RFP FOR SELECTION OF IT SOLUTION PROVIDER AGENCY FOR AUGMENTATION, OPERATION AND MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE BOOKING SYSTEM OF TOURISM & HOSPITALITY FACILITIES AND SERVICES IN ODISHA

22 JULY 2020
**FACT SHEET**

<table>
<thead>
<tr>
<th>RFP Date</th>
<th>22 JULY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Reference Number</td>
<td>5714/TSM, dt.22.07.2020 (TCT-TSP-EM-16-2020)</td>
</tr>
<tr>
<td>Title</td>
<td>RFP FOR SELECTION OF IT SOLUTION PROVIDER AGENCY FOR AUGMENTATION, OPERATION AND MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE BOOKING SYSTEM OF TOURISM &amp; HOSPITALITY FACILITIES AND SERVICES IN ODISHA</td>
</tr>
<tr>
<td>Issuing Department</td>
<td>Department of Tourism, Government of Odisha</td>
</tr>
</tbody>
</table>
| Contact Person Details | **Name:** Director Tourism  
**Office Address:** Paryatan Bhawan, Lewis Road, Bhubaneswar-751014  
**Phone Number:** +91 674 2432177  
**Email ID:** info@odishatourism.gov.in |
| Website for downloading RFP and all other bid related information | Website address: [https://dot.odishatourism.gov.in/?q=tender](https://dot.odishatourism.gov.in/?q=tender) |
| Tender Document Cost | INR. 2000 in shape DD (in favor of Director Tourism, Government of Odisha and payable at Bhubaneswar, Odisha) |
| Ernest Money Deposit | INR. 50000 in shape DD (in favor of Director Tourism, Government of Odisha and payable at Bhubaneswar, Odisha) |

<table>
<thead>
<tr>
<th>SL#</th>
<th>Event</th>
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<tr>
<td>1</td>
<td>Date of Publication</td>
<td>22.07.2020</td>
</tr>
<tr>
<td>2</td>
<td>Deadline for submission of bid queries</td>
<td>27.07.2020, 12 PM</td>
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<tr>
<td>3</td>
<td>Response to bid queries</td>
<td>29.07.2020, 5 PM</td>
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<tr>
<td>4</td>
<td>Deadline for submission of bids</td>
<td>12.08.2020, 12 PM</td>
</tr>
<tr>
<td>5</td>
<td>Date of opening of Technical Bids</td>
<td>12.08.2020, 3 PM</td>
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<tr>
<td>6</td>
<td>Date of Technical Presentation</td>
<td>Will be intimated</td>
</tr>
<tr>
<td>7</td>
<td>Date of Opening of Financial Bids</td>
<td>Will be intimated</td>
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PART 1: BID OVERVIEW

1.1 Project Objectives and Scope

A. The objective of the project is to augment the web-based application for online facility and service booking & management of OTDC Panthanivas chain and other hotels and hospitality accommodation units, food & beverage delivery services, tourist transport services, online ticketing/ reservation for special events and guide services across the State of Odisha. The selected bidder shall assess, augment and operate the solution and provide maintenance support for a period of at least 3 years in addition to providing training and ensuring the Office of the DOT to take full operational control of the web portal for its information update and data management. Details of the functionality can be referred as mentioned in the section entitled ‘Terms of Reference’.

B. Advising DoT on marketing the Platform and its offerings through e-marketing techniques

1.2 Roles and Responsibilities

The Bidder shall be responsible for the following.

1.2.1 Deploy a senior person in the capacity of a Project Manager, who will serve as the single point of contact for DoT, understand the system requirements, coordinate the handover of existing system documentation (SDD, SRS, FRS) and code, coordinate the system enhancement project and attend all meetings related to the project.

1.2.2 Plan and execute the project through a suitably qualified technical team

1.2.3 Conduct the Feasibility Study (As-is & To-be), and basis it, revise the SRS and FRS, for system enhancement.

1.2.4 Implement the solution consistent with declared software engineering practices.

1.2.5 Develop Test Plan (including test case and expected results), carry out necessary acceptance tests including certifications (as may be applicable) and report the test results including satisfactory conformance to requirements.

1.2.6 Assess and update the Technical Documents and User Manuals.

1.2.7 Impart training to the end users and develop training materials

1.2.8 Assess and improve Administration Manual along with Backup and Restore procedures.

1.2.9 Provide IT operations support in conformity with the policies and guidelines of the State’s IT infrastructure.

1.2.10 Provide maintenance and support for a period of at least one (1) year after the Application goes live. Such maintenance support period shall commence from the date the system is fully rolled out.

1.2.11 During the maintenance and support period, provide IT operations and administration of the solution, fix software defects, enhance the Web Portal software as per an agreed plan and provide such other technical support necessary for the smooth functioning of the overall solution covered under the scope of the project in conformity with the agreed performance criteria.

1.2.12 Rectify any defects and shortcomings in the software that is part of the agreed requirements.

1.2.13 In the event of a major scope change involving significant time and effort over and above routine maintenance and support, facilitate the assessment of impact to technical matters, timelines, cost and also justify the effort involved, and further implement these changes after approval of the competent authority.

1.2.14 Conduct security audit of developed application through a CERT-in empanelled agency.

1.2.15 Facilitate Audit and assessments, as and when required.

1.2.16 At the end of Maintenance and Support period, help in smooth transition of the Project.
PART 2: INSTRUCTIONS TO BIDDERS

2.1 Eligibility Criteria
At the time of submission of bid response, the Bidder should conform to and/or be able to demonstrate the following:

2.1.1 Registration - The Bidder should be registered under Companies Act, 1956 or a partnership firm registered under Partnership Act and should be in existence for last five years ending on 31 March 2020.

2.1.2 Turnover and financial performance – The Bidder should be profit making for three financial years ending with 31.03.2019. The Bidder must have average turnover of not less than INR 5 crore per annum for preceding 3 years (2016-17, 2017-18, 2018-19). A CA Certificate to that effect shall be furnished in support of turnover.

2.1.3 Project Experience - The Bidder should have minimum three years’ experience in software services such as design, development, operations and maintenance with dedicated expertise in the technology area(s) that are proposed by the bidders with at least one demonstrable project valuing not less than INR 50 lakh for corporations or government departments or undertakings within the last five years preceding 31 March 2020.

2.1.4 Technical Certification: The Bidder must have a valid CMMi Level 3 or ISO Certificate 9001 certification as on date of submission of this RFP

2.1.5 Office: The Bidder should have their office in Odisha.

2.1.6 Manpower: The Bidder firm must as on 31 March 2020, have on its payrolls a minimum of 20 IT professionals with B.Tech in a relevant field or MCA. The Bidder shall submit the corresponding EPF statement as documentary evidence.

2.1.7 Statutory Requirements: The Bidder should possess valid registrations for all statutory requirements such as PAN and GSTIN.

2.1.8 Blacklist: The Bidder should not be blacklisted by any Department / Agency / PSU in any State or Central Government of India as on date of submission of bid.

2.1.9 The bidder must furnish the required Earnest Money deposit (EMD) and tender Fee as specified in this bid document.

2.2.7 Consortium Between two organization is allowed to bid.

2.2 Disqualifications
The bidder shall be disqualified at any time during the bid process at the sole discretion of DOT, for the following reasons:

2.2.1 Submitted the bid documents after the response deadline;

2.2.2 Made misleading or false representations or suppressed relevant information in the bid proposal (including documents, forms, statements, attachments, presentations, etc.) submitted as proof of the eligibility requirements or as part of their proposal;

2.2.3 Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;

2.2.4 Submitted a proposal that is not accompanied by required fee / deposit money as necessary;

2.2.5 Failed to substantive responses and clarifications or non-responsiveness as and when called upon;

2.2.6 Submitted more than one bid individually;

2.2.7 Declared ineligible or blacklisted by any Department/ Agency/ PSU in any State or Central Government of India for corrupt, fraudulent practices or reasons related to non-performance in an engagement
2.3 Bid Processing

2.3.1 General Information
2.3.1.1 The bid process involves a Three Stage evaluation namely, Pre-qualification, followed by the evaluation of the Technical bid and Financial bid
2.3.1.2 Each bidder has to submit Pre-qualification (General Bid), Technical Bid and Financial bid in separate envelope
2.3.1.3 Each bidder shall submit one Proposal only
2.3.1.4 Proposals shall be in the specified formats only
2.3.1.5 Proposals shall be in English Language only
2.3.1.6 The Bidder is not permitted to modify, substitute or withdraw their Proposal after submission
2.3.1.7 Bids shall be valid for a period of 120 days from the date of submission
2.3.1.8 An authorized representative of the bidder shall sign on all the pages of the Proposal. The representative’s authorization should be confirmed by a written power of attorney or board resolution accompanying the Proposal.
2.3.1.9 Bidders should specify the price of their services in Indian Rupee (INR) only.
2.3.1.10 During this period of the bid validity, the bidder is expected to keep available the key team of professionals proposed for the assignment. DoT will make its best effort to complete negotiations within this period.
2.3.1.11 DoT reserves the right to accept or reject any bid, and to annul the bid process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision. The decision of the DOT would be final and binding on the bidders.
2.3.1.12 Cost of preparing the proposal, presentations, negotiations, finalization of the contract, including visits to the Client shall be borne by the bidder.
2.3.1.13 All communications pertaining to this bid will be published in the designated website, and it shall be the bidders’ responsibility to check website for such communication.
2.3.1.14 Bid documents and all other bid related information will be published in the website address www.odishatourism.gov.in. The intending bidders have to download the bid documents from the aforesaid website and cost of the bid document in the shape of Demand Draft is to be submitted along with the duly filled in bid document in the General Bid envelope.

2.3.2 Bid Queries
2.3.2.1 All queries shall be addressed to Director Tourism before the stipulated deadline vide an email to Director Tourism as specified in the Fact Sheet.
2.3.2.2 Responses to bidder’s questions will be communicated through the website only. The proposals are to be submitted by the bidders in accordance with the related responses to bid queries, notices and corrigenda.
2.3.2.3 No questions regarding the bid will be entertained after the pre-bid meeting

2.3.3 Proposal Submission
2.3.3.1 All the bid documents sealed in separate envelopes will need to be submitted.
2.3.3.2 The outermost envelope containing all the other envelopes listed in 2.3.3.3 should be superscribed as “RFP FOR SELECTION OF IT SOLUTION PROVIDER AGENCY FOR AUGMENTATION, OPERATION AND MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE BOOKING SYSTEM OF TOURISM & HOSPITALITY FACILITIES AND SERVICES IN ODISHA”.
2.3.3 The bid must consist of the following documents in the following separate envelopes:

- General Proposal with clear indication of qualification of the bidder superscribed as “General Bid” on the envelope along with the name of project and the Bidder. EMD and Bid Processing Fee shall be submitted in separate small envelopes within the General Bid Envelope clearly marked “EMD” and “Bid Processing Fees” respectively along with the name of project and the Bidder.
- Technical Proposal with the technical details proposed by the bidder superscribed as “Technical Bid” on the envelope along with the name of project and the Bidder.
- Financial Proposal superscribed as “Financial Bid” on the envelope along with the name of project and the Bidder.

2.3.4 Proposals should be comprehensive where necessary and unwanted material, including repetition of the bid document contents should be strictly avoided. Every sheet and all forms complete in all respects shall be numbered, affixed with Company seal and signed by the person / persons duly authorized to sign on behalf of the bidder. The Technical Proposal shall start with a Table of Contents. Any / all corrections made in the offer shall be duly authenticated by the signature of the authorized signatory.

2.3.4.1 The bids that have been received within the specified deadline would be opened at the specified date and time as indicated.

2.3.4.2 Bidders’ representatives are free to be present at the time of bid opening.

2.3.4.3 The bidders’ representatives who are present shall sign a register evidencing their attendance.

2.3.4.4 The bidders’ names and the presence or absence of requisite bid security and such other details considered appropriate, will be announced at the time of bid opening.

2.3.4.5 Bids that do not contain necessary EMD and Tender Fee or which has substantive material deficiencies shall be rejected upon opening.

2.3.4.6 DOT reserves the right to ask clarification on related documents from the bidder if required.

2.3.5 Bid Clarifications & Presentations

2.3.5.1 During evaluation of the bids, the bidder may be requested for clarification on their bid. Such clarifications are to be provided in writing and would need to be substantive. Non-substantive and non-responsiveness on the part of the bidder may lead to disqualification of bidder.

2.3.5.2 Bidders may also be (optionally) called upon with prior notice to make presentations as per the time frame specified, to support proposal evaluation. This is only to enumerate and seek clarifications on the submissions made by the bidder in their proposal. No new material or deviations from proposal would be entertained during this process.

2.3.5.3 Information provided by bidder through clarifications and/or presentations shall be taken into account for proposal evaluation.

2.3.6 Confidentiality

Information relating to the examination, clarification and comparison of the bids and recommendations for the award of the project shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced.

2.3.7 Ernest Money Deposit (EMD)

2.3.7.1 The proposal must be accompanied by (in the General Bid Envelope)
earnest money deposit of Rs.50,000/- in the form of Demand Draft of any scheduled bank payable to “Director Tourism, Government of Odisha” at Bhubaneswar, Odisha without which the proposal will be rejected outright. EMD will not be accepted in cash or any other manner. No interest is payable on the amount of EMD.

2.3.7.2 EMD will be refunded or returned to the bidders whose offers are not accepted by the Department of Tourism within one month of the placing of final order to the successful bidder. In case of a successful bidder, it will be returned/ refunded after the receipt of necessary performance security from the successful bidder.

2.3.7.3 The EMD will be forfeited in case a successful bidder fails to (a) accept award of work, (b) sign the Contract Agreement with DOT, after acceptance of communication on placement of award, (c) furnish performance security, or the bidder violates any of the conditions of this tender document or indulges in any such activities as would jeopardize the interest of DOT.

2.3.8 Award of Contract

2.3.8.1 The contract will be awarded after obtaining necessary approvals.

2.3.8.2 Prior to expiry of the period of bid validity, DOT will notify the successful bidder in writing, that their proposal has been accepted.

2.3.8.3 The successful bidder shall furnish Bank guarantee only after which disbursement of money would be made in accordance with contractual terms or as may be decided by the DOT.

2.3.8.4 Failure of the successful bidder to accept the correction of the errors as specified herein OR to sign the contract OR wilful violation of the bid process shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Department may choose to award the work to the next highest bidder or call for fresh bids.

2.3.9 Bid Evaluation

2.3.9.1 Preliminary Scrutiny

a. This consists of two steps:
   i. Assessment of the eligibility criteria will be done to determine whether the proposal submitted conforms to all mandatory criteria specified to merit further evaluation.
   ii. Prior to the detailed evaluation, Client will determine the substantial responsiveness of each proposal. A substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations. Client will not allow any corrections or re-submissions in case of nonconformities.

b. Bids not conforming to such preliminary requirements will be prima facie rejected.

c. Should there be any nonconformity or irregularity in a bid, which does not constitute a material deviation, a view will be taken by the bid evaluation committee to provide necessary waivers, if deemed necessary and appropriate. The decision of the committee in this matter shall be final and binding on all bidders.

2.3.9.2 Evaluation of Technical Bid

a. Each bidder shall submit the soft copy of the presentation and document on “approach and methodologies” in an external device enclosed with the technical bid.

b. Criteria for evaluation of technical bids have been specified below of this section.

c. Parameters used for evaluation of technical bids will inter alia be based on the nature and relevance of past experience, project approach, work plan and the professional/expert team deployed in relation to the requirements of this engagement.
   i. All the bidders who secure a Technical Score of 70% (70/100) or more will be declared as technically qualified for QCBS evaluation.
ii. The commercial bids of only the technically qualified bidders will be opened for further processing.

<table>
<thead>
<tr>
<th>Sl#</th>
<th>Criteria &amp; basis of evaluation</th>
<th>Max. Mark</th>
<th>Documents Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The bidder must have average annual turnover of Rs. 5 Crore in last three financial years ending at 31/03/2019.</td>
<td>15</td>
<td>Copy of statutory CA certificate</td>
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<tr>
<td></td>
<td>- ≥ INR 5 crore and &lt; INR 10 crore: 8 Marks</td>
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<td>- ≥ INR 10 crore and &lt; INR 20 crore: 12 Marks</td>
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<td>- ≥ INR 20 crore: 15 marks</td>
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<tr>
<td>2.</td>
<td>No. of demonstrable projects (minimum 1 nos.) valuing not less than INR 50 lakh each for corporations or government departments/ undertakings software services such as design, development, operations and maintenance within last 5 years preceding 31 March 2020.</td>
<td>20</td>
<td>Project Experience as per Format 5.6 Project Experience as per Format 5.6</td>
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<tr>
<td></td>
<td>- 1 project: 10 marks</td>
<td></td>
<td>Copy of work order + on-going or completion certificate</td>
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<td></td>
<td>- Every additional project: 5 marks for each</td>
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<td>3.</td>
<td>Quality Certification:</td>
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<td>Copy of valid certification</td>
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<td></td>
<td>ISO 9001: 5 marks</td>
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<td>ISO 20000: 7 marks</td>
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<td>CMMI Level 3 and above: 10 marks</td>
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<td>4.</td>
<td>Technical Manpower:</td>
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<td>EPF statement</td>
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<td>No. of IT professionals on payrolls with B.Tech in a relevant field or MCA, as on 31 Mar 2020:</td>
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<td></td>
<td>- ≥ 20 and &lt; 25: 5 Marks</td>
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<td>- ≥ 25 and &lt; 30: 7.5 Marks</td>
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<td></td>
<td>- ≥ 30: 10 marks</td>
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<tr>
<td>5.</td>
<td>Team Profile:</td>
<td>15</td>
<td>Detailed profiles self-signed and certified by Authorised Signatory of Bidder as per format provided in 5.7</td>
</tr>
<tr>
<td></td>
<td>01 Project Manager – Should be BE/ B.Tech in relevant field plus MCA/ MBA with 07 years’ professional experience and should have successfully managed three IT-enablement projects: 7 Marks</td>
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<td>01 Senior Developer: Should be BE/ B.Tech in relevant field or MCA with 05 years’ professional experience and should have successfully executed three IT-enablement projects: 4 Marks</td>
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<td></td>
<td>01 Junior Developer: Should be B.E./ B.Tech in relevant field or MCA with 02 years’ professional experience and should have successfully executed at least 1 IT-enablement project: 2 Marks</td>
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<td></td>
<td>02 back-up junior developers: Each Should be B.E./ B.Tech in relevant field or MCA with 02 years’ professional experience: 2 Marks</td>
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<tr>
<td>6.</td>
<td>Technical Proposal &amp; Presentation</td>
<td>30</td>
<td>Technical Proposal</td>
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<tr>
<td></td>
<td>- Understanding of Scope of Work</td>
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<tr>
<td>Sl#</td>
<td>Criteria &amp; basis of evaluation</td>
<td>Max. Mark</td>
<td>Documents Required</td>
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<tr>
<td></td>
<td>Project Approach &amp; Implementation Methodology</td>
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<td></td>
<td>Risk Management &amp; Mitigation Plan</td>
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<td></td>
<td><strong>TOTAL TECHNICAL SCORE</strong></td>
<td>100</td>
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</tbody>
</table>

d. The commercial bids of only the technically qualified bidders will be opened for further processing.

2.3.9.3 Evaluation of Financial Bids
a. The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
b. The bidder with lowest financial bid (L1) will be awarded a score of 30 Marks.
c. Financial Scores for other than L1 bidders will be evaluated using the following formula:
d. Financial Score of a Bidder $S_{\text{fin}}$ = \(\frac{\text{Financial Bid of L1}}{\text{Financial Bid of the Bidder}}\) X 30
   (Note: Adjusted to two decimal places)
e. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
f. The bid price will exclude GST and shall be in Indian Rupees.
g. To avoid absurd quoting, Commercial Bids less than 50% of the average bid price after deducting highest and lowest bid will be disqualified.
h. 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 (Qty), 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”.

2.3.9.4 Combined Evaluation of Technical & Financial Bids
a. The technical and financial scores secured by each bidder will be weighted in the ratio 70:30 and added in the following manner to compute a Composite Bid Score.
   a. $S_{\text{tech}} = \frac{\text{Bidder’s tech score}}{\text{Highest tech score}} \times 70$
   b. $S_{\text{Bid}} = S_{\text{tech}} + S_{\text{fin}}$
   b. The bidder securing the highest Composite Bid Score will be adjudicated as the Preferred Bidder for award of the Project.
   c. In the event the bid composite bid scores are ‘tied’, the bidder securing the highest technical score will be adjudicated as the Preferred Bidder for award of the Project.

PART 3: CONTRACTUAL CLAUSES
The Contract Agreement for this engagement would contain the following key clauses:-

3.1 Term of Contract
This will include the period required to deliver the deliverables and other services specified in the terms of reference, including the duration of the support period (as may be applicable to this engagement).

3.2 Termination
DOT may without prejudice to any other remedy for breach up of terms and conditions (including forfeiture of Performance Security by written notice of default sent to the Agency, terminate the work / task in whole or in part, after sending a notice to the Agency in this regard.)

3.2.1 If the Agency fails to deliver or complete the job assigned in the terms and conditions within the time period (s) specified in the Tender Document.
3.2.2 If the Agency fails to perform any other obligations under the terms and conditions.
3.3 **Effects of Termination**

3.3.1 In the event of a pre-mature termination of this agreement by DOT, the compensation payable to bidder will be decided in accordance with the Terms of Payment Schedule for the milestones completed services and accepted deliverables.

3.3.2 Parties shall mutually agree upon a transition plan and comply with such a plan. The bidder agrees to extend full cooperation in supporting the transition process.

3.4 **Scope of Work and Deliverables**

This will be in conformity with the terms of reference specified in the tender document and shall include the submissions made by the bidder in their proposal and work plans, further refined during the negotiations. Deliverables and milestones shall be established with a process of formal acceptance or such measurable criteria.

3.5 **Norms Governing Service Delivery**

3.5.1 Provide necessary performance guarantees on signing of the agreement;

3.5.2 Shall deliver the services in a professional manner commensurate with accepted industry practices and/or technical standards which are generally expected of such an engagement;

3.5.3 Consultant shall establish a formal team structure led by a Project Manager who will serve as single point of contact and staff with competent resources to provide effective and expert service delivery, in tune requirements; The team shall also comprise a Senior Developer aided and assisted by a Junior Developer to undertake the technical coding and key maintenance tasks.

3.5.4 To ensure knowledge continuity, consultant agrees no changes to their key personnel for the duration of the engagement. However, in very exceptional circumstances based on genuine constraints, changes would be permitted with prior written concurrence. All substitutions to be made with person with at least equivalent skills and experience;

3.5.5 Provide a roadmap and project plan for this engagement, describing clearly the responsibilities, timelines, dependencies, milestones and risks;

3.5.6 Establish the structure and frequency of reporting to DOT on the progress of the engagement;

3.5.7 Facilitate decisions and proactively support resolution of issues that are pertinent to the scope of this engagement.

3.6 **Payment Schedule and Milestones**

The payment schedule linked to the specified Deliverables is given below:

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Deliverables / Milestones</th>
<th>% Payable of Total Cost</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td>Application Enhancement (C1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Presentation, submission and approval of feasibility study (as-is and to-be), revised SRS, FRS and SCC</td>
<td>15</td>
<td>T₀+1 month</td>
</tr>
<tr>
<td>2</td>
<td>Complete enhancement of the application as per revised SRS and FRS, web hosting and completion of User Acceptance Testing, Live deployment of application.</td>
<td>30</td>
<td>T₀+3 months</td>
</tr>
</tbody>
</table>
4 After Three months of enhanced application going live 20 $T_0 + 6$ months

5 After nine months of enhanced application going live 20 $T_0 + 12$ months

B Maintenance of application for Year 2 C2 Four equal quarterly payments

4 Complete familiarisation of DoT teams with solution through training and complete handover 15 $T_0 + 24$ months

### 3.7 Fees and Payments

3.7.1 The total fees payable to the bidder including a milestone-based payment as detailed in the terms of reference would be specified. Such payments shall be exclusive of all taxes / levies but shall include other out of pocket expenses.

3.7.2 Payments for additional services in case of change in scope will also be specified.

3.7.3 Payments would be subject to tax withholdings.

### 3.8 Ownership and Cooperation from DOT

3.8.1 Software including source code, licenses, technical documents and services obtained for the express purpose of this engagement shall be in favour of DoT and shall be submitted to DoT on demand.

3.8.2 To enable the Agency to carry out its obligations under this agreement, DoT shall provide timely and convenient access to data, grant or procure necessary consents, approvals, authorizations, clearances related to interaction and communication with external agencies as may be required from time to time and provide feedback within an agreed timeframe, on all requests and queries submitted to by the bidder.

### 3.9 Confidentiality

The Agency shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to departmental data, wherever applicable. DoT shall retain exclusive intellectual property rights to all facts to which DoT has sovereign rights or by virtue of a formalized agreement with another party.

### 3.10 Indemnity

The bidder shall indemnify, defend and hold DoT, their officers, employees, successors and assigns harmless from and against any and all losses arising from personal injury or claims by third parties pursuant to this agreement, including but not limited to any equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) provided.

### 3.11 Force Majeure

Neither Party to this agreement shall be liable to the other for delay or default in performance of its obligations or any loss or damage which may be suffered by the other directly due to a Force Majeure event provided that the affected Party notifies the other Party of such event and its likely effects and duration as soon as possible and takes all reasonable steps to mitigate the losses/disruption.
3.12 Dispute Resolution
Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavours. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed By DoT (Nodal Authority) for such purpose and abide by the decisions thereon.
On non-settlement of the dispute, same shall be referred to the Secretary to Government of Odisha, DoT for his decision and the same shall be binding on all parties, unless either party makes a reference to arbitration proceedings, within sixty days of such decision. Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules framed there under and any statutory modification or re-enactment thereof. The arbitration proceeding shall be held in Bhubaneswar, Odisha.

3.13 Governing Law and Jurisdiction
This agreement and all questions of its interpretation shall be construed in accordance with the Laws of India with the Courts at Cuttack (High Court) having jurisdiction.

3.14 Delays and Damages (Penalty Clause)
3.14.1 Delay in meeting deadlines due to reasons solely and entirely attributable to bidder, will attract penalty of 01.00% of the project cost per week of delay up to a maximum of 10% after which it will be treated as a case of material breach. Penalties would be deductible from the payment corresponding to the milestone that was delayed or Recoveries of penalties shall be adjusted against outstanding dues to the bidder. For the purpose of this clause, part of a week shall be considered to be a full week.
3.14.2 DoT reserves the right to stop the assignment at any point of the Agency with a notice of fifteen days. The expenses incurred towards the deliverable at that time of the assignment, as mutually agreed upon, shall be paid in such an event.

PART 4: TERMS OF REFERENCE/SCOPE OF THE PROJECT

4.1 Required Scope of Work/ High Level Functional Requirements
The scope of this project is to enhance the existing web-based application of OTDC Panthanivas Booking Management & expand the platform to enable all hotels and other tourism services in Odisha to market and sell their products in the same manner. The scope of the project includes:
- Application form for uploading profiles of all service providers (Hotels & Resorts, Homestays and other hospitality units, Tourist Transport providers, Food & Beverage vendors, Guide services, etc.) across Odisha
- Online Reservation
- Dynamic provision of online ticketing/ reservation system for special events such as Chilika Bird Festival, Eco Retreat, Konark Festival, etc.
- Amendment/ Modification of certificate or registration information such as:
  - Manage category
  - Manage destination
  - Manage facility & service categories
  - Create new pages
  - Reservation management system
  - Site-wide property search
Multi-lingual support which gives the ability to manage contents in multiple languages
- Mod Rewrite
- Advanced SEO functionality for all modules
- Unlimited photos for each hotel including multiple upload
- Scalability in terms of functionality and performance
- TinyMCE Editor integrated

- The other activities that can be managed through the system are:
  - Tracking of Facility/ Service details
  - Generate MIS reports

This System will carry the following user perspective:

**PRODUCT OVERVIEW**
The objective of the Online Reservation Application is to simplify the booking process online and aid in the smooth progress of business by creating more sales leads, track customers and more importantly help induce the repeat customers. It must be able to rearrange reservations and allocate rooms without hassle. It must be able to analyse reservation trends and accommodate future needs.

**KEY FEATURES**
- Easy to manage facility/ service information, type, inventory, rate, packages, conditions, seasonal rates and other charges.
- Support for multiple themes and layouts
- Secure RBAC (Role Based Access Control) system. Multi-admin, Sub-admin manager, power user and user-based access restriction.
- 100% CMS Driven Application and ability to customize pages, layouts, images galleries and content.
- Powerful administration panel with intuitive user interface.
- Multi-language and Multi-currency support.
- Online reservation with invoicing support with Payment Gateway
- Powerful search and optimized presentation of properties.

**TEMPLATES**
The template should be easy to customize and help to create online booking identity. It should include useful modules to display all important data on the web using state-of-the-art technology including usability-prioritized web design concepts, AJAX driven interface feature in the hotels list page to make the interface user friendly. It’s also should offer dynamic search engine with a friendly URL and full control of search engine optimization feature.
- FRONTEND TEMPLATE EDITOR
- FILE UPLOADER

**ADMIN FEATURES**
Admins need to maintain everything from admin control panel and incorporate all needs including automatic price and availability updates as well as a vast range of customer analysing and booking reports. Each property admin must be able to manage language translations with Search Engine friendly links and meta information. The application super admin should have a wide range of features to manage the hotel booking system
- ADD/MODIFY PROPERTIES/ SERVICES
- MANAGE TYPE LIST
- MANAGE AREA/ LOCATION LIST
- ADVERTISEMENT MANAGER
AGENTS MANAGEMENT

The Application should have in-built facility for paid/ unpaid memberships, trial periods and paid services settings adjustable to DoT requirements.

Paid membership: The system must enable charging site members for membership in a paid group with access certain site sections such as listings management section, Messages section, etc. It should enable creation of different membership plans with certain permissions assigned to each group, period of membership and cost. Administrator should be able to enable/disable a free trial period of membership in a paid group.

- MEMBERSHIP PACKAGES
- PACKAGE UPGRADE / DOWNGRADE

ADMINISTRATOR LOGIN

- Managing website from Frontend WYSIWYG HTML Editors.
- Add/ Edit/ Delete Unlimited Property with Details.
- Language Support just changing Language File only.

PUBLISHING CUSTOMIZED ADS FROM ADMINISTRATION AREA

- Google Adsense is added by default to earn ads revenue
- Adding Google Map under each Property
- Add / Edit status of Property e.g. New, Sold, to be seen etc.
- Turn On/ Off the features needed to be included
- Short report with "Arrange view" Details links
- Viewing a Property image from various corners
  Example: back view Font view, Dining Space, etc.
- Create sub-admin with restricted privilege
- Add/ edit/ view/ remove and manage registered users
- Activate or De-activate a User
- Dynamic change of menu color, size, height and width etc.
- Global Administrative setting
- Adding unlimited number of properties with vivid details
- View/ Edit/ Delete existing properties

ADMIN PANEL DASHBOARD

- Viewing saved property by user
- Add/ Edit/ Delete area or locations
- Active/ De-activate/ a property after being sold or rented
- Adding unlimited types
- Manage property/ service amenities and photos
  For example: Flat, House, Studio, Vacation Rentals, etc.
- Matching, letting or selling Property
- Viewing active/ expired/ sold or rented property lists
- Customize Email & Newsletter Templates
- Feedback management and Censoring bad words
- Categories / Sub-Categories based Photo Gallery of property Highlights management.
- Search by listing id, city, state, zip, property type, property style, min price, max price, beds, baths,
  min sq ft, min lot size, vehicle category, garage or other keywords.
- Browse properties by interactive Google map
PRIVILEGES-N-ROLES

Managing Privileges & Roles

The most secure way to manage privileges for users and roles is to confine use of privilege to commands in a rights profile. The rights profile is then included in a role. The role is assigned to a user. When the user assumes the assigned role, the privileged commands are available to be run in a profile shell. The following procedures show how to assign privileges, remove privileges, and debug privilege use.

This Application has a built-in permission system which was based on a secure RBAC architecture, so as to permit roles (group) or given user to separated modules.

In the Application, there must be three privilege levels, as well as an extra 'Administrator' privilege. The three privileges take effect per user per table, i.e. a user can have certain privileges on one table and different ones on another. By default, the software has three roles such as Developer, Administrator and registered members. A roll is an encapsulated mode of permissions of various modules.

The levels are

- **VIEW**: ability to read data only
- **EDIT**: ability to read and edit data
- **MANAGE**: ability to modify the database structure, i.e. create/delete tables, fields, reports etc., basically to build up and tear down databases. MANAGE also allows a user to unlock an individual record for editing if it has been locked.

*For people with less privilege, the user interface is simplified.*

Super Admin Privileges:

In our application model, Super admin retains unrestricted access to the application. Super admin acts as a "root" positioning itself at the top of the privileges hierarchy. Unlike other applications, "Administrator" privileges remain just under "Super Admin", thus allowing Admin to perform all administrative tasks with limited access.

The core idea is that "Super Admin" is preserved for hi-tech technical staffs of the web developer to configure the system/ website according to the client's requirements. Site owner or head of team can perform his/ her daily administrative jobs using "Administrator" access but Admin can't grab the system due to limited privilege.

Assigning Privileges:

As a super administrator or, to assign privileges, use the Administrator module at the bottom pane.

### 4.2 Technical Requirement

<table>
<thead>
<tr>
<th>Functional Area</th>
<th>Key Requirements</th>
</tr>
</thead>
</table>
| Web Portal                       | 1. Should support the hierarchical content architecture of Panthanivas' Content Website  
                                  | 2. Should have a backend for managing content for the web-portal                 
                                  | 3. Should have a RBAC (Role Based Access Control) system to manage content on the web-portal |
| User Management and General Features | 1. Should support creating, editing and flagging of users on the web-portal and application  
                                       | 2. Should support secure registration and sign-up system                          
                                       | 3. Users should have a profile which they or the manager can manage from the appropriate interface(s) |
| CMS (Web Content Management System) | • SEO Friendly URLs  
                                       | • Integrated and online help                                                     
                                       | • Modular and extensible                                                        
                                       | • Easy user and group management                                                
                                       | • RBAC permission system                                                        |
• Easy wizard based upgrade procedures
• Multiple language content support
• Admin panel with intuitive UI
• Content hierarchy with unlimited depth and size
• Advanced Menu Management support
• Allows managing revisions of content
• Integrated file manager w/ upload capabilities
• Integrated audit log
• Integrated document management

Communication

System should have support for notifications using:
1. SMS through a National SMS gateway
2. Emailing through an international mail gateway

Technologies:

Front-end client-side technologies like:

• HTML5
• CSS3
• LESS/SASS/SCSS
• Responsive Boot Strap, frameworks
• AJAX
• Multiple media detection and rendering

Back-end server-side Technologies:

• MVC Frameworks, like PHP-YII / PHP-Symfony
• Languages like PHP, .NET
• ORMs/DALs like Active Record/ Doctrine/ Red Bean etc.
• REST/SOAP based API Clients
• Authentication Security
• SSL/TLS Based Secure Transactions
• MySQL, PostgreSQL Based Scalable database
• Apache Server should be compatible with Amazon web-based cloud server standards

4.3 Activities to be carried out in Maintenance and Support phase

The period of support and maintenance of the web portal will be 1 year from the date of going live post enhancement. During this phase the agency must undertake following activities:

i. Software maintenance and bug rectification
ii. Training to the stakeholders

General

• Fixing of bugs and functionally errors (within the scope of SRS)
• Periodically data back-up
• Revenue Generation

For Tourism Portal

• The IT Solution provider agency should also plan conceive and develop OR assess and enhance (if operational) software solution for e-governance based on specific requirement by DoT
• Any other work related to marketing, publicity and awareness with media tools assigned time to time
• The solution provider should have regular interaction with DoT
• DoT may seek advice of the agency for various e-marketing related activities

For Reservation System

• Generation of MIS Reporting
• Extracting Daily Reservation Reports
• Assisting DoT in analyzing various data collected through portal
• Updating of master data and user interfaces to reflect changes
• Create a conversion form for the website
• Generate Leads from the website

Search Engine Optimization
• On page SEO
• Off Page SEO
• Google Analytics Update on monthly basis
• For Google and Bing
• PPC Campaign for Google

24 x 7 Customer support for live chat on the website
• Manage live chat over the website office hours

Revenue through website
• Ensure minimum annual business of INR 60 lakh through website
• There will be monthly review for business revenue with the authority

One onsite resource (Project Manager) must be deployed at Bhubaneswar; for handling design related issues and for taking care of system related issues

Service I
Bug fixation of the existing feature/ functionalities as mentioned in the present SRS (Working hours: Monday- Saturday between 9.30 AM to 5.30 PM, excepting 2nd Saturday, Sunday & National Holidays)

The maintenance contract would be valid for 24 months and quarterly payment for 1 year would be made on completion of each quarter.

Application Support
Fixation of bugs within the current application based on the scope of work as agreed and developed in accordance to the revised SRS document signed by both parties. Each request would be considered as usage of ticket, which will be derived, based on the nature of the SOW mentioned above.

Service II
Feature Addition / Development
• Applications and Feature Addition / Development if required will be requested by DoT via e-mail and also via formal requirement letter (email should serve the purpose of formal letter) for the SCR (Software Change Request).
• SELECTED AGENCY will study the scope of work and will meet DoT for further clarifications (if required). The requirement should be identified and acted upon on meeting and mail.
• On the basis of the scope of work SELECTED AGENCY shall submit a cost proposal.
• DoT will issue a formal work order for all Applications and Feature Addition/ Development.
• The time frame for development of the features will be intimated on receipt of the letter of intent.
• New modules whose requirement emerges post enhancement will be considered outside the scope of work. In case a change in feature, design, database, then SELECTED AGENCIES would carry a detailed study and submit a separate cost proposal for the same. DoT would then issue SELECTED AGENCIES with necessary approvals and Purchase ORDER to execute the job.

Service III
Design Upgrade
• The following activities fall under the design upgrade.
  - Graphical content in application pages
- Design Upgrades if required will be requested by DoT via e-mail and also via formal requirement letter (email should serve the purpose of formal letter)
- This is a separate cost activity and SELECTED AGENCY will submit a separate commercial proposal at the time of the requirement
- SELECTED AGENCY will send a separate quote a quote after ascertaining the scope of work

Service IV
Revenue Generation
- Undertake Web Business Development activity for the portal and provide guarantee for a quarterly business
- Should generate INR 60 lakh of annual business vide the website by sales of various products
- Contact Hoteliers, Travel Agents and other Tourism Stakeholder of the State & pursue them to put their inventory on the Portal
- Maintain Sales, Revenue, Lead, website visitor MIS

DoT shall conduct a monthly or quarterly review of all the above services with the authority, and a quarterly target and revenue review

4.5 Deliverables of Bidder
1. Feasibility Study (As-is & To-be)
2. Revised System Requirement Specification
3. Revised Function Requirement Specification
4. Source and Executable code of Application Software including any third-party base software licenses.
5. Technical Documentation, User Manuals and Training Materials
6. Periodic Project Status Reports
7. Certificate on Security Audit of the portal
8. User Acceptance Test Report
9. Procedure Manuals related to installation, operation, administration (including backup and restoration) and such other details.
10. Free Support and maintenance of software for a period of 1 years

4.6 Performance Requirements (SLAs)
The purpose of this Service Level Agreement (herein after referred to as SLA) is to clearly underline performance criteria that shall be adhered to by the AGENCY for the duration of the project.

<table>
<thead>
<tr>
<th>Sr.No</th>
<th>Major Area</th>
<th>Parameter</th>
<th>Requirements</th>
<th>Breach</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Application System Development and Implementation</td>
<td>Major milestone during development and implementation as per project plan document.</td>
<td>Delay of no more than 2 weeks for any given milestone and no more than 8 weeks’ time cumulatively for the entire project.</td>
<td>Beyond 8 cumulative weeks, unless formally re-scheduled with due approvals.</td>
</tr>
<tr>
<td>2</td>
<td>Availability of application</td>
<td>Software solution covering all business functionalities</td>
<td>98% availability round the clock and Computation will be done on monthly basis.</td>
<td>Less than 90% of the specified limits for two consecutive quarters.</td>
</tr>
</tbody>
</table>
### 4.7 Desirable Timelines for Project Implementation

Project should be completed in all respect within 6 months from issuance of LoI or signing of contract whichever is earlier.

### 4.8 Acceptance, Certification and Roll-out

As this project involves both the enhancement and hosting of the web portal the following points related to Acceptance, Certification and Rollout shall be considered:

- **4.8.1** An acceptance test plan along with test cases and expected results traced to the revised requirements shall be provided during the development and the same shall be accepted by DoT.
- **4.8.2** Any observations/ feedback related to the test plan and test cases shall be duly factored in as relevant.
- **4.8.3** The errors identified during testing shall be duly rectified and resolved. Maximum of three rounds of testing shall be permitted.
- **4.8.4** The pre-requisite for the software to be accepted is that it should have ZERO Severity Level 1 defects and should be audited and certified by the Security Audit Organisation empanelled under Cert-in, Govt. of India.
# PART 5: FORMATS FOR SUBMISSION OF PROPOSAL

## 5.1 Checklist

### Documents to be furnished in General Bid

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Description</th>
<th>Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Bid Processing Fee of Rs.2,000/- in shape of DD</td>
<td>DD</td>
</tr>
<tr>
<td>2.</td>
<td>Earnest Money Deposit of Rs.20,000/- in shape of DD</td>
<td>DD</td>
</tr>
<tr>
<td>3.</td>
<td>Certificate of incorporation under Companies Act, 1956/Partnership/LLP act 2008</td>
<td>Incorporation Certificate</td>
</tr>
<tr>
<td>4.</td>
<td>Documentary evidence on turnover</td>
<td>Certificate from CA and Annual Financial Statements</td>
</tr>
<tr>
<td>5.</td>
<td>Documentary evidence of requisite project experience</td>
<td>Format 5.6 plus Copy of work order and completion certificate</td>
</tr>
<tr>
<td>6.</td>
<td>CVs personnel for evaluation</td>
<td>Format 5.5</td>
</tr>
<tr>
<td>7.</td>
<td>Documentary evidence on office in Odisha</td>
<td>Ownership deed or Rent agreement</td>
</tr>
<tr>
<td>8.</td>
<td>Copy of PAN</td>
<td>Photocopy</td>
</tr>
<tr>
<td>10.</td>
<td>PF registration</td>
<td>Photocopy</td>
</tr>
<tr>
<td>11.</td>
<td>Acceptance of terms and condition</td>
<td>Format 5.5</td>
</tr>
<tr>
<td>12.</td>
<td>Copy of Quality Certification if any</td>
<td>--</td>
</tr>
<tr>
<td>13.</td>
<td>Brief vendor profile <em>(See format 5.3)</em></td>
<td>Format 5.3</td>
</tr>
<tr>
<td>14.</td>
<td>Representative authorization letter <em>(See format 5.4)</em></td>
<td>Format 5.4</td>
</tr>
</tbody>
</table>

### Documents to be submitted in Technical Bid

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Description</th>
<th>Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Project Methodology</td>
<td>--</td>
</tr>
<tr>
<td>2.</td>
<td>Technical details of proposed solution</td>
<td>--</td>
</tr>
<tr>
<td>3.</td>
<td>Soft copy of technical bid</td>
<td>--</td>
</tr>
</tbody>
</table>

### Documents to be submitted in Financial Bid

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Description</th>
<th>Page Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Price Schedule <em>(See format 5.8a and 5.8b)</em></td>
<td></td>
</tr>
</tbody>
</table>
5.2 Covering Letter

(To be printed on the letter head of the bidder)

To

Director Tourism
Paryatan Bhavan
Bhubaneswar, Lewis Road, Bhubaneswar-751 014

Sir,

Sub: RFP FOR SELECTION OF IT SOLUTION PROVIDER AGENCY FOR AUGMENTATION, OPERATION AND MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE BOOKING SYSTEM OF TOURISM & HOSPITALITY FACILITIES AND SERVICES IN ODISHA

Reference: RFP Ref No: __________________________

We, the undersigned, offer to provide the required services software design, development and other support services in accordance with your abovementioned Tender notification / Request for Proposal.

We hereby submit our proposal documents along with necessary Earnest money Deposit and other applicable fees. The enclosed documents include Technical and Financial Proposals as per the required formats sealed in separate envelopes. It is hereby confirmed that our proposal will be valid for the period as required in the tender document.

We solemnly affirm that this proposal is binding upon us. Further, we understand and agree that acceptance of our proposal is not binding upon you.

Yours sincerely,

Signed by

Name and Title of Authorised Signatory

Telephone Numbers & Email ID
### 5.3 Brief Vendor Profile

<table>
<thead>
<tr>
<th>No.</th>
<th>Details</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Name of the Firm/Company</td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>Year Established</td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>Address of Office</td>
<td></td>
</tr>
<tr>
<td>04</td>
<td>Telephone No.</td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>Fax No.</td>
<td></td>
</tr>
<tr>
<td>06</td>
<td>E-mail Address</td>
<td></td>
</tr>
<tr>
<td>07</td>
<td>Website</td>
<td></td>
</tr>
</tbody>
</table>
| 08  | Sectors’ in which the company/ firm has provided similar services to Govt./ PSU/ Corporations in India | (i) Software Development  
(ii) Operations  
(iii) Marketing  
(iv) Admin |
| 09  | No. of fulltime personnel currently under employment (Department wise) | (i) Software Development  
(ii) Operations  
(iii) Marketing  
(iv) Admin |
| 10  | No. of years of Proven experience of providing similar Services in Odisha. |                                                                             |
| 11  | Quality Certification                                                   |                                                                             |
| 12  | Annual turnover Audited Annual Turnover in last three years              | Annual operating turnover of the company  
|     |                                                                        | FY | INR lakh |
|     |                                                                        | 2016-2017 | 0 |
|     |                                                                        | 2017-2018 | 0 |
|     |                                                                        | 2018-2019 | 0 |
5.4 Representative Authorisation Letter (in company letter head)

Date : ______________________
Ref  : ______________________

To,
Director Tourism
Paryatan Bhavan
Bhubaneswar, Lewis Road, Bhubaneswar-751 014

Ms. /Mr. ______________ is hereby authorised to sign relevant documents on behalf of the company in dealing with RFP reference No. __________________. S/He is also authorised to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application.

Thanking you,

Authorised Signatory

Representative Signature

___________________________
Signature attested

Company Seal
5.5 Acceptance of Terms & Conditions

(To be printed on the letter head of the bidder)

To,

Director Tourism
Paryatan Bhavan
Bhubaneswar, Lewis Road, Bhubaneswar-751 014

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document _________ regarding RFP FOR SELECTION OF IT SOLUTION PROVIDER AGENCY FOR AUGMENTATION, OPERATION AND MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE BOOKING SYSTEM OF TOURISM & HOSPITALITY FACILITIES AND SERVICES IN ODISHA

I declare that my firm is not blacklisted by any Department / Agency / PSU in any State or Central Government of India as on date of submission of bid.

I declare to the best of my knowledge and belief that all the documents and details provided by my firm in response to this RfP Document are true and authentic.

I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Name and Signature of Authorised Signatory

Company Seal

Date:
Place:
### 5.6 Format for Project Experience

Using the format below, provide information on each reference assignment along with a client certificate or suitable supporting documentation.

<table>
<thead>
<tr>
<th>Name of Project</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Location where services were delivered</td>
<td></td>
</tr>
<tr>
<td>Name of the Client:</td>
<td></td>
</tr>
<tr>
<td>Name and address of Client Contact Officer</td>
<td></td>
</tr>
<tr>
<td>Duration (dates) of assignment:</td>
<td></td>
</tr>
<tr>
<td>Status of assignment: Completed / Ongoing (if it is ongoing, level of completion)</td>
<td></td>
</tr>
<tr>
<td>Approx. Value of engagement</td>
<td></td>
</tr>
<tr>
<td>Brief description of engagement and services provided by your company</td>
<td></td>
</tr>
<tr>
<td>Similarity of products and/or services (if any) with this tender requirements</td>
<td></td>
</tr>
</tbody>
</table>

Name and Signature of Authorised Signatory

Company Seal

Date:

Place:
5.7 Format for Resumes of the Proposed Personnel

Name:

Position applied for:

**Educational Qualification (descending order)**

<table>
<thead>
<tr>
<th>Degree</th>
<th>Institution</th>
<th>Year of graduation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Work Experience (descending order)**

<table>
<thead>
<tr>
<th>Duration (MM/YYYY – MM/YYYY)</th>
<th>Employer firm</th>
<th>Role/ Scope of Work</th>
</tr>
</thead>
<tbody>
<tr>
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**Project Experience:**

<table>
<thead>
<tr>
<th>Project Details</th>
<th>Individual Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Name:</td>
<td></td>
</tr>
<tr>
<td>Project Description:</td>
<td></td>
</tr>
<tr>
<td>Year &amp; duration:</td>
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</table>

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award.

<table>
<thead>
<tr>
<th>Name of Expert</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name of authorized signatory</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>
5.8a Format for Financial Bid

Covering letter (on letter head of bidder)

To
Director Tourism
Paryatan Bhavan
Bhubaneswar

Madam/Sir,

Sub: Financial Bid for RFP FOR SELECTION OF IT SOLUTION PROVIDER AGENCY FOR AUGMENTATION, OPERATION AND MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE BOOKING SYSTEM OF TOURISM & HOSPITALITY FACILITIES AND SERVICES IN ODISHA

Reference: RFP Reference no: __________________

Pursuant to our technical proposal submitted for the abovementioned Tender notification / Request for Proposal, we hereby submit our financial bid.

Our attached financial proposal is on a fixed price basis along with taxes and other project expenses (including travel and out of pocket). The proposal covers optional cost items and cost for additional work resulting from scope changes as specified in the tender document.

We understand and agree that payments made to us would be as per the milestones specified in the tender document and the same shall be subject to deduction of tax at source as applicable under law.

Any variation in taxes applicable to the contract will be to the client’s account subject to production of documentary evidence of change.

We confirm that our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiry of the validity period of the Proposal.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act, 1988”.

Yours sincerely,

Signed by Authorised Signatory Name and
Title of Signatory Telephone Numbers & Email ID
5.8b Financial Quote

(on letter head of bidder)

<table>
<thead>
<tr>
<th>Sl</th>
<th>Description</th>
<th>Price</th>
<th>Tax</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Web Application Software Augmentation and deployment in server and one year free maintenance as per the scope</td>
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<tr>
<td>2</td>
<td>Maintenance as per the scope for 2\textsuperscript{nd} year</td>
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<tr>
<td>4</td>
<td>SEO for the portal as per the scope per year</td>
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<td></td>
<td><strong>Total</strong></td>
<td></td>
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</tbody>
</table>

Total in Words:

Note:

1. Maintenance and Support period will be started from the date of User Acceptance Testing
2. There is no provision to add cost for any third-party software/application server on project cost.
4. The bidder has to deploy dedicated support staff to address the queries/requirement of stakeholders during support period of 1 years.

Signature of Authorised 
Signatory

with bidder’s Seal