

Request for Proposal for Selection of Agency for Toll-Free Operations and Public Grievance Redressal System for Startup Odisha

April - 2023



RFP No: **SO/IV/2023-24/200/1487**

Date: 25/04/2023

Startup Odisha

2nd Floor, Tower A, O – Hub, Odisha Startup Incubation Centre,
SEZ Road, Chandaka Industrial Estate, Patia, Bhubaneswar, Odisha - 751024

Phone: 1800-345-7100

www.startupodisha.gov.in

REQUEST FOR PROPOSAL

Selection of Agency for Toll-Free Operations and Public Grievance Redressal System for Startup Odisha

Startup Odisha invites sealed proposals from eligible bidders to carryout “Request for Proposal for Selection of Agency for Toll-Free Operations and Public Grievance Redressal System for Startup Odisha”. Bidders fulfilling the prescribed eligibility criteria of the RFP can access and download the complete RFP Document and other details from www.startupodisha.gov.in.

The major events under the bid process are:

Sl. No.	List of Key Events	Critical Dates
1	Date of Issue of RFP	20/04/2023
2	Last Date and time for Submission of Bid	16/05/2023, 11.00 AM
3	Date of Opening of Technical Bid	16/05/2023, 2.00 PM
4	Date of Opening of Financial Bid	17/05/2023, 03.00 PM

The proposal complete in all respects must reach the undersigned by Speed Post/Registered Post only latest by 16/05/2023 before 11.00 AM in a sealed envelope clearly mentioning on the top of it “Request for Proposal for Selection of Agency for Toll-Free Operations and Public Grievance Redressal System for Startup Odisha”.

The proposals received beyond the last date and time will be rejected. The authority reserves the right to reject any/ all proposals without assigning any reason thereof.

Address for Submission of Proposal:

**Chief Administrative Officer,
Startup Odisha
2nd Floor, Tower A, O – Hub,
Odisha Startup Incubation Centre,
SEZ Road, Chandaka Industrial Estate,
Patia, Bhubaneswar, Odisha - 751024
Phone: 1800-345-7100
www.startupodisha.gov.in**

**Chief Administrative Officer,
Startup Odisha**

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DISCLAIMER

This Request for Proposal (RfP) is issued by Startup Odisha.

While the information in this RfP has been prepared in good faith, it does not support to be comprehensive or to have been independently verified. Neither Startup Odisha nor any of its officers or employees, nor any of their advisers nor bidders accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed assignment, or makes any representation or warranty, express or implied, with respect to the information contained in this RfP or on which this RfP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RfP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of the Startup Odisha. It does not claim to contain all the information that a recipient may require for the purposes for making a decision for participation in this selection process. Each bidder must conduct its own analysis of the information contained in this RfP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed assignment, the regulatory regime which applies thereto and by and all matters pertinent to the project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to the project.

This RfP may include certain statements, information, projections and forecasts with respect to the proposed assignment. Such statements, information, projections and forecasts reflect various assumptions made by the management, officers and employees of Startup Odisha, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RfP is, or should be relied on as, a promise, representation or warranty.

Startup Odisha shall be the sole and final authority with respect to selection of a bidder for the purpose through this RFP.

Bidder Data Sheet

Sl. No.	Particulars/	Details
1	Name of the Startup Odisha	Startup Odisha
2	Method of Selection	Quality and Cost Based Selection (QCBS) Method
3	Availability of RFP Document	www.startupodisha.gov.in
4	Date of Issue of RFP	20/04/2023
5	Deadline for Submission of Pre-Bid Query	26/04/2023 at 5.00 PM
6	Pre – Bid Meeting	28/04/2023 at 11.30 AM
7	Issue of Pre-Bid Clarifications/Corrigendum	29/04/2023
8	Last Date for submission of Proposal	16/05/2023 till 11.00 AM
9	Date of opening of Technical Proposal	16/05/2023 at 2.00 PM
10	Date of Technical Proposal Presentations	16/05/2023
11	Date of opening of Financial Proposal	17/05/2023 at 3.00 PM
12	Bid Processing Fee (Non-Refundable)	INR10,000/- (Rupees Ten Thousand Only) (including GST) in the form of demand draft drawn in favor of - Chief Administrative Officer, Startup Odisha 2nd Floor, Tower A, O – Hub, Odisha Startup Incubation Centre, SEZ Road, Chandaka Industrial Estate, Patia, Bhubaneswar, Odisha - 751024 Phone: 1800-345-7100 www.startupodisha.gov.in
13	Earnest Money Deposit (EMD) (Non-Refundable)	INR 2,00,000/- (Rupees Two Lakh Only) (inclusive of GST) in the form of demand draft drawn in favor of - Chief Administrative Officer, Startup Odisha 2nd Floor, Tower A, O – Hub, Odisha Startup Incubation Centre, SEZ Road, Chandaka Industrial Estate, Patia, Bhubaneswar, Odisha - 751024 Phone: 1800-345-7100 www.startupodisha.gov.in
14	Bid Security Declaration	All bidders will be required to submit a bid security declaration as provided in TECH 11 of this document
15	Contact Person	Chief Administrative Officer Startup Odisha 2nd Floor, Tower A, O – Hub, Odisha Startup Incubation Centre, SEZ Road, Chandaka Industrial Estate, Patia, Bhubaneswar, Odisha - 751024
16	Address for Submission of Proposal	Startup Odisha

Sl. No.	Particulars/	Details
		2nd Floor, Tower A, O – Hub, Odisha Startup Incubation Centre, SEZ Road, Chandaka Industrial Estate, Patia, Bhubaneswar, Odisha - 751024
17	Mode of Submission	Speed Post / Registered Post/Courier only to the address as specified above during the office hour only. Submission of bid through any other mode and late bids will be rejected.
18	Venue of Pre – Bid Query Meeting(on designated date) and Opening of Proposal(on designated date):	Conference Hall Startup Odisha, 2nd Floor, Tower A, O – Hub, Odisha Startup Incubation Centre, SEZ Road, Chandaka Industrial Estate, Patia, Bhubaneswar, Odisha - 751024

Section 1
Introduction and Terms of Reference (ToR)

About Startup Odisha

Startup Odisha was established in 2016 by MSME Department - Government of Odisha for building the startup and innovation ecosystem in the state. The vision was to introduce a holistic and inclusive ecosystem for existing as well as for upcoming startups and establish itself as one of the top startup hubs in the country.

Startup Odisha is looking to onboard an experienced BPO/KPO organization for the purposes of streamlining its Call-Centre operations through proper Call Receiving, Distribution, Tracking and Reporting Systems.

Scope of Work

The BPO/KPO agency to be onboarded has to provide the following services:

- a) **Telephone Services:** The Agency shall ensure telephonic assistance includes live voice support. The Agency shall provide inbound telephone services that fully assist callers as completely and consistently as possible within the scope of this Work. The Agency shall also conduct outbound calls to individuals as appropriate, including but not limited to call backs to callers due to incomplete documentation or input errors, verification of previously provided information, calls returned to callers that were disconnected after intake, and problem resolution. In all cases the Agency shall ensure its agents complete all work and data entry associated with their current call before accepting new calls or beginning work on different cases.
- b) **Support Services:** The Agency shall be able to provide staffing for customer support, as needed. This shall include staffing for customer support tickets, chat, email, text messaging and data entry services. The Agency shall have the capability to support underserved populations, including but not limited, services for those with limited English proficiency and hearing or speech disabilities.
- c) **Software and Hardware:** Startup Odisha currently only possesses the Toll-free Number which is handled manually. The Agency shall provide for the Automated Call Distribution (ACD) System with Computer Telephony Integration (CTI) system with servers either on cloud or physical. In either case, the servers shall be under absolute control of Startup Odisha. All Software and Hardware shall be procured by the Agency at its own cost.
- d) **CRM System:** Agency shall provide a CRM System for proper recording and tracking of the Call-based and Email-based queries and grievances.

Training Requirements

The Agency shall develop, maintain, and administer a comprehensive training program for its staff, which shall be approved by Startup Odisha. The Agency-developed training and reference materials shall be submitted to Startup Odisha for review and approval prior to use by the Agency. The Agency shall complete all necessary training for all personnel before personnel can begin providing services. Startup Odisha may request modifications to the Agency's training program to improve the quality and efficiency of operations and to ensure that performance or operational issues are promptly addressed. Training topics and materials shall include, but not be limited to:

- a) Querent service, conflict resolution, crisis de-escalation, interpersonal and problem-solving skills, sensitivity awareness, cultural and linguistic awareness of the limited English proficiency population and disability populations.
- b) Program training curriculum materials as provided by the Agency shall include, but not be limited to, program rules, eligibility, enrolment, issue/appeals processing, and benefits and services. Startup Odisha shall provide the Agency with program-specific information and summary note on the interaction generally undertaken on the respective subject matters handled by Startup Odisha, and possible responses to frequently asked questions (FAQ) for callers. Educational resources and FAQs will be developed in collaboration between Startup Odisha and the Agency. Startup Odisha and/or Agency shall update information as needed throughout the Term.
- c) Computer/system skills training topics shall include data entry and grammatically correct keyboarding and the operation of all utilized software, applications and systems, including those utilized by Startup Odisha.

The Agency shall submit its training program plan and materials to Startup Odisha for approval no later than twenty (20) business days after the Contract Effective Date. The Agency's training program plan shall be in compliance with all requirements of Startup Odisha. Startup Odisha shall review and approve this deliverable and request any modifications or revisions it deems appropriate.

Service Operations and Administration Requirements

Service Operations and Administration Services are the activities associated with providing a stable Querent-Servicing environment and to effectively and efficiently perform procedures to ensure SLR targets and requirements are met. The following identifies the Service Operations and Administration requirements of the Agency.

- a) Track, manage, and report all Call Centre and electronically written correspondence metrics and utilization.
- b) Maintain and provide escalation contact list(s) for all services (including Startup Odisha, Agency, and Third Parties).
- c) Issue broadcasts or other notices to provide status updates as required for planned and unplanned events.
- d) Maintain and execute procedures for conducting satisfaction surveys in accordance with the Service Level Requirements.
- e) Maintain a continuous improvement program that improves the Service delivery.
- f) Perform operational planning for the Service capacity and performance purposes.
- g) Identify and recommend Service solutions that best meet Startup Odisha's operational needs, budget, and Service Level expectations.
- h) Maintain and update procedures for managing exception request services. Exception requests are the activities associated with fulfilling a caller's request for services that are outside of the standard services being provided.
- i) Maintain and provide current Service documentation (i.e., standards and procedures, etc.).

Call Centre Reporting Requirements

The Agency shall generate, maintain and provide to Startup Odisha on a regular or ad-hoc basis the following reports:

- a) Number of calls received
- b) Number of calls answered
- c) Number of abandoned calls
- d) Average caller wait time
- e) Average talk time
- f) Any other relevant Call Centre statistics as a whole
- g) Service levels
- h) Trends
- i) Number of querents transferred to Startup Odisha through the escalation process

Service Level Requirements

a) Call Centre Availability Service Requirements

Service Element Details				
SLA Failure Fee Reduction		10% of monthly invoice fee for failure to meet the target service level of this business critical SLR.		
Service Description		Call Centre availability refers to the required time frames for when the following services provided by the Call Centre must be available: Assistance provided to external callers: Incoming calls to the IVR.		
Business Hours		10.30 a.m. – 4.30 p.m. IST (Monday – Friday) None (Saturday, Sunday and Holidays)		
Service Hours		10.30 a.m. – 5.30 p.m. IST (Monday – Friday) None (Saturday, Sunday and Holidays)		
Workload		Baseline 40 – 50 calls per day (as of year ending on 31/03/2023)		
Call Centre Availability				
Call Centre Availability	Service Measure	Performance Target	SLR Performance %	SLA Applicable?
Availability of Support Staff	Availability to respond	Business Hours	100%	Yes
	Formula	Availability Hours ÷ Business Hours		
	Measurement Interval	Monitor Continuously, Measure Monthly		
	Reporting Period	First Month – Report Weekly Thereafter – Report Monthly		
	Measurement Tool/Source Data	Agency-specified monitoring and reporting tool(s) to be used		

b) Call Centre Response Time Service Requirements

Service Element Details				
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SLA Failure Fee Reduction	5% of monthly invoice fee for failure to meet the target service level of this business critical SLR.			
Service Description	Response Time is the number of seconds or minutes it takes a querent to connect with Agency’s Support Executive, excluding abandoned calls			
Business Hours	10.30 a.m. – 4.30 p.m. IST (Monday – Friday) None (Saturday, Sunday and Holidays)			
Service Hours	10.30 a.m. – 5.30 p.m. IST (Monday – Friday) None (Saturday, Sunday and Holidays)			
Workload	Baseline 40 – 50 calls per day (as of year ending on 31/03/2023)			
Primary Enabling Application	IVR and ACD			
Call Centre Availability				
Call Centre Availability	Service Measure	Performance Target	SLR Performance %	SLA Applicable?
Calls per Month:				
1 – 1,500 Calls	Phone Hold Time	Less than or equal to 1.40 Minutes	100%	Yes
1,501 – 2,000 Calls	Phone Hold Time	Less than or equal to 1.71 Minutes	100%	Yes
More than 2,000 Calls	Phone Hold Time	Less than or equal to 1.90 Minutes	100%	Yes
Call Abandonment Rate	Number of Abandoned Calls	Less than or equal to 5%	100%	Yes
	Formula	Number of events per event Type within Performance Target ÷ Total number of events per Type during Measurement Interval = “Percent (%) Attained”		
	Measurement Interval	First Month – Measure Weekly Thereafter – Measure Monthly		
	Reporting Period	First Month – Report Weekly Thereafter – Report Monthly		
	Measurement Tool/Source Data	Agency-provided ACD and IVR Monitoring System to be used.		

c) Call Centre First-Contact Resolution Requirements

Service Element Details	
SLA Failure Fee Reduction	5% of monthly invoice fee for failure to meet the target service level of this business critical SLR.

Service Description		The time elapsed from the initiation of the Call Centre service request until service is completed.		
Business Hours/Service Hours		10.30 a.m. – 4.30 p.m. IST (Monday – Friday) None (Saturday, Sunday and Holidays)		
Workload		Baseline 40 – 50 calls per day (as of year ending on 31/03/2023)		
Primary Enabling Application		Agency/Startup Odisha provided tools		
Service Resolution				
Call Centre Service Resolution	Service Measure	Performance Target	SLR Performance %	SLA Applicable?
First Contact Resolution	First Contact Resolution %	90% with <5% re-calls	100% of instances	Yes
	Formula	Number of instances within Performance Target ÷ Total number of instances during Measurement Interval = “Percent (%) Attained”		
	Measurement Interval	First Month – Measure Daily Thereafter – Measure Daily		
	Reporting Period	First Month – Report Weekly Thereafter – Report Monthly		
	Measurement Tool/Source Data	Agency-specified Monitoring and Reporting Tool(s) to be used.		

d) Call Centre Caller Satisfaction Service Requirements

Service Element Details	
SLA Failure Fee Reduction	5% of monthly invoice fee for failure to meet the target service level of this business critical SLR.
Service Description	Conduct and report caller satisfaction survey results.
Business Hours/Service Hours	10.30 a.m. – 4.30 p.m. IST (Monday – Friday)

	None (Saturday, Sunday and Holidays)			
Workload	Baseline 40 – 50 calls per day (as of year ending on 31/03/2023)			
Primary Enabling Application	Agency Specified monitoring and reporting tool(s)			
Caller Satisfaction				
Call Centre Service Resolution	Service Measure	Performance Target	SLR Performance %	SLA Applicable?
Periodic Sample	Response/ Distribution Rate	10% of closed callers surveyed within 48 hours of closing ticket	N/A	No
Periodic Sample Satisfaction	Caller Satisfaction Rate	Callers surveyed should be very satisfied or satisfied (e.g., 4.0 or 3.0 on a 5-point scale)	90%	No
Scheduled Survey (conducted annually)	Caller Satisfaction Rate	Callers surveyed should be very satisfied or satisfied (e.g., 4.0 or 3.0 on a 5-point scale)	90%	No
	Formula	For periodic sample: Number of responses with a very satisfied or satisfied rating ÷ total number of responses For periodic sample satisfaction: Sum of survey results from each participant ÷ total number of participants responding to periodic sample For scheduled annual survey: Sum of survey result from each participant ÷ total number of participants responding to scheduled survey		
	Measurement Interval	Periodic Sample – Measure Monthly Scheduled Survey – Measure Annually		
	Reporting Period	Report Monthly		
	Measurement Tool/Source Data	Agency-specified Monitoring and Reporting Tool(s) to be used.		

Payment Schedule

Startup Odisha desires a fixed price service model where, for one fixed annual price, the Agency assumes full responsibility for performing all the required Services described in Scope of Work. This fixed price must be inclusive of all costs required to deliver the services in a manner that meets or exceeds the Service Level Requirements for each Service function and supports the projected work volumes and hours of operation described in the Scope of Work. This fixed price cost must include all costs including, but not limited to personnel, facilities, equipment, postage, consumables, and supplies.

Bidders are requested to provide their Financial Proposals as per formats prescribed in **Section 5 of this RFP**.

Duration of Contract

The period shall be 36 months, subject to annual renewal based on performance of the Agency. Further extension of agreement is subject to the consent of the Startup Odisha only.

Expiration of Contract

Unless terminated earlier, this Contract shall expire when Services have been completed and all payments have been made at the end of such time period after the Effective Date as shall be specified in the service contract.

Termination

A. By the Startup Odisha

The Startup Odisha may terminate this Contract, by not less than thirty (30) days' written notice of termination to the Bidders, to be given after the occurrence of any of the events specified in paragraphs (i) through (vi) of this Clause and sixty (60) days' in the case of the event referred to in (vii) & (viii):

- i. if the Bidders do not remedy a failure in the performance of their obligations under the Contract, within ten (10) days of receipt after being notified or within such further period as the Startup Odisha may have subsequently approved in writing
- ii. if the Bidders become insolvent or bankrupt
- iii. if, as the result of Force Majeure, the Bidders is unable to perform a material portion of the Services for a period of not less than thirty (30) days; or
- iv. if the Bidders fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 1.15 hereof.
- v. if the Bidders submits to the Startup Odisha a false statement which has a material effect on the rights, obligations or interests of the Startup Odisha. If the Bidders places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Startup Odisha.
- vi. if the Bidders, in the judgment of the Startup Odisha has engaged in Corrupt or Fraudulent Practices in competing for or in executing the Contract.

For the purpose of this clause:

"Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution.

"Fraudulent Practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the Startup Odisha and includes collusive practice among bidders (prior to or after submission of proposals) designed to establish prices at artificial non-competitive levels and to deprive the Startup Odisha of the benefits of free and open competition.

- vii. if Startup Odisha, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- viii. The performance & service rendered will be reviewed quarterly by Startup Odisha. If performance is found to be unsatisfactory, then the contract will be terminated with a 30 days' notice.

B. By the Bidders

The Bidders may terminate this Contract, by giving a written notice of not less than thirty (30) day's' to the Startup Odisha and such notice is to be given after the occurrence of the events specified in paragraphs (i) (ii) and (iii) of this Clause:

- i. if the Startup Odisha fails to pay any money due to the Bidders pursuant to this Contract and not subject to dispute pursuant to Clause 1.15 hereof within thirty (30) days after receiving written notice from the Bidders that such payment is overdue
- ii. if, as the result of Force Majeure, the Bidders are unable to perform a material portion of the Services for a period of thirty (30) days
- iii. if the Bidders reasonably determines that Bidders can no longer provide the Services in accordance with applicable law or professional obligations

Disputes about Events of Termination

- a) If either Party disputes whether an event specified hereof has occurred, such Party may, within forty - five (45) days after receipt of notice of termination from the other Party, refer the matter to arbitration and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.
- b) On termination, the compensation to be paid for terminating month

Reporting Obligations

The Bidders shall submit to the Startup Odisha the reports and documents specified within the periods set forth.

Liability of the Bidders

The Startup Odisha (and any others for whom Services are provided) shall not recover from Bidders, 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 up to 5% of the contract fees value as contemplated.

Section 2
Letter of Invitation

Letter Of Invitation

RFP No:

Dated: XX/XX/2023

Name of the Assignment: Selection of Agency for Toll-Free Operations and Grievance Redressal Support for Startup Odisha

Startup Odisha (The Startup Odisha) invites sealed proposals from eligible bidders under the process for “Selection of Agency for Toll-Free Operations and Grievance Redressal Support for Startup Odisha”. More details on the proposed study are provided at Section-3: Terms of Reference (ToR) of this RFP Document.

Final firm will be selected under QCBS Selection procedure as prescribed in the RFP Document in accordance with the policies and procedures accompanying the Startup Odisha.

The proposal complete in all respects as specified in the RFP Document must be accompanied with a Non-refundable Demand Draft for an amount of Rs. 10,000/- (Rupees Ten Thousand only) towards Bid Processing Fee and an amount of Rs. 2,00,000/- (Rupees Two Lakh Only) towards Earnest Money Deposit (EMD) in favour of “Chief Administrative Officer, Startup Odisha”, drawn in any scheduled commercial bank and payable at Bhubaneswar, Odisha failing which the bid will be rejected.

The proposal must be delivered at the specified address as per the Bidder Data Sheet by Speed post/Registered Post/Courier only. The Startup Odisha shall not be responsible for postal delay or any other consequence. Submission of proposal through any other mode will be rejected.

The last date and time for submission of proposal complete in all respects is 04/05/2023 before 11.00 AM and the date of opening of the technical proposal is 04/05/2023 in the presence of the bidder’s representative at the specified address as mentioned in the Bidder Data Sheet. Representatives of the bidders may attend the meeting with due authorization letter on behalf of the bidder.

This RFP includes following sections:

- Terms of Reference [Section – 1]
- Letter of Invitation [Section – 2]
- Information to the Bidder [Section – 3]
- Technical Proposal Submission Forms [Section – 4]
- Financial Proposal Submission Form (Section –5)

While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the Startup Odisha’s knowledge, Startup Odisha holds no responsibility for accuracy of information, and it is the responsibility of the bidder to check the validity of information/data included in this RFP. Startup Odisha reserves the right to accept/reject any/all proposals/cancel the entire selection process at any stage without assigning any reason thereof.

**Chief Administrative Officer,
Startup Odisha**

Section 3
Information to the Bidder

Pre-Qualification Criteria:

Before opening and evaluation of the technical proposals, each bidder will be assessed based on the following pre-qualification criteria. The bidder is required to produce the copies of the required supportive documents/information as part of the Pre – Qualification criteria failing which the proposals will be rejected.

Sl. No.	Particulars	Details
1	The Bidder should be a Company/ LLP registered in India with a track record of providing BPO/KPO/Cloud Telephony/IT-Enabled Customer Support Services for at least 5 years as on March 31, 2023*	Registration/Incorporation Certificate.
2	The Bidder should have an average turnover of minimum INR 1 Crore during last three financial years:*	Certificate from statutory auditor/audited financial statements for the three financial years
	<ul style="list-style-type: none">• FY 2019 - 20• FY 2020 - 21• FY 2021 - 22	
3	The Bidder should have experience of working on minimum Five (5) assignments of a minimum duration of 1 year with Central/ State Government/Public Enterprises/Multi-national Corporations in India.	Work Order/Copy of agreement/ Completion certificate
4	Blacklisting Declaration	The bidders have to submit a declaration certifying that they have not been blacklisted by any Government agency in the last three financial years.
5	Insolvency/Bankruptcy Declaration	The bidders have to submit a declaration certifying that no Insolvency/Bankruptcy Proceedings have been initiated against their firm/company.
Any kind of consortium/ Joint Venture with other firms is not allowed.		

**Exemptions applicable on valid holders of MSME/NSIC/DPIIT (Startup India)/Startup Odisha recognition Certificate. Bidders shall have to furnish a copy of the certificate in such cases, failing which the bid shall be considered non-est.*

The bidder has to furnish the following documents duly signed by authorised representative along with their Pre – Qualification Criteria:

- Copy of Certificate of Incorporation/ Registration
- Copy of PAN
- Copy of Goods and Services Tax Identification Number (GSTIN)
- Copies of IT Return and Audited Balance Sheet for the last three financial years (FY 2019-20, 2020-21 & 2021-22)
- Power of Attorney in favour of the person signing the bid on behalf of the bidder or Board of Directors

- List of completed assignments of similar nature at least five along with copies of contracts / work orders / completion certificate from previous Startup Odisha's
- Blacklisting declaration

Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the pre - qualification criteria and non-submission of required documents as listed above will lead to rejection of the bid. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions and other important information as mentioned in the RfP Document. The proposal must be complete in all respects, indexed and bound. Each page should be numbered and signed by the authorized representative.

Bid Processing Fee:

The bidder must furnish as part of technical proposal, the required bid processing fee amounting to Rs. 10,000/- (Ten Thousand Rupees Only) in shape of DD from any scheduled commercial bank in favour of "Startup Odisha" payable at Bhubaneswar. Proposals received without bid processing fee will be out rightly rejected.

Earnest Money Deposit:

The bidder must furnish as part of technical proposal, the required bid processing fee amounting to Rs. 2,00,000/- (Rupees Two Lakh Only) in shape of DD from any scheduled commercial bank in favour of "Startup Odisha" payable at Bhubaneswar. Proposals received without EMD will be out rightly rejected.

***Note:** EMD is hereby exempted for valid holders of MSME (Govt. of India/Govt. of Odisha)/NSIC/DPIIT (Startup India)/Startup Odisha recognition Certificates.*

Bid Security Declaration:

All bidders will be required to submit a bid security declaration as provided in TECH 11 of this document. Any Bidder violating the stipulated conditions in the Bid Security Declaration will be suspended for a maximum period of one year.

Validity of the Proposal:

Proposals shall remain valid for a period of **180 (One Hundred Eighty Days)** from the date of opening of the technical proposal. Startup Odisha reserves the rights to reject a proposal valid for a shorter period as non- responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

Pre - Bid Queries:

Bidders are allowed to submit their queries in respect of the RFP and other details if any, to Startup Odisha through **e-mail** at **startup.odisha@gov.in** till 20/04/2023. Clarifications to the above will be uploaded in the Startup Odisha website/clarified through email to the respective bidders after the Pre – Bid meeting as specified in the Bidder Data Sheet, for the purpose of preparation of the proposal. Request for alternation /change in existing terms and conditions of the RFP will not be considered/entertained.

Submission of Proposal:

Bidders must submit their proposals by Registered Post/Speed Post/Courier/In-Person only to the specified address on or before the last date and time for submission of proposals as mentioned in Bidder Data Sheet. The Startup Odisha will not be responsible for postal delays/any other consequences in receiving the proposal. The proposal must have to be submitted in three parts. Each part should be separately bound with no loose sheets. Each page of the three parts should be numbered and in conformation to the eligibility qualifications and clearly indicated using an index page. The Startup Odisha will not consider any proposal that arrives after the deadline as prescribed in the Bidder Data Sheet. Any Proposal received after the deadline will be out rightly rejected by the Startup Odisha.

The procedure for submission of the proposal is described below:

a. Pre – Qualification Criteria:

The envelope containing technical proposal shall be sealed and superscripted as “Pre - Qualification Criteria: Selection of Agency for Toll-Free Operations and Grievance Redressal Support for Startup Odisha”. The duly filled-in technical proposal submission forms, with all the supportive documents and information have to be furnished as part of pre – qualification criteria.

b. Technical Proposal:

The envelope containing technical proposal shall be sealed and superscripted as “Technical Proposal: Selection of Agency for Toll-Free Operations and Grievance Redressal Support for Startup Odisha”. The duly filled-in technical proposal submission forms, with all the supportive documents and information have to be furnished as part of technical proposal.

c. Financial Proposal:

The envelope containing financial proposal shall be sealed and superscripted as “Financial Proposal – Selection of Agency for Toll-Free Operations and Public Grievance Redressal System for Startup Odisha”. The duly filled-in financial proposal submission forms should contain the detail price offer for the proposed assignment.

The “Pre – Qualification Criteria”, "Technical Proposal" and "Financial Proposal" must be submitted in three separate sealed envelopes (with respective marking in bold letters) along with the prescribed formats/information mentioned in the RFP Document.

All the above envelopes have to be sealed and placed inside a third main envelope marked as "**Proposal for Selection of Agency for Toll-Free Operations and Grievance Redressal Support for Startup Odisha**". with following information in bold:

NAME OF THE PROJECT:
RfP NUMBER AND DATE:
NAME OF THE BIDDER:
DEADLINE FOR SUBMISSION OF BID:
NAME AND ADDRESS OF THE BIDDER:

Any deviations from the prescribed procedures/information/formats/conditions shall result in outright rejection of the proposal. All the pages of the proposal have to be signed and stamped by the authorized representative of the bidder. Bids with any conditional offer shall be out rightly rejected.

Opening of the proposal:

The FIRST ENVELOPE containing PRE - QUALIFICATION will be opened in the initial stage by the Startup Odisha in presence of the bidder's representatives at the location, date specified in the Bidder Data Sheet. Bidders fulfilling the Pre – Qualification criteria will be considered for TECHNICAL EVALUATION. The Startup Odisha will constitute an Evaluation Committee (EC) to evaluate the proposals submitted by bidders. Only one representative with proper authorization letter from the participating bidder will be allowed to attend the bid opening meeting. The THIRD ENVELOPE containing FINANCIAL PROPOSAL of the technically qualified bidders only will be opened in presence of authorised representatives of the bidders after completion of technical evaluation of proposals. The date for opening of the financial proposal will be intimated accordingly to the technically qualified bidders well in advance.

Evaluation of Proposal:

A Three stage evaluation process will be conducted as explained below:

Preliminary Evaluation (1st Stage): Preliminary evaluation of the proposals will be done to determine whether the proposals comply to the prescribed eligibility condition and whether the requisite documents/information have been properly furnished by the bidder.

Bids not complying to any of the above requirement, will be out rightly rejected at the discretion of the Startup Odisha's authority.

TECHNICAL EVALUATION (2nd Stage): Technical proposals will be opened and evaluated for those bidders who qualify the preliminary evaluation stage.

Detailed evaluation process as per the following parameters will be adopted for evaluation of the proposals:

Sl. No.	Criteria	Marks	Supporting Documents
1	Past Experience in work of Similar Nature: 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 20 lakhs <ul style="list-style-type: none">No of assignments >1 and <3: 15 MarksNo of assignments >4 and <7: 20 MarksNo of assignments over 8: 30 Marks	30	Contract/Work/Engagement orders, indicating details of assignment, client, value of assignment, date of award etc.
2	Experience with Innovation Ecosystem/Investment/Trade Promotion Agencies led by Central/Any State Government of India	20	Contract/Work/Engagement orders, indicating details of assignment, client, value of assignment, date of award etc.

Sl. No.	Criteria	Marks	Supporting Documents
	<p>Past experience of similar nature as described in scope of work, in terms of number of assignments executed for any Innovation Ecosystem/Investment/Trade Promotion Agency led by Central/State Government of India, executed over the last 3 years, each of whose value is above Rs 20 lakhs</p> <ul style="list-style-type: none"> No of assignments >1 and <3: 15 Marks No of assignments >4 and <7: 20 Marks <p>No of assignments over 8: 30 Marks</p>		
3	<p>Manpower, Skillset, Team Composition and Deployment</p> <p>Should be a mix of Project Management, Query Handling and Knowledge Management.</p> <ul style="list-style-type: none"> Combined experience of Project and Knowledge Management being of >05 Years and <08 Years, and, Combined experience of Query Handling Personnel being of >03 Years and <05 Years: 10 Marks Combined experience of Project and Knowledge Management being of >08 years, and, Combined experience of Query Handling Personnel being of >05 Years: 20 Marks 	20	Self-Certified copies as evidence such as CV and experience certificates etc.
5	Presentation of Proposal	30	Technical Presentation to Startup Odisha
Total Marks			100

In case Startup Odisha needs any additional resources with specific expertise for a certain duration of the assignment towards successful achievement of the desired outcomes, the same shall be deployed by the selected bidder as per mutually agreed terms and conditions.

* Bidders who secure above 70 marks from the total (100 marks) in the technical proposal will be called for financial evaluation.

FINANCIAL EVALUATION (3rd Stage): The financial proposals of only those bidders qualifying the technical evaluation (2nd Stage) shall be opened at this stage in the presence of the bidders' representatives who wish to attend the meeting with proper authorization letter. The name of the bidder along with the quoted financial price will be announced during the meeting.

Evaluation Process:

QCBS method will be followed during the overall selection process. The financial bids of technically qualified bidders will be opened on the prescribed date in the presence of bidders' representatives.

The lowest evaluated Financial Bid (Fm) shall be given the maximum financial score (Sf) of 100. The formula for determining the financial scores of all other bids shall be calculated as follows: $Sf = 100 \times Fm/F$, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the bid under consideration. The weights given to the Technical (T) and Financial (P) Bids shall be:

$T = 70$, and $P = 30$

Bids shall be ranked according to their combined scores, calculated using the technical score (St) and financial score (Sf) and the weights as follows:

$S = St \times T\% + Sf \times P\%$

The bidder, who has the highest score in the QCBS shall be called for further process leading to the award of the contract. The bid price will exclude taxes as applicable and shall be in Indian Rupees. Prices quoted in the bid must be firm and final and shall not be subject to any modifications on any account whatsoever. In case of a tie, the bidder having higher technical score will be considered the preferred bidder.

For the purpose of evaluation, the total evaluated cost shall be exclusive of all taxes & duties.

Performance Bank Guarantee: (PBG)

Within 7 days of notifying the acceptance of a proposal for award of contract, each qualified bidder shall have to furnish a Performance Bank Guarantee amounting to 3% of the contract value from a scheduled commercial bank situated in Bhubaneswar in favour of "Chief Administrative Officer – Startup Odisha", as per the format at Annexure- II, for a period of three months beyond the entire contract period (i.e. PBG must be valid from the date of effectiveness of the contract to a period of 3 months beyond the contract period) as its commitment to perform services under the contract. Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after three months of expiry of contract provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the PBG.

Contract Negotiation

Contract negotiation, if required will be held at a date, time and address as intimated to the selected bidder/s. The bidder will, as a pre-requisite for attendance at the negotiations, confirm availability of all the proposed staff for the assignment. Representative conducting negotiations on behalf of the bidder must have written authority to negotiate and conclude a contract. Negotiation will be

performed covering technical and financial aspects, if any and availability of proposed professionals etc.

Award of Contract

After completion of the contract negotiation stage, the Startup Odisha will notify the successful bidder in writing by issuing an offer letter for signing the contract and promptly notifying all other bidders about the result of the selection process. The successful bidders will be asked to sign the contract after fulfilling all formalities within 15 days of issuance of the offer letter. After signing of the contract, no variation or modification of the terms of the contract shall be made except by written amendment signed by both the parties. The contract will be valid for 2 years from the date of effectiveness of the contract. Sub-contracting/ outsourcing of any form shall not be allowed for any activities under this RfP.

Conflict of Interest

Conflict of interest exists in the event of:

- a) conflicting assignments, typically monitoring and evaluation assessment of the same project by the eligible bidder
- b) Bidders, agencies or institutions (individuals or organizations) who have a business or family relation with the Startup Odisha directly or indirectly
- c) practices prohibited under the anti-corruption policy of the Government of India and Government of Odisha. The bidders are to be careful so as not to give rise to a situation where there will be any conflict of interest with the Startup Odisha as this would amount to their disqualification and breach of contract.

Disclosure

- a) Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the bidder or termination of its contract.
- b) Bidders must disclose if they are or have been the subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency or the financial standing of the Bidder, including but not limited to appointment of any officer such as a receiver in relation to the Bidder's personal or business matters or an arrangement with creditors, or of any other similar proceedings.
- c) Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to:
 - i. a criminal offence or other serious offence punishable under the law of the land, or where they have been found by any regulator or professional body to have committed professional misconduct
 - ii. corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract
 - iii. failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions

Anti-corruption Measure

- a) Any effort by Bidder(s) to influence the Startup Odisha in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
- b) A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Startup Odisha shall blacklist the bidder either indefinitely or for a stated period of time, disqualifying it from participating in any related bidding process for the said period.

Language of Proposals

The proposal and all related correspondence exchanged between the bidder and the Startup Odisha shall be written in the English language. Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English with self- certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.

Cost of bidding

The Bidder shall bear all costs associated with the preparation and submission of its proposal. The Startup Odisha shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Hon'ble High Court, Odisha, Cuttack and Civil Court of Bhubaneswar only.

Confidentiality

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the publication of the award of contract. The undue use by any bidder of confidential information related to the process may result in rejection of its proposal and may be subject to the provisions of Startup Odisha' antifraud and corruption policy. During the execution of the assignment except with prior written consent of the Startup Odisha, the bidder or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

Amendment of the RFP Document

At any time before submission of proposals, the Startup Odisha may amend the RfP by issuing an addendum through Startup Odisha website. Any such addendum will be binding on all the bidders. To give bidders reasonable time in which to take an addendum into account in preparing their proposals, the Startup Odisha may, at its discretion, extend the deadline for the submission of the proposals.

Startup Odisha's right to accept any proposal, and to reject any or all proposal/s

The Startup Odisha reserves the right to accept or reject any proposal, and to annul or amend the bidding / selection / evaluation process and reject all proposals at any time prior to award of contract award, without assigning any reason there of and thereby incurring any liability to the bidders.

Copyright, Patents and Other Proprietary Rights

Startup 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 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. At Startup Odisha's request, the bidder shall take all necessary steps to submit them to the Startup Odisha in compliance with the requirements of the contract.

Force Majeure

For purpose of this clause, "Force Majeure" means an event beyond the control of the agency and not involving the agency's fault or negligence and not foreseeable. Such events may include, but are not restricted, wars or revolutions, fires, floods, riots, civil commotion, earthquake, epidemics or other natural disasters and restriction imposed by the Government or other bodies, which are beyond the control of the agency, which prevents or delays the execution of the order by the agency. If a force Majeure situation arises, the agency shall promptly notify Startup Odisha in writing of such condition, the cause thereof and the change that is necessitated due to the condition. Until and unless otherwise directed by the Startup Odisha in writing, the Agency shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The agency shall advise Startup Odisha in writing, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the Force Majeure condition. In the event of a delay lasting for more than one month, if arising out of causes of Force Majeure, Startup Odisha reserves the right to cancel the contract without any obligation to compensate the agency in any manner for whatsoever reason.

Settlement of Disputes

The Startup Odisha and the Bidders shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or arising from or in connection with the Contract within thirty (30) days from the commencement of such informal negotiation. All dispute resolution proceedings shall be held at Bhubaneswar and the language of such proceedings and that of all documents and communications between the parties shall be in English. Executive Chairman – Startup Odisha will be the final authority to resolve the dispute arising between and the Startup Odisha and the Firm.

Disqualification of Proposal

The proposal is liable to be disqualified in the following cases as listed below:

- Proposal submitted without Bid Processing Fee as applicable
- Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP. During validity of the proposal, or its extended period, if any, the bidder increases the quoted prices
- Proposal is received in incomplete form

- Proposal is received after due date and time for submission of bid Proposal is not accompanied by all the requisite documents / information A commercial bid submitted with assumptions or conditions
- Bids with any conditional technical and financial offer
- If the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest / best value Proposal is not properly sealed or signed
- Proposal is not conforming to the requirement of the scope of the work of the assignment. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- If, any of the bid documents (including but not limited to the hard and soft/electronic copies of the same, presentations during evaluation, clarifications provided by the bidder), excluding the commercial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid
- Bidders or any person acting on its behalf indulges in corrupt and fraudulent practices
- Any other condition / situation which holds the paramount interest of the Startup Odisha during the overall section process

Section 5
Technical Proposal Submission Forms

FORM – 1: COVERING LETTER
(ON BIDDER'S LETTER HEAD)

[Location, Date]

To
Chief Administrative Officer,
Startup Odisha

Subject: Request for Proposal for Selection of Agency for Toll-Free Operations and Public Grievance Redressal System for Startup Odisha [TECHNICAL PROPOSAL]

Dear Sir,

I/we, the undersigned, offer to provide the services on behalf of for the proposed assignment in respect to your Request for Proposal No: XXX, Dated: 20/04/2023. I hereby submit the proposal which includes this technical proposal sealed under a separate envelope. Our proposal will be valid for acceptance up to 180 Days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in this technical proposal are true and correct and I/we accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of the proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I/we have examined all the information as provided in your Request for Proposal (RfP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs.

In case, any provisions of this RFP/ ToR including our technical & financial proposals are found to be deviated, then Startup Odisha shall have rights to reject our proposal. I/we confirm that, I/we have the authority to submit the proposal and to clarify any details on its behalf.

I/we understand you are not bound to accept any proposal you receive.

Yours faithfully,

Authorized Signatory with Date and Seal:

Name and Designation:

Address of Bidder:

FORM – 2:
Bidder's Organization (General Details)

Sl. No.	Particulars	Details
1	Name of the Firm	
2	Profile of the Firm (Brief Description)	
3	Legal Status of Firm	
4	Country of Incorporation	
5	Registered Office	
6	Year of Incorporation	
7	Year of Commencement of Business	
8	Principal Place of Business	
9	PAN	
10	GST Registration No	
11	Telephone No.	
12	Fax No.	
13	E- Mail Address	
14	Particulars of Authorized Signatory of Bidder	Name: Designation: Telephone No.: Email Address: Mobile: Fax No:

Declaration

We hereby confirm that the details mentioned in the proposal are true and correct as per the records available with the applicant organisation. The undersigned is the authorised signatory of the applicant organisation for this purpose.

Authorized Signatory [In full and initials]:

Name and Designation with Date and Seal:

Note: Bidders should submit the required supporting documents as mentioned above. Non- submission of required documents as listed above will lead to rejection of the bid.

FORM -3
Bidder Organization (Financial Details)

Sl. No.	Turnover	Amount(In INR)
1	FY 2019 - 20	
2	FY 2020 - 21	
3	FY 2021 - 22	
Average Annual Turnover		
Supporting Documents:		
<ul style="list-style-type: none">• Audited certified financial statements for the last three FYs (Submission of copies of Income & Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with this form)• Filled in information in this format must have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished in original along with the technical proposal failing which the proposal will be out rightly rejected.• No scanned copy will be entertained.		

Signature and Seal of the Company Auditor with Date in original

Authorized Signatory of the bidder [In full initials with Date and Seal]:

Communication Address of the Bidder:

Note: Bidders should submit the required supporting documents as mentioned above. Non- submission of required documents as listed above will lead to rejection of the bid.

FORM – 4
(BIDDER’S PAST EXPERIENCE DETAILS)

Project Name:		
Country:		Professional Staff Provided by the Firm: No. of Staff: No. of Person Months:
Location within Country		
Name of Startup Odisha and Address		
Start Date (Month/Year):		Value of Services (in INR):
Completion Date(If Applicable) (Month/Year):		
Name of Senior Staff Involved (Project Director, Team Leader) involved and Functions Performed:		
Detailed narrative description of the project:		
Description of Actual Services provided:		

Note: Bidders are advised to use this format for submitting multiple proofs of work/projects

FORM - 5
Information Regarding Any Conflicting Activities and Declaration Thereof

Are there any activities carried out by your agency which are of conflicting nature as mentioned in Section 2: [Information to the Bidder] under Eligibility Criteria: Para (5). If yes, please furnish details of any such activities.

If no, please certify,

ON BIDDER'S LETTER HEAD

I/we, hereby declare that our agency is not indulged in any such activities which can be termed as the conflicting activities as mentioned in Section 2: [Information to the Bidder] under Eligibility Criteria: Para (5).

I/we, also acknowledge that in case of misrepresentation of any of the information, our proposal / contract shall be rejected / terminated by the Startup Odisha which shall be binding on us.

Authorized Signatory [In full initials with Date and Seal]:
Communication Address of the Bidder:

FORM – 6
Format of Curriculum Vitae (CV) of Key Professional(s)

1.	Name of Expert	
2.	Designation	
3.		
4.	Date of Birth	
5.	Years with Firm	
6.	Nationality	
7.	Qualification	
8.	Membership In Professional Associations	
9.	Languages Known	
10.	Employment Record	
	From:	To:
	Employer:	
	Position Held:	
	Details of Task Assigned	
	•	
	From:	To:
	Employer:	
	Position Held:	
	Details of Task Assigned	
	•	
	From:	To:
	Employer:	
	Position Held:	
	Details of Task Assigned	
8.	Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned	

	Project Name	
	Year	
	Location	
	Name of Startup Odisha	
	Project Features	
	Position Held	
	Activities Performed	

Certification:

I, the undersigned, certify that to the best of my knowledge and belief that this CV correctly describes my qualifications and past experiences. I will undertake this assignment for the full project duration in terms of roles and responsibilities assigned in the technical proposal or any agreed extension of activities thereof. I understand that any misstatement herein leads to disqualification of CV.

Date:

Signature of Key Professional with Date

Authorized Signatory [In full and initials]:

Name and Designation with Date and Seal:

Section 5
Financial Proposal Submission Forms

FIN-1
COVERING LETTER
(On Bidders Letter Head)

[Location, Date]

To
Chief Administrative Officer,
Startup Odisha

Subject: Request for Proposal for Selection of Agency for Toll-Free Operations and Grievance Redressal Support for Startup Odisha [FINANCIAL PROPOSAL]

Dear Sir,

I/we, the undersigned, offer to provide the services for Toll-Free Operations and Grievance Redressal Support for Startup Odisha in accordance with your Request for Proposal No.: XXX, Dated: XX/XX/2023. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures*].

The above quoted amount is exclusive of the taxes. I/we do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the RfP document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of 180 days. I/we have carefully read and understood the terms and conditions of the RFP and do hereby undertake to provide the services accordingly.

I/we understand that you are not bound to accept any proposal you receive.

Yours faithfully,

Authorized Signatory with Date and Seal:

Name and Designation:

Address of Bidder:

FIN-2
 DETAIL BREAK-UP OF FEE OF KEY PROFESSIONALS

Sl. No.	Tool/Resource	Resource Requirement	Name of Key Resource	Monthly Fee (In INR)	Total Fee (For 24 Months in INR)
	Hardware				
	Software				
	Servers				
	Personnel				
Amount Total (In figures)					
Amount Total (In words)					

NB:

Bidders shall submit the financial proposal as per the prescribed format given above in both figures and words and signed by the Authorized Representative. In the event of any difference between figures and words, the amount indicated in words shall prevail.

Taxes will be paid by the Startup Odisha as per the applicable rate under GST Act from time to time. Consultancy fee proposed for the assignment shall remain fixed till completion of the contract.

Authorized Signatory with Date and Seal:

Name and Designation:

Address of Bidder:

ANNEXURE - 1
BID SECURITY DECLARATION IN LIEU OF BID SECURITY

Date:

To
Chief Administrative Officer,
Startup Odisha

I/We understand that, according to the RFP conditions, bids must be supported by a Bid Security Declaration in lieu of Bid Security.

If I/We declare that if we withdraw or modify the Bids during the period of validity etc.

I/We will be suspended for the time specified in the RFP and if I/We are awarded the contract and fail to sign the contract or fail to submit a performance security before the deadline defined in the request for proposals (RFP) document, they will be suspended for the period of time specified in the request for proposals document from being eligible to submit Bids/Proposals for contracts with the Procuring Entity.

Yours faithfully,

Authorized Signatory with Date and Seal:

[Signed: in the capacity of: (insert legal capacity of person signing the Bid Securing Declaration)]

Name and Designation:

Address of Bidder:

ANNEXURE – 2
BLACKLISTING DECLARATION

[Location, Date]

To Whomsoever It May Concern

We hereby declare that our firm, our associate/group firm has not been blacklisted by any Government/Registered Authority in India. We also acknowledge that in case of any misrepresentation of the information our proposal shall be rejected/terminated by the Employer which shall be binding on us.

Yours Faithfully,

ANNEXURE - 3
FORMAT FOR POWER OF ATTORNEY
(Notarised)

I,....., the(Designation) of (Name of the Organization) in witness whereof certify that <Name of person> is authorized to execute the attorney on behalf of <Name of Organization>, <Designation of the person>of the company acting for and on behalf of the company under the authority has signed this Power of attorney at <place> on this day of <day><month>, <year>.

The signatures of <Name of person> in whose favour authority is being made under the attorney given below are hereby certified.

Name of the Authorized Representative:

(Signature of the Authorized Representative with Date)

CERTIFIED:

Signature,
Name & Designation of person executing attorney:
Address of the Bidder: