided for by the general conditions, such disputes shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering into the reference and the award of the

arbitration or umpire, as the case may be shall be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the time frame for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or reenactment thereof the arbitration proceeding shall be held in Bhubaneswar, Odisha.

### **13.12 Legal Jurisdiction**

All legal disputes are subject to the jurisdiction of Bhubaneswar courts only.

## **14 Completeness of Tender Offer**

The Bidder is expected to examine all instructions, forms, terms, conditions and deliverables in the Tender Documents. Failure to furnish all information required in the tender documents or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Bidder 's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Bidder if complete information called for in the tender document is not given therein, or if particulars asked for in the Forms / Annexures in the tender are not fully furnished.

## **15 Limited Liabilities:**

OeSL (and any others for whom Services are provided) shall not recover from the successful bidder, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. OeSL (and any others for whom Services are provided) shall not recover from successful bidder, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services

## 16 Forms and Annexure

### 16.1 Annexure- 1 - Acceptance of Terms & Conditions of Tender Documents

To,  
The Chief Executive Officer  
Odisha E-Governance Services Limited  
OCAC Building, Plot No N-1/7-D  
Acharya Vihar Square, RRL Post Office  
Bhubaneswar – 751 013, Odisha

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document (No OeSL-01/2017/03) regarding appointment of TPA for Odisha ULB Automation System)

I declare that all the provisions of this Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Signature of witness

Date:

Place:

Signature of the Tenderer

Date:

Place:

Company Seal

**16.2 Annexure -2 Brief Bidder Profile****A. General Details:**

<b>SN.</b>	<b>Name of Organisation / Firm Institute :</b>	
<b>1</b>	<b>Permanent Address:</b> Tel: Fax: e-Mail Id:	
<b>2</b>	<b>Year Established</b>	
<b>3</b>	<b>Name of the Authorised person for submitting Proposal:</b> Mobile No. e-Mail Id: (Attach authorization letter of competent authority)	
<b>4</b>	<b>Demand Draft details of EMD:</b> Amount: DD No. Issuing Date: Name of the Bank:	
<b>5</b>	<b>Whether the agency was ever black listed: Y/N</b> if yes whether that blacklisting was not cancelled: Y/N (if Yes, attach copy of same and affidavit)	
<b>6</b>	<b>Brief Professional Background of the Organisation:</b>	
<b>7</b>	<b>Confirm to carry assignment as per scope of RFP</b>	Yes
<b>8</b>	<b>Confirm to accept all terms and conditions specified in RFP documents:</b>	Yes

**B. Financial Details:**

Sl. No.	Year	Consultancy Turn Over	Net Worth	Turn Over From Audit work
1.	2013 -14			
2.	2014 – 15			
3.	2015 – 16			
4.	Average for 3 years			

(Certificate from Chartered Accountant for the consultancy turn over to be enclosed along with the copies of balance sheets)

**C.(A) Institutional Strength (Quality and Number of Own Audit Professional)** Add rows for additional number if necessary.

Sl. No.	Name of the Expert	Qualification	Experience	Details of best projects

**C.(B) Total Number of personnel in payroll as of 31<sup>st</sup> March 2017.**

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**D. Work Experience (Similar Project-Audit of web based applications) up to 31<sup>st</sup> March,2017.**

SN	Name of client and Address	Project Details of Web enabled Application Audit Experience in last 5 years	Duration of Project in Years	Value of Consultancy fees in INR	Work Order issued / MoA signed on (date) (Attach Documents)	Status of Implementation
1						
2						
3						

*(ADD Rows if Required)*

**E. Experience in other Audit (5 Best Projects in Last 5 Years up to 31<sup>st</sup> March, 2017)**

SN	Name of client and Address	Project Details	Duration of Project in Years	Value of Consultancy fees in INR	Work Order issued / MoA signed on (date) (Attach Documents)	Status of Implementation
1						
2						
3						
4						
5						

**F. CVs of Professionals, Who are proposed to be deployed for this assignment**

Sl. No.	Name of the Expert	Qualification	Experience	Details of the Best Projects

**G. Methodology including Management Plan:**

A detailed write-up as per clause 9 of the EFP to be submitted along with this offer.

Authorised Signature [In full and Initials]:  
Name and Title of Signatory:  
Name of Firm:

Address:

**16.3 Annexure – 3 Statement of Deviation from Scope of Work**

Dear Sir,

Following are the Technical deviations and variations from the Terms of Reference. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your specifications and documents.

