

**GOVERNMENT OF TRIPURA
FINANCE DEPARTMENT**

**TENDER NOTICE NO :
F. 3(11) DOT/2016**

**Restricted Call of Tender for development and
testing of e-Receipt application for Finance
Department, Govt. of Tripura**

TENDER NOTICE NO. : F. 3(11) DOT/2016
PUBLICATION DATE : 9th November, 2016
LAST DATE OF SUBMISSION OF TENDER : 16th November, 2016
DATE AND TIME OF OPENING : 16th November, 2016 at 5:00PM
NAME AND ADDRESS OF TENDERER : **Finance Department
Tripura Civil Secretariat,
Capital Complex, Agartala, Tripura
PIN - 799010**
TELEPHONE NUMBER, FAX : 0381-241-8131 , 0381-241-8106(FAX)
EMAIL ADDRESS : treasurytripura@hotmail.com

EARNEST MONEY DETAILS:

1. Rs.20,000/- by demand draft in in favor of the Joint Director of Treasuries, Finance Department, Govt. of Tripura, Tripura Civil Secretariat, Capital Complex, Agartala, payable at Agartala.

INSTRUCTIONS TO BIDDERS:

1. DETAILED COMPLIANCE STATEMENT (TECHNICAL & FINANCIAL) AS PER ANNEXURE(S).
2. GENERAL TERMS & CONDITIONS AS PER ANNEXURE(S).
3. THIS IS A TWO PART TENDER. BOTH TECHNICAL & FINANCIAL BID ENVELOPES SHOULD BE ENCLOSED AND SEALED IN SEPARATE ENVELOPES SUBSCRIBING THE TENDER NO AND DUE DATE.
4. THE TENDERS DULY COMPLETED, SIGNED, STAMPED AND SEALED IN ONE ENVELOPES ARE TO BE SUBMITTED TO:

**Finance Department
Room No. 2108, Treasury cell,
Tripura Civil Secretariat, Agartala, Tripura
PIN - 799010**

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SECTION – I

1. Definitions

In this document, the following terms shall have following respective meanings:-

- 1.1 “Authorized Representative” shall mean any person authorized by either of the parties.
- 1.2 "Bidder" means the company providing the services/Items under Agreement.
- 1.3 The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom Government of Tripura, signs the agreement for rendering of services..
- 1.4 “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value or influence the action of an official in the process of Contract execution.
- 1.5 “Default Notice” shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof..
- 1.6 “Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the Government of Tripura of the benefits of free and open competition.
- 1.7 “Good Industry Practice” shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Bidder engaged in the same type of undertaking under the same or similar circumstances.
- 1.8 “LOP” means issuing of Letter of Intent which shall constitute the intention of the purchaser to place the Purchase Order with the successful bidder.
- 1.9 “**User Acceptance Test (UAT)**” means the provisional acceptance testing of the users of the software and it’s services covered under the scope of work.
- 1.10 “**Final Acceptance Test (FAT)**” After successful installation of the software in accordance with the requirements as mentioned in this tender, Final Acceptance Test will be conducted. And declaration of Go-Live. After successful testing, Acceptance Test Certificate will be issued by Finance Department, Govt. of Tripura .
- 1.11 .Service means any subject matter of procurement other than goods or works and includes physical, maintenance; professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity.
- 1.12 SLA means Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
- 1.13 IA (Implementation Agency) means success full bidder.

2. Invitation for Bids

- 2.1 Finance Department, Govt. of Tripura is looking for vendors for development and testing of e-receipt application for Finance Department as per scope of work mentioned in “**Clause 3 of section I**”.
- 2.2 Bidders are advised to study all commercial aspects, instructions, forms terms and specifications carefully in the tender document. Failure to furnish all information required in the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder’s risk and may result in the rejection of the bid.
- 2.3 Sealed offers prepared in accordance with the procedure enumerated in Section II should be submitted to the Finance Department, Agartala, Tripura.
- 2.4 The tender should indicate specifically price including all taxes as applicable. No additional information will be entertained after due date. The Finance Department may reject tenders if they do not carry such information separately and specifically quantitatively.
- 2.5 The bids should indicate that the rates are for Finance Department, Govt. of Tripura.
- 2.6 Eligible vendor/manufacturers/service provider have to submit their bid for all the items.
- 2.7 The tender should be submitted in two cover system i.e.: **a** and **b**. There should be proper indication of the contents on each envelope as indicated in **Section II**.
- 2.8 The draft for earnest money must be in a separate sealed envelope indicating EMD, the amount, tender Notice number and due date should be enclosed with the bid.
- 2.9 The tender should clearly indicate the delivery period and validity period of the tender.
- 2.10 Prices must be quoted in Indian currency only (INR).
- 2.11 The tender should be submitted along with refundable EMD of Rs. 20,000/- (Rupees Twenty Thousand) in the shape of Demand Draft valid for a period of 6 months in favour of the Finance Department, Govt. of Tripura, Tripura Civil Secretariat, Capital Complex, Agartala, payable at Agartala. Tenders which are not accompanied by earnest money or incomplete in any respect will be rejected out rightly.
- 2.12 Successful bidder has to deposit 10% of the total project cost as performance security for a period of one year
- 2.13 The bidder should Register & Reputed service provider & the Tender must be submitted along with the copies of Registration.
- 2.14 Finance Department reserves the right to reject any or all tenders without assigning any reason whatsoever.
- 2.15 The tenders will be opened on the date and the time indicated in the presence of bidders. If the date of opening is declared to be a holiday, the tenders will be opened on the next working day.

2.16 a. The payment shall be made **as per below:**

Sl. No.	Milestone	% of Payment to be released
1	Award of contract	30 % of Total Project Cost
2	Successful installation and UAT and FAT in all the systems	40% of Total Project Cost
3	Completion of training	20 % of Total Project Cost
4	Completion of Post implementation maintenance and support of 1Year	10 % of Total Project Cost

- b. The supplier's/ selected bidder's shall request for payment to the purchaser in writing, accompanied by invoices in triplicate along with the deliverables in approved formats as defined in scope of work.
- c. Payments shall be made promptly by the purchaser, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/selected bidder and the purchaser has accepted it.
- d. The currency or currencies in which payments shall be made to the supplier/selected bidder under this Contract shall be Indian Rupees (INR) only.
- e. Amount towards all the kinds of penalties shall be deducted from the amount payable for the respective quarter.

2.17 Any damaged or unapproved goods shall be returned at the Bidders risk and cost and the incidental expenditure thereupon shall be recovered from the concerned party.

2.18 Printed conditions of the firm sent along with the quotation, if any, shall not be binding on us.

2.19 On acceptance of tender, the date of service delivery should be strictly adhered to otherwise; the Finance Department reserves the right not to accept the delivery in full or in part. In case the order is not executed within the stipulated period, Finance Department will be at liberty to make purchase through other sources, and to forfeit the earnest money of the Bidder.

2.20 Payment of bill will be made through the crossed account payee cheque drawn in favour of bidder or through RTGS/NEFT/ECS/Cheque on submission of Invoice and acceptance from the authorised person of Finance Department, Govt. of Tripura.

2.22 Payment will be done by the Finance Department, Govt. of Tripura after successful delivery of all the services mentioned in at clause no. 3 - scope of work of this Tender Document.

2.23 Schedule for Invitation to Tender : From 9th November, 2016 to 16th November, 2016

a) Address at which the tender is to be submitted

Finance Department
Room No. 2108, Treasury cell
Tripura Civil Secretariat, Capital Complex, Agartala,
PIN – 799010
Tripura

b) Latest time and date for receipt of Tender : 16th November, 2016 by 5:00PM

c) Place , Time and Date of opening of Technical bids:

Place : Finance Department
Room No. 2108, Treasury cell
Tripura Civil Secretariat, Capital Complex
Agartala, Tripura

Time & Date : 16th November, 2016 by 5:00PM

- d) Date till which the tender is valid: 30 days from the opening of technical bid.
- e) Place and time of opening of financial bid will be published in departmental website & leading newspapers.
- f) Total duration of the project is 3months from the date of allotment of work order from the Finance Department
- g) Finance Department , shall not be responsible for any postal delay about non-receipt/non-delivery of the documents.

2.24 SLA & Penalty:

Service level plays an important role in defining the Quality of Services (QoS). The prime objective of service levels is to ensure high quality of services from selected bidder, in an efficient manner to the identified users under this procurement. The service level shall be tracked on a periodic basis and have penalty clauses on non-adherence to any of them.

1) Penalties for delay in implementation

If the vendor fails to complete successful deployment of the application and UAT and FAT within the time period (s) specified in the implementation plan provided by the Implementation agency, Finance Department may, without prejudice to its other remedies under the Agreement, levy as penalties, for each week or part thereof of delay, until actual delivery of performance. The maximum penalty for delay shall not to exceed 5% of the Project Cost.

Delay in weeks	Penalty
1	1% of Project Cost
2	2% of Project Cost
3	3% of Project Cost
4	4% of Project Cost
More than 4 weeks	5% of Project Cost

- 2) The bidders has to restore the normal functionality of the items mentioned at Annexure – IV, Table-1 , within hours of logging the complaint at the contact no. given by bidder. If the complaint is not resolved within 48 hours penalties will be imposed as per following Table

Sl. No.	Condition	Penalty
1	More than 48 hours up-to 5 Days	10% of current quarter's payment
2	More than 5 days up-to 7 days	20% of current quarter's payment
3	More than 7 days up-to 15 Days	40% of current quarter's payment
4	More than 15 days up-to 30 Days	80% of current quarter's payment
5	Above 30 days	100% of current quarter's payment

- 3) Penalties shall not be levied on the successful bidder in the event of force majeure affecting the SLA which is beyond the control of the successful bidder.

3 (A) Scope of work

The successful bidder (herein referred to as Implementation Agency, "IA") shall start the services within a period of 20 days from the date of issuance of the work order. The duration of the project will be 3 months. The detailed scope of work for this tender is given below:

- 3.1 Development of e-Receipt web portal/application and integration with e-Kuber portal of RBI so that the finance department users can access the e-Kuber portal for funds management.
- 3.2 The system should take care of the settlements for GST receipts from other states and central Government and should be capable of handling interstate settlements of GST receipts and payments.
- 3.3 Interface with the existing Treasuries, Sub-treasuries and DDO and agencies or stakeholders like finance department and controlling officers so that they will be able to record the number of transactions which are done in their jurisdiction.
- 3.4 Users of the system will registered users like DDO, treasury, admin, citizens. and Non-registered users as guest.
- 3.5 e-Receipt enables the users to make online payment using net banking facility of designated banks. The user no longer required to visit treasury to get their challans verified by the officer in treasury. All electronic remittances will be carried out through an e-challan generated from e-Receipt system.
- 3.6 Users can access e-receipt system and furnish the required details to generate e-challan with a unique Government Reference Number (GRN). Thereafter payment can be made using net-banking facility of the designated bank. Upon conclusion of payment, another unique referencenumber viz: Bank Reference Number (BRN) will be generated. The payment confirmation will then be passed to e-receipt system which will generate an e-acknowledgment to the user with both GRN & BRN. The information to be keyed in for generating e-challan of registered users will be pre-stored in e-receipt system so as to avoid repeated entry every time. All other details may be either pre- fetched or selectable. Upon selecting the purpose and department, the head of account shall be automatically populated in the e-receipt portal.
- 3.7 The system should take care of the settlements for GST receipts from other states and central Government and should be capable of handling interstate settlements of GST receipts and payments
- 3.8 Deployment of the e-Receipt application in provided servers.
- 3.9 End to End testing of the system/application – UAT, IST, Load testing. Also to provide all testing plan.
- 3.10 Training of nominated Govt. officials on the newly developed application and awareness to the citizen's. Place of training maybe Agartala or other district and sub-divisional towns in Tripura.
- 3.11 To provide all documentations related to the implementation of this project. Also, user manual, solution and technical design documents to be provided.
- 3.12 Post implementation maintenance and support of 1 year and working timings will be as per Finance department of Tripura. Also, the agency has to provide the resources for support and of the application.
- 3.13 Any other additional requirements or data like department name, Major head, minor and sub-head will be provided by the Finance department during the requirement gathering phase.
- 3.14 The bidders need to visit the Finance department in case they need to understand the

functionality of the system in detailed.

3.15 The Implementation agency/vendor as per the working timings of the Finance department and on need basis by the department shall

- (1) Receive calls and /or complaints related to the software through phone call, SMS or email, for which, the bidder shall provide contact details.
- (2) Provide a complaint number for each complaint. The formats of all registers / deliverables shall be finalized in consultation with Finance Department, Govt of Tripura
- (3) Attend and resolve calls within the stipulated period as mentioned in SLA.
- (4) Obtain sign off for call resolution from the user/ designated agency.
- (5) Maintain a complaint register and record entries of all such activities in the complaint register. The complaint register shall be open to inspection by Finance Department at any time.
- (6) Provide summary report of complaints attended and resolves, as per format finalized by Finance Department and/or designated agency on weekly basis.
- (7) The IA shall prepare formats of all registers and reports (including call slips, complaint register, summary reports and SLA reports) and get them approved from Finance Department.

3.16 Ability to print the challan and all receipts from the e-Receipt system.

3.17 Functionality to generate reports by all treasuries, sub-treasuries and DDO – to be Provided by the department

B) Functional Requirements

I. For making any online payments, the user / payee may login into the e-Receipt application. He shall fill in the required details in order to prepare an e-Challan. A unique Identification No. i.e. Government Reference Number (GRN) shall be created for each and every transaction. He may have option to choose the mode of payment i.e. Electronic to be done online through net banking or manual to be paid over the counter at the designated bank.

II. When the Electronic mode of payment is selected by the user , one shall be directed to choose the Bank from where the user wants to effect the payment. Once the bank is selected, user shall be directed to the selected banks website. The user shall then login into the banks website using his Internet banking. He shall then direct the payment site of the bank, which effects debit to his bank account and credit to the Government of Tripura Account. A separate unique identification number i.e. Bank Challan Identification Number (Bank CIN) is created at the bank website.

III. The transaction shall affect debit to the user bank account and credit to the Government Account opened with the Participating bank.

IV. The printable copy of the e-Challan shall be generated with both the unique ids i.e. (GRN and CIN) at the banks website confirming the payment from the user's Account.

V. The user shall then be directed back to the e-Receipt system where his Challan shall be available to him with both the unique ids i.e. (GRN and CIN) once the payment is successful. The banks name, date of the transaction and bank CIN shall be instantly updated on the e-Receipt system. The scroll number shall be updated on the successful remittance of receipts to the RBI and confirmation of the data updated by the participating bank by the e-Receipt on regular intervals as specified in this agreement.

VI. Once the user is directed and enters into the participating banks website; the participating bank shall be responsible for the transaction made by the user from his bank account. The bank shall be responsible to make good losses, if any, to its customers on account of transaction charges, double payments, wrong credits / debits etc. In case of any disruption in the Internet

network in between the e-Receipt application of Tripura and the participating bank's website, the bank shall make good, the data losses, if any; to the government on resuming the network connections.

VII. Participating bank shall not in any way dispute the payment having been made once a "successful" transaction message is updated from participating bank's server to the Government server.

VIII. The funds collected by the bank shall be remitted to Finance department account with the Reserve Bank of India electronically or by RTGS as far as possible or as per the terms agreed upon mutually.

IX. Fund transfer:

a) The cut-off time for transactions in a day would be 8:00 PM. or as prescribed by RBI time to time for reporting e-payments pertaining to that day to RBI, e-payment received after that time shall be accounted on the next working day for reporting purposes and that RBI calendar would be followed for reckoning holidays.

b) At every End of Day, bank shall pool in all receipts of a particular day in the Finance department account.

c) The bank shall remit every end of day's receipts preferably by RTGS/ or any other payment mechanism mode acceptable to the Reserve bank of India (RBI) into the Finance department account with the RBI. The bank shall send an electronic Scroll from time to time; and a hard copy of the same to the Treasury Officer.

d) In case, the bank has to revert any transaction on their end; only the reversions on account of double debits to the payee's account is permissible at the request of the payee; within the purview of the banking regulations in force from time to time. Such reversions are only possible till the time; the receipts are remitted with RBI. Once the funds are remitted to the RBI; no reversal of transaction or any other adjustment entry to the effect shall be made at its end by the Bank. The payee shall claim for the refunds as per the prevailing refund procedure of the State Government.

X. Ability to generate all MIS reports provided by the Finance department and print the challan and all receipts from the e-Receipt application.

SECTION – II

4. Procedure for submission of bids

1.1 It is proposed to have a two cover system for this tender

- a. Technical Bid in one cover.
- b. Financial bid in one cover.

1.2 Bid has to be submitted separately for each item.

1.3 Technical bid of the tender should be covered in a separate sealed cover super scribing the wordings “Technical Bid”.

1.4 Financial bid of the tender should be covered in a separate sealed cover super scribing the wordings “Financial Bid”.

1.5 Both the bids viz. Technical Bid and Financial Bid prepared as above are to be kept in a single sealed cover super scribed with “Development and testing of e-Receipt application for Finance Department, Govt. of Tripura”. The cover thus prepared should also indicate clearly the name and address of the bidder to enable the bid to be returned unopened in case it is declared “late”.

1.6 Earnest Money paid by Demand Draft should be in a separate sealed envelope indicating the amount, tender Notice Number and due date and enclosed with the Bid.

5. Cost of Tender Form

No tender form will be sold. tender form to be downloaded from the websites (i)www.tripura.gov.in (ii)www.tripurainfo.com (iii)www.tenders.gov.in

6. Clarification of Tender Document

A prospective bidder requiring any clarification of the tender document may notify the Finance department, Govt. of Tripura in writing at the clients mailing address indicated in Clause 2.23 of section I. The Finance department will respond in writing to any request for clarification of the tender document, received not later than 07 working days prior to the last date for the receipt of the bids prescribed. In case of any further clarification on any of the points in the tender, if required, a meeting can be scheduled.

7. Amendment of Tender Document

7.1 At any time prior to the last date for receipt of bids, the Finance department may for any reason, whether at its own initiative or in response to a clarification request by the prospective bidder, modify the tender document by an amendment.

7.2 The amendment will be notified in writing or by FAX or by E-mail to all prospective tenderers who have received the tender document and will be binding on them.

7.3 In order to afford prospective bidder reasonable time in which to take the amendment into the account in preparing their bids, the Finance department may, at its discretion, extend the last date for the receipt of the Bids.

8. Language of Bids

The bids prepared by the bidder and all correspondence and documents relating to the bids shall be written in English.

9. Document Comprising the Bids

9.1 The Bids prepared by the bidders shall comprise of the following components:-

- a) Technical bid shall consist of the following:-
 - i) Technical bid furnished as per the format for technical Bid (Section III) along with tender document and EMD.
- b) Financial bid consists of the following:-
 - i) Bid prices duly filled, signed and complete as per the format (section III)

10. Bid Evaluation Method

- a) Finance Department, Govt. of Tripura will examine the bids to determine whether they are complete, whether any errors have been made, whether required EMD have been furnished, whether the documents have been properly signed, and whether the bids are in order.
- b) Finance Department, Govt. of Tripura will first evaluate the Technical bid of the bidder and the financial bids of only technically qualified bidder will be evaluated.
- c) Finance Department, Govt. of Tripura may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiver, does not prejudice or affect the relative ranking of any bidder.
- d) Prior to the detail evaluation, Finance Department, Govt. of Tripura will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations. Finance Department, Tripura determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- e) If a bid is not substantially responsive, it will be rejected by Finance Department, Govt. of Tripura and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- f) Finance Department, Govt. of Tripura reserves the right to accept any bid and to cancel/abort the bid process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder
- g) Arithmetical error will be rectified on the following basis. If there is a discrepancy between words and figures, the amount in words will prevail.
- h) Technical Evaluation: Finance Department, Govt. of Tripura will examine the eligibility of the bidders as per the Bid specification. Bids of the BIDDER, not satisfying the eligibility criteria, shall be rejected. Finance Department, Govt. of Tripura may ask for additional information from the bidders. On request from the Finance Department, Govt. of Tripura, the bidder may have to produce additional information. The time limit, in which the bidders' have to submit additional information, shall be decided by Finance Department, Govt. of Tripura and its decision shall be final in this regard. Bids of the Bidder failing to adhere to the specified time limit shall be rejected.
- i) Technical Evaluation Criteria (Refer to Annexure III): The bidder scoring a total point of 60 or more will be considered a technically qualified bidder which will then be considered

for financial evaluation. The bids will be rejected if the technical score is below 60 points.

- j) Financial Evaluation: Financial bids of only technically qualified bidders shall be evaluated. The bids, found lacking in strict compliance to the financial bid format shall be rejected straightaway. All the financial Bids shall be ranked according to the financial Bid in increasing order with the Bidder quoting the least amount ranked L1, Bidder quoting next higher figure as L2 and so on. In case there is any tie in financial Bids of one or more Bidder, the Bidder having the higher technical score will be given better ranking. In case the technical scores are also equal, all the technically qualified Bidders shall be asked to resubmit the financial Bid. However, in this case, the revised financial Bids should be less than the lowest financial Bid quoted earlier by the technically qualified Bidders. L1 will be declared as Successful Bidder and his offer will be processed further.

11. Eligibility Criteria

- 11.1 The Agency should have minimum experience of three years in similar works.
- 11.2 The Agency should be a financially sound having minimum **annual turnover of 10 Crores** During last three financial years.
- 11.3 Attach all documentary proof without which the bid shall be rejected.
- 11.4 The Agency should be registered and should possess necessary license from statutory bodies/organizations.
- 11.5 The Agency should possess necessary Service Tax & Income Tax registrations from the competent authority.
- 11.6 The bidder should not have been black listed or conflict of activities by any State Government, Central Government or any other Public Sector undertaking or a Corporation or any other autonomous organization of central or state Government for breach of contractual conditions as on bid calling date. Self- certificate declaring that the bidder is not black listed to be enclosed.

SECTION - III

ANNEXURE I- TECHNICAL BID

SL No.	Description	Details/compliance (Yes/No)	Remarks
1	Name of Firm/Company Registration Number & Registering Authority) VAT No., CST No., PAN No.		Document to be submitted
2	Address		
3	Telephone No.		
4	Mobile		
5	Annual turnover of 3 crores during last three financial years. (2014-16, 2011-13, 2008-10)		Documentary proof to be submitted
6	Experience of three years in development and maintenance of similar application		Work Order/PO/ documentary proof to be submitted.
7	The Agency should be registered and should possess necessary license from statutory bodies/organizations		Documentary proof to be submitted.
8	The Agency should possess necessary Service Tax & Income Tax registrations from the competent authority		Documentary proof to be submitted.

ANNEXURE II-FINANCIAL BID

Item No	Item Description	Price quoted (In Rupees) In figures	Price quoted (In Rupees) Words
1	Design, Development and Testing cost		
2	Training cost		
3	License cost, Software cost, etc. , if any		
4	Taxes if any		
2	GRAND TOTAL		

Note:

1. The bidders need to visit the Finance department, Tripura in case they need to understand the functionality of the system in detailed.
2. Taxes will be on actual basis and current date.
3. Cost component mentioned in Annexure II will be paid as per the criteria mention in Section I 2.16a
4. Lowest price bidder will be based on minimum amount quoted

ANNEXURE III- TECHNICAL BID EVALUATION SHEET

Sl. No.	Criteria	Maximum Points	Points Scored
1	Organizational Capability		
a.	Average Annual Turnover of last three years (Average Annual Turnover 1-1.9 Cr =20, Average Annual Turnover 2-2.5 Cr = 25 , Average Annual Turnover 2.6 – 3 Cr=30)	30	
b.	Experience in development and maintenance in similar software (more than 5 projects = 30, less than 5 projects to 3 projects = 20 , less than 3 projects to 1 projects = 10 or else 0)	30	
2	Other Technical capability		
a.	The Agency should be registered and should possess necessary license from statutory bodies/organizations. The agency should not be blacklisted	20	
b.	The Agency should possess necessary Service Tax & Income Tax registrations from the competent authority. Registration Number & Registering Authority) VAT No., CST No., PAN No.	20	
Total		100	

NOTE : Please submit all documentary evidence in support of above evaluation criteria

DRAFT AGREEMENT

This Contract is made and entered into on this _____ day of _____, 2016 by _____ and between Finance Department, Govt. Tripura, having its head office Tripura Civil Secretariat ,Capital Complex, Agartala (herein after referred to as Purchaser/Finance Department) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART and M/s _____, a company registered under the Indian Companies Act, 1956 with its registered office at _____ (herein after referred as the “Successful Bidder/ Supplier”) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on the OTHER PART.

Whereas, Purchaser is desirous of appointing an agency for “Development and testing of e-Receipt application for Finance Department, Govt. of Tripura“ as per the Scope of Work and Terms and Conditions as set forth in the Tender document dated _____ of <NIT No _____> and whereas M/s _____ represents that it has the necessary experience for carrying out the overall work as referred to herein and has submitted a bid and subsequent clarifications for providing the required services against said NIT and Tender document issued in this regard, in accordance with the terms and conditions set forth herein and any other reasonable requirements of the Purchaser from time to time and whereas Purchaser has accepted the bid of M/s _____ and has placed the Work Order vide Letter No. _____ dated _____, on which M/s _____ has given their acceptance vide their Letter No. _____ dated _____. And whereas M/s _____ has deposited a sum of Rs. _____/- (Rupees _____) in the form of _____ ref no. _____ dated _____ of _____ Bank and valid up to _____ as security deposit for the due performance of the contract.

Now it is hereby agreed to by and between both the parties as under: -

1. The NIT Ref. No. _____ dated _____ and Tender document dated _____ issued by Finance Department, Govt. of Tripura along with its enclosures/ annexures, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract.
2. In consideration of the payment to be made by Finance Department, Govt. of Tripura to M/s _____ at the rates set forth in the work order no. _____, _____ will duly supply the said articles set forth in “Annexure – II “ Financial Bid” thereof and provide related services in the manner set forth in the Tender, along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by M/s _____.

3. The Finance Department, Govt. of Tripura do hereby agree that if M/s_____ shall complete all work as mentioned in the scope of work in the manner aforesaid observe and keep the said terms and conditions of the Tender and Contract, the Finance Department, Govt. of Tripura will pay or cause to be paid to M/s_____, at the time and the manner set forth in the said conditions of the Tender. The mode of Payment will be as specified in the Tender document.

4. The timelines for the prescribed Scope of Work and requirement of services shall be effected from the date of work order i.e. _____ and completed by M/s_____ within the period as specified in the Tender document.

5. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided as per the procedure mentioned in the Tender document.

In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this ____day of _____, 2016.

Signature of the Approved
supplier/ bidder

Signature for and on behalf of
Finance Department

Designation:

Designation:

Date:

Date:

Witness No.1

Witness No.1

Witness No.2

Witness No.2

SECTION – IV GENERAL TERMS AND CONDITIONS

1. This is a two part bid. Technical & financial bid should be submitted separately in two separate covers.
2. The vendor is required to provide services to the satisfaction of buyer at the office of Finance Department, Govt. of Tripura
3. The company should adhere with all seriousness to the time schedule provided by the Finance Department, Govt. of Tripura
4. There is no provision for making advance payment to the company as Finance Department rules. However, the bill should be submitted by the vendor after successful & satisfactory completion of services and will be considered for payment within reasonable period.
5. The Rates are to be quoted as indicated in the attached format inclusive of taxes. Prices should be firm and fixed.
6. Validity of Proposal should be at least for 30 Days.
7. The vendor should provide and attach the following details along with its quotations: Quantity of Similar service provided in Last One Year, List of reputed Customers dealt with them. Latest copy of Income Tax Return Form PAN /TAN Copy of the Registration Firm.
8. The contract period is of 3 months from the date of issuance of work order however It shall be open to either of the party to terminate the contract at any time by giving three month notice to the other party.

ANNEXURE-A-BID PROPOSAL SHEET

Bidder's Proposal Reference No & Date :

Bidder's Name & Address :

Person to be Contacted :

Designation :

Telephone No:

Fax No:

Email :

To

The Special Secretary,
Finance Department,
Govt. of Tripura,
Tripura Civil Secretariat,
Capital Complex, Agartala

Subject :- Tender for Development and testing of e-Receipt application for of Finance Department,
Govt. of Tripura

Sir,

We, the undersigned Bidders, having read and examined in detail general terms and conditions, the specifications and all the bidding documents in respect of Development and testing of e-Receipt system for Finance Department, Govt. of Tripura

- 1 Per specification at **SECTION III** in the bidding document.
- 2 All price mentioned in our proposal are in accordance with the terms as specified in the bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 90 calendar days from the opening of technical bid.
- 3 We do hereby confirm that the bid prices are **inclusive of all taxes**, wherever applicable.
- 4 We declare that all the services shall be performed strictly in accordance with the fine-tuned technical specifications. No Technical deviation will be acceptable and any technical deviation is liable to rejection of tender.
- 5 We hereby declare that our proposal is made in good faith and the information contained in this proposal is true and correct to the best of our knowledge & belief.
- 6 We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you
Yours Faithfully

(Signature)
Date
Place
Business Address Seal

Name
Designation