



Regional Plant Resource Centre

FOREST, ENVIRONMENT AND CLIMATE CHANGE DEPARTMENT, GOVERNMENT OF ODISHA
NAYAPALLI, BHUBANESWAR-751015, INDIA

Tel: (0674) 2552002, 2557925, Website- www.rprcbbsr.in, Email- rprcbbsr@gmail.com

Misc.:01/2021No:2019/RPRC

Date: 03.11.2021

Tender Call Notice for Development of e-Commerce Portal.

Sealed tenders are invited from interested software firms for development of e-Commerce selling Portal for RPRC. The tender paper can be downloaded from website www.rprcbbsr.in where the details of specification are available. The downloaded tender documents duly filled in with cost of tender document Rs.1180/- (including GST) in shape of Demand Draft/Cash in favor of RPRC, Bhubaneswar will be accepted during office hour from 10:00 A.M. to 5:30 P.M until 22.11.2021. Bids will be opened at 11:30 A.M. on 23.11.2021. RPRC reserves the right to cancel the tender wholly or partially without assigning any reason thereof.

The corrigendum/amendment to this notice if required shall be published only in the RPRC web site www.rprcbbsr.in and shall not be published again in news paper.

Sd/-

Administrative Officer

**TENDER DOCUMENT
FOR
DEVELOPMENT OF e-COMMERCE PORTAL**

Submission of filled Tender Documents
by 5.30 PM on 22.11.2021

Technical Bid Opening at 11:30AM on Dt 23.11.2021

Regional Plant Resource Centre

Bhubaneswar

Name of the Tenderer : _____

Address : _____

Tel:

Fax:

Email:

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Forest, Environment & Climate Change Department, Govt. of Odisha

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TENDER NOTICE FOR DEVELOPMENT OF e-COMMERCE PORTAL

Tender No - 2019/RPRC

Date –03.11.2021

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Chief Executive

TENDER DOCUMENT

1. Sealed Tenders are invited from software firms for setting up of e-COMMERCE SELLING PORTAL for RPRC.
2. The Tender document may be obtained,
 - On payment of Rs.1000/- (Rupees One Thousand only) (+) GST 18% i.e Rs.180/- only between 10:00 A.M. to 05:30 P.M. on each working day from RPRC, Bhubaneswar.
 - By sending a self - stamped envelope of size not less than 35 cm x 25 cm along with a Demand Draft of Rs.1180/- (Rupees One Thousand One Hundred twenty only) only payable at Bhubaneswar drawn in favour of Chief Executive, RPRC, Bhubaneswar.
 - By downloading from RPRC Web Site i.e. www.rprcbbsr.in
3. *The Tender documents shall be submitted in the office of the undersigned duly signed by the authorized signatory in each page and duly authenticated with seal in token of having read, understood and accepted the terms and conditions of the contract. However in case of downloaded Tender document, Demand Draft of Rs.1180 payable at, Bhubaneswar drawn in favour of **Chief Executive, Regional Plant Resource Centre, Bhubaneswar** towards cost of Tender document shall be enclosed. Bids submitted other than in the manner prescribed in the tender document shall be rejected.*
4. Chief Executive has right to accept or reject the Tender(s) without assigning any reason thereof.
5. The concerned bidders may depute their representatives to remain present during opening of the Technical Bids on **Dt 23.11.2021 at 11.30 A.M.** in the RPRC Conference Hall.
6. The Tenders received after the stipulated date & time will not be taken into consideration and are liable for rejection.
7. All disputes which may arise relating to tender are subject to judicial jurisdiction of the competent Court at Bhubaneswar only.
8. It is to certify that this tender document contains **16 pages**.

Chief Executive

A. SCOPE OF WORK :

- To develop an e-Commerce application which is highly robust, scalable and proven. The system shall handle substantial number of concurrent users and transactions.
- Automate Sale/Purchase process and transparent & monitoring and control of entire trading process.
- To enable seller to raise invoice/debit/credit note, receive/make payment and settle the complete transaction through system.
- From purchase requisition to purchase order module including spend analysis on single portal.
- E-Commerce portal will comprise the following.
 - **Login & Security:** Single Sign On offer a superior level of security with Secure Socket Layer (SSL) encryption, strong authentication and speed to conduct real time login over the Internet. The system to support creation of Administrative hierarchy, using adequately secured passwords.
 - **Compliance:** The e-commerce site should be compatible with PKI transaction so as to ensure secure and authenticated access and along with this PCI Data Security Standards should be followed.
 - **Products:** Product Details like product category, images, description, dimensions, weight, quantity, price with Search and Filter option and other details(as required)
 - **Customer Orders and Support:** Powerful Shopping Cart and by providing quality and desirable products, Simple Checkout on time delivery, 24x7 customer support, timely sale and should track customer reviews & feedbacks.
 - **Payment Options:** Integration of payment gateways like PayPal / CC Avenue / Paytm & Mothers should be present for secure, safe and user friendly transactions and COD option.
 - **Admin Panel:** Options to add products and its details generate reports like product list, day wise transactions, customer details, etc.
 - **Invoicing & Settlement:** To enable seller to raise invoice/debit/credit note, receive/make payment and settle the complete transaction through system.
 - **Other Details:** Speedy page loading, product videos / sliders / animated videos, visible contact info, security symbols, push notifications.
 - **Post implementation support** such as App maintenance etc.
 - **Training to end user**

Reports:

- The agency must submit fortnightly effectiveness analysis and reports to RPRC on the effectiveness of the social media strategy.
- The agency must submit a detailed analysis on the steps undertaken for overall promotion of RPRC and its e-commerce in the social media platforms and the results achieved.
- Reports from e-commerce like customer details, daily / weekly / monthly sales report.

B. ELIGIBILITY /OUALIFICATION CRITERIA:

- i. The bidder must have valid GST and PAN and relevant tax clearance certificate.
- ii. The bidder should have 03 years of experience, preferably in e-commerce & digital marketing & copy of the work completion certificate as documentary proof is to be submitted.
- iii. The average annual business turnover of the bidder should not be less than Rs.50.00 lakhs in the last three years. Copy of the Audited Balance sheet for the past 3 years i.e. 2017-18, 2018-19, 2019-2020 may be enclosed with the document.
- iv. The bidder should have developed & maintained e-commerce portal of similar nature as mentioned in scope of work.
- v. Support team should be proficient in HTML5, CSS3, Dot Net, C++, JSP, PDF, RDBMS FLASH, Applets, Servlets, XML and content management tools.
- vi. The bidder shall have to provide services required at RPRC, Bhubaneswar, and they should have a centre of operation at Bhubaneswar, Odisha.
- vii. The bidder may enclose sufficient documents regarding their experience in execution of work order, specifically maintenance/ creation of e-commerce portal in different modes & digital marketing through social media.
- viii. The bidder should have the experience of working in the Central/State Government/PSUs (copy of work order/completion certificate is to be enclosed).

- ix. The bidder must not have under a declaration of ineligibility for corrupt practices or fraudulent practices nor should have been blacklisted by any govt. Duly signed self declaration is to be submitted.
- x. The bidder should have valid certificate on standardization such as ISO 9001, ISO 14001, ISO 27001 (any series). Copy of which is to be enclosed.
- xi. Consortium not allowed.

C. **SELECTION METHOD & CRITERIA**

The Bidding process shall be a two-stage process. Prior to the detail evaluation of the Technical Bids, RPRC shall determine whether each bid is:

- a) Complete.
- b) Is accompanied by the required information and documents towards Eligibility criteria, and
- c) Is substantially responsive to the requirements set forth in the tender document.

The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of 70 marks in the technical evaluation will only be considered for further financial bid evaluation. shall be based on the technical and financial parameters. Bids which don't secure the minimum specified score shall be considered non-responsive and hence will not be considered for further evaluation.

- a) **Financial Weightage (Fw):** The marks scored by the bidder in financial evaluation shall be calculated to 30 points as below:

The Commercial scores of all the other proposals will be determined by

$Fw=30 \times (Lb/I)$ (Lb= Lowest bid offer; I = bid value quoted by individual bidder).

- b) **Final Selection:** Proposals will be ranked according to their combined technical (Tw) and Commercial (Fw) scores. The combined technical and Commercial score shall be calculated as $S = Tw + Fw$. (S= Scores)

The technical evaluation criteria are broadly defined as under. Bidder has to provide documentary proof against each criteria.

Technical Bid Evaluation & Scoring Pattern

Sl.No	Criteria	Score
1	Financial Resource/Turnover	20
2	Completeness of Tender	10
3	Work experience with Govt. of Odisha/PSU/Central Govt./Govt. Society or Corporation (5 marks for working with each organizations subject to a maximum of 20marks)	20
4	Project Completion Certificate for similar work field (5 marks for each Project Completion Certificate & maximummarks 20)	20
5	Minimum 3 year Experience	10
6	Presentation	20
	Total	100

Presentation shall be limited to a maximum of 20 minutes, which should include;

- Brief description of the company,
- Understanding about the project,
- Proposal for the project,
- Design templates,
- Technologies used,
- Details of support, especially during the warranty and AMC periods
- Innovative and practical suggestions
- Details of professionals proposed for handling the project, etc.

After including the marks for technical bid score, the financial bids of those bidders who score above 70 will be opened.

1.Financial Resources/Strength: 20

- i. For 50.00 Lakhs = 15 Marks
Additional 1 mark for each additional 5 Lakhs maximum up to 5marks
- ii. Minimum experience of the bidders in the software development
For 3 years = 6 marks
Additional 2 marks for additional 1 year each subject to a maximum of 4 marks
- iii. For presentation;
Live demonstration of at least one similar software application = 10marks
Work plan, approach and methodology for completing the work , Risk and Mitigation Plan = 10 marks

D. Technical Evaluation Formula:

- i. All the bidders who secure a technical score of 70% or more will be technically qualified.
- ii. The bidder with highest technical bid(H1) will be awarded a 100% score.
- iii. The technical scores of other than H1 bidder will be evaluated using following formula;
$$\left(\frac{\text{Technical Bid score of the Bidder}}{\text{Technical Bid score of H1}} \right) * 100\% \text{ score}$$

(adjusted up to two decimal places)
- iv. The financial bids of technically qualified bidders will be opened for further processing on a prescribed date and time in the presence of bidders or representative.

E. Financial Bid Evaluation:

- i. The Bidder with lowest financial bid (L1) will be awarded with 100% score.
- ii. Financial scores for other than L1 bidders will be evaluated using the following formula;
$$\left(\frac{\text{Financial Bid of L1}}{\text{Financial of the Bidder}} \right) * 100 \text{ (Adjusted to two decimal places)}$$
- iii. Only fixed price financial bids indicating total price for deliverables and services will be considered.
- iv. The bid price will be including of all taxes and levies and shall be in Indian Rupees.

F. Combined Evaluation of Technical & Financial Bills:

- i. The Technical and financial scores secured by a each bidder will be added using weight age of 70% of Technical (T) and 30% of financial score (F) respectively to compute a Composite Bid Score.
- ii. The bidder securing the highest Composite Bid Score will be awarded the work.
- iii. In the event of Composite Score are tied, the bidder securing highest technical score will adjudicated as the best Value Bid.
- iv. Composite Scores of the Bidders are shall worked as under.

Bidder	Technical Score	Financial Score	Weighted Technical Score (70% of B)	Weighted Financial Score (30% of C)	Composite Scorer (F=D+E)
(A)	(B)	(C)	(D)	(E)	(F)

D. INSTRUCTIONS FOR SUBMISSION OF TENDER

The Technical and financial bids shall be submitted on or before 22.11.2021 at 5.30 PM to RPRC, Bhubaneswar. Interested bidders shall submit their bid in sealed cover, in two parts, super scribed as:

A. Technical Bid: Tender for Development of e-commerce Portal

B. Financial Bid: Tender for Development of e-commerce Portal

E. TERMS & CONDITIONS:

x. Rate:

The rate(s) quoted shall include the cost of design, development & maintenance of e-commerce and digital marketing through social media for 1 year for the work mentioned in the Scope of work following works for which no extra charges shall be payable other than the AMC rate/charges.

xi. PENALTY:

The office will have the right to withhold payment of AMC or terminate the AMC at any time if the service of firm/agency is not found satisfactory. The decision of the competent authority in this regard will be final and binding. In case of any major break down in e-commerce, the firm /agency shall have to rectify the problems within 24 hrs. Deduction will be made from the AMC amount if persists as per prescribed rate of OCAC/IT Dept., Govt. of Odisha. If the breakdown in e-commerce portal lasts for more than 24 hrs, RPRC reserves the right to terminate the contract.

xii. Purchase’s right to accept or reject any or all bids:

The purchasers reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for purchases action.

a. The acceptance of tender will rest with RPRC who does not bind itself to accept the lowest bid and reserves him/herself the right to reject any or all the tenders received without the assignment of the reason. All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

b. The RPRC reserves the right of accepting the whole or any part of tender and bidder shall be bound to perform the same at the lowest rate quoted.

xiii. OWNERSHIP OF SOURCE CODE:

The entire e-commerce site (along with all the programs and contents developed to achieve the desired functionality mentioned in the scope of work or any subsequent communication in this regard) will be the intellectual property right of RPRC and will be sole property of RPRC. No content of the same will be produced or used by the firm/agency for purpose other than RPRC website without the prior permission of RPRC. The firm/agency must return all the data to RPRC following expiry or termination of the contract. RPRC shall consider the bidder whose offer has been found technically and financially acceptable by the committee based on the experience, past performance, technical capability and financial position.

xiv. TAXES AND DUTIES:

Bidder shall be entirely responsible for all taxes, duties, etc. incurred until delivery of the contracted Goods & Services to the purchaser. If there is any enhancement in the taxes, duties, etc, during the service period, the enhanced expenditure will be paid by purchaser.

xv. MISCELLANEOUS:

Bidder shall submit a copy of the tender document and agenda thereto, if any, with each page of this document should be signed and stamped to confirm the acceptance of the entire terms & conditions as mentioned in the tender enquiry documents.

After due evaluation of the bid(s) agency will award the contract to the lowest evaluated responsive tenderer.

Conditional bid will be treated as unresponsive and it may be rejected.

The agency reserves the right to accept in part or full or reject any or more quotation(s) without assigning any reason or cancel the tendering process and reject all quotations at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder or bidder(s).

xvi. APPLICABLE LAWS:

a. The contract shall be governed by the laws and procedure established by Government of Odisha, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealing / processing.

b. Any disputes are subject to exclusive jurisdiction of Competent Court and forum in Bhubaneswar, Odisha only.

xvii. Force Majeure

If at any time, during the continuance of the agreement the performance in whole or in part, by the firm, of any obligation specified in the agreement, is prevented, restricted, delayed or interfered, by reason of war or hostility, act of the public enemy, civic commotion, sabotage, act of State or direction from statutory authority, explosion, epidemic, quarantine restriction, fire, floods, natural calamities or any act of God, (hereinafter referred to as event), provided notice of happenings of any such event is given by the firm to RPRC within seven calendar days from the date of occurrence thereof, the firm may be excused from performance of its obligation. Provided further that the

obligations under the Agreement shall be resumed by the firm, as soon as practicable, after such event comes to an end or ceases to exist. The decision of RPRC as to whether the obligations may be so resumed (and the time frame within which the obligations may be resumed) or not, shall be final and conclusive.

xviii. Jurisdiction of courts

The court of the place where the Agreement is signed shall alone have the jurisdiction to decide any dispute arising out of or in respect of the Agreement. Any clarification in regard to the meaning or intent or interpretation of any of the provisions of these terms and conditions required at any point shall be sought from Advisor (Admin.), RPRC, whose decision in the matter shall be final and binding. Any other matter relevant to but not covered in the Agreement shall also be decided by making reference to him and his decision shall be final and binding.

I do hereby agree to all the terms and conditions in the tender document.

**Authorized signatory of the
bidder with seal Address:**

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

Subject: - Authorization for attending bid opening on dtd.23.11.2021 in the tender for development of e-Commerce portal for RPRC office.

A person is hereby authorized to attend the bid opening for the tender mentioned above on behalf of _ (Bidder) in order of preference given below.

Name Specimen Signatures of bidder

Or

Officer authorized to sign the bid documents on behalf of the bidder.

Note:

(i) One representative will be permitted to attend bid opening. Alternate representative will be permitted only if; the main representative is not able to attend.

(ii) Permission for entry to the hall where bids are opened may be given only on submission of letter of Authorization.

**Tender for Digital Marketing of RPRC.
TECHNICAL BID**

Name of the firm/Agency/Contractor		
Complete address and telephone number		
Name of the Proprietor/Managing Director/Director with Contact No.		
Whether the firm/agency is a registered firm/agency (Yes/No.) enclosed copy of certificate.		
Whether the firm/agency has enclosed Bank Draft/cheque of Rs.1180/- as Tender fees and Rs.6000/- as EMD.	Tender fees	Earnest Money Deposit
PAN No. (enclose the attested copy of PAN Card)		
GST No. (Enclose the attested copy of GST Rgd certificate)		
Work experience with Govt. of Odisha/PSU/Central Govt./Govt. Society or Corporation		
Project Completion Certificate for similar work field		
Minimum 3 years Experience		
Whether the firm/agency has signed each and every page of Tender.		
ISO 9001,14001, 27001 Certificate		
Annual Turnover of Financial Year (2017-18)		
Annual Turnover of Financial Year (2018-19)		
Annual Turnover of Financial Year (2019-20)		
Any other information, if necessary.		

Signature of the bidder with seal

TECHNICAL BID PROFORMA

DETAILS OF FIRM/AGENCY:

Name of the Agency/Firm	
Address and other details of the Firm/Agency	
Website Address (If any)	
Contact No.	
Email	
Contact person's Name	
Contact person's Mobile No.	
Contact person's E-mail	

FINANCIAL BID FORMAT

1. Name and address of the Bidder :
2. Whether a manufacturer /Authorized Agent Authorized Dealer :
3. States in which Business run :
4. State from which solutions would be deliver if Found successful in the bid. :
5. GST Registration Number :
6. ISO 9001,14001, 27001 Certificate :
7. IT Permanent Account No.(PAN) :
8. Annual Turnover of Financial Year (2017-18) :
9. Annual Turnover of Financial Year (2018-19) :
10. Annual Turnover of Financial Year (2019-20) :
11. Whether the above Registration Certificate are Valid/suspended/Cancelled at the time of filling tender. :
12. Whether up to date returns under all Acts filed :

Seal & Signature of the Bidder

DECLARATION

1. I..... Son/ Daughter/ Wife of Shri.and authorized Signatory of the (name of the Agency firm), is competent to sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.

3. My/our Agency/firm has not been blacklisted/ debarred/ penalized from participating in tender of any Ministry/ Department of Government of India/Government of Odisha and Government of India/Government of Odisha Undertaking.

4. The information/documents furnished along with the above application are true and authenticate to the best of my knowledge and belief. I am aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Name & Signature of the Bidder Address: