

Request for Proposal (RFP)
for
Selection of an agency for Redesign, Redevelopment, Augmentation and Operation & Maintenance of
Odisha Tourism Website, Mobile App and Book Odisha Portal & App
for
Department of Tourism, Government of Odisha



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Schedule of RFP Process

Department of Tourism (DoT) invites Proposals for “**Selection of an agency for Redesign, Redevelopment, Augmentation and Operation & Maintenance of Odisha Tourism website, Mobile App and Book Odisha Portal & App** Department of Tourism, Government of Odisha”

Interested firms/ parties / agencies are advised to download and study the RFP document carefully and must satisfy all eligibility conditions stated in **Clause 5** of this document in this regards from website <https://odishatourism.gov.in>

Table 1
Important Dates and Information

Office of issue	Department of Tourism, Government of Odisha
Date of issue	11.08.2025
Last date and time of receiving queries to be sent to info@odishatourism.gov.in and pmu@odishatourism.gov.in Format for sending queries attached in Annexure-VII	19.08.2025, 03:00 PM
Pre-bid meeting through Video Conferencing (link will be shared later)	21.08.2025, 11:30 AM
Last date and time for submission of bids	09.09.2025 at 3:00 PM
Date and time for technical bid opening	10.09.2025 at 11:00 AM
Date, time and venue for Technical Presentation and Financial bid opening of eligible bidders	Will be intimated later

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Introduction

- 1.1. Department of Tourism (hereinafter referred to as “DoT” or “Authority” or “Department”) aims to develop Odisha as one of most preferred tourist destinations in India. Concerted efforts are being put in place by DoT to position the state prominently in the domestic and international tourist source markets. In this background, DoT has decided to enhance its presence and expand its digital footprint in promoting the tourism potential of the state with the global and regional tourists in a holistic manner.
- 1.2. The digital transformation of the Odisha Tourism Website and Book Odisha Portal is a strategic initiative to modernize its digital presence, enhance user experience, and position Odisha as a globally competitive tourism destination. This comprehensive project encompasses a complete overhaul of the existing portal, mobile app enhancements, backend modernization, and the integration of advanced features. The scope aligns with Odisha’s tourism goals, as outlined in the Odisha State Tourism Policy 2022, which emphasizes progressive policies to boost tourism.
- 1.3. Accordingly, DoT intends to appoint an agency (hereinafter referred to as “Agency”) for Selection of an agency for Redesign, Redevelopment, Augmentation and Operation & Maintenance of Odisha Tourism website, Mobile App and Book Odisha Portal & App over a period of three years (hereinafter referred to as “contract duration”).
- 1.4. Odisha Tourism currently has the following two websites
 - a. www.odishatourism.gov.in
 - b. www.bookodisha.com
- 1.5. The engagement intends to Redesign, Redevelopment, Augmentation and Operation & Maintenance of Odisha Tourism website and its Mobile App and Book Odisha Portal and its App.
- 1.6. The key objective is to ensure the current website, and the mobile app provides seamless experience to end users and thereby attract domestic and foreign tourists looking forward to experience and discover Odisha.

2. Scope of Work

2.1. The broad scope of work for Odisha Tourism Portal in this assignment is as follows:

I. Redesign and Development of Odisha Tourism Portal

- a. **UI/UX Revamp:** A complete redesign of the user interface and experience to align with global tourism standards, ensuring intuitive navigation and visual appeal.
- b. **Accessibility Enhancements:** Compliance with Web Content Accessibility Guidelines (WCAG) to support users with disabilities, including screen reader compatibility and keyboard navigation.
- c. **Responsive and Multilingual Design:** Optimization for desktops, tablets, and mobiles, with support for multiple languages, including Odia, to cater to local and international audiences.
- d. **SEO and Performance Optimization:** Implementation of search engine optimization techniques (e.g., keyword optimization, meta tags) and performance enhancements (e.g., fast load times, caching) to improve visibility and user satisfaction.

II. Change of Platform

- a. **Migration:** Transition from the existing platform to an open-standard, enterprise-grade Content Management System (CMS) or Digital Experience Platform (DXP), such as Drupal, Liferay etc.
- b. **Data Preservation:** Ensuring all legacy data (e.g., user profiles, booking history) is preserved and existing services are seamlessly re-integrated.
- c. **Scalable Architecture:** Adoption of a modern architecture to ensure scalability, security, and flexibility for future enhancements.

III. Augmentation of Portal Features

- a. **Virtual Tour Module:** Integration of 360-degree virtual experiences for key Odisha destinations (e.g., Jagannath Temple, Konark Sun Temple), allowing users to explore attractions remotely.
- b. **Personalized Dashboard:** A user-specific interface to store preferences, save itineraries, and receive booking reminders, tailored to individual travel needs.
- c. **Interactive Map:** An exploration tool with filters for attractions, hotels, and amenities, enabling users to plan trips efficiently.
- d. **AI-Driven Itinerary Planner:** A system leveraging artificial intelligence to generate customized travel plans based on user preferences (e.g., interests, budget) and travel history.

IV. Existing Chatbot Enhancement

- a. **Advanced AI/NLP Integration:** Implementation of advanced Artificial Intelligence and Natural Language Processing for smarter, context-aware chatbot responses.
- b. **Multilingual Capabilities:** Support for multiple languages, including Odia, to cater to users.

V. Mobile App Augmentation

- a. **UI/UX Revamp:** Redesign of Android and iOS apps to align with the web portal's standards and improve user experience.
- b. **Feature Parity:** Ensuring the mobile apps include all web portal features, with deep-linking capabilities for seamless navigation.
- c. **Additional Features:** Implementation of offline mode, push notifications, and enhanced feedback mechanisms to improve usability.

VI. Third-Party Integrations

- a. **Odisha Yatri:** Synchronization of travel bookings and ticketing data for a unified experience.
- b. **WhatsApp:** Integration of a conversational interface for real-time updates and user interaction.
- c. **Book Odisha:** Seamless booking experience for hotels, tour packages, and transport services.

VII. Interim O&M Scope for Odisha Tourism and Book Odisha:

The successful bidder must undertake the operation and maintenance of the existing websites www.odishatourism.gov.in and www.bookodisha.com until the new website and mobile app are deployed, the O&M activities for the existing website will focus on ensuring continuity, reliability, and user satisfaction for the existing platforms while minimizing disruptions during the transition.

