



# Sambalpur Municipal Corporation Sambalpur (Odisha)

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Letter No. 6189

Date 19.07.2023

## CORRINGENDUM NOTICE

This is regarding the Corrigendum for RFP floated for Selection of Registered Agency / Registered Firm/ IT Company for setting up integrated (24 x 7) Grievance Redressal Management System at Sambalpur Municipal Corporation. The following changes have been made in the RFP:

- On page no. 10, one clause has been added to the EMD Clause in the **Section 3 Fact Sheet**: According to Rule 170 of GFR, there is an EMD exemption on tenders for MSME business. Hence, no EMD is applicable for MSMEs.
- On page no. 26, The Valid License for 24 x 7 Grievance Management Centre clause in the **Section 5.12 Minimum Eligibility Criteria, Table No. 1 Sl No. 10** is hereby removed On page no. 13, the contract period clause in **Section-4. Term of Reference Cl. 4.1.9** is revised as : The initial contract will be of 2 years (including maintenance) which can be extendible for next 2 years.
- On page no. 17, the clause in **4.3 Scope of Work Xiv e.** is revised as follows: The agency shall make the Grievance Management Cell functional within **45 days** from the award of the contract.
- On page no. 27, the clause in **5.12 Minimum Eligibility Criteria Table no.1** is revised as follows: All types of legally constitute and registered firms are allowed including Sole Proprietorship / Registered Partnership Firm/ Registered Company Act 1956/ 2013 / Registered Society Act 1860.
- On page no. 31 and 37, the turnover clause has been revised to:  
The minimum average turnover has been revised to 1 Crore. The marking shall be done as follows:  
Up to 1 Crore – 2 Marks  
Above 1 Crore up to 2 Crore- 3 Marks  
Above 2 Crores up to 5 Crores – 5 Marks  
5 Crores and above – 10 marks
- The Financial Proposal at page no.51 stands modified with a new format attached herewith as Fin-1 (available in the web site [www.smcsambalpur.nic.in](http://www.smcsambalpur.nic.in)).
- The last date and time to submit the bid has been revised to 25<sup>th</sup> July 2023, 5 pm.

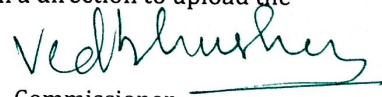
  
Commissioner

Sambalpur Municipal Corporation

Memo No. 6190 / SMC

Dtd. 19.07.2023

Copy to SMC Notice Board/the MIS CP, SMC for information with a direction to upload the notice in the ULB web site [www.smcsambalpur.nic.in](http://www.smcsambalpur.nic.in).


  
Commissioner

Sambalpur Municipal Corporation

Memo No. 6191 / SMC

Dtd. 19.07.2023

Copy to Dy. Director, I&PR depts. Govt. of Odisha, Bhubaneswar for information and with a request to publish the notice in one leading Odia news paper and One leading English Newspaper for one day.

  
Commissioner

Sambalpur Municipal Corporation

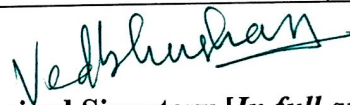
**Financial Proposal for Selection of a Registered Agency/ Registered Firm/IT Company to  
Set up Integrated (24 X 7) Grievance Redressal Management System**

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 <sup>nd</sup> 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:**