



Sambalpur Municipal Corporation, Sambalpur

E-mail: sambalpurm.hud@nic.in Ph: 0663-2411316

No **5378** /Date. **28.06.2023** SMC- 2022-23

NOTICE INVITING REQUEST FOR PROPOSAL (RFP)

1. The Municipal Commissioner on behalf of the Sambalpur Municipal Corporation invites REQUEST FOR PROPOSAL (RFP) in Sealed Applications in **double cover system i.e. Technical and Financial proposal** in conformation with detailed RFP Notice from qualified experienced and financially sound consulting Registered Agency/ Registered Firm/ IT Company **"Selection of Registered Agency/ Registered Firm/ IT Company for setting up Integrated (24 X 7) Grievance Redressal Management System at Sambalpur Municipal Corporation"** having experience in IT activity, execution of similar nature of Project in any Govt/PSU or other government organization with license, registration certificate, GST,PAN income tax clearance certificate/ update income tax return in conformation with the term and condition from intending applicants fulfilling the eligibility criteria and other qualifying requirement. Please refer to Website www.smcsambalpur.nic.in & www.sambalpur.nic.in for complete details and downloading the document.

Sl No	Scope of work	Cost of Document in Rs. (Non Refundable)	Earnest Money Deposit (EMD) in Rs.
1	2	3	4
1	Selection of Registered Agency/ Registered Firm/ IT Companies setting up Integrated (24 X 7) Grievance Redressal Management System in Sambalpur Municipal Corporation	10,000/-	25,000/-

Last date for receipt of Technical and Financial proposals
(Through speed, Registered post or Courier only. No drop box facility available)

5.00PM of Date.21/07/2023

Name and address of the office	Municipal commissioner, Sambalpur Municipal Corporation, Durgapali, Sambalpur-768006 Email: sambalpurm.hud@nic.in
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2. Contract and other necessary documents can be seen in the website www.smcsambalpur.nic.in&www.sambalpur.nic.in.
3. **Cost of RFP Document:** Non-refundable Proposal Document fee in shape of Demand Draft from any scheduled commercial bank in favour of "Commissioner, Sambalpur Municipal Corporation", payable at Sambalpur for Rs.10,000/- (Rupees ten thousand only) towards cost of RFP document is to be furnished by the bidder along with the Technical Proposal. Proposals Without the requisite Document Fee shall be treated as non-responsive and rejected out rightly.
4. **Earnest Money Deposit (EMD):**
Refundable Earnest money deposit (EMD) in shape of Demand Draft from any scheduled commercial bank in favour of "Commissioner, Sambalpur Municipal Corporation", payable at Sambalpur for Rs.25,000/- (Rupees Twenty five thousand only) to be furnished by the bidder along with the Technical Proposal. Proposals without the EMD shall be treated as non-responsive and rejected out rightly.
5. The Bid documents will be available in the website www.smcsambalpur.nic.in&www.sambalpur.nic.in from **11.00 AM of dt. 28.06.2023 to 5.00 PM of dt.21.07.2023**.
6. RFP shall be received on or before **5.00 PM of dt.21.07.2023**.
7. The RFP document shall contain copy of (a) Registration certificate, (b) PAN, (c) GST registration certificate, license (d) Valid ISO Certificate and other document required and special condition if any.
 - Even if qualifying criteria are met, the applicant will be disqualified for the following reason
 - If inquired and convinced by the department as to making a false statement or declaration in APPENDIX-B to J
8. Applicant should read the terms and conditions carefully before submission of proposal.
9. All original documents along with Affidavit of lowest Applicant will be verified before issue of work order.

10. Applicants shall be deemed to have the nationality of India.

11. The Authority reserves the right to cancel any or all the bids without assigning any reason thereof.


Commissioner

Sambalpur Municipal Corporation

Memo No. 5379 /SMC

dt. 28.06.2023

Copy submitted to the Copy submitted to the Director Municipal administration & Ex-Officio Additional secretary to Government, H & UD Deptt. Odisha, Bhubaneswar for information.


Commissioner

Sambalpur Municipal Corporation

Memo No. 5380 /SMC

dt. 28.06.2023

Copy submitted to the Dist. Magistrate & Collector, Sambalpur for information.


Commissioner

Sambalpur Municipal Corporation

Memo No. 5381 /SMC

dt. 28.06.2023

Copy submitted to the Chief Engineer- Cum – Addl. Secretary, H&UD Department & ILW, SMC for information & with a request to display this notice in his office notice board for wide circulation.


Commissioner

Sambalpur Municipal Corporation

Memo No. 5382 /SMC

dt. 28.06.2023

Copy to the office notice board/MIS, SMC for information and instructed for uploading of RFP documents at www.smcsambalpur.nic.in & www.sambalpur.nic.in for wide circulation and to check mail for any Pre-bid Query and Uploading of response to Pre-bid Query before timeline.


Commissioner

Sambalpur Municipal Corporation

Memo No. 5383 /SMC

dt. 28.06.2023

Copy to the PIO, NIC, Sambalpur for information and instructed for uploading of RFP documents in www.sambalpur.nic.in for wide circulation.


Commissioner

Sambalpur Municipal Corporation



REQUEST FOR PROPOSAL

FOR

**INTEGRATED (24 X 7) GRIEVANCE
REDRESSAL MANAGEMENT SYSTEM AT
SAMBALPUR MUNICIPAL CORPORATION**

**SAMBALPUR MUNICIPAL
CORPORATION, DURGAPALI,
SAMBALPUR (ODISHA) - 768006**

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DISCLAIMER

The information contained in this Request for Proposal (hereinafter referred to either as "RFP") document provided to the Bidders, by the Commissioner, Sambalpur Municipal Corporation, Sambalpur hereinafter referred to as SMC, or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) information to implement the following assignment: **"Selection of a Registered Agency/ Registered Firm/ IT Company for Integrated (24 X 7) Grievance Redressal Management System at Sambalpur Municipal Corporation Sambalpur"**. This RFP document does not purport to contain all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the SMC, their employees or advisors to consider the business/investment objectives, financial situation and needs of each Bidder who reads or uses this RFP document.

Each Bidder should conduct its own investigations & analysis and should check the accuracy, reliability & completeness of the information in this RFP document and wherever necessary obtain independent advice from appropriate sources. SMC, their employees and advisors make no representation or warranty and shall incur no liability under and law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

SMC may, in its absolute discretion, but without being under any obligation to do so, update amend or supplement the information in this RFP document.

SECTION 1: Letter of Invitation

From
Commissioner
Sambalpur Municipal Corporation,
Durgapali
Sambalpur-758001

Dear Agency,

1. The Commissioner, Sambalpur Municipal Corporation (SMC), Sambalpur invites proposal from experienced agencies/firms/IT Company for “Selection of a Registered Agency/ Registered Firm/ IT Company for Integrated (24 X 7) Grievance Redressal Management System at Sambalpur Municipal Corporation Sambalpur, Sambalpur”. The details of the required scope of work and services expected from the Agency are provided in the Section 4: Terms of Reference in this RFP Document.
 1. An Agency will be selected as per Quality and Cost Based Selection (QCBS) criteria described in this RFP.
 2. The RFP comprises the following sections:
 - Section 1 – Letter of Invitation
 - Section 2 – Definitions
 - Section 3 – Factsheet
 - Section 4– Terms of Reference
 - Section 5 – Instructions to Agencies
 - Section 6 – Technical Proposal – Appendix A-J
 - Section 7 – Financial Proposal – Standard Forms


