

**ONLINE-BID DOCUMENT**  
**FOR**  
**MANAGING DISBURSEMENT MONETARY BENEFITS**  
**UNDER**  
**SOCIAL SECURITY PENSION SCHEMES**  
**OF THE**  
**SOCIAL WELFARE & SOCIAL EDUCATION DEPARTMENT**  
**GOVERNMENT OF TRIPURA**



**Social Security  
Pension  
Schemes**

**Directorate of Social Welfare & Social Education**

**Malancha, Ujan Abhoynagar, Agartala, Tripura, Pin-799005**

**DISCLAIMER**

The information contained in this Request for Proposal (“RFP”) document or subsequently provided to Bidders, whether verbally or in documentary form by or on behalf of **Directorate of Social Welfare & Social Education** (“SW & SE”) or any of its employees or advisors, is provided to Bidders on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided. This RFP is being issued by the SW & SE for Selection of agency 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. Interested Bidders are required to submit their bids to implement the Project.

This RFP document is not an agreement and is not an offer or invitation to any other party. The purpose of this RFP document is to provide the Bidders with information to assist the formulation of their Proposal submission. This RFP document does not purport to contain all the information each Bidder may require. While the RFP has been prepared in good faith with due care and caution, the SW & SE does not accept any liability or responsibility for the accuracy, reasonableness or completeness of the information, or for any errors, omissions or miss-statements, negligent or otherwise, relating to any feasibility / detailed project report or any other reference document mentioned, implied or referred herein or pertaining to the Project. This RFP document may not be appropriate for all persons and it is not possible for SW & SE and their employees or advisors to consider the investment objectives, financial situation and particular needs of each Bidder. Certain Bidders may have a better knowledge of the proposed project than others. Each recipient must conduct its own analysis of the information contained in this RFP or to correct any inaccuracies therein that may appear in this RFP and is advised to carry out its own investigation into the proposed project, the legislative and regulatory regimes which applies thereto and by and all matters pertinent to the proposed project and to seek its own professional advice on the legal, financial, regulatory and taxation consequences of entering into any agreement or arrangement relating to the Project.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, 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 SW & SE accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

SW & SE and their employees and advisors make no representation or warranty and shall incur no liability under applicable law for any loss, expense or damage, accuracy, reliability or completeness of the RFP document, which may arise from or be incurred or suffered in connection with anything contained in this RFP, any matter deemed to form part of this RFP, the award of the Project, the information and any other information supplied by or on behalf of SW & SE or their employees or otherwise arising in any way from the selection process for the Project.

No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which this RFP may be based. Liability therefore, if any, is hereby expressly disclaimed. The SW & SE may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP as per its requirements.

The SW & SE further reserves the right not to proceed with the Project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the Project further with any party submitting a bid. The SW & SE accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its bid/ Proposal. No reimbursement of cost of any type will be paid to persons, or entities, submitting a bid/Proposal. The SW & SE reserves the right to reject all or any of the Proposals submitted in response to this RFP at any stage without assigning any reasons whatsoever and the issue of this RFP does not imply that SW & SE is bound to select a Bidder as the supplier. The SW & SE shall not be liable for any costs or damages arising from the same. The SW & SE is also not bound to take any subsequent actions.

The SW & SE reserves the right not to proceed with this RFP or to change the process or procedure to be applied. It also reserves the right to decline to discuss the process further with any party submitting a proposal. No reimbursement of cost of any type shall be paid to persons, entities, submitting a proposal.

This RFP and the information contained herein are confidential and for use only by the person to whom it is issued. It may not be copied or distributed by the recipient to third parties (other than in confidence to the recipient's professional advisor). If the recipient does not continue with the involvement in the project in accordance with RFP the information contained in the RFP shall not be divulged to any other party. The information contained in the RFP must be kept confidential. Mere submission of a responsive Bid does not ensure selection of the Bidder as supplier.

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## **1. Invitation Letter**

### **ONLINE-BID DOCUMENT FOR MANAGING 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)/

Dated,Agartala,the.....2022

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 approved/recognized/registered by 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 five(5) years and submit proof thereof.

iii. The agency must have been in existence for the last 5 consecutive years. Incorporation/registration certificate should be furnished.

iv. The Agency must comply with the statutory requirement, such as registration with ESI, EPF,PAN,TIN/TAN and GST etc. and submit proof thereof.

v. The Agency should have minimum annual average turnover of 1(one) crore 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 16.02.2022 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. 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.

5. Proposal received without Tender Fee & EMD/ Security Deposit is ineligible, unless otherwise exempted.  
6. The last date for submitting the online bids is 14.03.2022 up to 3 PM.

**Key information/ dates/ address:**

Sl.No.	Description	Key informations
i.	Date of online publication	16.02.2022
ii.	Seeking clarification of Online-Bid Document	Up to 21.02.2022 up to 3:00 PM through email to <a href="mailto:dswepcell@gmail.com">dswepcell@gmail.com</a>
iii.	Clarification to queries raised in the Pre-Bid Meeting	23.02.2022 at 3:00 PM through email of participating bidders.
iv.	Pre Bid Meeting	25.02.2022 at 12 Noon through voice/video conference(Link will be shared on 24.02.2022)
v.	Last date of submission of Technical bid/Financial bid	Up to 14.03.2022 up to 3:00 PM through online mode.
vi.	Date of opening of Technical Bid	17.03.2022 at 4:00 PM
vii.	Date of public opening of Financial bid	Will be intimated to the qualified technical bidders separately.
viii.	Bid Validity	365 days from the last date of submission of the bid.
ix.	Name of the Client	Director, Social Welfare & Social Education, Government of Tripura
x.	Method of selection	Least Cost Selection (LCS) method.
xi.	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.



<b>xii.</b>	Client Representative	The Deputy Director, State Nodal Officer, Pension Section, Directorate of Social Welfare & Social Education, Government of Tripura.
<b>xiii.</b>	A non-refundable Tender Fee should be provided with Technical Proposal: <b><u>Yes/No</u></b>	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.
<b>xiv.</b>	An Earnest Money Deposit (EMD)/ Bid Security should be provided with Technical Proposal, if not otherwise exempted: <b><u>Yes/No</u></b>	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.
<b>xv.</b>	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: – <a href="mailto:dswepcell@gmail.com">dswepcell@gmail.com</a>

7. 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.
8. 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.
9. 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.
10. 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.
11. The Agency shall be ready to render additional service (As per BOQ) as per requirement of the Organisation/Project authority.
12. 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.

Director  
Social Welfare & Social Education  
Tripura

## **2. Project Background:-**

### **2.1 Goals of Social Security Pension Schemes:-**

The goals of Social Security Pension Schemes are to provide a basic level of financial support to its citizens in the case of unemployment, old age, sickness and disablement or any person who has little or no regular means of his/her own source of income or through financial support from family members or other sources, to be identified by the State based on the Constitutional provisions.

### **2.2 Project Aims & Objectives:-**

The Department of Social Welfare & Social Education, Government of Tripura is being the implementing agency of Social Pension and adopted processes to ensure the identification, sanction and verification of the beneficiaries. The persons eligible for pensions/assistance under this scheme belong to the most vulnerable section of society so that to ensure least burden on them the Department may device methods for transparent and people friendly process to ensure efficiency and regular transfer of payment on monthly basis into the Bank Account is preferred.

### **2.3 Cost of the RFP**

The Bidder may download the RFP free of cost from [www.tripuratenders.gov.in](http://www.tripuratenders.gov.in). The interested bidder shall bear all costs associated with the preparation and submission of its bid and SW & SE Department will, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Bidders can submit the bid response through e-tender portal [www.tripuratenders.gov.in](http://www.tripuratenders.gov.in) only.

### **2.4 Ownership of this RFP**

The content of this RFP is a copyright material of Department of Social Welfare & Social Education, Government of Tripura (SW & SE). No part or material of this RFP document should be published on paper or electronic media without the prior written permission from SW & SE.

### **2.5 Due Diligence**

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders risk and may result in rejection of the bid. SW & SE Department is not bound to disclose the grounds for rejection of Bid. The decision of the SW & SE Department regarding the final declaration of the successful Bidder shall be final.

### **3.Description of Work:**

For managing the task with responsibility to take care of the scopes of work as specified below:-

#### **Task-I: Budget provision/Pension Ledger/MIS Report:**

- Hosting of NSAP-MIS and BMS Portal in NIC,s domain for the beneficiaries under NSAP & State Run Scheme as and when required.
- Design web-site(hence called the Social Security Web-site or SS Web-site) on NIC's domain for capturing of information on all parameters relevant to monitoring, reporting, accounting and generate payment as required by schematic guidelines.
- Seeding the bank account & UID of the beneficiaries under NSAP Schemes and to be upload in NSAP MIS. This includes porting of data in the NSAP-MIS and also includes facilitation of Aadhaar seeding.
- Payment file should be generated as per DBT /PFMS mode of payment for NSAP Schemes and Electronic Clearing System (ECS) mode of payment for the 30 nos. State Social Pension Schemes in each month. Above all Payment of PMMVY, Honorarium to AWW&AWH,AWTCs and other electronic payment method.
- Scheme wise existing number of beneficiaries, monthly payment report (MPR), month wise number of death beneficiaries, number of stop payment with reasons and new applications entered etc.
- Month wise expenditure should also be provisioned at project level/GP level/district level/State level and also required provisioned for calculation scheme wise fund requirement.
- There should be a provision (Fund received/Expenditure/Balance in hand and requirement of fund) for each scheme as per existing number of beneficiaries.
- Month wise Pension Ledger for individual benefits should be reflect in one screen.
- Any change in the Database, like Death marking, A/C changing etc. will be reflected in figurative and also to be download by name.
- Devise electronic formats and frame guidelines for periodic reports on inclusion or exclusion of beneficiaries.
- Annual report of beneficiaries eligibility and survivorship status by banks and filed Officers.
- Monthly and quarterly report of credit of pension to beneficiaries accounts and any other reports as asked by the Director, SW & SE from time to time.
- Scrutinize clean contents of hard reports and soft reports received from Banks, check for consistency and logical errors in information received, import validated contents on to the database of the beneficiaries.

**Task – 2: Accounting of fund released and spent, and balance available:**

Funds for Social Security Pension will be periodically released by the Social Welfare Department directly to Head Office of banks based on mutually agreed number of beneficiary account holders. Banks will immediately credit these funds into respective accounts of beneficiaries. and send regular reports on disbursement of funds to the Social Welfare Department. The task of the Agency contracted shall be as follows:

- a. Periodically verify status of disbursements with banks and reconcile funds spent.
- b. Prepare quarterly reconciled statements with banks.
- c. In cases of dispute or doubt, follow-up with banks (including field visits as necessary) for reconciliation.
- d. Generate quarterly validated statements on utilization of social security funds.

**Task – 3: Operate a day-time, Office – Hour tele-service:**

A day-time, Office – Hour tele-service to receive requests / complaints from the beneficiaries and concerned public, make preliminary enquiries based on records and hand over these complaints to the Social Welfare Department for an in-depth filed enquiry. Service shall be offered from 9.30 AM to 5.30 PM on all state government working days. The Bidder should have adequate experience as sought in the RFP to undertake the above-mentioned activities.

## **4. Eligibility Criteria**

### **4.1 Pre-requisite**

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described herein. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

### **4.2 Minimum Eligibility Criteria**

The invitation to Bid is open to all Bidders who qualify the Minimum Eligibility Criteria as given below:

- a. The Bidder should be approved/recognized/registered by Govt. of India/State Govt. and submit proof thereof.
- b. The Bidder shall be a reputed agency with a track record of providing such services for more than five(5) years and submit proof thereof.
- c. The agency must have been in existence for the last 5 consecutive years. Incorporation/ registration certificate should be furnished.
- d. The Agency must comply with the statutory requirement, such as registration with ESI, EPF,PAN,TIN/TAN and GST etc. and submit proof thereof.
- e. The Agency should have minimum annual average turnover of 1(One) crore 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.
- f. 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.
- g. 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.
- h. 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.

## **5.Instructions to Bidders**

### **5.1 RFP**

RFP shall mean Request for Proposal. Bid, Tender and RFP are used to mean the same.

The Bidder is expected to examine all instructions, forms, Terms and Conditions and technical specifications in the Bidding Document. Submission of a Bid not responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid without any further reference to the Bidder.

### **5.2 Clarifications of Bidding Documents:**

A prospective Bidder requiring any clarification of the Bidding Documents may notify SW&SE by email any time prior to the deadline for receiving such queries as mentioned in Section 1. The replies/clarifications will be uploaded on [www.tripuratenders.gov.in](http://www.tripuratenders.gov.in).

Bidders should submit the queries only in the format given below:

Sl.No.	Page No.	Clause No.	Description	Clarification Sought	Additional remarks

### **5.3 Amendment of Bidding Documents:**

At any time prior to the deadline for submission of Bids, SW&SE may for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.

Amendments will be provided in the form of Addenda/ Corrigenda to the Bidding Documents, which will be published on e-tender portal. Addenda / Corrigenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda/ Corrigenda had been taken into account by the Bidder in its Bid.

In order to afford Bidders reasonable time in which to take the amendment into account in preparing their bids, SW&SE may, at its discretion, extend the deadline for submission of the Bids, in which case, the extended deadline will be published on e-tender portal.

From the date of issue, the Addenda / Corrigenda to the tender shall be deemed to form an integral part of the RFP.

### **5.4 Bid Price:**

The rate will be as per the number of beneficiaries under Social Pension Schemes which is **3,91,014** at present and it may vary time to time. The Bid price of such services will not exceed **Rs.7/-** per beneficiary per year and would be inclusive of all admissible taxes and duties.

### **5.5 Earnest Money Deposit (EMD) /Bid Security:**

Earnest Money Deposit (EMD) of Rs. 1,50,000/- (Rupees One lakh fifty thousand) is to be paid electronically over the Online Payment facility provided in the Portal, **any time after Bid Submission Start Date & before Bid Submission End Date**, using either of the supported Payment Mode like Net Banking/ Debit Card/ Credit Card.

### **5.6 Return of EMD:**

EMD of L1 and L2 bidders will be retained by the Tender Inviting Authority (TIA). Other bidders EMD will be returned automatically by the portal in their bank Account. EMD belonging to the L2 bidder will be **refunded online in his bank account** after “Award of Contract” is executed in the portal with the L1 bidder. The EMD shall be refunded online to selected (L1) bidder in the respective Bank Account, after the Award of Contract (AoC) event is completed in the Tripura e-procurement Portal on receipt of Performance Bank Guarantee from the L1(selected) bidder.

### **5.7 Forfeiture of EMD:**

The EMD made by the bidder will be forfeited if:

- The Bidder withdraws his Bid before opening of the Bids.
- The Bidder withdraws his Bid after opening of the Bids but before Notification of Award.
- Failure to accept the order by the Selected Bidder within 14 days from the date of receipt of the Notification of Award makes the EMD liable for forfeiture at the discretion of SW&SE. However, SW&SE reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.

If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the Bidder turns out to be incorrect and/or conceals or suppresses material information.

### **5.8 Period of Validity of Bids:**

Bids shall remain valid for a period of 365 days after the date of bid opening or as may be extended from time to time. SW&SE holds the right to reject a bid valid for a period shorter than 30 days as non-responsive, without any correspondence.

### **5.9 Extension of Period of Validity:**

In exceptional circumstances, prior to expiry of the bid validity period, SW&SE may request the Bidders consent to an extension of the validity period. The request and response shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

### **5.10 Procedure for submission of bids:**

The Bid shall be submitted in 4 (Four) parts, post registration in the <http://www.tripura tenders.gov.in>, as under:

#### **PART-I:**

EMD are to be paid electronically over the online Payment mode provided in the Portal.

#### **PART-II: Pre-Qualification Documents:**

The Tender document shall be downloaded by the Bidder, digitally signed and upload the same for

submission of “Pre-Qualification” during actual bidding session, which will be regarded as equivalent to signing all pages of the Tender Document.

All documents to be submitted for Pre-qualification as mentioned in the DNIT, are free-format except “Bill of Quantity (BoQ)” which is in excel format for financial bid.

For all the free-format documents, Bidder is expected to scan the relevant documents into PDF format. (in 100 dpi scan resolution).

**PART-III:**

**TECHNICAL BID:** All relevant document as per the technical qualifying marks as mentioned in Annexure II.

**PART-IV: Financial Bid.**

Financial Bid will be considered for evaluation for those Bidders who have cleared the Part-I, Part-II & Part-III.

**N.B.:** Hard copy of Prequalification documents and Technical Bid document are not required to be submitted by the bidder.

No tender will be considered which is not as per the printed/typed form. The bidders should ensure that each page of the tender is signed by the person authorized to sign the tender document, affixing the seal of the Bidder.

All entries in the tender forms should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No corrections including overwriting or striking out will be permitted in the Bid document. In such cases, the tender shall be summarily rejected.

No modification or substitution of the submitted bids shall be allowed. The Bids shall be opened on the scheduled date and time at the Directorate of 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](mailto:dswepcell@gmail.com) in the presence of the representatives of the bidders, if any, who are present on the spot at that time. No separate intimation shall be sent to bidders for the same.

The bidders are required to upload photocopies of the supporting documents, self-certified by the authorized representative of the bidder on the e-Tender website.

A bid submitted without the EMD and incomplete or conditional bids shall not be considered and the same will be rejected.

There should be no cutting/overwriting in the Tenders/Quotations.

The SW&SE reserves the right to accept or reject any Tender / Quotation in full or in part in case of incomplete quotations and also without assigning any reason thereof. In case of any dispute, decision of the SW&SE will be final and binding.

The SW&SE reserves the right to retain bids once submitted.



**5.11 Bid Currency:**

All prices shall be expressed in Indian Rupees only.

**5.12 Bid Language:**

The Bid shall be in English Language.

**5.13 Rejection of Bid:**

The Bid is liable to be rejected if:

- i. The document does not bear signature of authorized person.
- ii. It is received through Fax/E-mail.
- iii. It is received after expiry of the due date and time stipulated for Bid submission.
- iv. Incomplete/incorrect Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal are liable for rejection by SW&SE.

**5.14 Deadline for Submission:**

The last date of submission of bids is given in Section1, unless amended by SW&SE through e-tender portal.

**5.15 Extension of Deadline for submission of Bid:**

SW&SE may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents which will be intimated through e-tender portal, in which case all rights and obligations of SW&SE and Bidders will thereafter be subject to the deadline as extended.

**5.16 Modifications and Withdrawal of Bids:**

Once submitted, bid can be modified before the deadline for submission of bids through e-tender portal. Submitting more than one bid by a bidder shall liable to be cancelled the bid.

**5.17 Right to Reject, Accept/Cancel the bid:**

SW&SE reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

SW&SE does not bind itself to accept the lowest or any Bid and reserves the right to reject all or any Bid or cancel the RFP without assigning any reason whatsoever. SW&SE also has the right to re-issue the RFP without the Vendors having the right to object to such re-issue.

**5.18 Contacting SW&SE:**

From the time of Bid opening to the time of Work Order award, if any Bidder wishes to contact SW&SE for seeking any clarification any matter related to the Bid, it should do so in writing by seeking such clarifications from an authorized person. Any attempt to contact SW&SE with a view to canvas for a Bid or put any pressure on any official of the SW&SE may entail disqualification of the concerned Bidder or his/her Bid.

## **6 Section 6 - Bid Opening**

### **6.1 Opening of Bids:**

Bids will be opened in 2 phases:

**Stage 1** –In the first phase the Eligibility Criteria bids and the Technical Bids.

**Stage 2** –In the second phase the Financial Bids will be opened.

### **6.2 Opening of Minimum Eligibility Criteria Bids and Technical Bids:**

- SW&SE will open Technical bids in the presence of Bidders representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by SW&SE from time to time.
- The representatives of the Bidders have to produce an authorization letter from the Bidders by way of letter or email to represent them at the time of opening of Eligibility bids.
- Only one representative will be allowed to represent each Bidder. In case the Bidders representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the SW&SE.
- The Bidders representatives who are present shall sign the register evidencing their attendance.
- In the event of the specified date of bid opening being declared a holiday for SW&SE, the bids shall be opened at the appointed time and place on next working day.

### **6.3 Opening of Financial Bids:**

- Only those Bids that are technically qualified will be eligible for opening of commercial bids and will be intimated the date, time and address for opening of Commercial Bids.
- The representatives of the Bidders have to produce an authorization letter from the Bidder/ Identity Cards to represent them at the time of opening of Commercial bids. Only one representative will be allowed to represent each Bidder. In case the Bidders representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the SW&SE.
- The Bidders representatives who are present shall sign the register evidencing their attendance.
- In the event of the specified date of bid opening being declared a holiday for SW&SE, the bids shall be opened at the appointed time and place on next working day.

## **7 Section 7 - Bid Evaluation**

### **7.1 Preliminary Examination of Technical Bids:**

- SW&SE will examine the Bids to determine whether they are complete, whether required information have been provided as underlined in the Bid document, whether the documents have been properly signed, and whether Bids are generally in order.
- Eligibility and compliance to all the forms and Annexure would be the first level of evaluation. Only those Bids which comply to the minimum eligibility criteria will be taken up for further technical evaluation.
- SW&SE may waive any minor informality, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- If a Bid is not substantially responsive, it will be rejected by SW&SE and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- SW&SE may interact with the Customer references submitted by Bidder, if required.

### **7.2 Evaluation of Technical Bids:**

The Technical Evaluation shall be done Tender Evaluation Committee constituted by the SW&SE Department and shall be based on the following broad parameters:

- Compliance to Technical Requirement stipulated in the RFP, duly supported by documentary evidence will be evaluated in detail.
- Written reply, if any, submitted in response to the clarification sought by SW&SE, if any, will be reviewed.
- SW&SE may interact with the Customers, whose references have been submitted by the Bidder, if required.
- SW&SE will give mark to technical bid submitted by the bidder as per the technical evaluation marking given at Annexure - III.
- Bidder scoring 70 or more will be declared as Technically qualified.

### **7.3 Evaluation of Financial Bids:**

Financial bids of only the technically qualified (minimum technical qualifying mark is 70) short-listed bidders will be opened. Arithmetic errors in the Bids submitted shall be treated as follows:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern;
- The bidder is required to quote the service charges (inclusive of all taxes etc) in percentage terms for the fixed salary mentioned in the RFP.
- The technically qualified bidder who quoted lowest percentage in the financial bid Bill of Quantity (BoQ) will be treated as L1 bidder and may awarded the work order.
- **If any bidder is quoting abnormally too low or too high percentage as financial quote, may have to justify the same to SW&SE if SW&SE desires.**

## **8 Section 8 - Terms and Conditions**

### **8.1 Notification of Award/ Work Order:**

After selection of the L1 bidder and after obtaining internal approvals and prior to expiration of the period of Bid validity, SW&SE will send Letter of Intent to the selected Bidder. The Work Order would be issued to the selected vendor after finalizing the cost of all the resources to be deployed by the respective vendor.

### **8.2 Term of the Order:**

The term of the Work Order would be 1 year and extendable up to another by 1 year. Within 30 days of receipt of the Work Order, the successful Bidder shall deploy the required man power for such services.

### **8.3 Acceptance of the Work Order:**

- Within 5 days of receipt of the Letter of Intent the successful Bidder shall send the acceptance.
- Failure of the successful Bidder to comply with the above requirement shall constitute sufficient grounds for the annulment of the award.

### **8.4 Performance Security Deposit:**

The successful Bidder, on acceptance of the Bid shall have to deposit 5% of the contract value as Performance Bank Guarantee before awarding of the contract; this may be provided as 100% Bank Guarantee. Bank Guarantee will be issued by a Nationalized Bank having Branch at Agartala in favour of DDO, Directorate of Social Welfare and Social Education. The validity of Performance Bank Guarantee shall be two years (24 months). In case the contract is further extended, the Performance Guarantee will have to be accordingly renewed by the successful bidder. After submission of the Performance Guarantee by the successful bidder, the corresponding EMD shall be released. Performance Guarantee shall be released by Head of Office, Directorate of Social Welfare and Social Education, Govt. Of Tripura after successful completion of the contract. Performance Guarantee can be forfeited (partly/fully) in case, if ESI, EPF compliance is not met.

### **8.5 Taxes and Duties:**

All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per prevailing rates while making any payment.

### **8.6 Penalty for default in delivery:**

If the Bidder does not deploy the resources, as per the agreed scope of services with SW&SE or such authorized extension of delivery period as may be permitted in writing by SW&SE, SW&SE shall impose a penalty as given below:

- i. Non deployment of resources as above at the Directorate of Social Welfare & Social Education Department, Government of Tripura, Malancha, Ujan Abhoynagar, Agartala, Tripura West, Pin – 799005- at the rate of 0.5% of the total Work Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5%.
- ii. In case the delay exceeds 10 days from the close of the stipulated delivery period of RFP, SW&SE reserves the right to cancel the order without prejudice to other remedies available to SW&SE.
- iii. Without any prejudice to SW&SE other rights under the Applicable Law, SW&SE may recover the liquidated damages, if any, accruing to SW&SE, as above, from any amount payable to the bidder, as per this Agreement.

**8.7 Price:**

There shall be no increase in price for any reason whatsoever during the contract period i.e. initial one year period from the date of acceptance of the Work Order and extendable further at the option of SW&SE.

**8.8 Repeat Order:**

SW&SE has the right to place repeat order with the selected agency for additional resources at the unit rates in respect of the category of resource, finalized as per the terms of the RFP, during the term of the Work Order / Contract.

**8.9 Payment Terms:**

Payment shall be released against monthly invoice submitted for the services to the actual number of beneficiaries, suitably attested by SW&SE officials. Bidder has to submit declaration every month, along with the Invoice, as mentioned as the Agency Charges in the RFP and payment will be made quarterly as per BoQ.

There shall be no increase in price for any reason whatsoever during the entire period of the contract.

**8.10 Confidentiality:**

The Bidder shall treat the details of the documents as secret and confidential. The Successful Bidder shall execute separate NDA on the lines of the draft provided in the Annexure hereof.

In the event of disclosure of Confidential Information to a third party in default of the provisions of this Clause, the defaulting party shall use all reasonable endeavors to assist the supplying party in recovering and preventing such third party from using, selling or otherwise disseminating of such information.

The Parties obligations under this Section shall extend to the non-publicizing of any dispute arising out of this Agreement.

In the event of termination of this Agreement, upon written request of the disclosing Party, the receiving Party shall immediately return the disclosing Party's Confidential Information, or at the disclosing Party's option destroy any remaining Confidential Information and certify that such destruction has taken place.

**8.11 Indemnity:**

The bidder shall indemnify, protect and save SW&SE and hold SW&SE harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or work order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty.

Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. However, in case of damages, loss or liabilities suffered by SW&SE arising out of claims made by its customers and/or regulatory authorities, indemnity would be unlimited.

### **8.12 Accounting, Inspection and Auditing:**

The Bidder shall

- Keep accurate and systematic account and record in respect of the services to be rendered, with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and
- Periodically permit SW&SE or its designated representative up to two years from the expiration or termination of the contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by SW&SE.

### **8.13 Exit option and contract re-negotiation:**

- SW&SE reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned in the “Order Cancellation” clause.
- Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to SW&SE at the site.
  
- Reverse transition mechanism would be activated in the event of cancellation of the contract or exit by the parties prior to expiry of the contract. The Bidder should perform a reverse transition mechanism to SW&SE or its selected vendor. The reverse transition mechanism would facilitate an orderly transfer of services to SW&SE or to an alternative 3rd party / vendor nominated by SW&SE. Where SW&SE elects to transfer the responsibility for service delivery to a number of vendors, SW&SE will nominate a service provider who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services.

### **8.14 Bidders Liability:**

The selected Bidder will be liable for all the deliverables.

The Bidder's aggregate liability in connection with obligations undertaken under the work order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/ work order.

The Bidder's liability in case of claims against SW&SE resulting from gross misconduct or gross negligence of the Bidder, its employees, contractors, and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

### **8.15 Order Cancellation:**

SW&SE reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to SW&SE alone;

- Delay in deployment of resources beyond the specified period as set out in the Work Order before acceptance of the product; or,
- Serious discrepancy in the quality of service expected during deployment of resources.
- If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or conceals or suppresses material information.

In case of order cancellation before acceptance of the service, any payment made by SW&SE to the Bidder for the particular product and service would necessarily have to be returned to SW&SE, at the option of SW&SE, with interest @ 15% per annum from the date of each such payment.

Further the Bidder would also be required to compensate SW&SE for any direct loss incurred by SW&SE due to the cancellation of the Work Order and any additional expenditure to be incurred by SW&SE to appoint any other Bidder. This is after repaying the original amount paid.

#### **8.16 Termination of Contract:**

**For Convenience:** SW&SE by written notice sent to Bidder may terminate the contract in whole or in part at any time for its convenience giving three (3) months prior notice. The notice of termination shall specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. SW&SE may consider request of the bidder for pro-rata payment till the date of termination.

**For Insolvency:** SW&SE at any time may terminate the contract by giving written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to SW&SE.

**For Non-Performance:** SW&SE reserves its right to terminate the contract in the event of Bidder's repeated failures (say more than 3 occasions) in a calendar year to maintain the service level prescribed by SW&SE.

#### **8.17 Effect of Termination:**

- The Bidder agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment.
- Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services
- The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by SW&SE, continue to provide facility to SW&SE at no less favorable terms than those contained in this RFP. In case SW&SE wants to continue with the Bidder's facility after the completion of this contract then the Bidder shall offer the same terms to SW&SE.
- SW&SE shall make such prorated payment for services rendered by the Bidder and accepted by SW&SE at the sole discretion of SW&SE in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.
- SW&SE may make payments of undisputed amounts to the Bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities or either party nor the coming into force or continuation in force of any provision here of which is expressly intended to come into force or continue in force on or after such termination.

- Upon cancellation of contract/completion of period of service, the Bidder should do peaceful handover of the legal possession of all the assets provided and obtain discharge from SW&SE. SW&SE also reserves the right to assign or allot or award the contract to any third party upon cancellation of the availed services.

### **8.18 Force Majeure:**

If either party is prevented, restricted, delayed or interfered by reason of: a) Fire, explosion, cyclone, floods, droughts, earthquakes, epidemics; b) War, revolution, acts of public enemies, blockage or embargo, riots and civil commotion; c) Any law, order, proclamation, ordinance or requirements of any Government or authority or representative of any such Government, including restrictive trade practices or regulations; d) Strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein; Or e) Any other circumstances beyond the control of the party affected; then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected used its best efforts to remove such cause of non-performances, and when removed the party shall continue performance with the utmost dispatch.

Each of the parties agrees to give written notice forthwith to the other upon becoming aware of an Event of Force Majeure, the said notice to contain details of the circumstances giving rise to the Event of Force Majeure. If the Event of Force Majeure shall continue for more than twenty (20) days either party shall be entitled to terminate the Agreement at any time thereafter without notice.

Notwithstanding the provisions of the Statement of Work (SoW), the successful bidder or SW&SE shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the successful bidder and not involving SW&SE or the successful bidder's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.

If force majeure situation arises, the successful bidder shall promptly notify SW&SE in writing of such condition and cause thereof. Unless otherwise directed by SW&SE in writing, the successful shall continue to perform its obligations under contract as far as possible.

Neither party shall have any liability to the other in respect of the termination of this Agreement as a result of an Event of Force Majeure.

### **8.19 Resolution of Disputes:**

All disputes or differences arising out of or in connection with the Contract between SW&SE and the Bidder shall be settled amicably through good-faith negotiation between senior management of both parties. If, however, the parties are not able to resolve them, the same shall be settled by Arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. Any appeal shall be subject to the exclusive jurisdiction of courts at Agartala, Tripura. The Governing Law is of India.

SW&SE and the Bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract/ Work Order. If, SW&SE and the Bidder have been unable to resolve amicably a Contract dispute even



after a reasonably long period, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed national forum.

#### **8.20 Compliance with Applicable Laws of India:**

The Bidder shall undertake to observe, adhere to, abide by, comply with and notify SW&SE about

all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Contract and shall indemnify, keep indemnified, hold harmless, defend and protect SW&SE /officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate SW&SE and its employees/officers/staff/personnel/representatives/ agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and SW&SE will give notice of any such claim or demand of liability within reasonable time to the Bidder.

#### **8.21 Legal Compliances:**

The Bidder confirms to SW&SE that its personnel/employees/staff are covered under the provision of various Acts enacted for the protection and benefits of workmen /employees/staff or otherwise such as Employees State Insurance Act and Employees Provident Fund Miscellaneous Provision Act etc. and such other Acts like Profession Tax Act etc. as applicable and that Bidder is duly registered under the provisions of the said Acts and is complying with the provisions of the Acts.

The Bidder shall allow SW&SE as well as regulatory authorities to verify books in so far as they relate to compliance with the provisions of these Acts and shall provide on demand by SW&SE & regulatory authorities such documentary proof as may be necessary to confirm compliance in this regard. SW&SE shall not be responsible in any event to the employees of Bidder for any of their outstanding claims or liability in that regard. SW&SE shall not be responsible for any claim or demand made by such personnel for their dues outstanding against Bidder.

#### **8.22 Replacement of Resource(s)**

SW&SE shall consider at its sole judgment that the Resource(s) provided by Bidder as unsuitable for the job for whatsoever reason, SW&SE shall have the option either (1) to terminate the Work Order in part or as a whole or (2) to request Bidder for prompt replacement within 15 days at its cost.

In case any key resource wants to leave from service then Bidder shall take proper handover from the candidate before leaving the job so that SW&SE operations shall not be affected.

### **8.23 Intellectual Property Rights:**

All rights, title and interest of SW&SE in and to the trade names, trademark, service marks, logos, products, copy rights and other intellectual property rights shall remain the exclusive property of SW&SE and Bidder shall not be entitled to use the same without the express prior written consent of TSCA. Nothing in contract including any discoveries, improvements or inventions made upon with/by the use of the Bidder or its respectively employed resources pursuant to contract shall neither vest nor shall be construed so that to vest any proprietary rights to the Bidder. Notwithstanding, anything contained in Contract, this clause shall survive indefinitely, even after termination of this Work Order.

### **8.24 Facilities provided by SW&SE:**

SW&SE shall provide rent free suitable accommodation and seats, with required facilities like internet & LAN Connectivity, electricity free of cost and other materials for official work. Computer and other relevant devices like Printer, Scanner etc. has to be provide by the Bidder. These facilities shall not be used for any personal use. In case of any misuse of the facilities, penalty as deemed fit shall be imposed and recovered from the pending bills of Bidder. The Bidder shall provide at least 1 Project Manager and 5-6 resources for execution of the work with an experience of minimum five years of such services.

In the event the resources are required to work from another location as per the requirements of SW&SE, necessary travel and other costs, as mutually agreed, would be paid by SW&SE.

### **8.25 No Damage of SW&SE Property:**

Bidder shall ensure that there is no loss or damage to the property of SW&SE while executing the Contract. In case, it is found that there is any such loss/damage due to direct negligence/non-performance of duty by any personnel, the amount of loss/damage so fixed by SW&SE shall be recovered from Bidder.

### **8.26 Fraudulent and Corrupt Practice:**

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among Bidder’s (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the SW&SE of the benefits of free and open competition.

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of project execution.

SW&SE will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, the project.

## **9. Section 9 - Annexures**

### **9.1 Annexure-I: Bid Offer Form:**

*(Bidder's Letter Head)*

#### **BID OFFER FORM**

Date:

To,  
The Director,  
Social Welfare & Social Education  
Government of Tripura  
Malancha, Ujan Abhoynagar  
Agartala, Tripura West,  
Pin – 799005

Subject: RFP No. No.F.3(67)/DSWE/PEN.CELL/2011(T) dated: ...../...../2022 for “Selection of Agency for supply of services for Managing Disbursement of Monetary Benefits under Social Pension Schemes.”

Dear Sir,

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the financial bid and made part of this offer.

We acknowledge having received and studied all the following addenda / corrigenda to the RFP document.

While submitting this bid, we certify that:

1. Prices have been quoted in INR.
2. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
4. We agree that the rates / quotes, terms and conditions furnished in this RFP are for SW&SE.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company/Firm:

Address

**9.2 Annexure II: Documents to be uploaded (Min Eligibility):**

<b>SL</b>	<b>Criteria</b>	<b>Documents to be uploaded</b>
1	Existence of bidder	Company/firm registration
2	Work experience	Work order/ work completion certificates to be issued for working in State Govt./Central Govt./PSUs.
3	Income Tax	IT Return of last three financial year
4	Non-Blacklisting	Declaration of non-blacklisting as on RFP publication date
5	GST	GST registration copy
6	Turn over	Balance sheet of last three financial year or consolidated certificate of auditor for 3 years
7	PAN	Copy of PAN
8	Satisfactory certificate from clients	Minimum from 01(one) but not more than 3(three) clients.
9	EMD/ Bid Security Deposit	Bid Security Declaration as per Annexure-IV
10	Agency not in litigation with department/ any other public sector undertaking or a corporation of State Government or Central Government	A declaration by authorized person under organization letter head.
11	No Deviation Declaration	No Deviation Certificate as Annexure-VI
12	Presentation of bidder on company profile	Maximum 03pages
13	DNIT	Signed copy of DNIT (to be signed in every pages)

**9.3 Annexure III: Technical Bid Marking criteria:**

Sl.	Criteria	Max Marks	Sub-Head
1	Average annual turnover for last 3 FY (i.e. FY 20-21,19-20,18-19)	10	More than 1 Crore but less than but less than 3 Crore = 7 marks, More than 3 Crore = 10
2	Experience in providing the services	20	1 to 3 work experience = 14 marks More than 3 work experience = 20 marks
3	As per Company registration certificate, existence of company in years (Prime/Lead Bidder only)	10	More than 3 but less than 5 = 7 marks, More than 5 = 10 marks
4	Satisfactory certificates from clients	10	From 3 clients= 5 marks, From more than 3 but less than 5 clients = 7 marks, From more than 5 clients = 10 marks
5	Work experience in Software development	20	1 to 3 work experience = 14 marks More than 3 work experience = 20 marks
6	Presentation of bidder on company profile	10	If yes = 10 marks, no = 0
7	Work experience Tripura/ North East	20	Work experience in North East other than Tripura = 14 marks Work experience in Tripura = 20 marks
<b>Total</b>		<b>100</b>	

**9.4 Annexure-IV :**

*(Bidder's Letter Head)*

**EMD/Bid-Security Declaration**

To,  
The Director,  
Social Welfare & Social Education  
Government of Tripura  
Malancha, Ujan Abhoynagar  
Agartala, Tripura West,  
Pin – 799005

Reference: (1) Tender Reference No. \_\_\_\_\_ of SW&SE.  
(2) Our Bid No. \_\_\_\_\_ dt. \_\_\_\_\_

I/We , ..... irrevocably declare as under:

I/We understand that, as per Clause .....of Tender/bid conditions, bids must be supported by a Bid Security Declaration/Earnest Money Deposit.

I/We hereby accept that I/We may be disqualified from bidding for any contract with you from the date of disqualification as may be notified by you (without prejudice to SW&SE rights to claim damages or any other legal recourse) if-

- 1) I am /We are in a breach of any of the obligations under the bid conditions;
- 2) I/We have withdrawn or unilaterally modified/amended/revised, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any;
- 3) On acceptance of our bid by SW&SE, I/we failed to deposit the prescribed Security Deposit or fails to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions.

Signature:

Name & designation of the authorized person signing the Bid-Securing Declaration/ EMD Form:

Duly authorized to sign the bid for and on behalf of: \_\_\_\_\_ (complete name of Bidder) Dated on \_\_\_\_\_ day of \_\_\_\_\_ month, \_\_\_\_\_ year)

(Note: In case of a Joint Venture, the Bid-Securing Declaration/ EMD must be in the name of all partners to the Joint Venture that submits the bid).

**9.5 Annexure - V:**

**Financial Standing (Annual Turnover)**

**Certificate from the Statutory Auditor regarding the Average annual turnover of the organization for the last 3 financial year ending of month 31<sup>st</sup> March 2021.**

Based on its books of accounts and other published information authenticated by it, this is to certify that..... (Name of the Bidder) had, over the last three Financial Years, a Total turnover of Rs....., of and a net profit of Rs..... as per year-wise details noted below:

<b>Financial Year ending 31st March</b>	<b>Total Turnover (Rs Lakhs)</b>	<b>Net profit earned (+/-) (Rs lakh)</b>
2018-19:		
2019-20:		
2020-21:		
Total		
Average Annual Turn over		

Name of the audit firm/ Chartered Accountant:

Seal of the audit firm:

(Signature, name and designation and registration Number of the Chartered accountant)

Date:

*(To be submitted on company letter head)*

### **No Deviation Certificate**

This is to certify that our offer is exactly in line with your tender enquiry/RFP (including amendments) no. \_\_\_\_\_ dated \_\_\_\_\_. This is to expressly certify that our offer contains no deviation with respect to Authority requirements, Scope of Work and other requirements for selection of manpower supplier on percentage basis at SW&SE.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:



**9.7 Annexure-VII:**

(To be submitted on company letter head)

***Declaration of Non-Blacklisting***

To,  
The Director,  
Social Welfare & Social Education  
Government of Tripura  
Malancha, Ujan Abhoynagar  
Agartala, Tripura West,  
Pin – 799005

Subject: Self Declaration of not been blacklisted in response to the RFP for Selection of Agency.

Ref: RFP No. <<.....>> dated << .....>>

Dear Sir/Madam,

We confirm that our company or firm, \_\_\_\_\_, is currently not blacklisted in any manner whatsoever by any of the State or UT or PSU and or Central Government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as on <last date of bid submission>.

(Signature of the Authorized Person )

Printed Name

Designation

Seal

Date:

Place:

**9.8 Annexure-VIII:**

## Financial Proposal Submission Form

### (Covering Letter)

To,  
The Director,  
Social Welfare & Social Education  
Government of Tripura  
Malancha, Ujan Abhoynagar  
Agartala, Tripura West,  
Pin – 799005

Dear Sir/Madam,

Subject: Hiring of Agency for managing database like reporting, monitoring and disbursing monetary benefits to the beneficiaries under different Social Security Pension Schemes at State Level.

I/We \_\_\_\_\_ bidder herewith upload the Financial Proposal for selection of my /our Agency as bidder for Subject assignment.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal, i.e. 180 days from the last date notified for submission of the proposal.

Yours faithfully,

Signature:

Full Name:

Designation:

Address:

Tel. Nos.

(O)

(R)

(M)

E-mail: Fax No:

### Annexure-VIII A: Financial Proposal

Financial Bid Form (BoQ) must be downloaded separately from <https://tripuratenders.gov.in> as attached in BoQ excel file only, filled up and uploaded online at <https://tripuratenders.gov.in> under Financial Bid (BoQ).

The agency is required to quote the Agency/Service charges only in Indian Currency per beneficiary per year.

### 9.9 Annexure-IX:

**: Technical Proposal Submission Forms**

**(Covering Letter)**

[Location,

Date] To:

The Director,  
Social Welfare & Social Education  
Government of Tripura  
Malancha, Ujan Abhoynagar  
Agartala, Tripura West,  
Pin – 799005

Dear Sir/Madam,

We, the undersigned, offer to provide the Services for [Insert title of assignment] in accordance with your Online-Bid Document dated [Insert Date] and our Proposal.

We are hereby submitting our Proposal, which includes this Technical Proposal.

We hereby declare that we have read the Instructions to Bidders included in the Online-Bid Document, and abide by the same. [In case of any declaration, reference to concerned document attached must be made]. We hereby declare that all the information and statements made in this Proposal are true and accept that any misleading information contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate Services related to the assignment not later than the date indicated in the DNIT.

We understand you are not bound to accept any Proposal you receive.

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

**9.10 Annexure X: Total Responsibility Certificate**

(To be submitted on company letter head)

This is to certify that we undertake the total responsibility for the defect free operation of the proposed Services supply as per the requirement of the RFP for the duration mentioned in the RFP.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

Validate Print Help

**Item Rate BoQ**

Tender Inviting Authority: Director , SW & SE Deptt. Govt. of Tripura

Name of Work: MANAGING DISBURSEMENT MONETARY BENEFITS UNDER SOCIAL SECURITY PENSION SCHEMES

Contract No: F.3(67)IDSWE/PEN.CELL/2011(T)

Name of the Bidder/  
Bidding Firm  
/ Company :

**PRICE SCHEDULE**

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )

NUMBER #	TEXT #	NUMBER #	TEXT #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	MANAGING DISBURSEMENT MONETARY BENEFITS UNDER SOCIAL SECURITY PENSION SCHEMES	Quantity	Units	Quoted Currency in INR / Other Currency	BASIC RATE In Figures including GST (rate should not exceed Rs 71- per beneficiary per year) To be entered by the Bidder Rs. P	TOTAL AMOUNT With Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	4	5	12	13	53	55
1	Details:						
1.01	Technical support and DBT payment	1	Beneficiary	INR		0.00	INR Zero Only
<b>Total in Figures</b>						<b>0.00</b>	INR Zero Only
<b>Quoted Rate in Words</b>						<b>INR Zero Only</b>	

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