

1. Invitation Letter

ONLINE-BID DOCUMENT FOR SELECTION OF AGENCY FOR MANAGEMENT AND DISBURSEMENT OF MONETARY BENEFITS UNDER SOCIAL SECURITY PENSION SCHEMES OF THE SOCIAL WELFARE & SOCIAL EDUCATION DEPARTMENT, GOVERNMENT OF TRIPURA

Malancha, Ujan Abhoynagar, Agartala, Tripura,

Phone: 0381-2315350 Website: <http://socialwelfare.tripura.gov.in>

No.F.3(67)/DSWE/PEN.CELL/2011(T)/ 7647

Dated, Agartala, the 16.01.2023

1. The Department of Social Welfare & Social Education, Government of Tripura invites technical and financial proposals from eligible Agencies for managing database like reporting, monitoring and disbursing monetary benefits to the beneficiaries under different Social Security Pension Schemes at State Level at the O/O the Directorate of Social Welfare & Social Education, Ujan Abhoynagar, Agartala, West Tripura.
 2. Participating Agencies must fulfil the following pre-requisites:
 - i. The Bidder should be registered under the Companies Act or established under any other Act of the Govt. of India/State Govt. and submit proof thereof.
 - ii. The Bidder shall be a reputed agency with a track record of providing such services for more than three (3) years and submit proof thereof.
 - iii. The bidder must have been in existence for the last 3 (three) years ending 31st March of the previous financial years.
 - iv. The Agency must comply with the statutory requirement, such as registration with ESI, EPF, PAN and GST etc. and submit proof thereof.
 - v. The Agency should have minimum annual average turnover of 30% (thirty percent) of the Tender Value for the last three years. The agency should have earned positive net profit for at least one year during last three years of operation. The audited copy of such financial statements should be submitted.
 - vi. The Agency should not have been blacklisted by any State Government, Central Government or any other Public Sector Undertakings or a corporation as on the date of Online-Bid Document.
 - vii. The agencies that are in litigation with department/ any other Public Sector Undertakings or a corporation of State Government or Central Government will not be eligible for this tendering process. An undertaking to this effect should be submitted.
 - viii. The agency shall provide certificate for providing technical solutions like hosting of web-site, DBT/payment through PFMS or ECS, from the Organization/Project authority of the State Government or Central Government or any other Public Sector Undertakings.
- Government/Semi Government (Central or State) agencies may also apply if they fulfill above eligibility details.

Note: Proposals without these documents will be treated as ineligible.

3. Interested Agencies may download the complete Online-Bid Document for managing disbursement of monetary benefits to the beneficiaries under different Social Security Pension Schemes under the Department of Social Welfare & Social Education, Government of Tripura from the website "<https://tripuratenders.gov.in>" from 17.01.2023 at 9.00 AM onwards. The eligible bidders may submit their bids online at e-tendering portal i.e. <http://www.tripuratenders.gov.in>

Only online bids shall be accepted. Offline bids shall not be accepted.

4. The Bidder must have at least three years experience(ending month of March prior to the bid opening) of providing similar type of services to Central/State Government /PSUs/Reputed Organisations. The duration of service shall be furnished. The bidder must have successfully executed/completed:
 - a. Three similar completed services costing not less than or equal to 40% of the estimated cost; or
 - b. Two similar completed services costing not less than or equal to 50% of the estimated cost; or
 - c. One similar completed services costing not less than or equal to 80% of the estimated cost.
5. Interested Agencies may submit their proposals and is required to pay Rs. 1000/- (Rupees One Thousand) only as Tender Fee (non-refundable) and EMD/ Security Deposit (refundable, without any interest) of Rs. 1,50,000/- (Rupees One lakh fifty thousand) only as prescribed in the Online-Bid Document which is to be paid electronically using the Online Payment Facility provided in the Portal. No proposals will be accepted without the Bid Security.
 Note: The Bidders/Agencies participating as Micro, Small & Medium Enterprises (MSMEs) are exempted from payment of Earnest Money Deposit (EMD), subject to online submission of a copy of the relevant valid certificate registered with the appropriate agencies/ bodies as specified by the Ministry of Micro, Small & Medium Enterprises, GOI.
6. Proposal received without Tender Fee & EMD/ Security Deposit is ineligible, unless otherwise exempted.
7. The last date for submitting the online bids is 03.03.2023 up to 5.00 PM.

N.B: Date and time of opening of Technical Bid may change as per the decision of the authority.

Key information/ dates/ address:

Sl.No.	Description	Key informations
i.	Date of online publication	17.01.2023 at 9.00AM
ii.	Seeking clarification of Online-Bid Document	27.01.2023 up to 3.00PM through e-mail to dswepcell@gmail.com
iii.	Clarification to queries raised.	10.02.2023 at 3.00PM through e-mail of participating bidders.
iv.	Last date of submission of Technical bid/Financial bid	03.03.2023 up to 5.00 PM through online mode.
v.	Date of opening of Technical Bid	04.03.2023 at 4.00 PM (Date and time of opening of Technical Bid may change as per the decision of the authority)
vi.	Date of public opening of Financial bid	Will be intimated to the qualified technical bidders separately.
vii.	Bid Validity	365 days from the last date of submission of the bid.
viii.	Name of the Client	Director, Social Welfare & Social Education, Government of Tripura
ix.	Method of selection	Least Cost Selection (LCS) method.
x.	Title of Consultancy Service	Managing disbursement of monetary benefits to the beneficiaries under different Social

		Security Pension Schemes under the Department of Social Welfare & Social Education, Government of Tripura.
xi.	Client Representative	The Deputy Director, State Nodal Officer, Pension Section, Directorate of Social Welfare & Social Education, Government of Tripura.
xii.	A non-refundable Tender Fee should be provided with Technical Proposal: <u>Yes/No (ONLINE)</u>	If Yes, the amount of the Tender Fee is Rs. 1000 (One thousand only) which is to be paid electronically using the Online Payment Facility provided in the Portal.
xiii.	An Earnest Money Deposit (EMD)/ Bid Security should be provided with Technical Proposal, if not otherwise exempted: <u>Yes/No (ONLINE)</u>	If Yes, the amount of the Earnest Money Deposit (EMD)/ Bid Security is Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand Only) which is to be paid electronically using the Online Payment Facility provided in the Portal.
xiv.	Address for communication/ submission of Proposals:	The Director, Social Welfare & Social Education Department, Government of Tripura, Malancha, Ujan Abhoynagar, Agartala, Tripura West, Pin – 799005 Ph. No. 0381-232-6033 E-mail: – dswepcell@gmail.com

8. The tenders are required to upload & submit their e-tender for the above works online. The bidders are advised to obtain appropriate Class-III Digital Signature Certificate (DSC) from any suitable authorised agency.
9. In case the bidder fails to commence the work specified in the bidding documents on 30th day or such time period as mentioned in letter of award after the date on which the Director, SW & SE issues written orders to commence the work, the Government shall, without prejudice to any other right or remedy, be at liberty to forfeit whole of the earnest money absolutely.
10. The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications through Pre-Bid queries.
11. The tenure of such services will be for 12 (Twelve) months which may be further extended for a certain period on the basis of their satisfactory performance.
12. The Agency shall be ready to render additional service (As per BOQ) as per requirement of the Organisation/Project authority.
13. All amendments, time extension, clarifications etc. will be uploaded on the website only and will not be published in newspaper. The tenderers should regularly visit the website <http://www.tripuratenders.gov.in> to keep themselves updated.


16/1/2023
Director

Social Welfare & Social Education
Govt. of Tripura