Technology Stack for Existing Odisha Tourism website is mentioned in Table 2:

Table 2

Layer	Technologies / Tools
CMS & Personalization	Adobe Experience Manager (AEM), Adobe Analytics, Adobe Target
Backend Development	Java Spring Boot, PHP, REST APIs
Frontend Technologies	Bootstrap, jQuery, HTML5, JavaScript, CSS
Mobile App Framework	Flutter
Database	MySQL
AI Chatbot Integration	FreshChat
Analytics	Adobe Analytics, Google Analytics
Infrastructure	Microsoft Azure Cloud (Hosting), Content Delivery Network (CDN)

- 24/7 Monitoring and Incident Management:** Utilize tools like New Relic or Datadog for real-time monitoring of the website and mobile app, tracking performance metrics (e.g., uptime, response time) and resolving incidents promptly to maintain service availability. A dedicated support team will address issues within defined SLA timelines (e.g., critical issues resolved within 4 hours).
- Security Maintenance:** Apply critical security patches and updates to protect against vulnerabilities, particularly for booking and payment systems, ensuring compliance with data protection standards (e.g., PCI DSS for payment processing). Conduct monthly security audits to identify and mitigate risks.
- Performance Optimization:** Implement basic performance enhancements, such as caching and database optimization, to maintain acceptable load times (e.g., under 3 seconds for page loads) and reduce bounce rates during peak traffic periods, such as festival seasons.
- Content Updates:** Perform minor content updates (e.g., event announcements, seasonal promotions) to keep the platform relevant, ensuring alignment with Odisha Tourism's marketing campaigns. Coordinate with the content writer to maintain SEO-optimized content.

- e. **User Support:** Maintain existing customer support channels (e.g., email, chatbot) with a focus on quick resolution of user queries related to navigation, bookings, or information access. Deploy one live agent to handle escalations during this period.
 - f. **Data Backup and Recovery:** Conduct daily backups of critical data (e.g., user profiles, booking records) and maintain a disaster recovery plan to ensure data integrity during the transition to the new platform.
 - g. **Transition Support:** Collaborate with the development team to prepare for data migration, ensuring compatibility of existing data formats with the new CMS/DXP/CDN and validating data integrity during testing phases.
 - h. **SLA-Driven Support:** Adhere to a Service Level Agreement with a defined escalation matrix, ensuring 98.0% uptime and resolution of critical issues within agreed timelines.
- B. Relevance:**
- a. The 6-month O&M plan ensures the existing platforms remain functional and reliable during the transition, maintaining user trust and engagement (Best Practices for Tourism Websites).
 - b. Security and performance maintenance protect user data and ensure a seamless experience, critical for retaining tourists planning trips during the interim period.
 - c. Content updates and user support keep the platform relevant and accessible, supporting Odisha Tourism's visibility and marketing efforts during the transition.
 - d. Transition support facilitates a smooth migration to the new platform, minimizing data loss and service disruptions.

VIII. Operations & Maintenance (O&M) of the newly developed website and mobile application

- a. **24/7 Monitoring:** Continuous monitoring and incident resolution for the website and mobile app to ensure uptime and reliability.
- b. **Regular Updates:** Ongoing bug fixes, security patches, and performance tuning to maintain platform efficiency.
- c. **SLA-Driven Support:** Service Level Agreement (SLA)-based support with a defined escalation matrix for prompt issue resolution.

IX. Cloud Subscription

- a. **Hosting:** Deployment on a secure, scalable cloud infrastructure (e.g., AWS, Azure) to ensure reliability and performance.
- b. **Backup and Disaster Recovery:** Implementation of robust backup solutions and disaster recovery mechanisms to safeguard data.
- c. **Auto-Scaling:** Cost-effective auto-scaling provisions to handle varying traffic loads efficiently.

X. Platform Subscription

Enterprise-Level Platform: Subscription to an open-standard platform, including licensing, enterprise support, and regular updates.

XI. Email Subscription

- a. **Integration:** Integration with transactional and marketing email platforms (e.g., SendGrid, Mailchimp) for seamless communication.
- b. **Templates:** Development of templates for booking confirmations, newsletters, and feedback forms to enhance user engagement.

XII. SEO and Website Analysis

- a. SEO and Website Analysis should provide a clear overview of the current scenario identify existing and potential gaps and suggests strategic focus areas

for the improvement and expansion of the digital footprint of the Odisha Tourism Website.

- b. The current position of Odisha Tourism Website (www.odishatourism.gov.in) and Book Odisha Website (www.bookodisha.com) with respect to SEO Results, Rankings and other attributes

XIII. The selective bidder should carry out following works for Odisha Tourism website and Book Odisha website:

- a. Content Writing for website content and proof reading.
- b. Designing for website graphic designs.
- c. Search Engine Optimization for improving website visibility and ranking in search engines.

XIV. The successful bidder shall submit the Web Analytics Report as detailed in Table 3:

Table 3
Web Analytics Reporting/ MIS Module

Sl. No.	Type of Data	Data Points
1.	Website Traffic Details	• Number of unique site visitors • Number of return visits to website • Average time spent on website • Average time for page load • Visitor journey mapping through individual visitor/cookie level reporting
2.	Website Traffic Sources	• Percentage of direct traffic – visitors that visit site by typing the URL into their browser • Percentage of referral traffic – visitors that visit site by clicking on a URL on another website • Percentage breakup of referral sources • Percentage of organic traffic – visitors that discover the website through Odisha Tourism listing from a search result in a search engine • Campaign traffic – visitors that visit website through a dedicated campaign or clicking on a link with certain tracking parameters
3.	Total Conversions	• Show conversions in ways such as – ○ Requesting additional information ○ Signing up for promotional content ○ Visiting an external booking link through the website
4.	Organic Searches	Percentage of traffic from organic searches - the traffic to site generated by organic searches can be directly correlated with search engine optimization strategy. Some metrics are as follows: • number of lead conversions assisted by organic search • number of customer conversions assisted by organic search • percentage of traffic associated with branded keywords • percentage of traffic associated with unbranded keywords

2.2. The broad scope of work for Book Odisha Portal is as follows:

The scope of this project is to enhance the existing web-based application of Odisha Tourism and add a portal to implement the booking engine for all services provided by OTDC.

The scope of project includes:

A. Key features of the portal to be developed by the successful bidder:

- I. Easy to view service information, type, inventory, rate, packages, conditions, seasonal rates and other charges.
- II. Secure RBAC (Role Based Access Control) system. Super Admin, Admin accesses based on requirement.
- III. Powerful administration panel with intuitive user interface.
- IV. Multi-language and multi-currency support.

- V. Online reservation with invoicing support with Payment Gateway
- VI. Booking Engine with Payment Gateway integration
- VII. Support for the addition of multiple merchant IDs on payment gateway.
- VIII. Powerful search and optimized presentation of properties.
- IX. Intuitive MIS Reports

B. Online Reservation

The Application should have an inherent feature for seamless integration of the Panthanivas reservation system. In addition to Panthanivas reservation, a user-friendly interface must be there for users to book rooms at various registered hotels, leased hotels and heritage homes. The booking portal should be equipped with the right set of tools to support the booking of the spectrum of services rendered by Odisha Tourism's Eco Retreat. Booking of Adventure Activities, Water Sports Activities along with booking of concerts should be facilitated through the portal.

C. Online Ordering

The new booking portal must act as a marketplace for tourists and visitors in general. Visitors should be able to buy the following services and make payment towards them online:

- I. Buying Souvenirs and Merchandise like handlooms, handicrafts, tribal jewelry etc.
- II. Ordering and home delivery of Food and Beverages from the new booking portal.
- III. Registering for availing catering services on the desired date and place.

D. Payment Gateway Integration

The new booking portal must have a robust mechanism for payment gateway integration. The payment gateway should have the facility for linking multiple merchant IDs with it.

E. Tour Planning

Tourists ought to be able to plan their trip itinerary through the new booking portal. The portal must support the dynamic planning of the trip for both single and multi-destination tours. There must be provisions for booking the following services online:

- I. Transportation services
- II. Guide services

F. Booking Activities

The booking engine should also have facilities for booking tickets for multiple activities offered at selected locations. This would include activities like bike rides, boating, adventure activities, water sports activities, etc. The new booking portal ought to have provision for reserving tickets for activities offered by Odisha Tourism.

G. Online Ticket

Visitors should be able to choose and buy tickets for visiting places of historical, cultural or religious importance. It may include religious places like temples, Buddhist sites and monuments, Recreational places like Museums, Zoos, National Parks, Wildlife Safari, etc. Booking tickets online for premium services by the Odisha Tourism like entry to the Blue Flag Beach, Puri should also be made available through the new booking portal.

H. Event Pass

Event Passes should also be offered on the portal. Multiple types of events, including recurrent events like Konark Festival, Chilika Bird Festival and Marine Drive Eco Retreat should have their passes be made available on the new booking portal. Occasional events, concerts and other programmes should also be made available on the site for reserving passes to them.

I. Feedback Mechanism

To optimise service delivery and improve user experience, the new booking portal must include help window and chat facility. A feedback mechanism should be implemented to gain insights into user experience. It should be noted that to avoid site spamming, registered users are able to choose from pre-defined feedback templates to express their opinions.

J. ADMIN PANELS

To facilitate the smooth functioning of all the features of the booking portal, multiple admin panels need to be included as part of the portal. The Admin Panels would be implemented with Role Based Access Control (RBAC) property. The designated Super Admin will have Read and Write access on all the admin panels of the new booking portal. The admin on the other hand, will have Read access on the admin panels and in addition to that, can generate MIS reports. Below are the admin panels that need to be employed on the booking portal:

I. Admin Panels:

- a. For managing the stakeholders and components of online reservation system.
- b. Tours Management including guide services and transportation services.
- c. Management Activities and Experiences that include management of adventure and sport activities and Eco Retreat Activities.
- d. Management of Events, their types, timings, pricing, etc.
- e. To add and manage places of visit with their ticket pricing.
- f. Online-ordering admin panel comprising management of merchandise, food & beverages inventory and catering services.
- g. Panel to monitor and add templates for feedback mechanism.
- h. Admin Panel for MIS Reports

II. Features:

- a. Admin Panels would be implemented with Role Based Access Control
- b. Super Admin can add/edit/delete services on the admin panel
- c. The admin can view the added services and can set pricing for the services.
- d. Generation of MIS reports can be done by both the Super Admin and the Admin.
- e. UI of the Admin Panels need to be intuitive with easy access to all features for management of any service

K. PRIVILEGES-N-ROLES

I. Managing Privileges & Roles:

Role-based access control (RBAC) is a policy-neutral access-control mechanism defined around roles and privileges. A role is an encapsulated mode of permissions of various modules. The components of RBAC such as role-permissions, user-role and role-role relationships make it simple to perform user assignments.

The proper way to manage privileges for users and roles is to confine the use of privileges only to required functions. In the Application, there must be multi admin

permissions. The Super Admin would have complete access on the admin panel to making changes to the records. The admin, on the other hand, would be able to update some selected components of a record.

**L. Technical Requirement for Book Odisha Website is mentioned in Table 4:
Table 4**

Functional Area	Key Requirements
Web Portal	1. Should support management of Panthanivas reservation system in addition to reservation system management of registered entities with Odisha Tourism. 2. Should offer provisions for online booking of transport and guide services as part of tour planner. 3. Should have online ticket system for places, events and activities promoted by Odisha Tourism. 4. Should have online ordering system for merchandise, food and catering services. 5. Should have a backend for managing content for the web portal. 6. Should have a RBAC (Role Based Access Control) system to manage content on the web-portal.
User Management and General Features	1. Should support creating, editing and flagging of users on the web portal and application. 2. Should support secure registration and sign-up system. 3. Users should have a profile which they or the manager can manage from the appropriate interface(s).
CMS (Web Content Management System)	1. SEO Friendly URLs 2. Integrated and online help 3. Modular and extensible 4. Easy user and group management 5. RBAC permission system Easy wizard-based upgrade procedures 6. Multiple language content support 7. Admin panel with intuitive UI
Communication	System should have support for notifications using: 1. SMS through a National SMS gateway 2. Emailing through an international mail gateway

Technologies:

I. Front-end client-side technologies like:

- a. HTML5
- b. CSS3
- c. LESS/SASS/SCSS
- d. Responsive Bootstrap, frameworks
- e. AJAX
- f. Multiple media detection and rendering

II. Back-end server-side Technologies:

- a. MVC Frameworks, like PHP-Yii / PHP-Symfony/Laravel
- b. Languages like PHP
- c. ORMs/DALs like Active Record/ Doctrine/ Red Bean etc.
- d. REST/SOAP based API Clients
- e. Authentication Security
- f. SSL/TLS Based Secure Transactions
- g. MySQL, PostgreSQL Based Scalable database
- h. Apache Server should be compatible with Amazon web-based cloud server standards

3. Resources Deployment

3.1 DEPLOYED Key Personnel at DoT:

- a. The Agency should deploy a Project Manager at Department of Tourism having qualification in BE/B.Tech/ME/M.Tech (Computer Science/ IT)/ MCA and preferably MBA with minimum 10 years of experience in implementation of IT projects out of which minimum 3 years of experience as a Project Manager. He/ She should have experience in implementing full lifecycle (end-to-end) at least one Web Application/ Web Portal/Website/Mobile app project as Project Manager. (The Agency shall submit the CV of the key personnel proposed as per **Annexure- VIII**)

4. Deliverables, Timelines and Payment Schedule

The selected agency shall achieve the following deliverables:

Deliverable, Timeline and Payment Schedule

Phase- 1: Website - Redevelopment & Mobile App – Augmentation or Redevelopment

Sl. no	Deliverable	Timeline	Payment % of contract value	Remarks
1	Website – Wireframe & SRS Mobile App – Requirement Finalization for Augmentation/Redevelopment	T + 15 Days	10% (one time)	System design and planning phase for both Website and Mobile App
2	Website – UAT Mobile App – Alpha Release	T + 75 Days	10% (one time)	Website ready for User Acceptance Testing; Mobile App internal alpha version
3	Website – Go Live Mobile App – Beta Release	T + 90 Days	10% (one time)	Website launched publicly; Augmented / Redeveloped Mobile App
4	Submission of Project Completion Report and Subsequent Approval of DoT	T + 03 years	5% (one time)	Retention Amount to be paid back upon successful completion and handover of the Assets

Phase-2: Resource Deployment and Operation & Maintenance (Quarterly)

Quarter	Scope	Payment of 65% of remaining contract value	Deliverable
Y1Q1	Operation & Maintenance	Amount equally divided 12 quarters	Quarterly Progress Report and Web Analytics Report
Y1Q2	Operation & Maintenance	Amount equally divided 12 quarters	Quarterly Progress Report and Web Analytics Report
Y1Q3	Operation & Maintenance	Amount equally divided 12 quarters	Quarterly Progress Report and Web Analytics Report
Y1Q4	Operation & Maintenance	Amount equally divided 12 quarters	Quarterly Progress Report and Web Analytics Report

Y2Q1	Operation & Maintenance	Amount equally divided 12 quarters	Quarterly Progress Report and Web Analytics Report
Y2Q2	Operation & Maintenance	Amount equally divided 12 quarters	Quarterly Progress Report and Web Analytics Report
Y2Q3	Operation & Maintenance	Amount equally divided 12 quarters	Quarterly Progress Report and Web Analytics Report
Y2Q4	Operation & Maintenance	Amount equally divided 12 quarters	Quarterly Progress Report and Web Analytics Report
Y3Q1	Operation & Maintenance	Amount equally divided 12 quarters	Quarterly Progress Report and Web Analytics Report
Y3Q2	Operation & Maintenance	Amount equally divided 12 quarters	Quarterly Progress Report and Web Analytics Report
Y3Q3	Operation & Maintenance	Amount equally divided 12 quarters	Quarterly Progress Report and Web Analytics Report
Y3Q4	Operation & Maintenance	Amount equally divided 12 quarters	Quarterly Progress Report and Web Analytics Report

Resource Deployment and Operation & Maintenance part of this contract may be extended for an additional period of 1 year, subject to mutual agreement between both parties. Upon extension, a 10% increment shall be applicable to the originally quoted contract value with respect to Resource Deployment and Operation & Maintenance (O&M) components.

Note:

- i. "T" - Date of issue of Letter of Award (LoA)
- ii. Quarterly Progress Report (QPR) shall be submitted in both hard and soft copy after incorporating changes suggested by DoT committee (if any). The report shall include detailed data and analysis for all activities and way forward.
- iii. Platform Subscription, Cloud Subscription, Email Subscriptions or any other License Subscriptions will be as per actuals upon submission of invoice along with appropriate documentation.

5. Minimum Eligibility Criteria

To be eligible for pre-qualification and short-listing for evaluation of Technical and Financial Bid, the agency shall fulfil the following eligibility criteria.

I. General Eligibility Criteria:

- a. The Agency should be an entity incorporated/ registered under the Companies Act 2013 or a Limited Liability Partnership registered under the LLP Act 2008. The Agency must submit a proof of Registration of the legal entity (Certificate of Incorporation, GST registration certificate).
- b. Manpower: The Bidder must as on 31 March 2025, have on its payrolls a minimum of 75 Professionals. The Bidder shall submit the corresponding EPF statement and Letter from HR as documentary evidence.
- c. Statutory Requirements: The Bidder should possess valid registrations for all statutory requirements such as PAN and GSTIN.
- d. Blacklist: The Bidder should not be blacklisted by any Department / Agency / PSU in any State or Central Government of India as on date of submission of bid. Self-declaration as per **Annexure -IX** to be submitted

II. Technical Eligibility Criteria

The Agency should have experience of implementing, operating & managing similar projects satisfying following conditions.

- a. The Agency must have successfully executed at least 1 (One) similar project of Website/ Web Portal/ Web Application along with Cloud Subscription and platform licensing where end users Government/ PSU/ Corporation having project cost at least **INR 3 Crores** during the last 5 years, preceding the proposal submission due date.
- b. The Bidder should have minimum Eight (8) years' experience in software services such as design, development, operations and maintenance preceding 31 March 2024.
- c. The Bidder should have experience of mobile application development and providing application support for minimum 2 years as on bid submission date where end users Government/ PSU/ Corporation where the project cost should be at least **INR 50 Lakhs**.
- d. Technical Certification: The Bidder must have a valid CMMi Level 3 (SVC & DEV) or above, ISO 27001 and ISO 9001 certifications as on date of submission of this RFP.

Note:

- a. Similar Project means: Providing Services for web portal/ website/ web application development or maintenance and augmentation.
- b. Documentary proof to be submitted along with proposal (Company Registration Certificate/ copy of Agreement / Work Order / Completion Certificate etc of related projects) with project citation
- c. Self-declaration documents to fulfil eligibility criteria shall be rejected

III. Financial Eligibility Criteria

- a. The Agency should have Minimum Average Annual Turnover of INR 10 Crore for the last 3 (Three) financial years (i.e. FY 2021-22, FY 2022-23, FY 2023-24).
- b. The Agency should have a positive net worth in the above 3 FY.

Note: The Agency shall submit the Audited Balance Sheet and Profit & Loss Statement for the last 3 (Three) Financial Years along with CA Certificate duly certified by either Statutory Auditor or Chartered Accountant in the Technical Proposal/Bid.

6. Methodology of Bid Evaluation (QCBS)

Bids submitted with a clearly defined legal entity name, properly labelled envelopes, and in full compliance with the RFP submission requirements will be considered for the **"Bid Responsiveness Check"**. Only those bids deemed responsive will proceed to the opening and evaluation of the **Technical Proposal**.

Agencies that meet the **technical eligibility criteria** will be invited to deliver a **technical presentation**. The Department of Telecommunications (DoT) reserves the right to seek **clarifications or supporting documents** from the participating Agencies in the event of any inconsistencies or missing information in the technical proposal. However, the DoT also retains the discretion to **reject any proposal** without issuing further clarification or explanation.

The tender will follow the **Quality and Cost-Based Selection (QCBS)** method of evaluation. Under this method:

- The **Technical Proposal** will carry a weightage of **70%**
- The **Financial Proposal** will carry a weightage of **30%**

Only those bidders who score the **minimum qualifying marks in the technical evaluation** will be considered for financial bid opening. The final selection will be based on the **combined weighted score** of the technical and financial proposals.

7. Bid Evaluation Criteria

- I. Only those Agencies who meet the **Minimum Eligibility Criteria** as per Clause 5 shall qualify for the Technical Proposal and Financial Bids will be opened for those who qualify for the Technical Proposal. Evaluation of the Technical Proposals and Financial proposals will be based on Quality cum Cost Based Selection (QCBS) mode with weightage of 70% and 30% for technical and financial proposals, respectively.

II. Technical Evaluation

The Technical evaluation will include the evaluation of the Technical Proposal followed by Presentation, as specified below:

Table 5
Technical evaluation criteria

Sl.	Description	Requirements	Supporting Documents	Maximum Marks
A.	Technical Score			60
	Sectoral & financial capabilities	The Agency should have an Average Annual Turnover of INR 10 Crore for the last 3 (Three) financial years (i.e. FY 2021-22, FY 2022-23, FY 2023-24) - 10 marks For each additional INR 5 Crore – 2 marks	Audited Balance Sheet for FY 2021-22, FY 2022-23, FY 2023-24 and CA certified Turnover Certificate	20

	Project Manager Experience & Skills – Total Years of Experience > 8 - < 12 = 1 Mark Total Years of Experience > 12 or Above = 2 Marks Experience in developing government led IT project/ applications/ DBT led scheme solutions = 3 Marks	CV in the attached format Annexure-VIII	5
	Quality Certification CMMI level -3 and above - 3 Marks Additional 1 mark for ISO 9001 & ISO 20000 and additional 1 mark for ISO 27001	Copy of Original Certificates	5
	The Agency must have successfully executed at least 1 (One) similar project of Website/ Web Portal/ Web Application along with Cloud Subscription and platform licensing where end users Government/ PSU/ Corporation having project cost at least INR 3 Crores during the last 5 years, preceding the proposal submission due date- 1 mark For each additional similar project of minimum INR 1 Crore value – 1 mark	Copy of Work Order/ Agreement/ Completion Certificate	5
	The Bidder should have experience of mobile application development and providing application support for minimum 2 years as on bid submission date where end users Government/ PSU/ Corporation where the project cost should be at least INR 1 Crore- 5 marks	Copy of Work Order/ Agreement/ Completion Certificate	5
	The Agency must have a work order for at least 1 project with an AI based chatbot that engage users in conversations - 5 marks	Copy of Work Order/ Agreement/ Completion Certificate	5
	Mobile Apps developed by Agency should have minimum 10 thousand downloads – 5 marks	Relevant document from Play Store/ App Store	5

		Agency should have project experience in cloud infrastructure provisioning and management 1 Project – 2.5 Marks 2 Projects – 5 Marks	Copy of Work Order/ Agreement/ Completion Certificate	5
		Agency should have registered office in Odisha – 5 marks	Copy of Rental Agreement/ Lease Deed/ Shop and Establishment Registration or Equivalent	5

Marking scheme for Technical Presentation would be as below:

B.	Presentation Score	40
Concept and Design Presentation (PPT's)	Approach & Methodology but not limited to the following - Understanding of the requirement - Overall proposition for Odisha Tourism - Team Composition - Innovative ideas and suggestions - Detailed Project Plan and Road Map	40

Note:

1. Technical score (Ts) is calculated by adding the technical score (A) and technical presentation score (B).
2. The qualifying technical score (Ts) for opening of the financial bid is **70**.

III. Financial proposal evaluation:

- a. The financial bid of only those Agency who are shortlisted after technical evaluation.
- b. Financial Score (Fs): The lowest total amount quoted shall be awarded F1 (Highest Score) and will get 30 marks. The other Agency will get marks in proportion to F1 score. Thus, if the quote of F1 is INR X and F2 is INR 2X, then F2 will get 15 marks.
- c. Combined and Final Evaluation: Combined score (S) (technical score (Ts) plus financial score (Fs)) shall be calculated based on Technical and financial scores of the Agency as per QCBS system ($S = Ts + Fs$).
- d. Selection of Agency: The Agency securing the highest combined score (S) would be the preferred Agency.

8. Bid Processing Fee

Non-refundable bid processing fee in the form of Demand Draft (DD) from any scheduled commercial bank in favour of “**Director Tourism**”, payable at **Bhubaneswar** for **INR 10,000/- (Rupees Ten Thousand only)** is to be furnished by the Agency along with the Technical Proposal. Proposals without bid processing DD fee shall be rejected.

9. EMD (Earnest Money Deposit)

The Proposal shall be accompanied with separate Earnest Money Deposit (EMD) in the form of DD or Bank Guarantee for **INR 20,00,000/- (Rupees Twenty Lakhs Only)**

EMD shall be drawn in the form of a Demand Draft/ Bank Guarantee issued by any Scheduled Commercial Bank in favour of “**Director Tourism**” payable at **Bhubaneswar**. Proposals without the requisite EMD shall be treated as non-responsive and rejected. No exemption from submission of EMD is allowed. No adjustment of EMD with respect to other works previously lying in DOT is allowed. Unsuccessful Agency's EMD will be discharged/ returned within 30 days from the date of execution of the agreement between DoT and the preferred Agency. No interest will be paid on EMD. The EMD of the successful Agency shall be returned immediately upon execution of the agreement with DoT. The EMD shall be forfeited in the following cases:

- a) If a Agency withdraws its bid during the period of validity of the Bid.
- b) In case of a successful Agency, if the Agency fails within the specified time limit to sign the agreement.
- c) In case of a successful Agency, if the Agency fails within the specified time limit to furnish the required performance security

10. Force Majeure

For the Purpose of this contract, “Force Majeure” means an event which is beyond the reasonable control of the DoT. The terms "Force Majeure" as implied here in shall mean an act of God, War, Civil riots, fire directly affecting the performance of the contract, floods and Acts and Regulations of respective Government of the two parties, namely the DoT and the Agency. Both upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid, shall within seventy two hours of the alleged beginning and ending thereof intimate the other party giving full particulars and satisfactory evidence in support of its claim. If deliveries are suspended by force majeure conditions lasting for more than 2 (two) months, the Organization shall have the option of cancelling this contract in whole or part at its discretion without any liability on its part. Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.

11. Termination of the Contract

- I. In case of deficiency or non-fulfilment of obligations as per the scope of work or quarterly deliverables, DoT shall serve a notice to the concerned agency to rectify / fulfil the obligations within a specified period of not more than 60 days to rectify or fulfil the deliverables assigned by DoT, failing which DoT shall be at the liberty to execute the work through any other agency at the cost of the selected agency. DoT also reserves the right to cancel the contract.
- II. DoT reserves the right to terminate the agreement in case of deficiency in services or poor performance of the agency for any subsequent month/ quarter/ year. For this, DoT shall intimate the agency in the quarterly review meeting of the corresponding year. In this respect, the view of DoT about the performance is final and binding.
- III. DoT reserves the right to drop or remove any or all scope of work deemed not suitable or in line with the objectives for DoT which may necessitate termination of contract. However, in such scenario DoT shall provide a maximum time period of 3 months to the agency to terminate the contract and complete all the requisite formalities and responsibilities assigned.

12. Penalty

- I. Failure in fulfilment of deliverables as indicated in Clause 4, shall warrant the following:
 - a. Forfeiture of Performance Bank Guarantee in case of failure to successfully perform/ complete the deliverables and/ or in case of any midway unilateral withdrawal from the contract.

- b. Agency shall be blacklisted from bidding for any Contract/ Tender/ EoI /RFP with Department of Tourism, Government of Odisha for a period of 3 years
- II. On account of circumstances beyond the control of the agency like natural calamities or force majeure event or any other unforeseen events and upon formal notification by the appropriate authority, DoT may give extended time to the agency to complete the deliverables and in such a case will not hold up the payment that is due for that particular stage.

13. Validity of Bid

Proposal shall remain valid for 120 days from the last date of submission. A proposal valid for a shorter period shall be rejected as non-responsive.

14. Currencies of Bid and Payment

The prices shall be quoted by the Agency in Indian Rupees (INR) only.

15. Disputes

All legal disputes are subject to the jurisdiction of Courts in Bhubaneswar only.

16. Addendum / Corrigendum / Notice

Agencies are advised to periodically check for notices, addendum and corrigendum issued in relation to the RFP. Any Addendum / Corrigendum / Notice etc. for this assignment issued by DOT will be published only on the website.

<https://odishatourism.gov.in/content/tourism/en/dot/quickLinks/tender.html>

17. Acknowledgment by AGENCY

It shall be deemed that by submitting the Proposal, the Agency has:

- a) Made a complete and careful physical examination of the requirements for the project (website, social media, etc), details mentioned RFP, general condition of contract, submission formalities and evaluation mechanism.
- b) Received all relevant information requested from DoT.
- c) Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in this invitation document or furnished by or on behalf of DoT.
- d) Satisfied itself about all matters, things and information necessary and required for submitting the proposal and performance of all of its obligations there under.
- e) Agreed to be bound by the undertaking provided by it under and in terms hereof.

DoT shall not be liable for any omission, mistake or error on the part of the Agency in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to this invitation document or the selection process, including any error or mistake therein or in any information or data given by the DoT.

18. Right to reject any or all proposals

Notwithstanding anything contained in this invitation document, DoT reserves the right to accept or reject any proposal and to annul this selection process and reject all proposals, at any time during the bidding process without any liability or any obligation for such acceptance rejection or annulment, and without assigning any reasons thereof.

DOT, also, reserves the right to reject any Proposal if:

- a) at any time, a material misrepresentation is made or uncovered, or
- b) the Agency does not submit in time any information or clarification asked for

Submission of Proposal- Packing, Sealing and Marking

The Technical Proposal (Part A) and Financial Proposal (Part B) must be inserted in separate sealed envelopes, along with Agency's name and address in the left-hand corner of the envelope and super scribed in the following manner.

Part-A:

Technical proposal for Selection of an agency for Redesign, Redevelopment, Augmentation and Operation & Maintenance of Odisha Tourism website, Mobile App and Book Odisha Portal & App for DoT

Part-B:

Financial Proposal for Selection of an agency for Redesign, Redevelopment, Augmentation and Operation & Maintenance of Odisha Tourism website, Mobile App and Book Odisha Portal & App for DoT

Both the envelopes i.e. envelope for **Part-A** and Envelope for **Part-B** must be packed in a separate sealed outer cover and clearly super scribed with the following:

SELECTION OF AN AGENCY FOR REDESIGN, REDEVELOPMENT, AUGMENTATION AND OPERATION & MAINTENANCE OF ODISHA TOURISM WEBSITE, MOBILE APP AND BOOK ODISHA PORTAL & APP FOR DOT

The **Agency's** Name & address shall be mentioned in the left-hand corner of the outer envelope. The inner and outer envelopes shall be addressed to DoT, Bhubaneswar at the following address:

Director Tourism
Paryatan Bhawan, Lewis Road, Bhubaneswar, Odisha – 751014
Email: - info@odishatourism.gov.in; pmu@odishatourism.gov.in
Ph: 0674 – 2432177

Note:

- If the outer envelope and the financial proposal envelope is not sealed and marked as mentioned above, then DoT will assume no responsibility for the tender's misplacement or premature opening. Telex, Email, cable or facsimile tenders will be rejected.
- The opening of the Financial Proposal shall be made after evaluation of technical proposal and as per the scheduled dates which shall be intimated by DoT to the eligible Agency.
- Agencies are advised to prepare their documents with proper sequence and indexing without which the bid shall be considered non-responsive.

19. Documents to Accompany the Proposal

PART – A (Technical Proposal)

The Agency must submit the following particulars / documents along with the technical proposal failing which the proposal may be treated as non-responsive:

- (a) Covering Letter and Details of Agency as per **Annexures I and II**, respectively

- (b) Bid Processing Fee
- (c) Earnest Money Deposit
- (d) The Agency shall submit their Company Registration Certificate, Photocopy of PAN Card, GST Registration.
- (e) Balance Sheets and Profit & Loss Statements for the last three (3) Financial Year duly certified by Chartered Accountant indicating the Annual Turnover for the mentioned years.
- (f) The Agency should not be blacklisted by any Government Institution/ Private Agency. A self-declaration of non-blacklisting on the letter head shall be submitted.
- (g) Proof of work experience of similar nature in the form of Work-Orders and Client Certificates issued from the organizations in each such case has to be submitted in the format mentioned in **Annexure- III**.
- (h) Checklist of documents with indexing submitted duly signed and sealed on the letterhead of the Agency.
- (i) Agencies failing to submit all the specified documents as mentioned in the RFP including **Annexures** shall be summarily rejected.
- (j) All pages of the tender document shall be signed by the authorised signatory who generally signs the bids. Power of Attorney (on stamp paper of Rs 100) duly notarised has to be submitted in support of this.

Note: The Agency must submit a detailed **Index Page** with clearly mention Page Number on each Document as required by this RFP.

PART – B (Financial Proposal)

The Agency must submit the Financial Proposal as per format provided in **Annexure- VI**.

20. Amendment/ Modification

At any time prior to the deadline for submission of Proposal, the DoT may, for any reason, whether at its own initiative or in response to clarifications requested by an Agency, modify any of the terms mentioned in this invitation document by the issuance of Addendum / Amendment. All such amendments/ addendum will be published on DoT website and will be binding on all. In order to abide by the issuance of the amendment or allow the Agency for giving a reasonable time for considering an amendment into their proposal, or for any other reason, DoT may, in its sole discretion, extend the Proposal Due Date.

21. Language

The Proposal and all communications in relation to or concerning the selection process shall be in English language and strictly in the formats provided in this invitation document.

22. Bid Submission

Duly sealed proposal from the Agency filled in all respect must reach DoT at the address, time and date specified in the RFP through Speed/ Regd. Post/ courier/ hand delivery.

**Department of Tourism
Paryatan Bhawan, Lewis Road,
Bhubaneswar-751 014**

23. Late Submission

Proposal received after the deadline for submission prescribed by DoT will not be entertained and be rejected.

24. Consortium

Agencies are NOT allowed to form consortium for participating in the bid.

25. Modifications and Withdrawal of Proposals

No modifications to the Proposals shall be allowed once it is received by DoT.

26. Performance Security and Agreement

DoT shall issue a Letter of Award (LoA) along with the Draft Agreement to the selected Agency post opening of the financial proposals. Within 15 days of issuance of LoA from DoT to the selected Agency, the selected Agency is required to submit a Performance Security in the form of Bank Guarantee for an amount equivalent to **5%** of the total quoted financial bid for three (3) years and enter into an agreement with DoT.

The performance security shall be retained by the DoT till the completion of project or 3 years from the date of enforcement of agreement. The performance security shall be forfeited at the sole discretion of DoT towards any liquidated damages that may be payable by the selected agency, under the Terms of the Agreement. The validity of Performance Security should be up to 90 days beyond the end of all contractual obligation of the Agency.

Annexure-I Cover Letter

(On the Letterhead of the Agency)

To,

Date: _____

**Director Tourism
Department of Tourism
Paryatan Bhawan, Lewis Road,
Bhubaneswar-751 014**

Ref: RFP for Selection of an agency for Redesign, Redevelopment, Augmentation and Operation & Maintenance of Odisha Tourism website, Mobile App and Book Odisha Portal & App for DoT

1. With reference to your RFP document _____, dated _____, I, having examined the RFP Documents and understood their contents, hereby submit my / our proposal for the subject RFP. The Proposal is unconditional and unqualified.
2. I acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the proposal for selection of the Agency, and we certify that all information provided in the proposal and its Annexures along with the supporting documents are true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the proposal are true copies of their respective originals.
3. This statement is made for the express purpose of our selection as Agency for the design and execution of the aforesaid Project.
4. I shall make available to the Authority any additional information it may find necessary or require supplementing or authenticate the Proposal.
5. I acknowledge the right of the Authority to reject our Proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
6. I certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
7. I declare that:
 - (a) I have examined and have no reservations to the Bidding Documents, including any Addendum issued by the Authority; and
 - (b) I have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by or any Agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and
 - (c) I hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice; and
 - (d) the undertakings given by us along with the Proposal in response to the subject RFP and information mentioned for the evaluation of the bid capacity were true and correct

as on the date of making the Proposal and are also true and correct as on the Proposal Due Date and I shall continue to abide by them.

8. I understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any BID that you may receive nor to invite the Agencies to BID for the Project, without incurring any liability to the Agencies, in accordance with the RFP document.
9. I certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
10. I undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
11. I further acknowledge and agree that in the project such change in control occurs after signing of the Agreement up to its validity, it would, notwithstanding anything to the contrary contained in the Agreement, be deemed a breach thereof, and the Agreement shall be liable to be terminated without the Authority being liable to us in any manner whatsoever.
12. I hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the Agency, or in connection with the Bidding Process itself, in respect of the subject RFP and the terms and implementation thereof.
13. In the project of my/ our being declared as the Selected Agency, I / we agree to enter into an Agreement in accordance with the draft that has been provided to me / us by the Authority. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
14. I have studied all the Bidding Documents carefully and also surveyed the website(s) and social media engagement of DoT. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or relating to the Bidding Process including the award of Agreement.
15. I offer the Earnest Money Deposit to the Authority in accordance with the RFP Document.
16. The documents accompanying the Technical Proposal, as specified in the RFP, have been submitted in separate files.
17. I agree and understand that the Proposal is subject to the provisions of the Bidding Documents. In no case, I shall have any claim or right of whatsoever nature if the Project not awarded to me or our Proposal is not opened or rejected.
18. The Financial Proposal has been quoted by me after taking into consideration all the terms and conditions stated in the RFP, draft Agreement, our own estimates of costs and after a careful assessment of the website along with social media and all the conditions that may affect the implementation cost .
19. I agree and undertake to abide by all the terms and conditions of the RFP document.
20. I shall keep this offer valid for 180 (One Hundred Eighty) days from the Proposal Due Date specified in the RFP.
21. I hereby certify that we have not changed any quantity as mentioned in the financial figures and confirm that any discrepancy arrives at any time, decision of Authority (DoT) will be considered as final.

22. I hereby submit our Proposal and quote an amount as indicated in Financial Proposal for undertaking the aforesaid Project in accordance with the Bidding Documents and the Agreement.

In witness thereof, I submit this Proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

Date:

(Signature, name and designation

Place:

of the Authorised signatory)

Name & seal of Agency

Annexure-II Details of Agency

(On the Letter Head of the Agency)

- (a) **Name of the Agency:**
- (b) **Incorporation (i.e. Company, Partnership or Proprietorship)**
- (c) **Registered Office Address with telephone, fax, website and email:**
- (d) **Date of Incorporation (Please attach copy of certificate of incorporation/ registration):**
- (e) **Name of the contact Person:**
- (f) **Designation:**
- (g) **Mobile Number &Telephone Number**
- (h) **E-mail Address:**
- (i) **Fax Number:**
- (j) **GST Registration number:**
- (k) **Average Annual Turnover:**

Duly signed by the Authorised Signatory of the Agency

(Name, Title and Address of the Authorised Signatory)

Annexure-III Format for Project Citation

Sl.	Parameters	Remarks
1	Project Title	
2	Project Description	
3	Location	
4	Name of Client	
5	Total value of work order (In Indian Rupees), as applicable	
6	No. of manpower/ experts engaged	
7	Period of Services rendered by the Agency (Start and end date, including digital marketing activities)	
8	Scope of Service	
9	Other Information relating to Project	
10	Nature and details of experience in similar field (Please attach relevant documentary evidence)	
11	Copy of the work order, completion certificate to be submitted	

Duly signed by the Authorised Signatory of the Agency

(Name, Title and Address of the Authorised Signatory)

Note: Work orders or completion certificate to be submitted in support of Similar projects. Value of the work (in INR) shall be clearly mentioned in the work order issued by the organization.

Annexure-IV Power of Attorney

Know all men by these presents, We.....(name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr. / Ms (name),.....son / daughter / wife of.....and presently residing at....., who is (presently employed with us and holding the position of....., as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid for the **SELECTION OF AN AGENCY FOR REDESIGN, REDEVELOPMENT, AUGMENTATION AND OPERATION & MAINTENANCE OF ODISHA TOURISM WEBSITE, MOBILE APP AND BOOK ODISHA PORTAL & APP FOR DEPARTMENT OF TOURISM, GOVERNMENT OF ODISHA** proposed to be developed by the Department of Tourism including but not limited to signing and submission of all Bids / Proposals, bids and other documents and writings, participate in pre-bids / pre-proposal and other conferences and providing information / responses to DoT, presenting us in all matters before DoT, signing and execution of all contracts including the Agreement and undertakings, consequent to acceptance of our bid, and generally dealing with DoT in all matters in connection with or relating to or arising out of our bid, for the said Project and/ or upon award thereof, to us and / or till the completion of the project.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us and shall be binding on us.

IN WITNESS WHEREOF WE, _____, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ____ DAY OF _____, 20____

For

.....

Accepted

_____ (signature)

(Name, Title and Address) of the Attorney

Note:

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*
- *Wherever required, the Agency should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution / power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Agency.*

Annexure-V Financial Details of Agency

Name of the Agency:

Sl.	Particulars	FY 2021-22	FY 2022-23	FY 2023-24
1.	Turnover (in INR Crore)			
2.	Average Annual Turnover for last 3 years (in INR Crore)			

Note:

1. Attach certified copies of Annual Audited Balance Sheets, P & L statement and IT Returns Certificate for the 3 years.
2. The above data must be submitted by Agency, duly certified by either Statutory Auditor or Chartered Accountant.

Signed

Signature of CA/ Statutory Auditors

(Name of the Authorised Signatory) (with seal & registration no.)

Place:

Date:

Note: ~~strikeout~~ whichever is not applicable

Annexure-VI Financial Proposal

To,

**Director Tourism
Department of Tourism
Paryatan Bhawan, Lewis Road,
Bhubaneswar-751 014**

Ref: Selection of an agency for Redesign, Redevelopment, Augmentation and Operation & Maintenance of Odisha Tourism website, Mobile App and Book Odisha Portal & App for DoT

We, the undersigned, offer to provide the services of the Redesign, Redevelopment, Augmentation and Operation & Maintenance of Odisha Tourism website, Mobile App and Book Odisha Portal & App for Department of Tourism, Odisha in accordance with the subject RFP in accordance with your Request for Proposal dated [Insert Date], our Financial Proposal as per details mentioned below:

Financial Bid

Sl.#	Description	Total Cost (in INR) in figures	Total Cost (in INR) in words
1	Phase-1 (for 90 days)		
2	Phase-2 (for 12 quarters)		
TOTAL (Phase 1 + Phase 2)			

Note: The above quote shall be exclusive of applicable GST

Our Financial Proposal shall be binding upon us for the assignment and this proposal would be valid in accordance with the proposal validity mentioned in the subject RFP from the last date of submission of proposal.

The financial amount quoted above by <name of the agency> shall remain firm till the completion of the project. No increase in the financial amount, for whatsoever reasons, shall be entertained.

The Financial Proposal is without any condition.

Yours faithfully,

For and on behalf of (*Name of Agency*)

Duly signed by the Authorised Signatory of the Agency

(Name, Title and Address of the Authorised Signatory)

Annexure-VII Pre-Bid Query Format

Interested parties shall submit their queries in the following format

Sl. No	Clause No/ Page No	Query/ Modifications Requested	Remark/ Reason

Note:

Agencies shall submit their query or modification in soft copy to pmu@odishatourism.gov.in / info@odishatourism.gov.in on or before the pre bid query submission due date.

Annexure-VIII CV Format

1.	Proposed Position:		
2.	Name of Firm:		
3.	Name of Expert:		
4.	Date of Birth:	Citizenship:	
5.	Complete Personal Contact Details:		
	Residential Address	Telephone Number	Email Id
6.	Education:		
	Degree(s) or Diploma(s) obtained:	Name of Institution/University	Year of Passing
7.	Membership of Professional Associations		
8.	Other Trainings /Certification /Course :		
9.	Publications / Research Paper Published :		
10.	Languages: (Excellent, Good, Average)		
	Language	Reading	Speaking
	English		
	Hindi		
	Others (Pls. mention)		
11.	Employment Record:		
	From	To	Employer

12. Detailed Tasks Assigned	13. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned
Activities performed:	Name of assignment or project:
	Year:
	Location:
	Client:
	Main Project Features:
	Position held:

Certification:	
I, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.	
Additionally, I also certify that I shall be available for the entire duration of the contract.	
	Dated:
_____	_____
(Authorized Signatory)	(Signature of Expert)

Annexure-IX Declaration for Non- Blacklisting

(to be executed on INR 100 non-judicial stamp paper and to be duly notarized)

Date: _____

In response to the Tender Document above stated, I/We hereby declare and solemnly swear that our Company/ firm _____ is not banned/blacklisted as on date by any competent court of Law, forum or any State Government or Central Government or their agencies or by any statutory entities or any PSUs.

AND, if at any stage the declaration/statement on oath is found to be false in part or otherwise, then without prejudice to any other action that may be taken, I/We, hereby agree to be treated as a disqualified Bidder for the ongoing Contract.

In addition to the disqualification our concern/entity may be banned/blacklisted.

AND, that I/We, shall have no right whatsoever, to claim for consideration of my/our bid at any stage and the money deposited in the form of EMD shall be liable for forfeiture in full, and the tender, if any to the extent accepted may be cancelled.

Signature of the Deponent

(Authorized signatory of the Bidder with Seal)

Date:

Place: