

Request for Proposal (RFP)
for
**Selection of an Agency for Toll-Free Operations for Startup
Odisha**



Ref.No: SO/IV/2022-23/84/569

Date: 28/10/2022

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Disclaimer

The information contained in this RFP document or subsequently provided to Agency(s) whether verbally or in documentary form by or on behalf of the Startup Odisha, MSME Department, Govt. of Odisha. or any of their employees or advisors, is provided to the Agency(s) on the terms and conditions set out in this RFP Document and all other terms and conditions subject to which such information is provided.

This RFP Document is not an agreement and is not an offer or invitation by the Tendering Authority to any party other than the Agency who are qualified to submit the Bids ("Agency"). The principle of this RFP Document is to provide the Agency(s) with information to support the formulation of their Proposals. This RFP Document does not purport to contain all the information each Agency may entail. This Document may not be apposite for all persons, and it is not possible for Tendering Authority, its employees, or advisors to consider the investment objectives, financial situation, and needs of each Agency who reads or uses this RFP Document. Each Agency should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Document and where necessary obtain independent advice from appropriate sources. The Tendering Authority, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Document. The Tendering Authority may in its absolute discretion, but without being under any obligation to do so, update, improve or supplement the information in this RFP Document.

Schedule of RFP Process

Startup Odisha invites Proposals for “**Request for Proposal (RFP) For Selection of an agency for Toll-Free Operations for Startup Odisha**”

Interested firms/ parties / agencies are advised to download and study the RFP document carefully and must satisfy all eligibility conditions stated in **Clause 4** of this document in this regards from website <https://startupodisha.gov.in>

Table 1
Important Dates and Information

Office of issue	Startup Odisha, MSME Department, Government of Odisha
Date of issue	29/10/2022
Last date and time of receiving queries to be sent to startup.odisha@gov.in . Format for sending queries attached in Annexure-IX	05/11/2022, 05.00 PM
Pre-bid meeting through Video Conferencing (link will be shared later)	07/11/2022, 3:30 PM
Issue of Corrigendum	10/11//2022, 5.00 PM
Last date and time for submission of bids	21/11/2022 at 11:00 AM
Date and time for technical bid opening	21/11/2022 at 11:30 AM
Date, time and venue for: Technical presentation and evaluation Financial bid opening	Startup Odisha Board Room, 2 nd Floor, Tower 'A', Odisha Startup Incubation Centre, Bhubaneswar 751024 21/11/2022. Technical Presentation: 01:00 PM Financial Bid Opening: 05:00 PM

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1. INTRODUCTION

- 1.1. Startup Odisha, MSME Department, Government of Odisha aims to develop Odisha as the best Startup Hub in the country. Concerted efforts are being put in place by Startup Odisha to position the state prominently in the national and international Startup forum. In this background, Startup Odisha intends to rejuvenate and streamline its public grievances redressal system.
- 1.2. Accordingly, Startup Odisha invites application from experienced Helpdesk, CRM and BPO/KPO agencies for “setting up of call-centre operations for Startup Odisha”, for an initial period of 01 year, extendible based on performance of the agency and requirement.
- 1.3. The engagement will be aimed towards facilitating prompt and relevant response to queries and grievances of startups and all stakeholders of Startup Odisha, collecting and creating a knowledge base of grievances and facilitating organizational knowledge management with the same.

2. SCOPE OF WORK

The indicative list of activities to be undertaken would include the following (but not limited to) :

2.1. Systems:

- 2.1.1. CTI server, CTI Solution including Automated Call Distributor, Queuing, Call Recording and Monitoring, Reporting and other functionalities as included in industry-standard Call Center Solutions with Antivirus System (as required).
- 2.1.2. Integration with existing Toll-free helpline of Startup Odisha.
- 2.1.3. SMS server with the facility to send automated messages to stakeholders informing them of status of their request and relevant information regarding their complaint/feedback/suggestion
- 2.1.4. IVR solution and its maintenance
- 2.1.5. Handheld devices (tablet or mobile phones for Startup Odisha representatives responsible for the calls)
- 2.1.6. PRI Connections or any other alternative system with similar functionalities
- 2.1.7. Provision of a CRM system with data and IVR integration.

2.2. Query Handling

- 2.2.1. The inbound call volume would be around 150 - 200 inbound calls per day and this can gradually increase.
- 2.2.2. Ensuring quick and effective resolution of all information related queries in a time effective manner.
- 2.2.3. Responding to email queries.

- 2.2.4. Ensure to answer all calls and call back the customer in case call dropped because of heavy call volume
- 2.2.5. Picking trends in query and harnessing this knowledge to improve speed to response and improving efficiency
- 2.2.6. Developing FAQs and playbooks with standard responses
- 2.2.7. Doing outbound calls as and when required by Startup Odisha

2.3. Management and Reporting

- 2.3.1. Preparation of standardized responses and knowledge base for answering queries.
- 2.3.2. Provide recommendations for updating documents such as FAQs/presentations/database/queries.
- 2.3.3. Identification of serious queries/good leads and apprising Startup Odisha about the case (within 24 working hours).
- 2.3.4. Maintaining logs of all grievances and suggestions (or any other) to help after-care and policy advocacy functions at Startup Odisha.
- 2.3.5. Identifying metrics to showcase performance and effectiveness of Startup Odisha.
- 2.3.6. Developing meaningful reports related to query receipt and handling.
- 2.3.7. In addition to the above, the team is expected to deliver adhoc/bespoke requests shared by Startup Odisha from time-to-time.
- 2.3.8. The team must strive to continuously improve internal processes to enhance efficiency.
- 2.3.9. They should not reveal their identity to any callers (either in in-bound or outbound calls) and must adhere to standard protocols. Maintaining secrecy to the information received through queries is of utmost importance.
- 2.3.10. In the initial week post contract finalization, the contact center vendor would be expected to share the format/template, the number of reports and the frequency of reports that would be shared with Startup Odisha. The vendor would be expected to make any relevant changes that Startup Odisha might consider necessary to these formats.
- 2.3.11. The team shall share daily, weekly and monthly reports with Startup Odisha.
- 2.3.12. The reports would be expected to detail out the trending of the KPIs identified and their performance against set SLAs. In addition, the contact center vendor would be expected to provide any additional reporting information requested by Startup Odisha at no additional cost.
- 2.3.13. The contact center vendor shall offer real time tracking of the call from remote location through desktop and mobile.
- 2.3.14. All the reports should be offered on a real time basis through contact center vendor CRM.

2.4. Working Days

The helpdesk shall be functional from 10.00 AM to 6.00 PM from Monday – Saturday. Holidays shall be as per Government of Odisha. However, the helpdesk may be functional on holidays in extraordinary circumstances and engagement of the agency shall be required in such cases.

2.5. Team Resources

- 2.5.1. The agency shall provide 02 (two) team resources for the purposes of call handling, tracking and monitoring of responses. The resources must be well-acquainted with English, Hindi and Odia languages.
- 2.5.2. Further, the agency shall provide 01 (one) team resource for collecting responses and driving the Knowledge Management strategies and implementations for the purposes of Startup Odisha.
- 2.5.3. Resources as described in 2.5.1 and 2.5.2 shall have minimum relevant experience of 03 years.
- 2.5.4. The agency shall abide by the requisitions of Startup Odisha in case any of the resources do not perform as per the requirements or standards as expected as per the scope of work.

2.6. Service Level Expectations

- 2.6.1. Call answer within 20 seconds. If a call is dropped because of heavy call volume, ensure to call back the call back the caller.
- 2.6.2. No blocking with >75% FCR (First Call Resolution Rate).
- 2.6.3. Call abandonment less than 2%, average hold time – less than 20 seconds.
- 2.6.4. 100% call recording.
- 2.6.5. Service level minimum 95%.
- 2.6.6. Delivery on net CSAT (customer satisfaction) should be >93% for every LOB (Line of Business).
- 2.6.7. 6 Hours max TAT (Turnaround Time) on DSAT (dissatisfaction) issues – Review of the DSAT comments, API (Application Program Interface) notes, analysis of information & DSAT driver, call back to customer and initiation of 'corrective action' as well as resending of the survey to solicit updated feedback, post resolution of customer concern.
- 2.6.8. 100% quality auditing for both inbound & outbound calls related to all LOBs.
- 2.6.9. 99.8% network up time at all levels
- 2.6.10. Ensure complete Redundancy (Disaster Recovery and Business Continuity Plan) at all levels
- 2.6.11. Total downtime reported – less than 1%.

2.7. Tentative Key Result Areas:

- 2.7.1. The team must project positive and professional image of Startup Odisha to query seekers.

- 2.7.2. They should not reveal their identity to callers and must adhere to standard protocols. Maintaining secrecy to the information received through queries is of utmost importance.
 - 2.7.3. The contact center vendor would be expected to implement a standard IVR response for stakeholders calling the toll-free number when the centre is not operational. The contact centre should have the facility to record the phone numbers of such stakeholders and call these stakeholders back to record their query details the next day.
 - 2.7.4. Startup Odisha is currently in the process of making specific changes to its service delivery model. This might necessitate the need for the contact center vendor to be flexible in its initial work scope to support the organization in its service transformation initiative. The vendor would be informed of relevant changes as and when they are finalized.
 - 2.7.5. IVR Setup - The vendor would be expected to lend its expertise in and if required, to take the lead, in setting up the IVR solution. The IVR solution would be expected to play a welcome message for the customer and then transfer the call to the respective agent basis the stakeholder's choice of language and type of call. The vendor would be expected to recommend the appropriate course of action in setting up the IVR solution. The vendor would also be expected to work closely with Startup Odisha to select the best possible option for IVR setup, shortlist the telecom operators to provide the service, assist in evaluating them and rolling out the final IVR solution.
 - 2.7.6. The team should ensure quick and effective resolution of all information related queries within the prescribed time limit.
 - 2.7.7. The team has to provide business intelligence tools (BI) and Analytical Tools for all reports.
 - 2.7.8. Provide E-mail and SMS features, which will be inbuilt to the CRM provided to Startup Odisha.
 - 2.7.9. The team must, on an ongoing basis, enhance their knowledge to better address queries.
 - 2.7.10. The team must strive to continuously improvement internal processes to enhance efficiency.
 - 2.7.11. The team must conduct regular knowledge sharing sessions internally to ensure regular performance improvement.
- 2.8. Disaster Recovery:** The vendor would be expected to implement disaster recovery measures and ensure minimal loss of data and disruption of services in case of an unforeseen event occurrence. Ideally, this should involve data collection and maintenance at a location other than the base/primary location and readiness to start operations at short notice at any location other than the base location.

3. PAYMENT TERMS AND SCHEDULE

The payment shall be as per the Financial bid as provided in the **ANNEXURE VIII**.

The payment would be made **Monthly** by the end of every month, to the selected vendor.

Note: Startup Odisha will conduct a periodic review of the project activities and deliverables to gauge output and to approve activities for the forthcoming period..

4. MINIMUM ELIGIBILITY CRITERIA

To be eligible for pre-qualification and short-listing for evaluation of Technical and Financial Bid, the agency shall fulfil the following eligibility conditions.

4.1. General Eligibility Criteria:

- 4.1.1. The Agency should be an entity incorporated/ registered only under the Companies Act 2013 or a Limited Liability Partnership registered under the LLP Act 2008. The Agency must submit a proof of Registration of the legal entity (Certificate of Incorporation, PAN, GST registration certificate).
- 4.1.2. Indian subsidiary of any foreign company registered are also eligible.
- 4.1.3. The Agency should not be blacklisted by any Department/ Agency/ PSU in any State or Central Government of India as on date of submission of bid.
- 4.1.4. The bidder must have been in operation for at least three years as on 01st April 2022 (Incorporation/ Registration Certificate required).
- 4.1.5. The bidder must have a dedicated manpower size of at least 100 people. (HR Certificate/EPFO Certificate)

4.2. Technical Eligibility Criteria

- 4.2.1. The bidder must have successfully completed at least 2 projects of similar nature in last 3 years with at least 1 project having a minimum order value of INR 20 lakh each. (Copy of work order, Contract for each of the mentioned assignments required).

Note:

- a. Documentary proof (Work Order along with Completion Certificate with project citation).
- b. Self-declaration documents to fulfilment of Technical Eligibility criteria shall be rejected
- c. DPIIT/Startup Odisha Recognized Startups are exempted from this criteria.
- d. **In case Startup Odisha requires, the bidder will facilitate the following:**
 - Examination of Project Implemented
 - Provision of 3 references from Prior Stakeholders

4.3. Financial Eligibility Criteria

The Agency should have **Minimum Average Annual Turnover of INR 10 Crore** for the last 3 (Three) financial years (i.e., FY 2019 – 20, FY 2020 – 21, and FY 2021 – 22). Bidders recognized by DPIIT/Startup Odisha as a Startup, or by NSIC, or Ministry of MSME as an “MSME” shall be exempted the turnover criteria.

Note: *The Agency shall submit the CA certified Audited Balance Sheet and Profit & Loss Statement for the last 3 (Three) Financial Years in the Technical Proposal/Bid. Exempted entities shall submit the respective certificate (Startup India/Startup Odisha/NSIC/MSMED/Relevant MSME recognition by a State Government).*

5. BID EVALUATION CRITERIA (QCBS)

5.1. Only those Agencies who meet the **Minimum Eligibility Criteria** as per Clause 4 shall qualify for evaluation of the Technical bid and financial bids will be opened for those who qualify for the Financial bid. Evaluation of the Technical and Financial proposals will be based on Quality cum Cost Based Selection (QCBS) mode with weightage of 70% and 30% for technical and financial proposals, respectively.

5.2. Technical Evaluation

The Technical evaluation will include the evaluation of the Technical Proposal followed by Presentation, as specified below:

Table 3
Technical evaluation criteria

Sl.	Description	Requirements	Maximum Marks
A.	Past Experience in Work of Similar Nature		30
	<i>Evidenced by Contract/Work/Engagement orders, indicating details of assignment, client, value of assignment, date of award etc</i>	Past experience of similar nature as described in scope of work, in terms of number of assignments in India, executed over the last 3 years, each of whose value is above Rs 50 lakhs <ul style="list-style-type: none"> • No of assignments >1 and <3: 2 Marks • No of assignments >4 and <7: 5 Marks • No of assignments over 8: 10 Marks 	10
		Past experience of working with the Government of India/or its agencies/or State Government/ or its agencies	10
		Knowledge of “Indian and Odisha Startup Ecosystem” and “Doing Business in India” aspects. Understanding of key systems, policies, practices, operations/ functions, scenarios, depicting limitations in the administrative systems/ policies/ practices in their previous projects executed.	10
B.	Understanding of Scope of Work, Methodology and Work Plan		50
	Adequacy of the proposed work plan and	Understanding and adherence to Scope of Work	15

Sl.	Description	Requirements	Maximum Marks
	methodology in response to the Scope of Work	Demonstrated level of understanding of the project, its purpose, scope, and bidder's plan for performing the required services as detailed in scope of work, technical and functional requirements in the bid, during the entire lifecycle of the project.	
	<i>Based on work order of assignments enclosed along with the Technical proposal, marks will be assigned.</i>	Approach and Methodology Comprehensiveness and robustness of Project Plan (level of detail of activities, risk mitigation and practicality). This criterion will be evaluated based on the following parameters: <ul style="list-style-type: none"> • Comprehensiveness of plan with respect to all activities that need to be undertaken to meets the requirements specified in the scope of work • Quality of the solution including innovations • Resource planning and allocation • Data collection strategy 	25
		Work Plan and Time Schedule Appropriateness of prescribed time frames	10
C.	Manpower, Skillset, Team Composition and Deployment		20
	<i>Composition of the project team and details of specific qualifications, skills/</i>	Project Management	10
		Query Handling	04

Sl.	Description	Requirements	Maximum Marks
	<i>competencies/ expertise of the key professional staff. Resumes of team members to give details of Education Qualification, implementation of similar assignments, relevant services carried out in the last 5 years, Client/ User Testimonials/ credentials</i>	Training and Knowledge Management	06
TOTAL			100

Note:

1. Technical score (Ts) is calculated by adding the technical score (A) and technical presentation score (B).
2. The qualifying technical score (Ts) for opening of the financial bid is **70** out of 100

5.3. Financial proposal evaluation:

- 5.3.1. The financial bid of only those Agency who are shortlisted after technical evaluation.
- 5.3.2. Financial Score (Fs): The lowest total amount computed will be the F1 Agency and will get the highest, 30 marks. The other Agency will get marks in proportion to F1 score. Thus, if the quote of F1 is INR X and F2 is INR 2X, then F2 will get 15 marks.
- 5.3.3. Combined and Final Evaluation: Combined score (S) (technical score (Ts) plus financial score (Fs)) shall be calculated based on Technical and financial scores of the Agency as per QCBS system ($S = Ts + Fs$).
- 5.3.4. Selection of Agency: The Agency securing the highest combined score (S) would be the preferred Agency.

6. BID PROCESSING FEE

Non-refundable bid processing fee in the form of Demand Draft (DD) from any scheduled commercial bank in favour of “**Startup Odisha**”, payable at **Bhubaneswar** for **INR 5,000/- (Indian Rupees Five Thousand only)** is to be furnished by the Agency along with the Technical Proposal. Technical Proposal without bid processing fee (DD) shall be treated as non-responsive and rejected. No exemption from submission of Bid

Processing Fee is allowed. **GST of 18% shall be applicable additionally on the Bid Processing Fee.**

7. EMD (EARNEST MONEY DEPOSIT)

Vide notification No. 8484/F, Dated 05/04/2022, FIN-COD-MISC-0007-2019 issued by Finance Department, Government of Odisha, there is no provision regarding "EMD". However, for the same a self-declaration shall have to be filed by the bidder as provided in **Annexure – X**.

8. FORCE MAJEURE

For the Purpose of this contract, "Force Majeure" means an event which is beyond the reasonable control of the Startup Odisha. The terms "Force Majeure" as implied here in shall mean an act of God, War, Civil riots, fire directly affecting the performance of the contract, floods and Acts and Regulations of respective Government of the two parties, namely the Startup Odisha and the Agency. Both upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid, shall within seventy-two hours of the alleged beginning and ending thereof intimate the other party giving full particulars and satisfactory evidence in support of its claim. If deliveries are suspended by force majeure conditions lasting for more than 2 (two) months, the Organization shall have the option of cancelling this contract in whole or part at its discretion without any liability on its part. Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.

9. TERMINATION OF THE CONTRACT

- 9.1.** In case of deficiency or non-fulfilment of obligations as per the scope of work or quarterly deliverables, Startup Odisha shall serve a notice to the concerned agency to rectify / fulfil the obligations within a specified period of not more than 60 days to rectify or fulfil the deliverables assigned by Startup Odisha, failing which Startup Odisha shall be at the liberty to execute the work through any other agency at the cost of the selected agency. Startup Odisha also reserves the right to cancel the contract.
- 9.2.** Startup Odisha reserves the right to terminate the agreement in case of deficiency in services or poor performance of the agency for any subsequent month/ quarter/ year. For this, Startup Odisha shall intimate the agency in the quarterly review meeting of the corresponding year. In this respect, the view of Startup Odisha about the performance is final and binding.
- 9.3.** Startup Odisha reserves the right to drop or remove any or all scope of work deemed not suitable or in line with the objectives for Startup Odisha which may necessitate termination of contract. However, in such scenario Startup Odisha shall provide a maximum time period of 3 months to the agency to terminate the contract and complete all the requisite formalities and responsibilities assigned.

10. PENALTY

10.1. Failure in fulfilment of deliverables as indicated in Clause 3, shall warrant the following:

10.1.1. Forfeiture of Performance Bank Guarantee in case of failure to successfully perform/ complete the deliverables and/ or in case of any midway unilateral withdrawal from the contract.

10.1.2. Agency shall be blacklisted from bidding for any Contract/ Tender/ EoI /RFP with Startup Odisha, MSME Department, Government of Odisha for a period of 3 years

10.2. On account of circumstances beyond the control of the agency like natural calamities or force majeure event or any other unforeseen events and upon formal notification by the appropriate authority, Startup Odisha may give extended time to the agency to complete the deliverables and in such a case will not hold up the payment that is due for that particular stage.

11. VALIDITY OF BID

Proposal shall remain valid for 180 (One Hundred and Eighty) days from the last date of submission. A proposal valid for a shorter period shall be rejected as non-responsive.

12. CURRENCIES OF BID AND PAYMENT

The prices shall be quoted by the Agency in Indian Rupees (INR) only, and shall be excluding GST. GST shall be applicable as per government norms as issued from time to time.

13. DISPUTES

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

14. ACKNOWLEDGMENT BY AGENCY

It shall be deemed that by submitting the Proposal, the Agency has:

- a) Made a complete and careful physical examination of the requirements for the project (website, social media, etc), details mentioned RFP, general condition of contract, submission formalities and evaluation mechanism.
- b) Received all relevant information requested from Startup Odisha.
- c) Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in this invitation document or furnished by or on behalf of Startup Odisha.

- d) Satisfied itself about all matters, things, and information necessary and required for submitting the proposal and performance of all of its obligations there under.
- e) Agreed to be bound by the undertaking provided by it under and in terms hereof.

Startup Odisha shall not be liable for any omission, mistake, or error on the part of the Agency in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to this invitation document or the selection process, including any error or mistake therein or in any information or data given by the Startup Odisha.

15. RIGHT TO REJECT ANY OR ALL PROPOSALS

Notwithstanding anything contained in this invitation document, Startup Odisha reserves the right to accept or reject any proposal and to annul this selection process and reject all proposals, at any time during the bidding process without any liability or any obligation for such acceptance rejection or annulment, and without assigning any reasons thereof.

STARTUP ODISHA, also, reserves the right to reject any Proposal if:

- a) at any time, a material misrepresentation is made or uncovered, or
- b) the Agency does not submit in time any information or clarification asked for

16. COPYRIGHTS, PATENTS AND OTHER PROPRIETARY RIGHTS

Startup Odisha, MSME Department, Government of Odisha shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights and trademarks, with regard to documents, audio visuals and other materials which bear a direct relation to or are prepared or collected in consequence or in the course of the execution of this contract. The Agency shall take all necessary steps to submit them to Startup Odisha in compliance with the requirements of the contract.

17. SUBMISSION OF PROPOSAL- PACKING, SEALING AND MARKING

Duly sealed proposal from the Agency filled in all respect must reach Startup Odisha at the address, time and date specified in the RFP through Speed/ Regd. Post/ courier/ hand delivery.

The Technical Proposal (Part A) and Financial Proposal (Part B) must be inserted in separate sealed envelopes, along with Agency's name and address in the left-hand corner of the envelope and super scribed in the following manner.

Part-A:

Technical Proposal for Selection of an agency for Toll-free Operations for Startup Odisha, MSME Department, Government of Odisha”

Part-B:

Financial Proposal for Technical Proposal for Selection of an agency for Toll-free Operations for Startup Odisha, MSME Department, Government of Odisha”

Both the envelopes i.e., envelope for **Part-A** and Envelope for **Part-B** must be packed in a separate sealed outer cover and clearly super scribed with the following:

“SELECTION OF AN AGENCY FOR TOLL-FREE OPERATIONS FOR STARTUP ODISHA, MSME DEPARTMENT, GOVERNMENT OF ODISHA”

The **Agency’s** Name & address shall be mentioned in the left-hand corner of the outer envelope. The inner and outer envelopes shall be addressed to Startup Odisha, Bhubaneswar at the following address:

Startup Odisha
2nd Floor, O-Hub, SEZ, Patia Bhubaneswar, Odisha – 751024
Email: startup.odisha@gov.in
Contact- 1800 345 71 00

Note:

- If the outer envelope and the financial proposal envelope is not sealed and marked as mentioned above, then Startup Odisha will assume no responsibility for the tender’s misplacement or premature opening. Telex, Email, cable, or facsimile tenders will be rejected.
- The opening of the Financial Proposal shall be made after evaluation of technical proposal and as per the scheduled dates which shall be intimated by Startup Odisha to the eligible Agency.
- **Agencies are advised to prepare their documents with proper sequence and indexing without which the bid shall be considered non-responsive.**

18. DOCUMENTS TO ACCOMPANY THE PROPOSAL

The Agency must submit the following particulars / documents along with the Technical proposal failing which the proposal may be treated as non-responsive:

- (a) Covering Letter and Details of Agency as per **Annexure I and II**, respectively
- (b) Bid Processing Fee
- (c) Earnest Money Deposit
- (d) The Agency shall submit their Company Registration Certificate, Photocopy of PAN Card, GST Registration.
- (e) All pages of the tender document shall be signed by the authorised signatory who generally signs the bids. *Power of Attorney (on stamp paper of Rs 100) duly notarised has to be submitted in support of this* as per **Annexure III**

- (f) The Agency should not be blacklisted by any PSU/Government Institution/ Private Agency. A self-declaration of non-blacklisting on the letter head shall be submitted as per **Annexure IV**.
- (g) The Agency shall submit an Undertaking on correctness of details / information shared in the proposal as per **Annexure V**
- (h) Proof of work experience of similar nature in the form of Work-Orders and Startup Odisha Certificates issued from the organizations in each such case has to be submitted in the format mentioned in **Annexure VI**
- (i) Balance Sheets and Profit & Loss Statements for the last three (3) Financial Year duly certified by Chartered Accountant indicating the Annual Turnover for the mentioned years as per **Annexure VII**
- (j) Self-declaration for Exemption of EMD as per **Annexure X**.
- (k) All pages of the tender document shall be signed by the authorised signatory who generally signs the bids.

Note: The Agency must submit a detailed Index Page with clearly mention Page Number on each Document as required by this RFP without which the bid shall be considered non-responsive

PART – B (Financial Proposal)

The Agency must submit the Financial Proposal as per format provided in **Annexure VIII**.

19. AMENDMENT/ MODIFICATION

At any time prior to the deadline for submission of Proposal, the Startup Odisha may, for any reason, whether at its own initiative or in response to clarifications requested by an Agency, modify any of the terms mentioned in this RFP document by the issuance of Addendum / Amendment. All such amendments/ addendum will be published only on the website mentioned below and will be binding on all. In order to abide by the issuance of the amendment or allow the Agency for giving a reasonable time for considering an amendment into their proposal, or for any other reason, Startup Odisha may, in its sole discretion, extend the Proposal Due Date.

<https://startupodisha.gov.in>

20. LANGUAGE

The Proposal and all communications in relation to or concerning the selection process shall be in English language and strictly in the formats provided in this invitation document.

21. LATE SUBMISSION

Proposal received after the deadline for submission prescribed by Startup Odisha will not be entertained and be rejected.

22. CONSORTIUM/ JOINT VENTURE/SUBCONTRACTING

Agencies are NOT allowed to form consortium/Joint Venture for participating in the bid. Further, agencies are NOT allowed to subcontract any or all of the works assigned in the contract, pursuant to this RFP.

23. MODIFICATIONS AND WITHDRAWAL OF PROPOSALS

No modifications to the Proposals shall be allowed once it is received by Startup Odisha.

24. PERFORMANCE SECURITY AND AGREEMENT

Startup Odisha shall issue a Letter of Award (LoA) along with the Draft Agreement to the selected Agency post opening of the financial proposals. Within 15 days of issuance of LoA from Startup Odisha to the selected Agency, the selected Agency is required to submit a Performance Security in the form of Bank Guarantee for an amount equivalent to 3% of the total quoted financial bid for three (3) years and enter into an agreement with Startup Odisha.

The performance security shall be retained by the Startup Odisha till the completion of project or 3 years from the date of enforcement of agreement, whichever is later. The performance security shall be forfeited at the sole discretion of Startup Odisha towards any liquidated damages that may be payable by the selected agency, under the Terms of the Agreement. The validity of Performance Security should be up to 90 days beyond the end of all contractual obligation of the Agency.

Note: As per the revised order no. 290/F, PT15-FIN-COD-MISC-0007-2019, Dt. 05/01/2022, State Government has reduced the performance security from 5-10% to 3% of the value of the Contract valid up to 31st March 2022. Actual percentage shall be applicable as per the direction from the government from time to time or at the time of signing of the agreement

ANNEXURE-I COVER LETTER

(On the Letterhead of the Agency)

To,

Date: _____

**Startup Odisha
2nd Floor,O-Hub, SEZ
Patia, Bhubaneswar-751024**

Ref: Request for Proposal (RFP) For Selection of an agency for Toll-free Operations for Startup Odisha, MSME Department, Government of Odisha

Sub: Selection of an agency for Toll-free Operations for Startup Odisha, MSME Department, Government of Odisha”

1. With reference to your RFP document _____, dated _____, I, having examined the RFP Documents and understood their contents, hereby submit my / our proposal for the subject RFP. The Proposal is unconditional and unqualified.
2. I acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the proposal for selection of the Agency, and we certify that all information provided in the proposal and its Annexures along with the supporting documents are true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the proposal are true copies of their respective originals.
3. This statement is made for the express purpose of our selection as Agency for the design and execution of the aforesaid Project.
4. I shall make available to the Authority any additional information it may find necessary or require supplementing or authenticate the Proposal.
5. I acknowledge the right of the Authority to reject our Proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
6. I certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
7. I declare that:
 - (a) I have examined and have no reservations to the Bidding Documents, including any Addendum issued by the Authority; and
 - (b) I have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by or any Agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and

- (c) I hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice; and
- (d) the undertakings given by us along with the Proposal in response to the subject RFP and information mentioned for the evaluation of the bid capacity were true and correct as on the date of making the Proposal and are also true and correct as on the Proposal Due Date and I shall continue to abide by them.
- 8. I understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any BID that you may receive nor to invite the Agencies to BID for the Project, without incurring any liability to the Agencies, in accordance with the RFP document.
- 9. I certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
- 10. I undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
- 11. I further acknowledge and agree that in the project such change in control occurs after signing of the Agreement up to its validity, it would, notwithstanding anything to the contrary contained in the Agreement, be deemed a breach thereof, and the Agreement shall be liable to be terminated without the Authority being liable to us in any manner whatsoever.
- 12. I hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the Agency, or in connection with the Bidding Process itself, in respect of the subject RFP and the terms and implementation thereof.
- 13. In the project of my/ our being declared as the Selected Agency, I / we agree to enter into an Agreement in accordance with the draft that has been provided to me / us by the Authority. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
- 14. I have studied all the Bidding Documents carefully and also surveyed the website(s) and social media engagement of Startup Odisha. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or relating to the Bidding Process including the award of Agreement.
- 15. I offer the Ernst Money Deposit to the Authority in accordance with the RFP Document.
- 16. The documents accompanying the Technical Proposal, as specified in the RFP, have been submitted in separate files.

17. I agree and understand that the Proposal is subject to the provisions of the Bidding Documents. In no case, I shall have any claim or right of whatsoever nature if the Project not awarded to me or our Proposal is not opened or rejected.
18. The Financial Proposal has been quoted by me after taking into consideration all the terms and conditions stated in the RFP, draft Agreement, our own estimates of costs and after a careful assessment of the website along with social media and all the conditions that may affect the implementation cost.
19. I agree and undertake to abide by all the terms and conditions of the RFP document.
20. I shall keep this offer valid for 180 (One Hundred Eighty) days from the Proposal Due Date specified in the RFP.
21. I hereby certify that we have not changed any quantity as mentioned in the financial figures and confirm that any discrepancy arrives at any time, decision of Authority (Startup Odisha) will be considered as final.
22. I hereby submit our Proposal and quote an amount as indicated in Financial Proposal for undertaking the aforesaid Project in accordance with the Bidding Documents and the Agreement.

In witness thereof, I submit this Proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

Date:

Place:

**(Signature, name, and designation
of the Authorised signatory)
Name & seal of Agency**

ANNEXURE-II DETAILS OF AGENCY

(On the Letter Head of the Agency)

- (a) Name of the Agency:**
- (b) Incorporation (i.e., Company, Partnership or Proprietorship)**
- (c) Registered Office Address with telephone, fax, website and email:**
- (d) Date of Incorporation (Please attach copy of certificate of incorporation/ registration):**
- (e) Name of the contact Person (Authorised Person signing POA):**
- (f) Designation:**
- (g) Mobile Number & Telephone Number**
- (h) E-mail Address:**
- (i) Fax Number:**
- (j) GST Registration number:**
- (k) Pan Card:**
- (l) Average Annual Turnover:**

**Duly signed by the Authorised Signatory of the Agency
(Name, Title and Address of the Authorised Signatory)**

ANNEXURE-III POWER OF ATTORNEY FOR SIGNING OF PROPOSAL

Know all men by these presents, We.....(name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr. / Ms (name),.....son / daughter / wife of.....and presently residing at....., who is (presently employed with us and holding the position of....., as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid for the “**Selection of an agency for Toll-free Operations for Startup Odisha, MSME Department, Government of Odisha**” (Project) proposed to be developed by the Startup Odisha including but not limited to signing and submission of all Bids / Proposals, bids and other documents and writings, participate in pre-bids / pre-proposal and other conferences and providing information / responses to Startup Odisha, presenting us in all matters before Startup Odisha, signing and execution of all contracts including the Agreement and undertakings, consequent to acceptance of our bid, and generally dealing with Startup Odisha in all matters in connection with or relating to or arising out of our bid, for the said Project and/ or upon award thereof, to us and / or till the completion of the project.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds, and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us and shall be binding on us.

IN WITNESS WHEREOF WE, _____, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ____ DAY OF _____, 20____

For

.....

Accepted

_____ (signature)

(Name, Title and Address) of the Attorney

Note:

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*
- *Wherever required, the Agency should submit for verification the extract of the charter documents and documents such as a board or shareholders’ resolution / power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Agency.*

ANNEXURE-IV DECLARATION ON NON-BLACKLISTING

(On the Letter Head of the Agency)

I/We Proprietor/ Partner(s)/ Director(s) of
M/s_____ hereby certified that, I/we M/s
_____ have not blacklisted or debarred by any
Ministry/ Departments of Central/ State Government, International bodies like United
Nations, World Bank or any other organisation/ Funding Agencies as on date.

In case the above information found false I/We are fully aware that the tender/
contract will be rejected / cancelled by Startup Odisha and EMD/PBG shall be forfeited.
In addition to the above Startup Odisha will not be responsible to pay the bills for any
completed / partially completed work.

**Duly signed by the Authorised Signatory of the Agency
(Name, Title and Address of the Authorised Signatory)**

ANNEXURE-V UNDERTAKING

(On the Letter Head of the Agency)

Date:

To,

Startup Odisha
2nd Floor, O-Hub, SEZ
Patia, Bhubaneswar - 751024

Ref: Selection of an agency for Toll-free Operations for Startup Odisha, MSME Department, Government of Odisha

Dear Sir,

We have examined in detail and have understood the terms and conditions stipulated in the RFP issued by Startup Odisha. Our Proposal is consistent with all requirements of submission as stated in the RFP or in any of the subsequent communication issued by the Startup Odisha. We would be solely responsible for any errors or omissions in our Proposal.

We hereby declare that we have read and understood the rules governing the development of project as given above, examined and understood and satisfied ourselves regarding the content of the various agreements, declarations and deeds to be executed and do hereby undertake to execute them when called upon to do so, and commit in unequivocal terms, in letter and spirit, that the project shall be implemented as per the comprehensive stipulations and requirements that have been spelt out by the Startup Odisha, in this RFP and Bidding Documents including adherence to the areas / capacities / specifications / regulations as have been detailed by the Startup Odisha in this regard.

We also commit to abide by the decision of Startup Odisha on all matters relating to the implementation of the Project and thereafter, the Operations and Maintenance of the Projects.

Duly signed by the Authorised Signatory of the Bidder
(Name, Title and Address of the Authorised Signatory)

ANNEXURE-VI SIMILAR NATURE OF PROJECTS

Sl.	Parameters	Remarks
1.	Project Title	
2.	Project Description	
3.	Location	
4.	Name of Startup Projects	
5.	Total value of work order (In Indian Rupees), as applicable	
6.	No. of manpower/ experts engaged	
7.	Period of Services rendered by the Agency	
8.	Scope of Service	
9.	Other Information relating to Project	
10.	Nature and details of experience in similar field (Please attach relevant documentary evidence)	
11.	Copy of the work order, completion certificate to be submitted	

**Please use separate sheet for single project*

**Duly signed by the Authorised Signatory of the Agency
(Name, Title and Address of the Authorised Signatory)**

Note: Documentary proof (copy of Agreement / Work Order / Completion Certificate etc of related projects) with project citation.

ANNEXURE-VII FINANCIAL DETAILS OF AGENCY

Name of the Agency:

Sl.	Particulars	FY 2018-19	FY 2019-20	FY 2020-21
1.	Turnover (in INR Crore)			
2.	Average Annual Turnover for last 3 years (in INR Crore)			

Note:

1. Attach certified copies of Annual Audited Balance Sheets, P & L statement, and IT Returns Certificate for the 3 years.
2. The above data must be submitted by Agency, duly certified by either Statutory Auditor or Chartered Accountant.

Signed

Signature of CA/ Statutory Auditors

(Name of the Authorised Signatory) (with seal & registration no.)

Place:

Date:

ANNEXURE-VIII FINANCIAL PROPOSAL

To,

**Startup Odisha
2nd Floor,O-Hub, SEZ
Patia
Bhubaneswar-751 024**

Ref: Selection of an agency for assessment of Performance of Startups recognized by Startup Odisha, MSME Department, Government of Odisha

We, the undersigned, offer to provide the services of survey, analysis and assessment of performance of Startups recognized by Startup Odisha, for Startup Odisha, MSME Department, Government of Odisha in accordance with the subject RFP in accordance with your Request for Proposal dated **[Insert Date]**, our Financial Proposal as per details mentioned below:

Financial Bid

Financial Bid Amount (in INR) for Three Years	
In Figures	In words

Note: The above quote shall be **exclusive** of applicable GST

Our Financial Proposal shall be binding upon us for the assignment and this proposal would be valid in accordance with the proposal validity mentioned in the subject RFP from the last date of submission of proposal.

The Financial Proposal is without any condition.

Yours faithfully,

For and on behalf of (*Name of Agency*)

Duly signed by the Authorised Signatory of the Agency

(Name, Title and Address of the Authorised Signatory)

ANNEXURE-IX PRE-BID QUERY FORMAT

Interested parties shall submit their queries in the following format

Sl. No	Clause No. as per RFP	Query from the Bidder/Agency	Suggestion (if any)

Note:

Agencies shall submit their query or modification in soft copy to startup.odisha@gov.in on or before the pre bid query submission due date.

ANNEXURE X SELF-DECLARATION FOR EXEMPTION OF EMD

<Location, Date>

To

The **Chief Executive Officer**
Startup Odisha

2nd Floor, Tower-A, Odisha Startup Incubation Centre (O-HUB, SEZ Road,
Chandaka Industrial Estate)
Bhubaneswar, Odisha 751024

Ph: 0674-2585609 | 2587176 | 2587286

Fax : 2587176

Email : startup.odisha@gov.in

Whereas << name of the bidder >> (hereinafter called the Bidder) has submitted the bid for Submission of RFP # << RFP Number >> dated << insert date >> for << name of the assignment >>(hereinafter called "the Bid") to Startup Odisha.

Know all Men by these presents that we <<>> having our office at << Address >> (hereinafter called "the Bank") are hereby submitting the Bid Security Declaration letter to the << Nodal Agency >> (hereinafter called "the Purchaser") which binds our organization, its successors and assigns by these presents under the following obligations.

The conditions of this obligation are:

1. Fails to submit PBG.
2. Withdraws his participation from the bid during the period of validity of bid document;
or
3. Modify the bid during period of bid validity. We undertake to accept the suspension for a specific period as decided by the Purchaser due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

(Authorized Signatory of the Bidder)

Seal: