

GOVERNMENT OF ODISHA



H & UD DEPARTMENT PARADEEP MUNICIPALITY, PARADEEP

"Development of mobile application for sanitation monitoring in respect of Paradeep Municipality"

PERIOD OF SALE OF BID DOCUMENTS :- From dt. 09.05.2025 to dt 15.05.2025

08:00 AM to 12:00 PM

LAST DATE OF RECEIPT OF BID DOCUMENTS:- Dt. 15.05.2025 UP TO 01:00 PM

DATE & TIME OF OPENING THE BID DOCUMENTS :- Dt. 16.05.2025 AT 11:00 AM

COST OF TENDER PAPER :- ₹ 10,000.00

COST OF EMD :- ₹ 1,00,000.00

Name of the Bidder :

MR No : /Dt

Handwritten signature

EXECUTIVE OFFICER

PARADEEP MUNICIPALITY

PARADEEP, ODISHA

**REQUEST FOR PROPOSAL FOR
SELECTION OF AN AGENCY FOR DEVELOPEMNT AND IMPLEMENTATION OF SANITATION
MONITORING APPLICATION WITH ANNUAL SUPPORT FOR 3 YEARS**

***RFP for "Development of mobile application for sanitation monitoring in
respect of Paradeep Municipality"***

Ref. No.: 1879
Date: 08-05-2025

Hande
08/05/2025
**Executive Officer
Paradeep Municipality**

DISCLAIMER

The information contained in this Request for Proposal document (the "RFP") or subsequently provided to Applicant(s), in documentary or any other form, by or on behalf of the Executive Officer, Paradeep Municipality is provided to Applicant(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor an invitation by the Executive Officer, Paradeep Municipality to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their application for qualification and thus selection pursuant to this RFP (the "Application"). This RFP includes statements, which reflect various assumptions and assessments arrived at by the Executive Officer, Paradeep Municipality in relation to the works. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require. This RFP may not be appropriate for all persons, and it is not possible for The Executive Officer, Paradeep Municipality its employees or advisors to consider the objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each applicant should therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this document and obtain independent advice from appropriate sources.

Information provided in this RFP to the Applicant(s) is on a wide range of matter, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Executive Officer, Paradeep Municipality accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Executive Officer, Paradeep Municipality makes no representation or warranty and shall has no liability to any person, including any Applicant or Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way with selection of Applicants for participation in the Bidding Process.

The Executive Officer, Paradeep Municipality also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this RFP.

The Executive Officer, Paradeep Municipality may in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that The Executive Officer, Paradeep Municipality is bound to select and shortlist Applications and reserves the right to reject all or any of the Applications or Bids without assigning any reasons whatsoever. The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by The Executive Officer, Paradeep Municipality or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Applicant and The Executive Officer, Paradeep Municipality shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation for submission of the Application, regardless of the conduct or outcome of the Bidding Process.


Executive Officer
Paradeep Municipality

IMPORTANT DATES & INFORMATION FOR TENDER

Tender Floating Body		The Executive Officer, Paradeep Municipality
Tender Floating Authority		Office of The Executive Officer, Paradeep Municipality Bank street, Paradeep, Jagatsinghpur PIN-754142 Website : www.paradeepmunicipality.in E-mail Id: paradip-municipality@gov.in
Amount Details		
Bid Security/ EMD (INR)		₹1,00,000.00 by DD
Bid Security/ EMD in favor of		The Executive Officer, Paradeep Municipality
Paper Cost (INR)		₹10,000.00 by DD
Paper Cost in favor of		The Executive Officer, Paradeep Municipality
Tender Dates		
Bid Document procurement Start Date		09 / 05 / 2025 08:00 AM
Last Date & Time for Receipt (Submission) of Technical & Financial Bids		15 / 05 / 2025 12:00 PM
Date and Time of Opening Technical Bid		16 / 05 / 2025 at 11:00 AM
Bid Validity Period		120 days
Submission of documents etc.		Technical Bid and Other Documents to be submitted at Office of The Executive Officer, Paradeep Municipality Bank street, Paradeep, Jagatsinghpur PIN : 754142 Website : www.paradeepmunicipality.in E-mail Id: paradip-municipality@gov.in
Submission in 3 sealed packets		<ul style="list-style-type: none"> • Packet A: Technical Evaluation related documents along with EMD & Paper Cost. And • Packet B: Financial Proposal <p>All packets to be clearly marked as Packet A / B Both the packets should be put into one master packet/ envelope clearly specifying the Proposal Name, RFP Number & date along with Bidder details.</p>
Officer Inviting Bids		The Executive Officer, Paradeep Municipality, Bank Street, Paradeep, 754142

Paradeep
**Executive Officer
Paradeep Municipality**

1. INTRODUCTION

BACKGROUND

Paradeep Municipality successfully manages over 21 metric tons of plastic and other solid waste along with, industry waste, ship garbage, commercial waste. This plays a pivotal role in waste processing, recycling, and contributing to the circular economy. A total of 17411 households along with commercial space & institutions, are the beneficiaries of this initiative. We have a well-managed waste management value chain with 35 nos. of BoVs and 08 nos. of Tata Ace Garbage Tipper deployed for proper waste management, where source-segregated dry & wet waste is collected by 70 nos. of Swachha Karmis and processed at 04 nos. of MCCs and 03 nos. of MRF Centers. The whole process is supervised by 26 nos. of Swachha Sathis and 8 nos. of Plant Managers (Swachha Supervisors). Faecal Sludge is managed by deploying 04 nos. of Cesspool Vehicles of different capacities and treated at Faecal Sludge Treatment Plant.

1.1. REQUEST FOR PROPOSAL

- 1.1.1. The Executive Officer, Paradeep Municipality wishes to appoint a vendor for development of the mobile application in the platforms namely Android & iOS, along with web based version of the same for The Executive Officer, Paradeep Municipality.
- 1.1.2. The Executive Officer, Paradeep Municipality invites detailed proposals (Qualification, Technical and Financial Proposals together referred to as "RFP") from capable agencies. The Scope of Services forming part of the Assignment has been set out in Section 2 of this document.
- 1.1.3. The Proposals would be evaluated on the basis of the evaluation criteria set out in this RFP ("Evaluation Criteria") to identify the successful Bidder for the Assignment ("Successful Bidder").

1.2. BRIEF DESCRIPTION OF THE BIDDING PROCESS

- 1.2.1. The Executive Officer, Paradeep Municipality intends to follow a 'two stage' bid process for successful selection of agency, as outlined in this RFP.
- 1.2.2. The Bidders would need to submit, within the Proposal Due Date as prescribed under the "Important dates & information for Tender" of this RFP; Qualification, Technical and Financial Proposal in the prescribed formats.
- 1.2.3. The Executive Officer, Paradeep Municipality would evaluate all the submissions in accordance with the evaluation criteria set out in Section-4 of the RFP to select a qualified bidder.

1.3. OBTAINABILITY OF RFP DOCUMENT

The RFP would be available at the official website of **Paradeep Municipality** i.e. www.paradeepmunicipality.in. It may be noted that all subsequent notifications, changes and amendments in the assignment/ documents would be posted on the above website.

1.4. GENERAL INSTRUCTIONS

- 1.4.1. The language of the Bid and related documents and correspondences shall be in English language.
- 1.4.2. The Bidder shall provide all the information sought under this RFP. The Executive Officer, Paradeep Municipality will evaluate only those Bids that are received in the required formats and completed in all respects.
- 1.4.3. The Bid shall be typed or written in indelible ink and signed by the Authorized signatory of the Bidder who shall also initial each page. All the alterations, omissions, additions or any other amendments made to the Bid shall be initialed by the person(s) signing the Bid.
- 1.4.4. Bidders are encouraged to submit their respective Bids after exercising due diligence of factors influencing the implementation of the Project applicable laws and regulations, and any other matter considered relevant by them.
- 1.4.5. The Proposals would be evaluated on the basis of the evaluation criteria set out in this RFP ("Evaluation Criteria") to identify the successful Bidder for the Assignment ("Successful Bidder").
- 1.4.6. The Bidder shall be responsible for all costs associated with the preparation of its Bid and its participation in the bidding process, including but not limited to field investigations, data gathering, analysis, design etc. as also any discussions/ negotiations. The Executive Officer, Paradeep Municipality will not be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the bidding process.
- 1.4.7. The Executive Officer, Paradeep Municipality may modify the RFP by issuing an Addendum before Due Date. Any Addendum thus issued shall be part of the RFP and shall be hosted on the website. The Executive Officer, Paradeep Municipality will assume no responsibility for non-receipt of the Addendum.
- 1.4.8. Bidders will not be permitted to alter or modify their bids once submitted.
- 1.4.9. The Executive Officer, Paradeep Municipality shall not be liable for any omission, mistake or error on the part of the Bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the RFP, the bidding documents or the bidding process, including any error or mistake therein or in any information or data given by The Executive Officer, Paradeep Municipality.

1.4.10. Any Bid not accompanied by the EMD & Paper Cost shall be rejected summarily by The Executive Officer, Paradeep Municipality as non-responsive.

2. TERMS OF REFERENCE

2.1. SCOPE OF SERVICES

2.1.1. OBJECTIVES

The core objectives of the mobile app development project are:

A. Digital Sanitation Monitoring System (DSMS)

1. All Employees, Sanitation Worker Profiling
2. Asset and Vehicle Management
3. MCC, MRF, C&D, FSTP Operations & Management
4. Welfare Scheme Linkage for Sanitation Workers
5. Automated Wage Calculation and Payment System
6. Household Waste Collection Monitoring (GPS and dash-cam based tracking. Hardware supply of any kind is not a part of this tender except GPS based Dash-cam)
7. Grievance Redressal and Performance Analytics
8. Revenue Collection and Financial Management System
9. Development of Web and Mobile Platforms for Monitoring and Reporting
10. Integration with IoT devices based Monitoring for Compliance(API will be provided by Paradeep Municipality)
11. Implementation of AI-driven Analytics for Waste Collection Optimization
12. Online enforcement system with e invoice
13. User fees & household collection and management along with pickup requests of party waste, green garbage, cesspool, C&D waste, etc;
14. Supply of QR codes to be installed in each household under Paradeep Municipality for D2D collection monitoring, Grievance reporting by public, etc;
15. Dashboard should have the facility to integrate existing cameras of the Municipality for monitoring purposes under single window (APIs will be provided by the Paradeep Municipality)

B. GPS & Dash-cam Based Vehicle Tracking

Camera Configuration:

1. **Dual-Facing:** Road-facing and driver/ cabin-facing cameras.
2. **Multi-Camera Support:** For 360° visibility.
3. **Resolution:** High Definition (HD).
4. **Night Vision:** Infrared (IR) LEDs to ensure visibility in low light.
5. **Field of View (FOV):** Wide-angle lenses as standard (e.g., 120°-150°).

Storage:

- **Local Storage:** For continuous loop recording.
- **Cloud Storage:** To record event videos (triggered by harsh driving, AI detection, or manual buttons) via cellular connection.

Connectivity:

1. **Cellular:** 5G LTE connectivity as standard for real-time data transmission live streaming, and cloud uploads.
2. **GPS:** Built-in GPS location tracking, snap to road, ETA calculation, route optimization, route mapping, deviation alert, geo-fence monitoring, speed monitoring, and route playback.
3. **WiFi:** Included for configuration, local data download, or potentially connecting to vehicle hotspots.
4. **Bluetooth:** Included for specific functionalities or connections.

Sensors & Processing:

1. **G-Sensor:** Built-in accelerometer and gyroscope (often 6-axis) to detect harsh events (braking, acceleration, cornering) and impacts.
2. **AI Processor:** On-device processing to enable real-time analysis for ADAS (Advanced Driver-Assistance Systems like collision warnings, lane departure) and DMS (Driver Monitoring Systems like drowsiness, distraction, phone use).

Audio:

1. **Microphone:** Built-in microphone for audio recording.
2. **Speaker:** Allows for in-cab audio alerts and sometimes two-way communication.

Power & Durability:

1. **Power Supply:** Designed to connect directly to the vehicle's power system (typically supporting a wide voltage range like DC 9V-36V).
2. **Backup Battery:** A small internal or external battery to ensure recording finishes safely after power loss or to capture events when the engine is off.
3. **Operating Temperature:** Built to withstand typical vehicle interior temperature ranges (e.g., -20°C to +70°C).
4. **Warranty :** The product must have minimum one year warranty.

Interfaces:

1. May include I/O ports (Digital Inputs/ Outputs) for connecting external triggers (like panic buttons) or controlling vehicle functions (like remote immobilization relays).
2. Connections like RS-232 might be available for integrating additional sensors (fuel, temperature, etc.).

3. KEY DELIVERABLES

1. Deployment of the digital platform for real-time sanitation monitoring.
2. Integration of automated attendance.
3. Implementation of AI-based analytics and reporting dashboards.
4. Development of a citizen grievance redressal system with IVR integration.
5. Comprehensive training and capacity building for stakeholders.

4. IMPLEMENTATION MODEL WITH TIMELINES

The entire app development project has to be implemented in a phased manner. Before Final Go-live, the app must be hosted in different environments (vis Staging, Development, Testing, Pilot). Once the Pilot Environment is up with phased deployment of feature and solution (which would be similar to production environment), the Executive Officer, Paradeep Municipality would utilize it till full solution is provided. This is required to make sure that the software is optimally utilized looking at the timeline of Skill development mission.

#	Activity / Task / Milestone	Time of completion (In Days)
1	Project Start	T
2	Requirement Gathering and Planning	T+7
3	Submission of requirement gathering documents & Approvals documents	T+ 9
4	Submission and approval of UAT Plan	T+10
5	App Design & Development (including acceptance in line with UAT plan and application testing) in phased manner.	T+ 19
5.1	User Interface (Design/Layout) with defined sections and sub-sections.	T+12
5.2	Interface & Functionality for adding new Listings	T+15
5.3	Search available on the Map for Job Roles	T+19
5.4	Trained individual's account creation and ability to update locations	T+24
5.5	Integrated Mobile Application (BetaVersion)	T+28

#	Activity / Task / Milestone	Time of completion (In Days)
6	Hosting at staging server (for security audit, training and UAT)	T+29

7	UAT	T+32
8	Security and Load Testing	T+34
9	Go-Live	T+38
10	Final Acceptance Testing and Sign Off by Client	T+45

****‘T’** refers to project start date. This refers to the day of issue of Letter of Intent.

Above timelines are mentioned for Application Service Provider to perform various activities under given milestones. Time taken by The Executive Officer, Paradeep Municipality for evaluation and approval of deliverables will be excluded from the above timelines. The requirements under each phased activity can be found in the Scope of Work detailed below.

5. SCOPE OF WORK

Development of the mobile application is to be completed over a span of 45 days from the issue of Letter of Intent. The features and modules required to be enabled under the application are as follows:

5.1 General Requirements

- 5.1.1. The Mobile Application must be available on smart phones, and must be compatible with major operating systems of tablets and mobile. Currently it is envisioned to develop the app for following OS:
 - a. Android & iOS
 - b. Web version of the same
- 5.1.2. The Application Service Provider has to define the User Experience strategy under the following heads:
 - a. Define feature sets to be provided on mobile application based on client requirements especially keeping in mind the functionalities required by the Executive Officer, Paradeep Municipality.
 - b. Creation of policy related to terms of usage, privacy policy, content management policy etc, in consultation with the Executive Officer, Paradeep Municipality and as per major App hosting platform (Android & iOS and web) standards.

- 5.1.3. Create a consistent and delightful user experience with consistent and unique themes and layouts which flows in from the overall brand values and spirit of the 'The Executive Officer, Paradeep Municipality' along with user goals. However, it does not provide any branding rights or marketing rights or advertising rights to the Application Service Provider, all the rights are reserved by The Executive Officer, Paradeep Municipality.
- 5.1.4. Define screen layouts and navigation to ensure delivery of structured content with easy and intuitive navigation.
- 5.1.5. The downloaded and working apps should update and synchronize data from the server for technical updates and user information like contacts, photo, location, SMS and emails etc. only if accepted by user as per the policy related to terms of usage, privacy, content management etc. The mobile app to be hosted by the application developer on Google Play Store and iOS APP Store.

5.2. Specific features

The successful Application Service Provider should propose new solution to cover requirements (features and functionalities) at least under the following heads:

- 5.2.1. The Application Service Provider shall timely update the App on the real time collected information (user feedback on facilities & overall App performance).
- 5.2.2. The Application Service Provider must provide support to the Application from the date of contract till the end of the contract. Support includes and/or changes to the mobile application features, information etc. as required and needed by The Executive Officer, Paradeep Municipality from time to time.

5.3. Miscellaneous

- 5.3.1. The name of the mobile application is to be decided by the Executive Officer, Paradeep Municipality
- 5.3.2. Bidder must handover the application and its sole rights to The Executive Officer, Paradeep Municipality, H&UD Department, Government of Odisha at the time of expiration of contract in full running condition, with knowledge transfer to designated IT personals. At the discretion of The Executive Officer, Paradeep Municipality the application would be used as deemed fit for the benefit of general public.
- 5.3.3. The mobile application must be available 24x7 after go-live, mobile application must be free of cost to the general public and all the users.
Development

5.4. Fact Finding and Requirement Gathering

The Functional Requirements as envisaged for the mobile app are described in this document. The Application Service Provider needs to Study these carefully and should consult with the concerned.

The Executive Officer, Paradeep Municipality whenever necessary to obtain more details on the requirements of the project, it shall be the duty of Service Provider to refine functional

requirements as needed during requirement gathering exercise. The Application Service Provider shall prepare detailed requirement gathering documents, for which the agency shall have a comprehensive discussion with The Executive Officer, Paradeep Municipality and other stakeholders to ensure that each of the requirements mentioned in this RFP is covered. After approval of requirement gathering documents by The Executive Officer, Paradeep Municipality, then the Application Service Provider will start Development of the App.

5.5. Unique designs of Portal

5.5.1. Design Structure

- a. The Application Service Provider needs to submit at least 1 home page and internal pages design layouts for approval.
- b. Approved design should have at least 2 color themes and one high contrast color theme
- c. Homepage should be attractive and well-constructed, so that it makes a good first impression to all app visitors.
- d. Homepage should clearly communicate the purpose, and show all major options available on the app.
- e. A consistent page layout must be maintained throughout the app
- f. Graphic elements like buttons and icons should be simple and their meaning and symbolism should be self-explanatory and relevant.
- g. Wherever a graphic is used meaningful 'alt text' may be given
- h. There must be adequate color contrast between text and background.
- i. Image should only be used when it adds value to the content.
- j. Easy access to the homepage should be provided from every page.

5.5.2. Compatibility & Scalability

- a. The design of the app should adjust according to the screen size.
- b. Design should be device independent and compatible to Tablets & Mobiles.
- c. Design should not be font dependent. The content of the app should be readable with default standard fonts.
- d. Design interface should be easy to configure, customize and extend.
- e. Usage of HTML/ XML and Responsive Grid system would be preferred.
- f. Optimized compressed CSS and JS should be used to allow minimum load time.

- g. All styling should be handled through external style sheet. All the HTML tags should be styled through CSS, so that it should be uniformly consistent at each location where ever used
- h. The app in the Android & iOS should be developed using native Android & iOS Java respectively or using latest module.

6. FUNCTIONAL REQUIREMENT

6.1. Role Based User Access

Admin Role

- a. Administrator log-in with complete access.
- b. Only administrator can have the rights to permanently delete the content from the app, that too only after taking proper back-up of the entity/system.
- c. Only Admin should be able to add/delete.
- d. Only Admin can read live stream data for monitoring purpose.
- e. Continuous monitoring & tracking of the activities of the trainees undergoing training till engaged in a job and thereafter job shifts, engagements and disengagements.
- f. Grievances submitted through the App must be accessible at first hand to Public Grievance Officer and Administration with notification to their mobiles to take appropriate action.
- g. Complain/ Grievance filing with image or text file format uploading.

6.2. Localization

The mobile app should be bilingual with scope to accommodate English and Odia languages. The default language should be English, unless chosen otherwise by the user.

6.3. Public Grievance Redressal System

The App must have a dedicated feedback system for Public Grievances to be accessed by any stakeholder or end user for submission of grievances against any stakeholder/authorized personnel pertaining to any matter. The option should be made available to all stakeholders for submission of grievances with option to upload supporting documents in image format. The grievance must show up at the CMS with notification to Public Grievance Officer and Administration for furtherance to concerned stakeholder. The scope for forwarding of grievance to relevant authority by the Public Grievance Officer may be integrated with the App on need basis.

6.4. Integration of UPI/ Payment Gateway

The App must have scope for integration of UPI/ Payment Gateway for payment of user fees by Domestic households/ Commercial/ Institutions.

6.5. Security Features

The mobile app should have the following security features:

- a. Audit trail at administrator level should also be enabled. It should capture each activity done by each authorized user, IP address, Time stamp etc. to track that who, when and from where has done what changes in the application.
- b. The app should be able to generate E-mail and SMS Alerts and also historical report in the security report viewable to the administrator containing the Time, IP address of attackers, the page under attack, and the parameter under attack with the attack values
- c. There should be a provision of blocking any IP or Network by assigning IP Address range from accessing the pages of admin module of the app; also the main app (so that identified attackers can be blocked)
- d. The admin module, up loader module should be in separate folder so that HTTPS can be configured on the functionality that requires login action to be done. Administrator Panel should be secure enough.

7. NON-FUNCTIONAL REQUIREMENT

- a. **Scalability:** The architecture must be capable to take care of high volume traffic
- b. **Portability:** The application components should be portable with minimal effort
- c. **Expandability:** It's easy to extend the services provided with minimal changes to other components - that is allowing easier development to new applications based on the existing components and layers
- d. **Availability:** The services at each layer allow for high availability
- e. **Reliability:** The data being transferred and the processing of the same are reliable. That is, persistence must be provided at each layer and each interface between layers
- f. **Recoverability:** The manner in which the system recovers from failure
- g. **Backup and Restoration:** Provide the back-up and restore functionality for the application
- h. **Interoperability:** Interoperability features permit the underlying disparate sub systems or external systems to work together seamlessly, while hiding much of the complexity required joining these pieces together.
- i. **Administrative & Management Capability:** The services provided at each layer shall be easy to manage (with a clear interface for administration). Also, the component must be able to interface with the standard monitoring tools available
- j. **Security capability:** Provides services to protect access to sensitive resources or information

8. HOSTING SERVERS & MARKET PLACE LAUNCH (GO LIVE)

- a. The application hosted at suitable cloud/ servers to be able to meet the SLA of interaction of users with the app downloaded from App store/ Google play store.
- b. Source Code and Database of the mobile application will be deployed by Application Service Provider.
- c. Digital Certificate for staging server will be taken by Application Service Provider.
- d. * Installation of Digital Certificate will be carried out by the Application Service Provider.
- e. Installation of all software related to installation will be the responsibility of Application Service Provider.
- f. Application Service Provider will be responsible for transferring the source code / database to production server.
- g. The requirement of necessary licenses required for the hosting of the mobile application on major app stores will be provided by the Application Service Provider. However it is clarified that these license are to be procured by the selected Application Service Provider.

9. DESCRIPTION/ALT TEXT FOR IMAGES

Application Service Provider will add/update the tabular content as per guidance of the Executive Officer, Paradeep Municipality.

10. UAT

- a. The Beta version of the app delivered for UAT should be load test compliant with the expected concurrent usage.
- b. All defects found during review, acceptance testing shall be fixed to the satisfaction of the designated The Executive Officer, Paradeep Municipality official
- c. The app within the scope of work shall be as per specifications given. In case the whole application or any part thereof is found to be of inferior quality or not performing satisfactorily the same shall be developed or modified free of charge immediately. This will be based on review and suggestions and order by The Executive Officer, Paradeep Municipality
- d. All the expenses (stationary, postage, transport, accommodation etc.) shall be borne by Application Service Provider for UAT

11. TRAINING & HANDHOLDING SUPPORT

- a. Proper training shall be provided to the person nominated by the Executive Officer, Paradeep Municipality.

- b. Training will be conducted at location decided by the Executive Officer, Paradeep Municipality.
- c. All the Training material, user manuals in soft copy/ in printable format will be provided by the Application Service Provider to the Executive Officer, Paradeep Municipality in English language.
- d. Onsite support to team of officers as per requirement.

11.1. Maintenance phase

The Application development agency should provide maintenance support for application post development and delivery up to one year and may be extended as per performance of the bidder.

11.1.1. Scope of maintenance support

- a. **Technical Assistance:** Application Service Provider will be responsible for providing technical assistance on any issue during working days/ hours
- b. **Fixing Security Vulnerabilities** whenever any issue is reported or in the case of cyber-attacks
- c. Onsite Training & Handholding of user representatives
- d. **Addressing OS and Device Compatibility related Issues** to ensure smooth functioning of application on updated versions of different OS and on various devices (Smart phones and Tablet PCs.)
- e. **Addressing App Performance related issues** to fix issues like no response, slow response, app crashing etc.
- f. **Rectification of bugs** like content formatting issues, image placement, link mismatch etc. immediately after user request.
- g. **Minor Changes** like changing static images, text, updating your privacy policy, app terms of use, disclaimers etc.

12. DELIVERABLES

- 1. Mobile app based on requirement of the Executive Officer, Paradeep Municipality along with database.
- 2. Soft copy of user manual for each module of mobile app.
- 3. Onsite Training on administration, operation & maintenance of developed app will be held

as per suggested location of the Executive Officer, Paradeep Municipality. Training Manual/ presentations would also form part of deliverables

4. The database backup and restoration process properly deployed.
5. It is expected from the service provider that they appoint one project manager and support team for coordination and interaction with The Executive Officer, Paradeep Municipality.

13. SERVICE LEVEL AGREEMENT

The purpose of this Service Level Agreement is to clearly define the levels of service which shall be provided by the Application Service Provider to Office of the Paradeep Municipality for the duration of this contract.

13.1. Category of SLA

This Service Level Agreement document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The Application Service Provider shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the Application Service Provider shall be reviewed by The Executive Officer, Paradeep Municipality that shall:

- a. Regularly check performance of the Application Service Provider against this SLA
- b. Review of statistics related to rectification of outstanding faults and agreed changes

The SLA is to be observed as in phased manner.

The SLA has been logically segregated in the following categories:

- a. Deployment SLA - SLA is applicable as per the scope for development, deployment.
- b. Operational SLA - SLA applicable after the acceptance of the App and the entire support period of the project.

14. GENERAL TERMS AND CONDITIONS

The Executive Officer, Paradeep Municipality reserves the right not to accept bid(s) from agencies resorting to unethical practices or on whom investigation/enquiry proceedings have been initiated by Government investigating Agencies & Vigilance Cell.

- A. The Executive Officer, Paradeep Municipality is not bound to accept any bid under this process or to assign any reason for non-acceptance. The Executive Officer, Paradeep Municipality reserves its right to accept the bid in part or in full.
- B. The Executive Officer, Paradeep Municipality reserves the right to summarily reject an offer received from any agency (ies), without any intimation to the bidder(s).
- C. The Executive Officer, Paradeep Municipality reserves the right to withdraw/cancel the bid document partially or completely at any stage.
- D. The Executive Officer, Paradeep Municipality reserves the right to seek any clarification or waive any infirmity that it deems fit from a bidder.

14.1. Termination of The Bid Process

The Executive Officer, Paradeep Municipality reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for its action.

14.2. Arbitration

In case of any dispute The Executive Officer, Paradeep Municipality may appoint an arbitrator, which will be accepted by the agency / firm. The decision of the arbitrator will be final and binding on both the parties. The jurisdiction of the court will be in Odisha.

14.3. Indemnification Clause

"That the selected agency shall keep The Executive Officer, Paradeep Municipality indemnified and harmless against all claims, damages, dues, payments, fines, penalties, compensations, liabilities other losses etc. which may incur on account of non-compliance or violation by the selected agency or otherwise.

14.4. Validity of the Contract

The subsequently issued Contract shall have a term effective from the date of award of the contract/ tender till the completion of one year of the contract which may be negotiated and renewed thereafter periodically for a three years contract period for Maintenance & Support. Renewal and negotiation of the contract with the Service Provider will be based on performance.

14.5. Payment Schedule

Payment shall be made against Invoices duly certified by the Executive Officer, Paradeep Municipality after completion of the project, go live and hand over to the Executive Officer, Paradeep Municipality. All taxes deductible at source, if any at the time of release of payments, shall be deducted at source as per current rate while making any payment.

% of Total Contract/ Value	Milestones
100%	Final Acceptance, Testing and Go Live

15. BIDDING PROCEDURE**SUBMISSION PROCEDURE**

15.1. Technical Bid: Bidders shall submit physically their bid in a sealed envelope super-scribed with name of the project and RFP number.

PART 1- Bid security in a separate sealed envelope superscripted with the Tender Document number. Please enclose EMD of ₹1,00,000.00 and Paper cost of ₹10,000.0 in form of Demand

Drafts drawn in favour of **The Executive Officer, Paradeep Municipality** payable at Paradeep. Registered MSMEs with valid udyam registration number are exempted from EMD

PART 2 - One copy of TECHNICAL BID complete with all technical and commercial details except the prices.

Note: Filling up prices in Part 1 will render the Bidder disqualified.

The envelopes containing Part 1 and Part 2 of offer should be enclosed in a larger envelope duly sealed. All pages of the offer must be signed.

15.2. Financial Bid: Bidder shall submit the FINANCIAL BID at Office of the Executive Officer, Paradeep Municipality, Bank Street, Paradeep, Jagatsinghpur, PIN-754142

- a. Services offered should be strictly as per specifications mentioned in this Tender Document.
- b. Once quoted, the Bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/commercial clarifications sought regarding the bid, even if any deviation or exclusion may be specifically stated in the bid. Such price changes shall render the bid liable for rejection.

15.3. ELIGIBILITY CRITERIA

PROCEDURE OF SENDING SEALED OFFERS & SELECTION CRITERIA:

As mentioned in Tender Document please refer to section 3 of Bidding Procedure.

15.3.1. NUMBER OF PROPOSALS

- a) Each Bidder shall submit only one (1) Proposal, in response to this RFP. Any Bidder who submits or participates in more than one Proposal shall be disqualified.

15.3.2. PROPOSAL PREPARATION COST

The Bidder shall be responsible for all costs associated with the preparation of its Proposal and its participation in the bidding process. The Executive Officer, Paradeep Municipality will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the bidding process.

15.3.3. RIGHT TO ACCEPT OR REJECT

- a) The Executive Officer, Paradeep Municipality may reject a proposal at any stage if it is found that the Firm/ Company recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare a firm ineligible or blacklist the firm, either indefinitely or for a stated period of time, if at any time it is found that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.
- b) Not with standing anything contained in this RFP, The Executive Officer, Paradeep Municipality reserves the right to accept or reject any Proposal and to annul the bidding

process and reject all Proposals at any time, without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

- c) The Executive Officer, Paradeep Municipality reserves the right to reject any Proposal if at any time if a material misrepresentation made by a Bidder at any stage of the bidding process is discovered.

15.3.4. CLARIFICATIONS

- a) A prospective Bidder requiring any clarification on the RFP may notify The Executive Officer, Paradeep Municipality in writing or by email within such date as specified in RFP Time Schedule (Section- 5). At its sole discretion, The Executive Officer, Paradeep Municipality may upload its response to such queries through e-mail or letter.

15.3.5. AMENDMENTS TO RFP

- a) At any time prior to the Proposal Due Date, as indicated in the RFP Time Schedule, The Executive Officer, Paradeep Municipality may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, amend the RFP by the issuance of Addendum / Corrigendum. Such Addendum / Corrigendum would be posted on www.paradeepmunicipality.in and the corresponding daily widely circulated newspaper through I&PR.
- b) In order to afford Bidders reasonable time to take the Addendum/ Corrigendum into account, or for any other reason, the Executive Officer, Paradeep Municipality may at its discretion extend the Proposal Due Date.

15.3.6. LANGUAGE AND CURRENCY

- a) The Proposal and all related correspondence and documents shall be written in English language. Supporting documents and printed literature furnished by the Bidder with the Proposal may be in any other language provided that they are accompanied by an appropriate translation in English language. Supporting materials that are not translated into English may not be considered. For the purpose of interpretation and evaluation of the Proposal, the English language translation shall prevail. The currency for this bid is Indian Rupee. All the quotes should be in Indian Rupees.

15.3.7. BID SECURITY

- a) Proposals would need to be accompanied by a 'Bid Security'(EMD) for an amount of ₹1,00,000.00 (Rupees one lakh only) and Paper Cost of ₹10,000.0 (Rupees ten thousand) only respectively. The Bid Security shall be kept valid throughout the Proposal Validity Period and would be required to be extended if so required by The Executive Officer, Paradeep Municipality.
- b) The Bid Security shall be in the form of a demand draft in favour of the Executive Officer, Paradeep Municipality drawn on any nationalized / scheduled commercial Bank payable at Paradeep.

- c) The Bid Security shall be returned to the unsuccessful Bidders within a period of two (2) weeks from the date of signing of Agreement between The Executive Officer, Paradeep Municipality and the Successful Bidder.
- d) The bid security of the successful bidder will be automatically turned in to security deposit at the time of allotment of tender will be refunded after completion of same Financial Year after audit.
- e) The Bid Security shall be forfeited in the following cases:
 - 1. If the Bidder withdraws its Proposal;
 - 2. If any information or document furnished by the Bidder turns out to be misleading or untrue in any material respect.

15.3.8. BIDDER'S RESPONSIBILITY

- a) The Bidder is expected to examine carefully the contents of all the documents provided. Failure to comply with the requirements of RFP shall be at the Bidder's own risk.
- b) It shall be deemed that prior to the submission of Proposal, the Bidder has:
 - I. Made a complete and careful examination of terms & conditions/ requirements, and other information set forth in this RFP document.
 - II. Received all such relevant information as it has requested from The Executive Officer, Paradeep Municipality.
 - III. Made a complete and careful examination of the various aspects of the Assignment.
 - IV. The Executive Officer, Paradeep Municipality shall not be liable for any mistake or error or neglect by the Bidder in respect of the above.

15.3.9. CORRESPONDENCE/ ENQUIRY

- a) All correspondence/enquiries should be submitted to the following in writing by registered post/ courier: **The Executive Officer, Paradeep Municipality Bank Street, Paradeep, Jagatsinghpur, Pin-754142**
E-mail ID: paradip-municipality@gov.in
- b) No interpretation, revision, or other communication from The Executive Officer, Paradeep Municipality regarding this RFP is valid unless it is in writing and is signed by the **Executive Officer, Paradeep Municipality**

15.3.10. FORMAT AND SIGNING OF PROPOSAL

- a) Bidders would provide all the information as per this RFP and in the specified format. The Executive Officer, Paradeep Municipality reserves the right to reject any Proposal that is not in the specified format.
- b) The Proposal would include three submissions to be made on the respective Proposal Due Date as set out in Section- 5 (RFP Time Schedule).

- c) If the Proposal consists of more than one volume, Bidder must clearly number the volumes and provide an indexed table of contents.
- d) The Proposal and its copy shall be typed or printed and the Bidder shall initial each page. The person(s) signing the Proposal shall initial all the alterations, omissions, additions, or any other amendments made to the Proposal.

15.3.11. PROPOSAL DUE DATE

- a) Proposals should be submitted as per information provided in section 5 of this RFP.
- b) The Executive Officer, Paradeep Municipality at its sole discretion accept any Proposal(s) after Proposal Due Date. Any such Proposal/s accepted shall be deemed to have been received by the Proposal Due Date.

15.3.12. TEST OF RESPONSIVENESS

1. Prior to evaluation of Proposals, The Executive Officer, Paradeep Municipality will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive if;

- a) it is received on the respective Proposal Due Date;
- b) It is accompanied with the 'Bid Security' amount as set out in RFP Document.
- c) It is signed, sealed, and marked as stipulated in RFP Document.
- d) It contains the information and documents as requested in the RFP;
- e) It contains information in the form and formats specified in the RFP;
- f) It mentions the validity period as set out in this document;
- g) It provides the information in reasonable detail. ("Reasonable Detail" means that, but for minor deviations, the information can be reviewed and evaluated by The Executive Officer, Paradeep Municipality. The Executive Officer, Paradeep Municipality reserves the right to determine whether the information has been provided in reasonable detail or not;
- h) There are no inconsistencies between the Proposal and the supporting documents.

2. A Proposal that is substantially responsive is one that conforms to the preceding requirements without material deviation or reservation. A material deviation or reservation is one which,

- a) affects in any substantial way, the scope, quality, or performance of the Assignment, or
- b) limits in any substantial way, inconsistent with the RFP document, The Executive Officer, Paradeep Municipality's rights or the Bidder's obligations under the Agreement, or
- c) Unfairly affects the competitive position of other Bidders presenting substantially responsive Proposals.

3. The Executive Officer, Paradeep Municipality reserves the right to seek clarification or reject any Proposal which in its opinion is nonresponsive and no request for

modification or withdrawal shall be entertained by The Executive Officer, Paradeep Municipality in respect of such proposal.

15.3.13 CONFIDENTIALITY

Information relating to the examination, clarification, evaluation and recommendation for the Qualified Bidders would not be disclosed to any person not officially concerned with the process. The Executive Officer, Paradeep Municipality will treat all information submitted as part of the Proposal in confidence and will ensure that all those who have access to such material to treat it in confidence. The Executive Officer, Paradeep Municipality would not divulge any such information unless ordered to do so by any statutory authority that has the power under law to require its disclosure.

15.3.14 CLARIFICATIONS

To assist in the process of evaluation of Proposals, The Executive Officer, Paradeep Municipality may, at its sole discretion, ask any Bidder for clarification on its Proposal or substantiation of any of the submission made by the Bidder.

15.3.15 CONSULTANT(S) AND ADVISOR(S)

To undertake 'Bid Process Management' and to assist in the preparation of bid notifications, documents, examination, evaluation, and comparison of proposals, The Executive Officer, Paradeep Municipality shall utilize the services of consultant(s) or advisor(s).

15.3.16. MODIFICATION/ SUBSTITUTION/ WITHDRAWAL OF PROPOSAL

The Bidder may modify, substitute or withdraw its Proposal after submission, provided that a written notice of the modification, substitution or withdrawal is received by The Executive Officer, Paradeep Municipality before the Proposal Due Date. No Proposal shall be modified, substituted or withdrawn by the Bidder after the Proposal Due Date.

- a) The modification, substitution or withdrawal notice shall be prepared, sealed, marked and delivered in accordance with the provisions of Clause 2.14 with outer envelopes additionally marked "MODIFICATION", "SUBSTITUTION" or "WITHDRAWAL", as appropriate.

15.3.17. PROPOSAL EVALUATION

The Qualification Submissions of the Bidders would be checked for responsiveness with the requirements of the RFP and shall be evaluated as per the Criteria set out in Section-3 & 4.

15.3.18. DELCARATION OF SUCCESSFUL BIDDER

1. The Executive Officer, Paradeep Municipality may either choose to accept the Proposal of the successful tenderer or invite him for negotiations.

2. Upon acceptance of the Proposal of the tenderer technically qualified with QCBS Criteria, with or without negotiations, The Executive Officer, Paradeep Municipality shall declare the tenderer as the Successful Bidder.
3. In case two or more bidders quote equal in financial bid, then the bidder scoring higher in the technical bid evaluation shall be declared successful.

15.4. NOTIFICATIONS

1. The Executive Officer, Paradeep Municipality will notify the Successful Bidder by a Letter of Award (LoA) that its Proposal has been accepted and that the bidder is selected for the tasks mentioned in this RFP and any subsequent notices, corrigendum etc.
2. The Executive Officer, Paradeep Municipality's RIGHT TO ACCEPT OR REJECT PROPOSAL
 - a) The Executive Officer, Paradeep Municipality reserves the right to accept or reject any or all of the Proposals without assigning any reason and to take any measure as it may deem fit, including annulment of the bidding process, at any time prior to award of the Assignment, without liability or any obligation for such acceptance, rejection or annulment.
 - b) The Executive Officer, Paradeep Municipality reserves the right to invite revised Proposals from Bidders with or without amendment of the RFP at any stage, without liability or any obligation for such invitation and without assigning any reason.
3. The Executive Officer, Paradeep Municipality reserves the right to reject any Proposal if at any time:
 - a) A material misrepresentation made at any stage in the bidding process is uncovered; or
 - b) The Bidder does not respond promptly and thoroughly to requests for supplemental information required for the evaluation of the Proposal.

This would lead to the disqualification of the Bidder. If such disqualification / rejection occur after the Proposals have been opened and the Successful Bidder gets disqualified/ rejected, then The Executive Officer, Paradeep Municipality reserves the right to:

- I. Declare the Bidder receiving the next highest score as the successful tenderer and where warranted, invite such Bidder to equal or better the score secured by such disqualified Successful Bidder; or
 - II. Take any such measure as may be deemed fit in the sole discretion of The Executive Officer, Paradeep Municipality including annulment of the bidding process.
4. Notification of award
Post a successful evaluation of the proposals received under this bid process, The Executive Officer, Paradeep Municipality shall intimate the successful bidder, by way of a Letter of Intent inviting him to furnish the requisite performance Bank Guarantee (BG) and execute the resultant Contract.
 5. Performance bank guarantee
The successful bidder shall furnish an unconditional and irrevocable bank guarantee / demand draft, in a format acceptable to The Executive Officer, Paradeep Municipality valid for the contract term, of a value equivalent to 2% of the contract value.

15.5. EVALUATION OF BIDS**15.5.1. EVALUATION PARAMETERS**

The Executive Officer, Paradeep Municipality will evaluate the bids determined to be substantially responsive i.e., which Are properly signed;

- a) Conform to the terms and conditions & technical specifications. Thereafter, the substantially responsive bidders shall be evaluated for qualifying the minimum eligibility criterion.
- b) The Bidder with the highest combined technical cum financial score in the ratio of 80:20 shall be selected
- c) The Bid Security shall be released to the Agency (ies) after completion of the contract

15.5.2. PREQUALIFICATION

For a bid to be considered as responsive under this bid process, a bidder must meet the following criteria:

#	PQ criteria	Documentary proof
1	Cover Letter	In the Format prescribed in the annexure 1
2	The bidder shall be a firm or incorporated company or a JV in the state of Odisha. Bidder either solely or one of its members in JV firms having operated for a minimum of 5 year prior to the issue of this bid document	Certificate of Incorporation/JV Agreement
3	The bidder should be in the business of providing IT/IT enabled services (ITeS), specifically development of Software / Mobile Applications on sanitation management & monitoring to a ULB(s) in the State of Odisha. In case of a Joint Venture, at least one of the partners should meet this criterion.	Copy of the Constitution documents of the Company (relevant extract of Articles of Association and Memorandum of Association). In case of a Joint Venture, copy of the Joint Venture Agreement along with the constitution documents of each partner should be submitted.
4	The bidder should have a valid PAN Card	Copy of PAN Card

5	The bidder should have a valid GST Registration Number	Registration Certificate
6	EMD	A Demand Draft in the amount prescribed herein valid for the bid validity period
7	Paper Cost	A Demand Draft in the amount prescribed herein valid for the bid validity period

15.5.3. TECHNICAL BID EVALUATION

The Application Service Provider shall be evaluated on the following parameters:

S. No.	Evaluation Criteria	Maximum Marks	Documentary Evidence
Domain Expertise, Capacity and Experience			
		50	
1.	Bidder either solely or one of its members in JV firms must have Average annual financial turnover more than Rs. 10 Crore (Ten crore) for last 03 financial years i.e. (2021-22, 2022-23 & 2023-24) & must have at least 01 Crore of Net worth.	10	IT returns for last 3 financial years i.e. (2021-22, 2022-23 & 2023-24) along with Audited Balance sheet last 3 financial years i.e. (2021-22, 2022-23 & 2023-24)
2.	Bidder either solely or one of its members in JV firms must have completed (during the last 2 Years) at least One (1) contract of similar nature Delivered projects (mobile app) related to sanitation management & monitoring to the ULB(s) under Government of Odisha in the last 2 years equivalent to a corporation 1 project: 30 marks	30	Experience Certificate(s)/ Work Orders

3.	Prior experience of having completed at least one native mobile app project related to financial transaction using UPI or payment gateway in the last 2 year with any ULB under Government of Odisha. 1 project: 10 marks	10	Project Details with Experience Certificate(s)
Understanding of the Executive Officer, Paradeep Municipality App concept, Approach & Methodology and Resource Deployment		30	
4	Understanding of the Objectives and Key Functionalities required in the mobile application along with Detailed Approach & Methodology	20	Write up with page limit of 20 pages.

5	Technical presentation	10	Presentation to the Committee
Proposed Team		20	
6	Principal Architect <i>B.E/ B.Tech with 3 + years of experience: 3 marks B.E./B.Tech with 4+ years of experience: 4 marks</i>	5	Provide CV
7	UI Designer B.E/B.Tech/BCA with 1 year experience: 4 marks	5	Provide CV
8	Developer <i>B.E/ B.Tech/BCA: 3 marks 1(+) year of experience: +1 mark</i>	5	Provide CV

9	Maintenance Support <i>B.E/B.Tech: 3 marks</i> <i>B.E/B.Tech with 1(+) years of experience + 1 marks</i>	5	Provide CV
	Total	100	

Only bidders scoring 75 marks and above in the technical evaluation shall be qualified for the financial evaluation.

15.5.4. FINANCIAL BID

A break-up amount to be quoted by the application service provider as per the Performa in **Annexure 4** of RFP Document.

15.5.4.1. Financial Evaluation

a. The Bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the Bidders which did not get disqualified and scored at least 75 out of 100 in the Technical evaluation) i.e. 20 marks.

b. Financial Scores for other than L1 Bidders will be evaluated using the following formula:

Financial Score of a Bidder (Fn) =

$\{(\text{Commercial Bid of L1} / \text{Commercial Bid of the Bidder}) \times 100\}\%$ (Adjusted to two decimal places)

- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The bid price will exclude all taxes and levies and shall be in Indian Rupees and mentioned separately.
- Any conditional bid would be rejected
- Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

15.5.5. FINAL EVALUATION

The technical and financial scores secured by each Bidder will be added using weight age of 80% and 20% respectively to compute a Composite Bid Score.

- The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:-

$$B_n = 0.80 * T_n + 0.20 * F_n$$

Where

Bn = overall score of Bidder

Tn = Technical score of the Bidder (out of maximum of 100 marks)

Fn = Normalized financial score of the Bidder

- b. In the event the bid composite bid scores are 'tied', the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

15.5.6. AWARD OF CONTRACT

The Purchaser will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

15.5.7. NOTIFICATION OF AWARD

Prior to the expiration of the validity period, Purchaser will notify the successful Bidder in writing or by fax or email, that its proposal has been accepted (Letter of Intent). In case the tendering process / public procurement process has not been completed within the stipulated period, the Purchaser, may request the Bidders to extend the validity period of their Proposal.

The decision to extend the validity period of a Bidder's Proposal shall be the bidder's prerogative

Panda
08/05/2025
Executive Officer
Paradeep Municipality

ANNEXURE - 1**FORMAT FOR COVERING LETTER-CUM-ASSIGNMENT UNDERTAKING****(On the Letterhead of the Bidder)**

To, Date: _____
The Executive Officer,
Paradeep Municipality
Paradeep, Pin-754142

Sub: Submission of proposal for "Development of mobile application for sanitation monitoring in respect of Paradeep Municipality"

Ref: RFP No. _____ & dt. _____

Sir,

With due respect I am submitting my proposal as given below.

1. We have read and understood the Request for Proposal (RFP) along with Draft Agreement in respect of the captioned Assignment provided to us by the Executive Officer, Paradeep Municipality.
1. We hereby agree and undertake as under:
 - Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal we hereby represent and confirm that our Proposal is unconditional in all respects.
 - This Proposal is valid till (At least 4 Months from the Proposal Due Date).

Please find enclosed herein with the EMD in the form of Demand Draft bearing

number ----- of ₹1,00,000.00 (Rupees One Lakh only) and Paper Cost of ₹10,000.00

(Rupees Ten Thousand) only in the form of Demand Draft Bearing number -----

drawn in favour of the 'The Executive Officer, Paradeep Municipality payable at Paradeep.

- That as on the date of submission of this tender, there is no blacklisting order that bars us from working with any Government Agency/ Department on account of deficiency in service.

Yours faithfully,

Name & Signature of the bidder

ANNEXURE - 2

FORMAT FOR CVs.

Name | Current Designation:

(Place Photograph)				
	Name of Expert			
	Designation			
	Date of Birth		Years with the Company/ Firm	
	Nationality			
Memberships	NA			
Adequacy for the Assignment				
Tasks Assigned on the project				
Education				
Degree		Year of Passing		
Employment Record				
From	To	Company Name	Country	Roles & Responsibilities
(Add rows as reqd.)				
Language Skills				

Certification

I, the undersigned, certify to the best of my knowledge and belief that:
 This CV correctly describes my qualifications and my experience.
 I am in regular full-time employment with the Company.
 I am committed to undertake the assignment within the validity of Contract.

Signature

Date

Certification

I, the undersigned, certify to the best of my knowledge and belief that:

This CV correctly describes my qualifications and my experience.

I am in regular full-time employment with the Company.

I am committed to undertake the assignment within the validity of Contract.

Signature

Date

ANNEXURE -4**FORMAT FOR FINANCIAL PROPOSAL**

(On the letter head of the bidder)

To,**Date:**

The Executive Officer,
Paradeep Municipality,
Paradeep, Pin-754142

Sub: Submission of financial proposal for "Development of mobile application for sanitation monitoring in respect of Paradeep Municipality"

Ref: RFP No. _____ & dt. _____

Sir,

We have reviewed all the terms and conditions of the 'Request for Proposal' and confirm that, we would abide by all the terms & conditions. We hereby declare that there shall be no deviations from the stated terms in the RFP. We further declare that, any State Government, Central Government or any other Government or Quasi Government Agency has not barred us from participating in any Bid. Below I am submitting my financial proposal.

Sl. No.	Description of Work	Qty	Amount in Figures*	Amount in Words
1	Our Financial Quote for the Development of Mobile Application for The Executive Officer, Paradeep Municipality are under the following heads:			
	a) Server, Hosting, SSL Certificate, Firewall, Backup& Security Cost			
	b) Development			
	c) Training & Handholding support			
	d) Annual Hosting Charges			
2	Onsite person-day rate for maintenance & Support after Go-Live	1		
3	Offsite person-day rate for any future customization/ development after Go-Live	2		

4	SMS Gateway Cost	1,00,000 SMS		
5	WhatsApp messages and bot integration			
6	a) GPS based Dashcam Device	50 Dashcams		
	b) Annual Support and maintenance (Onsite) charges	50		
8	AI Integration for reporting and analysis			
9	Supply of QR Codes	17500		
9	Command centre monitoring			
	a) LED Android TV 65"	1		
	b) IVR system for grievance management			
	c) Existing CCTV camera integration in dashboard (API will be shared)			
		*The amount quoted is exclusive of all applicable taxes		
		Note: Payment Gateway and other API / Software Licensing costs as required will be provided by The Executive Officer, Paradeep Municipality at his own discretion		

Yours faithfully,

Name & Signature of the bidder

PRESCRIBED PERFORMA FOR FINANCIAL BID

In Words:

We abide by our offer / quote of Total Rupees (INR)

_____ (In words Rupees) and _____ terms condition of the RFP, if The Executive Officer, Paradeep Municipality selects us as the Selected Bidder/Agency.

If our offer is accepted and if we fail to perform in the manner as specified in the RFP Document, the amount of Bid Security, as aforesaid, shall stand absolutely forfeited to The Executive Officer, Paradeep Municipality without prejudicing the rights of The Executive Officer, Paradeep Municipality to proceed further in any manner it deems fit.

Until a formal Agreement is prepared and executed between us, this bid, together with your LOI, shall constitute a binding contract between us.

We understand that The Executive Officer, Paradeep Municipality is not bound to accept the lowest or any bid it may receive.

We declare that the information stated above and enclosed is complete and absolutely correct and any error or omission therein, accidental or otherwise, as a result of which our bid is found to be non- responsive, will be sufficient for The Executive Officer, Paradeep Municipality to reject our bid and forfeit our bid security in full.

Sincerely,

Signature:

Name:

Designation:

Complete address

Name of the Firm/Agency:

Phone no. _____ Mobile _____ E-Mail ID _____