Commissioner
Sambalpur Municipal Corporation

Section 2: Definitions

- a) "SMC" means the Sambalpur Municipal Corporation, Sambalpur
- b) "Client" is the Commissioner, Sambalpur Municipal Corporation, Sambalpur
- c) "Agency" means any entity or person that may provide or provides the Services to the Client under the Contract.
- d) "Day" means calendar day.
- e) "Instructions to Agencies" means the document which provides interested Agencies with the information needed to prepare their respective Proposals.
- f) "LoI" means the "Letter of Intent" being sent by the Client.
- g) "Personnel" means professional and support staff provided by the Agency and assigned to perform the Services or any part thereof.
- h) "Proposal" means Technical Proposal and the Financial Proposal.
- i) "RFP" means the Request for Proposal circulated by the Client for the selection of Agency(s).
- j) "Assignment/job" means the work to be performed by the Agency pursuant to the Contract.
- k) "Terms of Reference" (ToR) means the information included in the RFP which explain the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Client and the selected Agency(s).
- l) "Competent Authority" means Commissioner, Sambalpur Municipality Corporation, Sambalpur

Section 3: Factsheet

Request for Proposal (RFP) document made available to the applicants	28 th June, 2023 www.smsambalpur.nic.in
Last Date for Receiving of Queries	7 th July, 2023 by 5.00 P.M. to Email: sambalpurm.hud@nic.in (Sh. Shankar Prasad Sahoo (Phone no.):7008606681) (Miss. Abha Mahapatra (Phone no.): 9078194008/832772442)
Date, time and venue for pre bid meeting	On 13 th July 2023 at 11AM in the conference hall of Sambalpur Municipal Corporation
Last Date of Uploading of response to Pre-bid Query	15 th July 2023 by 5.00 P.M.
Last date for Receipt of Technical and Financial Proposals (Sealed Envelope)	21 st July , 2023 by 5.00 P.M.
Date of opening of Technical Proposals, and	24 th July, 2023 at 11.00 A.M.
Technical Presentation	To be intimated to selected Agency
Financial Proposal	To be intimated to selected Agency
Letter of Award	To be intimated to selected Agency
Start Date	To be intimated to selected Agency
Method of Selection	QCBS
Ernest Money Deposit (EMD)	Rs.25,000/- (Rupees Fifty Thousand) only in the form of Demand Draft in favor of Commissioner, Sambalpur Municipal Corporation, Sambalpur drawn on any Nationalized, payable at Sambalpur
Bid Cost	Proposal Document fee in shape of Demand Draft from any scheduled commercial bank in favour of "Commissioner, Sambalpur Municipal Corporation", payable at Sambalpur for Rs.10, 000/- (Rupees ten thousand only) towards cost of RFP document is to be furnished by the bidder along with the Technical Proposal. Proposals Without the requisite Document Fee shall be treated as non-responsive and rejected out rightly.
Address for Submission of Proposals	Municipal Commissioner ,Sambalpur Municipal Corporation, Durgapali,Sambalpur-768001

Mode Submission of Bid Document	Bid document are to be submitted by Speed Post / Registered Post/ Courier service only. Authority will not be responsible for any delay from the agency's side
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Note:

1. The Client reserves the right to change the above schedule by due intimation / information to the intended agencies. Please visit the website www.smcsambalpur.nic.in & www.smcsambalpur.nic.in regularly for the updates.
2. If it is not possible to open the financial proposals on the same day of bid opening, the date of opening of financial proposal will be communicated to eligible bidder through correspondence.

Proposals must be submitted on or before the prescribed date, time and venue mentioned in the Fact Sheet. Proposals received after cut – off date will be summarily rejected.

Section-4. Term of Reference

4.1. Objective

- 4.1.1 To establish a **Integrated (24 X 7) Grievance Redressal Management System at Sambalpur Municipal Corporation**. The scope of which contains developing a Website as well as one Mobile App and providing manpower for the Grievance cell. For the website, the citizens should be able to easily register their grievances in website, for which the issues related to the grievance should be pre fed in a drop down format. The website should have login to view the nos. of complaints received along with provision of manually entering grievances from different source like social media, on paper grievances etc.

The website should be able to compile all the grievances, directly lodged by the citizens or manually/automatically entered from other sources of complaints like social media, direct complaints, Jana Sunani, email, toll free numbers etc. The objective of the mobile app is similar to the website, but an additional feature of geo-tagged photograph is to be added. Data from both the channels (website and mobile app) are to be merged for analysis. The agency should make the changes in the app as per the requirement of SMC and should be able to add additional features related to sanitation monitoring of the city.

Apart from the entering and storing, the website should also have provision of downloading data in excel or any other format for further analysis.

- 4.1.2 Automated messages regarding the status of the grievance to be updated every day to citizens through SMS/call.
- 4.1.3 The website and app should have separate logins for Grievance cell employees and other officials for viewing and forwarding the grievances. The grievances pending at the officials shall be reflected everyday during login and automated SMS.
- 4.1.4 The platform should be able to generate data/information/analysis on the basis of grievances received and resolved/dispose.
- 4.1.5 The agency shall also provide 08 numbers of manpower for operation of the Grievance Cell which details mentioned below along with their working hours.
- 4.1.6 The manpower shall receive the grievance, through social media, email, grievance website, through app, telephonically, different apps of the Government , Collector and others and writing from public followed by sorting and entering the information in the proper website and mobile app

forwarding them to the concerned departments/authorities for disposal and forwarding messages of the grievances. They have to keep proper accounts of the grievances and submit to the authority for references, reply and review.

- 4.1.7 The manpower shall also contain Social Media Manager-cum-Content Creator-cum-UI Designer, who shall mutually handle and monitor the social media accounts for posting updates, poster and video content related to various schemes or ongoing activities of SMC as well as monitoring the accounts for grievances. The hardware and office space shall be provided by the client.
- 4.1.8 The Grievance Management website and app prepared by the agency shall work as a database for the grievances lodged and the database shall be exclusive property of SMC.
- 4.1.9 The maintenance of the website and app for 3 years shall be part of the agreement.
- 4.1.10 The day to day monitoring of the Cell will be the responsibility of the agency.

4.2 Duration of the Contract

Contract will be for a period of 02 (Two) years from the date of signing of the contract with SMC and extendable for another 1 year on satisfactory performance subject to availability of funds as well as recommendation by review committee meeting and competent authority.

4.3 Scope of Work

- i. The selected agency will have to develop a website and a mobile app for SMC. The website will be used for the purpose of management of grievance (both receipt & dispatch) and record keeping.
- ii. The website and app should be citizen friendly and should be operatable on every operating system. The app installed shall be of maximum 50 MB.
- iii. The selected agency shall also provide software, which shall have the provision of Soft Dialing telephone call facility.
- iv. There should be a provision of sending SMS/Audio messages to the beneficiaries.
- v. Commissioner SMC or his representative should have direct access of the website for generation of annual/quarterly report.
- vi. Detail Periodic report such as Monthly/weekly report generated from the Customized Software should be submitted to the Commissioner SMC both in the form of soft copy as well as signed hard copy.
- vii. The data gathered from the website shall be downloadable in excel format and it should be shared with the Commissioner SMC and concerned authority on weekly basis so that corrective measures can be taken based on the findings.

- viii. Option for report generation with different types of findings should be available in the Website so that the same can be sent to different Divisions/Districts for corrective measures.
- ix. The Agency should have internal call/emails/social media escalation mechanism to record and respond to all calls/emails/ social media site received at the Grievance Management Cell. Agency should maintain 100% record and same report should be shared with the Department on daily basis.
- x. Agency should provide all the system generated reports that are required to monitor the Service Level Agreement (SLA)s for the project. Reports to provide evidence of SLAs on a monthly basis to be submitted to Commissioner SMC:
 - a. Component Based Reports
 - b. System Based Reports
 - c. Performance Based Reports
- xi. The website should be able to generate reports to aid operational efficiency like:
 - a. Analysis of queries based on region, call resolution time, first/second level resolution, language chosen by citizen for interaction etc..
 - b. The Grievance Management Cell executive wise reports (both real-time and historical): average handling time, number of dropped calls, number of unresolved queries, number of queries escalated to next level, efficiency of each Executive etc.
 - c. Call/email Analysis: Number of calls/email answered, number of calls/email abandoned, Average and total call duration for different Call Center Agents/groups.
 - d. Capability of exporting reports into various formats such as Excel, Word, plain text etc.
 - e. Separate login for the Grievance cell employees and other government officials for forwarding the grievance to the concerned department are required. The website should be able to lodge grievances from other sources such as Social media, CM grievance, Mo Sarkar, offline grievance channels.
- xii. Establishing the grievance management system: The agency should provide manpower for establishing grievance management system. The requirement for the above system, the agency should depute their manpower i.e. one Grievance Cell-cum-Social Media Manager, one Content Creator-cum-UI Designer and six Executives. The grievance management system will be active 24X7. The above system of Project Management Unit is envisioned

to support, monitor, manage and reform as required from time to time of different activities, manage the social media accounts of SMC, create video and poster content for the social media, to improve the efficiency of services by providing single point of contact for information related to authority's program and also to provide reliable mechanism for monitoring and ensuring traceability of every activity, which includes but not limited to

- a. Birth & Death
- b. Trade License
- c. Marriage Registration
- d. Booking of Kalyan Mandap
- e. Booking of Water Tanker
- f. Street Lighting
- g. Parks
- h. PMAY
- i. Septic Tank desludging services (14420)
- j. Sweeping
- k. Drain cleaning
- l. Lifting of garbage
- m. Mosquito Control (NVBDCP)
- n. Door to Door waste collection
- o. Food Safety activities
- p. ABC programs
- q. Pension
- r. Public health activities
- s. Solid Waste Management
- t. Wealth Centre
- u. CT & PT
- v. Civil Infrastructure
- w. Holding tax
- x. Advertisemnt/Hoarding
- y. Mobile Towers
- z. Parking
- aa. Enforcement
- bb. Establishment
- cc. Poverty Alleviation
- dd. Emergency
- ee. Slum development
- ff. Other social welfare activities of SMC.

gg. Development Schemes

hh. Other activities, as per requirement of SMC (not specified)

- xiii. Grievances which may be received manually or through telephone, social meetings, through app/website of the government/SMC or related to other authorities through any other medium may be integrated to this app either through directly, electronic mode or manual mode for the purpose of disposal and providing a common platform for monitoring & periodic assessment.
- xiv. Since this will involve wide spectrum of activities covering different walk of the city governance system, it is imperative to have professionals who can provide technical assistance and support to SMC. The Grievance management system of SMC will work for bringing sustained improvement in municipal service delivery to effectively address the basic needs of citizens of the city. The Grievance Cell-cum-Social Media Manager of the grievance Cell should be able to perform data analysis of the grievances received and resolved and provide a status of the grievances to the authority every day. The Grievance Cell-cum-Social Media Manager shall be able to handle all the operations of social media accounts like posting updates, retrieving grievances and following up for resolving them as well as updating the same on the social media. The functionalities of the grievance management system are mentioned below:
- a. Data Validation – Validation of data received from Sanitation/Social welfare schemes etc. The validation exercise needs to be carried out by making outbound calls to the respective beneficiaries. Errors that are generated in the validation exercise must be reported back to so that corrections can be made.
 - b. Grievance Resolution by the Executive – The concerned executive/agents at the first-level are expected to enable the following functionalities:
 - i. Validation of data present in the Departments.
 - ii. Resolution of queries posed by beneficiaries based on the standard question. Information dissemination about schemes/Campaigns etc.
 - iii. Dissemination of standardized awareness messages tailored to the region as well as the current health condition of the beneficiary.
 - iv. IEC Activity - One of the calling requirements for the project is to promote the government scheme(s) and programme(s) among the beneficiaries at the appropriate stage. Grievance redressal Executives are expected to increase awareness among

- beneficiaries directly by educating them about the benefits they can avail through government schemes and programs.
- v. Multilingual Approach: The Grievance redressal Executives shall speak in Hindi, English and local language (Sambalpuri) to the citizens calling to register the grievances.
 - vi. The grievance redressal executives are required to take at least 150 inbound and out bounds calls per shift and provide log for all the calls.
 - vii. (Outbound) and minimum 6 hours of actual calling in a day by individual Helpdesk/redressal agent. The average calling time per call is expected to be 2 minutes. The operational aspects of Grievance Management System may change in due course as per the future requirement or as decided by the Commissioner SMC.
 - viii. Support Window – 24 Hours in shifts preferably female resources in day shift and male members in night shift (every day except mandatory national holiday)
- c. The arrangement of Space for establishment of Grievance Management Cell shall be provided by client i.e SMC. The Website for Grievance Management shall be converged with the day to day operations of the Grievance Management Cell. The responsibility to earmark and mobilize the Grievance Management team will be of the agency's. It will be the agency's responsibility to maintain discipline of the office environment and other support staffs deployed at the Grievance Management Cell site.
 - d. The agency shall establish and maintain the specified SLAs.
 - e. The agency shall make the Grievance Management Cell functional within 30 days from the award of contract.
 - f. Operation & Maintenance of Grievance Management Cell- After the successful completion and implementation of Grievance Management System, selected Agency will be responsible for Operation & Maintenance of the Grievance Management Cell, the website and Mobile app (as per award of contract) for 2 years and extendible by 2 years based on satisfactory performance.
 - g. The agency shall design the system in such a way that it can be integrated with GIS, ICCG, GPS, ITMS, Unique Door Numbering or any other system inducted into Sambalpur Municipal Corporation. Also, for operating such an integrated system the Manpower shall be engaged from the Grievance Management Cell provide by the agency.
 - h. At the time of Emergency and natural calamity the Grievance Management Cell can be tied up with the Control Room.

- i. Roles & Responsibilities: This project will be executed on turnkey basis. All the activities as mentioned in this section including development, management, support, maintenance etc. would be the responsibility of the Agency.
- j. The concerned Agency shall have the complete responsibility to design, establish and operate the complete setup of Grievance Management Website, app and Cell. Agency shall have the complete responsibility of operationalization and support of all components of the Grievance Management. Further, the agency would have the responsibility to escalate issue, if any, which is required to be discussed and resolved for the smooth operation of the project well in time. Any low performance as reflected in the SLA performance of the Grievance Management Cell would be the sole and complete responsibility of the Agency.
- xv. A clear definition of the roles and responsibilities of all stakeholders in a project establishes transparency, accountability, manageability and efficiency in the project.
 - a. All Stakeholders are responsible for pursuing the following objectives besides their specific responsibilities:
 - b. Providing all support to other stakeholders as and when requested and required
 - c. Taking the lead in resolving any project issues
 - d. Active participation in all the phases of the project by dedicating time & resources
 - e. Duly considering the project requirements before making any changes in the internal operations with respect to processes, services, technology, legal & human resource areas
 - f. Strict adherence to the timelines and service level agreements
 - g. To Track and monitor the data.

4.4 Responsibilities of SMC

- a. The role of Commissioner, SMC / Authorized representative includes discharging the following responsibilities:
 - i. Signing MoU/Agreements with the Agency for creating legal framework.
 - ii. Creation of an Administrative Oversight Committee/Project Management Committee which will meet every month comprising of key officials of SMC.
 - iii. Ensuring access to the data required for execution of the project.
 - iv. Owning of the copyright of Website and app that is developed by

Agency, system software procured for the establishment of Grievance Management Cell.

- v. Provide Physical space such as building, Desk Top/Laptop, Telephone, Internet etc. as per the requirements of the project to the Agency.
- vi. Ensuring that the different stakeholders participating in this project are responsive.

4.5 Responsibilities of Selected Bidder/Agency- The role of Selected Bidder/Agency include discharging the following responsibilities:

- i. Agency shall procure, install, operate and maintain the Website and mobile app required for the complete duration of the project.
- ii. A License for call centre operation is desirable.
- iii. Agency shall manage the overall project as a single point of contact.
- iv. Agency shall undertake full responsibility of any kind of software development or customization required for successful implementation and execution of the project.
- v. Agency shall also integrate the proposed website and app with the Grievance Management Cell. Agency shall prepare and Monitor the Project Plan, Periodic Status Reports on availability of Executives, Grievance Management Website and app, Training Guidelines & Modules, prepare and submit risk and mitigation strategies, Review Meetings etc.
- vi. Manpower will be managed by the agency and they will be under the payroll of the agency. Commissioner, SMC will not be liable for any kind of manpower related issues.
- vii. Continual revision in the formats and data to be incorporated by the Agency in the weekly / fortnightly / monthly /quarterly / yearly reports to be submitted with regards to Call Center operations & SLAs.
- viii. Agency shall prepare guidelines and details of the changes if any that are required in the Website and mobile app.
- ix. The complete responsibility to hire, train and monitor the Grievance Management Cell Executives shall lie with the agency. The responsibility for periodic updating and maintenance including access control system, etc. would be the responsibility of Agency.
- x. Agency shall establish and maintain the specified SLAs. Agency should provide all the system generated reports that is required to monitor the SLA for the project.
- xi. Agency shall undertake regular maintenance and up-gradation of the system to ensure its optimum utilization and performance.
- xii. Agency shall have the responsibility to maintain discipline of the office

environment.

- xiii. Agency shall have the complete responsibility of data security for Grievance Management Cell.
- xiv. Agency would ensure that all laws, rules and guidelines governing the operation of Grievance Management Cell should be strictly adhered to.
- xv. Agency would ensure that all laws, acts, rules and guidelines are abided by during the operation of the website and mobile app.
- xvi. Agency shall handover the Grievance Management Cell site along with all infrastructure built for the project to SMC at the end of project period or the time mutually agreed to by the Commissioner, SMC and Agency or at the termination of the contract with Agency.
- xvii. All the staffs & Executive of the agency shall be of good & impeccable Character, polite in attitude & behavior and law abiding. They have comply with the strict discipline applicable to SMC employees.

4.6 Office Space:

Office space will be provided within the SMC Office Building to the Manpower along with office infrastructure, Laptop/Desktop top, Printer, Stationeries, Telephone and internet connection. They have to work as per the provisions of established law, guidelines and procedures under the supervision, guidance and instructions of the concerned authority and to the satisfaction of SMC.

The Agency shall be responsible for repair and maintenance of the Website and Mobile App during any time of operation.

4.7 Team Composition:

Sl. No.	Position	Minimum Qualification, Experience and Age	Job Responsibility
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1	Grievance Management Cell-cum-Social Media Manager No. of Post-01	<ul style="list-style-type: none"> • Degree in Mass Communication / BE/B.Tech in Computer Science/IT/MCA/M.Sc .IT/PGDCA. • MBA and a course in digital marketing with above qualification are desirable. • Should be fluent in Odia, Hindi & English • Minimum 4 years experience in a Call Center and 2 years experience in digital marketing or social media management. • Should be able to build and manage the call log database in MS Excel • Should be able to generate call wise, performance wise and component wise reports from database 	<ul style="list-style-type: none"> • Responsible for effective staff management of the Call Centre • Responsible for performance of the staffs and overall management of the Call Centre • Should be the single point contact (SPOC) for managerial responsibilities • Should be conversant with all social media apps and websites • Should have strong interpersonal, written and oral communication skills • S/he shall be the (SPOC) for direct interface with the Commissioner, SMC.
2	Content Creator-cum-UI Designer No. of Post-01	<ul style="list-style-type: none"> • Diploma/B.Des/B.sc. in Graphic Design with a Diploma or Degree Certification in Photoshop, CSS, Web designing • Should have at least 2 years experience in a similar role in past • Should be able to produce a portfolio of past works during 	<ul style="list-style-type: none"> • Good Photography Skills • Should have experience in designing and editing motion graphic softwares like Adobe After Effects, Cinema 4D , Adobe Premiere Pro , Mocha Pro, Adobe , Adobe Illustrator Eagle, Maya - Nuke Blender • Should have worked previously with Graphic Design Tools like Adobe Photoshop, Sketch, Adobe Illustrator, Lunacy, Mega

		selection	<p>Creator, Affinity Designer, Adobe InDesign, CorelDRAW Graphics Suite 2019 etc.</p> <ul style="list-style-type: none"> • Should have proven work experience as a UI/UX designer or in similar role • Creating IEC materials for schemes provided by SMC
3	Grievance Management-cum- Call Centre Executives No. of Post-06	<ul style="list-style-type: none"> • Graduation / 3 years Diploma in any branch from any recognized university. • Proficiency in speaking in local languages, Hindi, English and Odia. • Computer certification of not less than 3 months course with proficiency in knowledge of office suites, simple computer application and internet etc. • Prior 1-2 years call taking experience in call center/BPO operations. • Active listening and understands the issue/situation of caller and act in appropriate manner. • Soft spoken and show empathy while conversation with 	<ul style="list-style-type: none"> • First point of contact for any distressed caller. • Answer all incoming calls. • Collect primary information from the caller with regards to name, address, contact details and type of emergency. • Should be able to collect and type minimum 20 words per minute. • Should be able to interact and understand the message of the caller effectively. • Call back a missed call and collect details. • Close the case, if not genuine. • Transfer the call to Supervisor, if required. • Enter all collected information and register the case into the Case Record Management (CRM) system. • After collecting primary information, identify services required and accordingly forward the case • Adhere to SLAs.

		people in distress. • Excellent oral and written communication skills. • Strong interpersonal skills. • Trained on process flows and call center operations. • IT skills.	
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Section 5: Instruction to Agencies

5.1. The Commissioner, Sambalpur Municipal Corporation, Sambalpur will select agencies in accordance with method of selection specified below.

Name of the Client: Commissioner, Sambalpur Municipal Corporation, Sambalpur

Method of selection: Quality and Cost Based Selection (QCBS).

5.2 The Proposal submission address:

Commissioner,
 Sambalpur Municipal Corporation,
 New SMC Building, Durgapali
 Post: Remed, Sambalpur
 Odisha, PIN-768006.

5.2The Proposal (Technical Proposal, Financial Proposal in separate sealed envelopes) must be submitted by registered/speed post only which should be received by the Client, not later than the following date and time:

Date: 3rd July 2023 **Time:** By 5.00 P.M.

5.3 Queries / Clarification:

- The Client shall invite queries from Agencies as per the details mentioned in the Fact Sheet of this document.
- The Applicants must ensure that their queries should reach SMC, Sambalpur, on or before last date mentioned in the Fact Sheet of this

document only through the email of the Client i.e. sambalpurm.hud@nic.in by 7th July 2023(5 P.M.).

- c) The queries must be submitted in the following format:

Section/Page No	Content of RFP requiring clarification	Change/clarification requested	Remarks

- d) Client will not be responsible for non – receiving / delay in receiving of queries made by agency (s).
- e) Any queries for clarification, received after the cut - off date and time shall not be entertained by the SMC.
- f) However, the Client reserves the right to hold or re-schedule the process.

Responses to Queries and Issue of Corrigendum:

- a) The Authorized Representative of the Client will endeavor to provide timely response to the queries. However, no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does undertake to answer all the queries that have been posed by the Applicants.
- b) At any time prior to the last date for receipt of proposals, the client may, for any reasons, whether at its own initiative or in response to a clarification requested by a prospective Applicant, modify the RFP Document by a corrigendum.
- c) The Corrigendum (if any) & clarification to the queries from all Applicants will be uploaded on the websites www.smcsambalpur.nic.in Any such corrigendum shall be deemed to be incorporated into this RFP.
- d) In order to provide prospective Applicants reasonable time for taking the corrigendum into account, the Client may discretionally extend the last date for the receipt of proposals.
- 5.4 Agencies shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Client is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Agencies.

5.5 Conflict of Interest:

- a) Client requires that Agencies shall perform the required services, provide professional, objective, and impartial advice and all times hold the Client's interest paramount, strictly avoid conflicts of interest with other assignments or

their own interests and act without any consideration for future work. Without limitation on the generality of the foregoing, Agencies, and any of their affiliates, shall be considered to have a conflict of interest and shall not be engaged, under any of the circumstances set forth below.

5.6 Conflicting Relationship:

- a) An Agency (including its Personnel and Sub-Agencies) that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in any part of (a) the preparation of the terms of reference of the Assignment, (b) the selection process for such Assignment or (c) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Client throughout the selection process and the execution of the Contract.
- b) Agencies have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Agency(s) or the termination of its Contract.

5.7 Unfair Advantage:

If an Agency could derive a competitive advantage from having provided other services related to the assignment in question, the Client shall make available to all other Agencies together with this RFP all information that would in that respect give such Agency any competitive advantage over competing Agencies.

5.8 Fraud and Corruption:

It is required that Agencies participating in the project adhere to the highest ethical standards, both during the selection process and throughout the execution of a contract.

The Client:

- a) Defines the terms set forth below as follows:
 - i. "corrupt practice" means the offering, giving, receiving or soliciting, directly or indirectly or anything of value to influence the action of a public official or members of the Evaluation Committee, in the selection process or in contract execution;
 - ii. "fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;

- iii. "collusive practices" means a scheme or arrangement between two or more Agencies with or without the knowledge of the Client, designed to establish prices, artificial, non-competitive levels;
- iv. "coercive practices" means harming or threatening to harm, indirectly, persons or their property to influence their participation in a procurement process or affect the execution of a contract;
- b) Will reject a proposal for award, if it determines that the Agencies recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question:

5.9 Only one Proposal:

An Agency may only submit one proposal. If any Agency submits or participates in more than one the proposal, all such proposal shall be disqualified.

5.10 Proposal Validity:

Proposal must remain valid for 180 days from the last date of bid submission. During this period, agency shall maintain the availability of Professional staff nominated in the Proposal and fully committed to their financial proposal, unchanged. The client will make its best effort to complete negotiations within this period. Agency who do not agree, have the right to refuse to extend the validity of their Proposals, under such circumstances, the client shall not consider such proposal for further evaluation.

5.11 Preparation of Proposals:

- i. The Proposal as well as all related correspondence communicated by the Agencies and the Client, shall be written in English
- ii. In preparing their Proposal, Agencies are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.
- iii. The Proposal consists of two parts (i) Technical Proposal and (ii) Financial Proposal

5.12 Minimum Eligibility Criteria:

Agencies failing to meet criteria or not submitting requisite proof for supporting of minimum eligibility criteria are liable to be rejected summarily.

Table No.1

Sl. No.	Criteria	Documentary Evidence to be Submitted in Technical Bid
1	Name & Address of the Agency (Sole-proprietorship/ Registered Partnership Firm / Company)	<ul style="list-style-type: none"> • Should have the nationality of India
2	Registration details:	<ul style="list-style-type: none"> • Registration Certificate. • PAN Card • GST Registration Certificate • Bank account & RTGS details.
3.	Requisite clearance and filing testimonies from relevant tax authorities	<ul style="list-style-type: none"> • GST clearance Certificate • Income tax clearance certificate/Updated income tax return file • EPF/ESI clearance certificate/ updated EPF/ESI return • Valid license for set up of 24X7 grievance management system from the competent authority.
4.	Minimum 5 years' experience in handling such type of assignments in Govt./ Private or Public Sector	Work Orders and Completion Certificates/Invoice issued by/to the Client
5.	The Agency should have minimum Average annual turnover of Rs. 2,00,00,000/- (rupees two crore only) in last three years during last five year ending 2021-22.	The Average turnover certificate should certify by a Chartered Accountant
6.	Brief write-up of the relevant business activities undertaken and overview of the expertise /potential available with the Agency.	To be submitted

7.	Quality and Security certifications are desirable.	ISO and other certifications.
8.	The Agency should not have been blacklisted /banned by the Central/State Governments or PSU.	Self-Certification to be furnished with stamp paper.
9.	Submission of undertaking for acceptance of Bid terms & conditions	Submission on letter head
10.	Earnest Money Deposit (EMD) of Rs.25,000/- (Rupees twenty five thousand) only in the form of Demand Draft in favor of The Commissioner, Sambalpur Municipal Corporation, Sambalpur	To be submitted with Technical Bid Document.
11.	Bid Cost of Rs.10,000 (Rupees ten thousand) only in the form of Demand Draft in favor of The Commissioner, Sambalpur Municipal Corporation, Sambalpur	To be submitted with Technical Bid Document.

5.13 Technical Proposal Format and Content:

Applicant Agencies are required to fill the Technical Evaluation Form. The filled up Technical Evaluation Form and the corresponding Tech Form (in Section 6) should be enclosed in a separate envelop along with all necessary/supporting document to justify the minimum eligibility criteria. The supporting documents have to be produced in original by the Agencies, if and when demanded by the Client. Submission of the wrong type of Technical Proposal will result in the (Proposal being deemed non-responsive.

The formats of the Technical Proposal (Section 6) to be submitted are:

a) Technical Proposal: Appendix A-J

5.14 Financial Proposals

The Financial Proposal shall be prepared using the attached Financial Proposal Form (in Section 7). The financial proposal shall not include any conditions attached to it and if received, then any such conditional financial proposal shall be rejected.

The indicative value for the Human resources expenditure and website & app maintenance should be maximum Rs.21,60,000/- per year and one time development of Website and app fee should be maximum Rs.8,50,000/-

5.15 Tender Fee/ Bid Cost

A Bid Cost Rs. 10,000/- (Rupees ten thousand) only in the form of Demand Draft (D.D.) made from any nationalized / scheduled bank in favor of "Commissioner Sambalpur Municipal Corporation" Payable at Sambalpur must be submitted along with the Proposal.

5.16 Earnest Money Deposit:

- i. An EMD of Rs.25,000/- (Rupees fifty thousand) only in the form Demand Draft in favour of the Commissioner, Sambalpur Municipal Corporation, Sambalpur must be submitted along with the Proposal.
- ii. Proposals not accompanied by EMD and Bid Cost shall be rejected as non-responsive.
- iii. No interest shall be payable by the Contracting Authority for the sum deposited as earnest money deposit.
- iv. No bank guarantee will be accepted in lieu of the earnest money deposit.
- v. The EMD of the unsuccessful bidders would be returned back within one month of signing of the contract.

The EMD shall be forfeited by the Contracting Authority in the following events:

- i. If proposal is withdrawn during the validity period or any extension agreed by the consultant thereof.
- ii. If the Proposal is varied or modified in a manner not acceptable to the Contracting Authority after opening of proposal during the validity period or any extension thereof.
- iii. If the organization/agency tries to influence the evaluation process.

If the First ranked organization/ agency withdraws his proposal during negotiations (failure to arrive at consensus by both the parties shall not be construed as withdrawal of proposal by the consultant).

5.17 Performance Bank Guarantee

SMC shall issue a letter of award (LoA) along with the Draft Contract Agreement to the selected Bidder within 7 days from the opening of the financial proposals. Within 15 days of such issuance, the selected Registered Agency/ Registered Firm/IT Company /Manpower Providing Agency is required to submit a Performance Security in the form of Bank Guarantee for an amount equivalent to 5% of the contract value and enter into the contract agreement with SMC and start the work on an immediate basis.

5.18 Submission, receipt and opening of proposals

- a. The proposal (Technical Proposal and Financial Proposal) shall contain no interlineation or overwriting except as necessary to correct errors made by the Applicant Agencies themselves. The under-signee person for the proposal must provide his initial beside such corrections. Submission letters for the Technical Proposal and Financial Proposals should respectively be in the format specified.
- b. An authorized representative of the Applicant Agencies shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Technical and Financial Proposals or in any other form demonstrating that the representative has been duly authorized to sign.
- c. The Tender Fee / Bid Cost, Declaration for EMD, including all the Tech Forms and supporting documents shall be placed in a separate sealed envelope clearly marked "TECHNICAL PROPOSAL".

Similarly, the Financial Proposal including the Fin Form shall be placed in a separate sealed envelope clearly marked "FINANCIAL PROPOSAL". All the two sealed envelopes shall be placed in an outer large envelope and sealed. This outer envelope shall bear the submission address and shall be clearly superscripted with "**Bid Documents for selection of Agency for setting up Integrated (24 X 7) Grievance Redressal Management System**". The Client shall not be responsible for misplacement, loss or premature opening if the outer envelope is not sealed and/or marked as stipulated. The circumstances may also be deemed as fit case for Proposal rejection. If the Proposal is not submitted in separate sealed envelopes duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

- d. The Proposals must be sent to the address indicated and received by the Client no later than the time and the date of submission, or any extension to this date in accordance with corrigendum. Any proposal received by the Client after the deadline for submission shall be returned unopened.

- e. From the time, proposals are opened to the time the Contract is awarded, the Agencies should not contact the Client on any matter related to its Technical and/or Financial Proposal, Any effort by Agencies to influence the Client in the examination, evaluation, ranking of proposals and recommendation for award of Contract may result in the rejection of the Agencies Proposal.
- f. Proposals are to be submitted through speed post / registered post/Courier only. Proposals submitted by any other means will not be accepted.

5.19 Evaluation of Technical Proposal

- a. A Bid Evaluation Committee (BEC) will be constituted by the Client for the purpose of evaluation the proposals.
- b. The BEC shall open & evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and by applying the evaluation criteria, sub-criteria specified in the Table No2. Each responsive Proposal will be given a Technical Score (Ts).
- c. The Bid Evaluation Committee while evaluating the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation process is concluded, and the competent authority accepts the recommendations.
- d. Agencies shall also make a presentation on its relevant skill, competencies, past experiences including the plan and modalities for the assignment before the Bid Evaluation Committee, which will be evaluated.
- e. A Proposal may be rejected at any stage if it does not respond to important aspects of the RFP and particular the Terms of Reference or if it fails to achieve the minimum technical score indicated below
- f. The Committee shall determine the approach and methodologies for the issues, which may arise during the evaluation exercise and have not been addressed in this RFP. The decision of the Committee shall be final and binding on all the Bidders.

Table No. 2

Sl. No	Parameter	Total/ Maximum Marks
	FINANCIAL CAPACITY OF BIDDER	20
1	Bidder's Annual Turnover for the last Three Financial Years (ending 31 March 2022) has to be at least INR 2 Crore ▪Up to 2 Crore – 5marks	20

	<ul style="list-style-type: none"> ▪ More than 2 Crore to 5 Crore – 10marks ▪ More than 5 Crore - 20 marks 	
	PROOF OF EXPERIENCE IN THE LAST 5 YEARS	20
2	<p>Experience on establishment of Grievance redressal system/ Call centre service for Similar project at least for two-year duration with ULBs/ any government entity in India, undertaken in the past 5 years with annual contract fee of above Rs.20 Lakhs.</p> <p>For Each similar project 5 marks subject to maximum 20 Marks.</p>	20
	Institutional Strength	15
3	<p>The Bidders should have of below mentioned domain specialist/Expert/ on their payroll:</p> <ol style="list-style-type: none"> 1. MBA 2. Degree in Mass Communication 3. BE/B.Tech/MSc./IT 4. Diploma/Degree in Graphic Design with proven experience 5. A 3 Year Bachelor degree in any stream <p>The bidder must submit at least 1 (one) CV in each of the category.</p> <p>i. For qualification for Manager- 2 Marks for each CV (For MBA in relevant domain or any recognized professional degree)-02mark each expert or</p> <p>ii. Project Experience -1 marks for each CV</p> <p>Each domain professional must have minimum experience of 3-5 years in relevant domain/sectors. 1 mark for each CV.</p>	15
	SUITABILITY FOR THIS SCOPE: TEAM COMPOSITION (Key Experts' qualifications and competence for the Assignment) As per Submitted CV	15
4	I. Grievance Cell-cum-Social Media Manager (01)	3
	II. Content Creator-cum-UI designer (01)	3
	III. Grievance Management Executives (06)	9
	PRESENTATION ON APPROACH AND METHODOLOGY	30

5	Understanding of Corporation and its objectives of the assignment and terms of reference	10
	Approach of the proposed unit along with work plan based on the terms of reference highlighting the job Responsibility of each team member.	20
	Total	100

5.22 Bid Evaluation Methodology:

Evaluation of the Technical and financial proposals will be based on Quality cum Cost Based Selection mode. Those who qualify minimum eligibility criteria described at table -I above will be evaluated as per table –II given above. Those who will secure minimum qualifying mark of 60, their financial proposal will be opened.

- a. In the first phase the Technical Proposals shall be evaluated on the basis of eligibility criteria as mentioned in this RFP at Table-2.

Opening of Financial Proposal

Financial Score: The lowest financial proposal will be given a financial score (Fs) of 100 points. The financial scores of other proposals will be computed as follows:

$$Fs = 100 \times FM1/F1$$

(F1 = amount of Financial Proposal as quoted by the Bidder; FM1 = Lowest financial quote)

Combined and Final Evaluation

Proposals will finally be ranked according to their combined Score (S) calculated based on technical (Ts) and financial (Fs) scores as follows:

$$S = Ts \times Tw + Fs \times Fw$$

(Where Tw and Fw are weights assigned to Technical proposal and Financial Proposal as 0.70 and 0.30 respectively)

The Selected Applicant shall be the First Ranked Applicant (having the highest combined score). The Second and third Ranked Applicant shall be kept in reserve and may be invited for negotiations in case the first ranked Applicant withdraws, or fails to comply with the requirements specified in the RFP document.

5.23 Negotiations:

Negotiation will be held at the address indicated above. The invited Agency will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the Client Proceeding to negotiate with the next-ranked Agency. Representatives conducting negotiations on behalf of the Agency must have written authority to negotiate and conclude a Contract.

a) Technical Negotiations

Negotiation will include a discussion of the Technical Proposal including the proposed approach and methodology, work plan, and organization and staffing, and any suggestions made by the Agency to improve the terms of reference. The Client and the Agency will finalize the Terms of reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Contract as "Description of Services". Special attention will be paid to clearly defining the inputs and facilities requires from the Client to ensure satisfactory implementation of the assignment. The Client shall prepare minutes of negotiations which shall by the Client and the Agency.

b) Financial Evaluation

After the technical evaluations are over, financial evaluation will be carried out in order to discuss any change in financials due to change in scope of work or due to clarification on any aspect of the technical proposal during the technical evaluation. Under ordinary circumstances, the financial evaluation shall not result in an increase in the price originally quoted by the Agency. Unless there are exceptional reasons, the financial evaluation will involve neither the remuneration rates for staff nor proposed until rates.

c) Conclusions of Negotiation

Negotiation will conclude with a review of the draft MoU. To complete negotiations the Client and the Agency will initial the agreed MoU. If negotiations fail, the Client will invite the next-ranked Agency to negotiate a Contract, if necessary.

5.24 Award of Contract:

- a) After completing evaluations, the Client shall issue a Letter of Intent to the selected Agency.
- b) The Agency will sign the MoU after fulfilling all the formalities/pre-conditions within 15 days of issuances of the letter of intent.
- c) The SMC, Sambalpur reserves the right to accept or reject any or all bids to cancel / withdraw the invitation or to annul the bidding process at any time

prior to Award of Contract, without assigning any reason thereof. SMC, Sambalpur shall bear no liability whatever the consequent upon such a decision nor shall SMC, Sambalpur have any obligation to inform the affected bidder or bidders against any action.

5.25 Confidentiality:

Information relating to evaluation of Proposals and recommendations award shall not be disclose to the Agencies 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 Agency of confidential information related to the process may result in the rejection of its Proposal.

5.26 Termination of the Contract:

The competent authority may, by a written notice of termination to the Bidder, suspend/terminate the contract if the Bidder fails to perform any of its obligations under this contract (including the carrying out of the services) provided that such notice of suspension.

1. Shall specify the nature of the failure and
2. Shall request the Bidder to make good such failure within a specified period from the date of receipt of such notice of suspension by the Bidder.
3. The Competitive Authority at any point of time may terminate the contract by a notice of 30 days, if the agency fails to above stated clauses.

5.27 Payment Terms & Conditions:

- i. The cost of Software and App will be paid after successful installation and testing within 45 days of Agreement.
- ii. The manpower cost will be paid on monthly basis to the agency upon submission of invoice, subject to satisfactory performance.
- iii. In case of special event / necessities arises, the agency has to cover the event without extra payment.
- iv. TDS including TDS on GST as applicable will be deducted from the monthly invoice as per Income Tax Act, 1961.
- v. GST will be paid extra as applicable from time to time as per prevalent law. The bidder has to submit the proof of deposit of GST paid by SMC with the appropriate authority, otherwise the same shall be recovered from the bidder's performance guarantee.

5.28 Disputes:

5.29 Data Security & Prevention of Fraud:

The agency will undertake that all process and standards are being followed to ensure that the data is secured and is immune to any fraudulent activity.

5.30 Legal matter, including copy rights of Content:

Agency will have the responsibility of ensuring that all content featured / published on the basis of this assignment is free of legal encumbrance including of copy rights issue. SMC will not have any responsibility in this matter.

5.31 Competent Authority:

The Commissioner, Sambalpur Municipal Corporation shall be the competent authority for this project. The powers of the Competent Authority will be as under:

1. May amend RFP documents during the proposal evaluation process. Any amendments will be conveyed to the short-listed organization / Agency;
2. Modify scope of work at the time of the award of the contract. Such modifications will be discussed and agreed with the Agency.
3. At discretion during evaluation of bids, request an Agency for clarification on its proposal. This request will be in writing and the Agency should respond in writing. No change in price or substance of the bid shall be sought, offered or permitted at this stage.
4. The competent authority reserves the right to accept or reject any / all proposal partially or fully without assigning any reason thereof. The decision of the Competent Authority shall be final and binding on all the Bidders.
5. Any dispute in this regard subject to Sambalpur jurisdiction only.

Check List

Sl No	Particulars	Page No.
1	Name & Address of Agency	
2	Registration Detail	
2.1	Registration Certificate	
2.2	PAN Card	
2.3	GST Registration Certificate	
2.4	Bank Account & RTGS Detail	
3	Requisite Clearance and Filling testimonies from relevant tax Authorities	
3.1	GST Clearance Certificate/ Up-to-date GST Return File	
3.2	Income Tax Clearance Certificate/Up-to-date Income Tax return File	
3.3	Valid License for set up of 24X7 Grievance Management/ Call center from the competent Authority	
4	Minimum Five year experience in handling such type of assignment in Govt./ Public Sector Under takings	
4.1	Work Order and Completion Certificate issued by/to the Client	
5	The Agency should have minimum Average Turnover of Rs.2,00,00,000/- in any 3 years during the last five years ending 2021-22	
6	Brief write-up of the relevant business activities undertaken overview of the expertise/potential available with the Agency.	
7	The Agency Should not have been black listed /Banned by the central/state government or PSU (Self certification to be furnished with Stamp Paper)	
8	Submission of Undertakings for acceptance of Bid Term and Condition (Submission on letter Head)	
9	Earnest Money Deposit (Declaration to be submitted)	
10	Bid Cost of Rs.10,000 (Rupees ten thousand) only in the form of Demand Draft in favor of The	

	Commissioner, Sambalpur Municipal Corporation, Sambalpur	
11	Bidder's Annual Turnover for the last Three Financial Years (ending 31 March 2022)	
12	Experience on establishment of Grievance redressal system/ Call center service for Similar project at least for two-year duration with ULBs/ any government entity in India, undertaken in the past 5 years with annual contact fee of above Rs.20 Lakhs.	
13	The Bidders must have of below mentioned domain specialist /Expert/ on their Payroll	
13.I	Developer of Software (One CV should be attached)	
13.II	Grievance Management cell-cum- Social Media Manager (One CV should be attached)	
13.III	Grievance Management-cum- Call Centre Executive (One CV should be attached)	
14	SUITABILITY FOR THIS SCOPE: TEAM COMPOSITION	
14.I	Manager (CV should be attached)	
14.II	Grievance Management Executives (06)	
15	Appendix-B	
16	Appendix-C	
17	Appendix-D	
18	Appendix-E	
19	Appendix-F	
20	Appendix-G	
21	Appendix-H	
22	Appendix-I	
23	Appendix- J	
24	Appendix- K	
25	Part-II Financial Proposal (Separate Cover mentioning Financial Bid)	

Signature of Authorized Person and
seal Name and Designation
Name of the Company



TECHNICAL PROPOSAL – STANDARD FORMS

(To be submitted on letter head of the bidder duly signed by authorized signatory)

Date.

To

The Commissioner,
Sambalpur Municipal Corporation,
Sambalpur-768006, Odisha.

Subject: **Selection of a Registered Agency/ Registered Firm for setting up (24X7) Integrated (24 X 7) Grievance Redressal Management System at Sambalpur Municipal Corporation"**

Sir,

We have examined in detail and have understood the terms and conditions stipulated for eligibility of the Applicant in the RFP Document issued by SMC. We agree and undertake to abide by all these terms and conditions. We hereby submit all the necessary information and relevant documents during submission of our RFP, we undertake, if our Proposal is accepted, to deliver services as specified in the RFP document. We acknowledged that we have not, during the last three years, failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against us, nor been expelled from any project or agreement nor have had any agreement terminated for breach of contract. We are enclosing Document Fee of INR 10,000/- in the form of Demand Draft (DD No.....Dt..... drawn on) and EMD of INR 25,000/- in the form of Demand Draft (DD No.....Dt..... drawn on) payable to the Commissioner, Sambalpur Municipal Corporation at Sambalpur.

As per RFP the validity of the proposal is 180 days from the last date of submission of proposal and we agree that the proposal is unconditional. We understand that SMC reserves the right to reject any application without assigning any reason thereof.

Yours Faithfully,

Signature of Authorized Person and seal
Name and Designation
Name of the Company

BIDDER'S PROFILE

1. Name of the Registered Agency/ Registered Firm/ IT Company:
2. Year of Establishment: (Registration Number & Certificate to be enclosed)
3. Registered address of Office:
4. PAN & GST No.:
5. Telephone No. & Fax No:
6. E. Mail Address:
7. Brief description of background of the Registered Agency/ Registered Firm/ IT Company for this assignment.
8. No. of years of proven experience of providing similar services.
9. Average Annual turnover of the Applicant (in INR) during the last three Financial Years. (Please attach copy of three Audited Financial Statements and annual Income Tax return Document of last three financial year)

Financial Year	Annual Turnover (INR)
2021-22	
2020-21	
2019-20	



10. Institutional Strength-

S No	Name of the Expert	Qualification	Project Experience with details of Project	Relevant Experience in domain & Sector
1)	Software developer to develop the Grievance Management Website and app			
1.1				
1.2				
1.3				
2)	Grievance Cell-cum-Social Media Manager			
2.1				
2.2				
2.3				
3	Grievance Management Executive for Grievance Management Cell			
3.1				
3.2				
3.3				
4	Content Creator-cum-UI Designer			
4.1				
4.2				
4.3				

Furnish detail CVs of above experts/personnel

Signature of Authorized Person and seal

Name and designation Name of the
Company Dated:



PROJECT EXPERIENCE

**THE BIDDER TO SUBMIT SYNOPSIS OF SIMILAR PROJECT EXPERIENCE AS
UNDER AND ALSO GIVE DETAILS AS PER FORMAT GIVEN HERE**

SN	Name of Client and Address	Project details (including Current Project, not yet completed)	Total Value of Project FEE in Rs.	Work order issued/Agreement signed on (date) (Attach Work Order and Performance Certificate)	Financial Year of Implementation With contract date

DETAIL FORMAT FOR PROJECT TO BE GIVEN FOR EACH PROJECT

Assignment Name:		Location:
Name and address of Employer:		
Start Date (Month / Year):	Completion Date (Month / Year):	Approx. Value of Services (Rs.):
Name of Associated Consultant/ Registered Agency/ Registered Firm/IT Company /Manpower Providing Agencies, if any:		
Name of Senior Staff (Project Director / Coordinator, Team Leader) involved and Functions performed:		
Description of Project and services provided by your staff		

(Separate Sheet to be provided for each assignment and Copy of Appointment Letter and Agreement to be attached with this format)

Signature of Authorized Person and seal

APPENDIX-E

INFORMATION REGARDING CURRENT LITIGATION, DEBARRING EXPELLING OF QUOTATIONED OR ABANDONMENT OF WORK BY THE QUOTATIONER

1. Is the Quotationer currently involved in any litigation relating to the works Yes/ No

If yes: give details:

2. Has the Quotationer or any of its constituent partners been debarred! Yes/ No

Expelled by any agency in India during the last 5 years.

3. Has the Quotationer or any of its constituent partners failed to perform on any contract work in Sambalpur Municipal Corporation Yes/ No
- If yes, give details:

Note:

If any information in this Appendix is found to be incorrect or concealed qualification application will be summarily be rejected.

Signature of the applicant

APPENDIX-F

CERTIFICATE OF NO RELATIONSHIP

I/We hereby certify that I/we am/are related/not related to any officer of the Sambalpur Municipal Corporation in the rank of Deputy Commissioner or above. I/we am/are aware that if facts to be proved false my/our contract will be rescinded with forfeiture of EMD I/We shall be liable to make good loss or damage resulting from such cancellation.

Full Name of the Applicant-

1. Address for correspondence

Phone No-

Alternative phone No-

2. Permanent Native address

Village-.....

Post...../ Dist.....

Pin code.....

Signature of the applicant

Declaration for No Conflict of Interest

We undertake that, in competing for (and, if the award is made to use, in executing) the project, we strictly observe the laws against fraud and corruption in force in India namely "prevention of corruption act, 1988" and its subsequent amendments thereof.

We hereby certify and confirm that in the presentation and submission of our bid, we have not acted in concert or in collusion with any other bidder or other person(s) and also not done any act, deed or thing which is or could be regard as anti competitive.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with the bid.

Dated thisday of, 2023

Name of the bidder

Signature of the Bidder/Authorized person

Name of the Authorized person



UNDERTAKING

(On the Bidder's Letter Head regarding not have any pending judicial proceeding for any criminal offences)

I, hereby undertake that there is no criminal case pending in any Court of Law against our company or against the Proprietor/Director/ Persons to be deployed by our company.

I/we further certify that Proprietor/Director/Personnel/Manpower to be deployed by our company have not been convicted of any offence in any Court in India during the recent past. I understand that am fully responsible for the contents of this undertaking and its truthfulness.

Yours sincerely

Authorized Signature

(in full and initials)

Name and Designation of the Signatory:

Name of the Bidder and Address:

UNDERTAKING FOR NON-BLACKLISTED

(On the Stamp Paper of appropriate value in shape of affidavit from the Notary
regarding non-blacklisting)

I, hereby undertake that, our organization has not been blacklisted/debarred by any of the Central/ State Government Department/ Office or by any Public Sector Undertaking (PSUs) and not blacklisted by any authority during the recent past.

Yours sincerely

Authorized Signature
(in full and initials)

Name and Designation of the Signatory:

Name of the Bidder and Address:

SYNOPSIS OF KEY EXPERTS

S No	POSITION	Name of the Expert/Manpower	Qualification	Project Experience with details of Project	Relevant Experience in domain & Sector
1	Grievance Cell-cum-Social Media Manager				
2	Content Creator-cum UI Designer				
3	Grievance Management Executives				

DETAIL CV TO BE GIVEN FOR EACH EXPERT/PERSONNEL**FORMAT FOR CV****(Mentioning the position is mandatory)**

i.	Name of the Registered Agency/ Registered Firm/Manpower provider IT Company/Manpower Providing Agency:	
ii.	Name of the Staff:	
iii.	Date of Birth:	
iv.	Years of Relevant Exp:	
v.	Number of years with the Registered Agency/ Registered Firm/Manpower provider IT Company/Manpower Providing Agency:	
vi.	Nationality:	
vii.	Education:	
viii.	Membership with Professional bodies: (Summarize College / University and other specialized education of staff Member)	
ix.	Educational Qualification:	

x.	Employment Record(Starting with present position, list in reverse order every employment held)	
xi.	Languages known:	

List of Projects/Assignments on which the personnel has worked

Sl. No	Name of the Client	Sector	Position Held	Key Role	Major Responsibility
1					
2					
3					
4					
5					

(Indicate proficiency in speaking, reading and writing of each language by (Excellent, Good, Fair, Poor)

Note: - CVs of only Key Experts shall be evaluated during bid process management. The CVs should be recently signed by the proposed staff or the Authorized Representative signing the Proposal.

Part-II
FINANCIAL PROPOSAL

To
Municipal Commissioner
Sambalpur Municipal Commissioner

Subject: Financial Proposal for Selection of a Registered Agency/ Registered Firm/IT Company to Set up Integrated (24 X 7) Grievance Redressal Management System at Sambalpur Municipal Corporation, Sambalpur

Sir

I, the undersigned, offer to provide the consulting services for *[Insert title of assignment]* in accordance with your **Financial Proposal for Selection of a Registered Agency/ Registered Firm/IT Company to Set up Integrated (24 X 7) Grievance Redressal Management System.**

Financial Proposal for Selection of a Registered Agency/ Registered Firm/ IT Company to Set up Integrated (24 X 7) Grievance Redressal Management System, Sambalpur Request for Proposal No. _____, Dated: _____. Our attached Financial Proposal is for the sum of *[Insert amount(s) in words and figures*]*. This amount is inclusive of the taxes applicable as per GST Act.

I 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 have carefully read and understood the terms and conditions of the RFP and do hereby undertake to provide the service accordingly.

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

Yours faithfully,

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

**Amount must match with the one indicated in Fin-2 (Table-A+B).*

FIN-1

Financial Proposal for Selection of a Registered Agency/ Registered Firm/IT Company to Set up Integrated (24 X 7) Grievance Redressal Management System

A.

Sl No	Activity	Unit	Maximum bid value	Cost including all Taxes& Liabilities
1	Development of website and Mobile application including installation, Hoisting, testing and Implementation (Comprehensive package including AMC free for First Year)	01		
2	Server Charges			
3	AMC for 2 nd Year			
4	AMC for 3 rd Year			
5	AMC for 4 th Year			
6	AMC for 5 th Year			

B.

Sl No	Professional	Unit	Unit Cost (Including all Taxes)	Total	Cost for Twenty four Months (including all taxes & Liabilities)
A	B	C	D	E= (CXD)	G = (EX24)
1	Grievance Management Cell-cum-Social Media Manager for Call Center	01			
2	Content Creator-cum- UI Designer	01			
3	Grievance Management Executive	06			
Total					100
Service charge in percent					
Applicable Taxes & Cess					
Total Cost Including Tax and other liabilities (Section A+B)					

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