Sl No.	Section No.	Clause No.	Page No.	Statement of deviations and variations from Scope of Work

Signature of witness

Date:

Place:

Signature of the Tenderer

Date:

Place:

Company Seal

**16.4 Annexure – 4 Statement of Deviations from Tender Terms & Conditions**

Dear Sir,

Following are the deviations from the Terms and Conditions of the Tender. These deviations and variations are exhaustive. Except these deviations and variations, all other Terms and Conditions of the Tender are acceptable to us.

Sl No.	Section No.	Clause No.	Page No.	Statement of deviations and variations from Scope of Work

Signature of witness

Date:

Place:

Signature of the Tenderer

Date:

Place:

Company Seal

**16.5 Annexure – 5 Self Declaration**

(To Be Submitted In the Letterhead of Client)

Date:

Ref:

To,

Odisha e-Governance Services Limited

OCAC Building, Plot No. N-1/7-D

AcharyaVihar Square, RRL Post Office

Bhubaneswar – 751 013,Odisha

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 declare ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Signature of witness

Date:

Place:

Company Seal

Signature of the Tenderer

Date:

Place:

**16.6 Annexure – 6 Representative Authorization Letter**

(To Be Submitted In the Letterhead of Client)

Date:

Ref:

To,

Orissa E-Governance Services Limited

OCAC Building, Plot No. N-1/7-D

AcharyaVihar Square, RRL Post Office

Bhubaneswar – 751 013

Odisha

Ms. /Mr. \_\_\_\_\_, Designation \_\_\_\_\_ Mobile  
No \_\_\_\_\_ is hereby authorized to sign relevant documents on behalf of the  
company in dealing with invitation reference No \_\_\_\_\_, Dt: \_\_\_\_\_.  
She /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

**16.7 Annexure – 7 Certificate for Satisfactory Work from Clients**

(To Be Submitted In the Letterhead of Client)

This is to certify that M/s \_\_\_\_\_ has  
 undertaken satisfactory work of Auditing of  
 \_\_\_\_\_ valued at  
 Rs. \_\_\_\_\_ located at \_\_\_\_\_ on  
 our behalf.

It is further certified that M/s \_\_\_\_\_ has completed  
 the consultancy job within the stipulated time of \_\_\_\_\_.

Date:  
 Place:

Signature:  
  
 Name:  
 Designation:

Company Seal

**16.8 Annexure – 8 Bid Letter (Commercial Bid)**

To

The Chief Executive Officer  
Odisha e-Governance Services Limited  
N-1/7-D, Acharya Vihar Square, RRL Post Office  
Bhubaneswar – 751 013, Odisha  
**Ref: OeSL Tender No: OeSL-01/2017/03**

Sir,

We declare:

- i) That we have domain knowledge in monitoring and Auditing of Office Automation Process, Web Application Development, Database Synchronization, and Database Integration and generic reporting.
- ii) That we/our principals are equipped with adequate manpower/ machinery/technology for providing the services as per the parameters laid down in the RFP Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of Orissa e-Governance Services Limited.
- iii) We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid at (Annexure 6)
- iv) Schedule for Providing Services
- v) 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.
- vi) We enclose herewith the complete Commercial Bid as required by you.
- vii) We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

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 term sand conditions.

Certified that the tenderer is a company and the person signing the tender is the authorized signatory of the company. Bid Security (Earnest Money) for an amount equal to Rs. 30,000/- (Rupees Thirty Thousand only) is enclosed in the Cover containing the letter as a part of Pre-qualifying Requirements.

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.

Date: \_\_\_\_\_

Signature of Tenderer

Full Address:

Telephone No:

Fax No:

Company Seal



**16.9 Annexure – 9 Financial Bid Format**

**(Bidders have to submit the price bid strictly in this format; otherwise the bid will be rejected)**

Ref.No:

Date:

Tender for: Selection of Third Party Auditor (TPA) for the Audit of Urban Local Bodies Automation System, Government of Odisha.

**Tender No: OeSL-01/2017/03**

To,

The Chief Executive Officer

Odisha e-Governance Services Limited

N-1/7-D, Acharya Vihar Square, RRL Post Office

Bhubaneswar – 751 013, Odisha

Dear Sir,

In response to the above tender, we offer our price as below:

<b>Sl. No.</b>	<b>Description of Job</b>	<b>Basic rate for one year in INR inclusive of service tax</b>
1	Submission of Audit Plan and report templates( One time)	
2	Application standard audit( One time)	
3	IT infrastructure Audit ( Yearly)	
4	Performance Monitoring ( Quarterly )Rate.....x 4 qtr	
7	Exit Process support( One time)	
<b>Total</b>		

(SERVICE TAX INCLUDED)

Total Amount in Words: (Indian Rupees .....)

Signature of the Competent Authority with Seal

**16.10 Curriculum Vitae along with the proof of certification of Manpower in the Organization duly signed by the candidates.**