

**REQUEST FOR PROPOSAL
FOR
SELECTION OF AN AGENCY FOR DEVELOPMENT AND
IMPLEMENTATION OF SANITATION MONITORING APPLICATION
(SOFTWARE) WITH ANNUAL SUPPORT FOR 3 YEARS**

RFP for "Development of Mobile Application & Web Platform for Sanitation Monitoring in respect of Dhenkanal Municipality"

Ref. No.: _____ Date: _____

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This RFP is not an agreement and is neither an offer nor an invitation by The Executive Officer, Dhenkanal Municipality to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their application for qualification and thus selection pursuant to this RFP (the "Application"). This RFP includes statements, which reflect various assumptions and assessments arrived at by The Executive Officer, Dhenkanal Municipality in relation to the works. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require. This RFP may not be appropriate for all persons, and it is not possible for The Executive Officer, Dhenkanal Municipality, its employees or advisors to consider the objectives, financial situation and particular needs of each party who reads or uses this RFP.

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The issue of this RFP does not imply that The Executive Officer, Dhenkanal Municipality is bound to select and shortlist Applications and reserves the right to reject all or any of the Applications or Bids without assigning any reasons whatsoever. The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by The Executive Officer, Dhenkanal Municipality or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Applicant and The Executive Officer, Dhenkanal Municipality shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation for submission of the Application, regardless of the conduct or outcome of the Bidding Process.

IMPORTANT DATES & INFORMATION FOR TENDER

Tender Floating Body	The Executive Officer, Dhenkanal Municipality
Tender Floating Authority	Office of The Executive Officer, Dhenkanal Municipality, Dhenkanal, PIN-759001 Website: www.dhenkanalmun.in E-mail: dhenkanalmun@gmail.com
Amount Details	
Bid Security / EMD (INR)	Rs. 1,00,000/- (Rupees One Lakh Only) by DD. Registered MSMEs with valid Udyam Registration are EXEMPTED from EMD.
Bid Security / EMD in favor of	The Executive Officer, Dhenkanal Municipality
Paper Cost (INR)	Rs. 10,000/- (Rupees Ten Thousand Only) by DD
Paper Cost in favor of	The Executive Officer, Dhenkanal Municipality
Tender Dates	
Bid Document Procurement Start Date	18 / 02 / 2026 11:00 AM
Last Date & Time for Receipt of Technical & Financial Bids	26 / 02 / 2026 05:00 PM
Date and Time of Opening Technical Bid	27 / 02 / 2026 at 1:00 PM
Bid Validity Period	120 days
Submission of documents	Technical Bid and Other Documents to be submitted at Office of The Executive Officer, Dhenkanal Municipality, Dhenkanal, PIN-759001 Website: www.dhenkanalmun.in E-mail: dhenkanalmun@gmail.com

Submission in sealed packets	<p>Packet A: Technical Evaluation related documents along with EMD & Paper Cost.</p> <p>Packet B: Financial Proposal</p> <p>All packets to be clearly marked as Packet A / B. Both packets should be put into one master packet/envelope clearly specifying the Proposal Name, RFP Number & date along with Bidder details.</p>
Officer Inviting Bids	<p>The Executive Officer, Dhenkanal Municipality, Dhenkanal, 759001</p>

1. INTRODUCTION & BACKGROUND

Dhenkanal Municipality is committed to ensuring efficient and sustainable management of solid and liquid waste within its jurisdiction. The Municipality manages solid waste collection, segregation, processing, and disposal across all wards, serving households, commercial establishments, and institutions. The Municipality has deployed sanitation workers (Swachha Karmis), vehicles (BoVs, Tata Ace Garbage Tippers), Micro Composting Centres (MCCs), Material Recovery Facilities (MRFs), and Cesspool Vehicles for comprehensive waste management.

To enhance transparency, efficiency, and real-time monitoring of sanitation operations, The Executive Officer, Dhenkanal Municipality seeks to engage a qualified agency for the development and implementation of a comprehensive Digital Sanitation Monitoring System (DSMS) through mobile and web-based platforms.

This RFP pertains exclusively to the SOFTWARE component of the project, covering application development, cloud hosting, deployment, training, and annual maintenance support for 3 years. Hardware procurement including GPS-based dashcam devices, QR codes, and command centre equipment is covered under a separate tender.

2. REQUEST FOR PROPOSAL

The Executive Officer, Dhenkanal Municipality wishes to appoint a vendor for development of the mobile application on Android & iOS platforms, along with a web-based version for Dhenkanal Municipality.

The Executive Officer, Dhenkanal Municipality invites detailed proposals (Qualification, Technical and Financial Proposals together referred to as "RFP") from capable agencies. The Scope of Services forming part of the Assignment has been set out in Section 3 of this document.

The Proposals would be evaluated on the basis of the evaluation criteria set out in this RFP ("Evaluation Criteria") to identify the successful Bidder for the Assignment ("Successful Bidder").

2.1 Brief Description of the Bidding Process

The Executive Officer, Dhenkanal Municipality intends to follow a two-stage bid process for selection of agency, as outlined in this RFP. The Bidders would need to submit, within the Proposal Due Date as prescribed under the "Important Dates & Information for Tender" of this RFP, Qualification, Technical and Financial Proposal in the prescribed formats.

The Executive Officer, Dhenkanal Municipality would evaluate all submissions in accordance with the evaluation criteria set out in Section 5 of the RFP to select a qualified bidder.

2.2 Obtainability of RFP Document

The RFP would be available at the official website of Dhenkanal Municipality i.e. www.dhenkanalmun.in. It may be noted that all subsequent notifications, changes and amendments in the assignment/documents would be posted on the above website.

2.3 General Instructions

- 1. The language of the Bid and related documents and correspondences shall be in English language.**
- 2. The Bidder shall provide all the information sought under this RFP. The Executive Officer, Dhenkanal Municipality will evaluate only those Bids that are received in the required formats and completed in all respects.**
- 3. The Bid shall be typed or written in indelible ink and signed by the Authorized signatory of the Bidder who shall also initial each page.**
- 4. Bidders are encouraged to submit their respective Bids after exercising due diligence of factors influencing the implementation of the Project, applicable laws and regulations, and any other matter considered relevant by them.**
- 5. The Bidder shall be responsible for all costs associated with the preparation of its Bid and its participation in the bidding process. The Executive Officer, Dhenkanal Municipality will not be responsible nor in any way liable for such costs.**
- 6. The Executive Officer, Dhenkanal Municipality may modify the RFP by issuing an Addendum before Due Date. Any Addendum thus issued shall be part of the RFP and shall be hosted on the website.**
- 7. Bidders will not be permitted to alter or modify their bids once submitted.**
- 8. Any Bid not accompanied by the EMD & Paper Cost shall be rejected summarily by The Executive Officer, Dhenkanal Municipality as non-responsive. However, registered MSMEs with valid Udyam Registration Certificate are exempted from submission of EMD.**

3. TERMS OF REFERENCE

3.1 Scope of Services - Objectives

The core objectives of the software development project are:

- 1. Digital Sanitation Monitoring System (DSMS) - All Employees, Sanitation Stakeholder Worker Profiling**
- 2. Amenities, Assets and Vehicles Monitoring Module**
- 3. MCC, MRF Operations Monitoring Module**
- 4. Household Waste Collection Monitoring (software integration with GPS-based Dash-cam hardware procured separately)**
- 5. Grievance Redressal and Performance Analytics Module**
- 6. Development of Web and Mobile Platforms for Monitoring and Reporting**
- 7. Implementation of AI-driven Analytics for Waste Collection Optimization**
- 8. Online enforcement system with e-invoice**
- 9. User fees & household collection management along with pickup requests for party waste, green garbage, cesspool, C&D waste etc.**
- 10. Software integration module for QR codes installed in households for D2D collection monitoring and grievance reporting by public**
- 11. Integration module for GPS & Dash-cam based vehicle tracking and management**
- 12. Facial recognition based attendance system for all sanitation stakeholders**
- 13. Citizen grievance redressal system with mobile interface**
- 14. In app VOIP integration for communication between sanitation stakeholders at admin level**

3.2 Key Deliverables

- 1. Deployment of the digital platform (mobile app on Android & iOS, and web portal) for real-time sanitation monitoring.**
- 2. Integration of facial recognition based attendance for all sanitation stakeholders.**
- 3. Implementation of AI-based analytics and reporting dashboards.**
- 4. Development of a citizen grievance redressal system.**
- 5. Integration APIs for hardware components (GPS dashcam devices, QR code scanners) procured under separate tender.**
- 6. Cloud hosting setup and configuration for application deployment.**
- 7. Comprehensive training and capacity building for stakeholders.**

3.3 Implementation Model with Timelines

The entire application development project has to be implemented in a phased manner. Before Final Go-live, the app must be hosted in different environments (Staging, Development, Testing, Pilot). Once the Pilot Environment is up with phased deployment of features and solutions, The Executive Officer, Dhenkanal Municipality would utilize it till full solution is provided.

#	Activity / Task / Milestone	Time (Days)
1	Project Start	T
2	Requirement Gathering and Planning	T+2
3	Submission of requirement gathering documents & Approvals	T+3
4	Submission and approval of UAT Plan	T+3
5	App Design & Development	T+6
6	Hosting at staging server (security audit, training, UAT)	T+9
7	UAT	T+10
8	Security and Load Testing	T+11
9	Go-Live	T+13
10	Final Acceptance Testing and Sign Off by Client	T+15

*'T' refers to project start date i.e. the day of issue of Letter of Intent. Time taken by The Executive Officer, Dhenkanal Municipality for evaluation and approval of deliverables will be excluded from the above timelines. *

3.4 Scope of Work

Development of the mobile application is to be completed over a span of 15 days from the issue of Letter of Intent.

General Requirements

The Mobile Application must be available on smartphones and must be compatible with major operating systems. Development for: Android & iOS and Web version.

The Application Service Provider has to define the User Experience strategy including: feature sets based on client requirements, creation of policies related to terms of usage, privacy policy, content management policy etc. in consultation with The Executive Officer, Dhenkanal Municipality.

Create a consistent and delightful user experience with consistent and unique themes and layouts which flows from the overall brand values of Dhenkanal Municipality. However, it does not provide any branding, marketing, or advertising rights to the Application Service Provider.

Specific Features

The successful Application Service Provider should propose solutions covering at least the following requirements. The Service Provider shall timely update the App based on real-time collected information and user feedback. Support includes changes to features, information etc. as required by The Executive Officer, Dhenkanal Municipality from time to time.

Design Requirements

- 1. Submit at least 1 home page and internal pages design layouts for approval.**
- 2. Approved design should have at least 2 color themes and one high contrast color theme.**
- 3. Homepage should be attractive, well-constructed, clearly communicating purpose and major options.**
- 4. A consistent page layout must be maintained throughout the app.**
- 5. Graphic elements should be simple, self-explanatory and relevant with meaningful alt text.**
- 6. Adequate color contrast between text and background.**
- 7. Easy access to the homepage from every page.**

Compatibility & Scalability

- 1. Design must adjust according to screen size (responsive).**
- 2. Device independent and compatible with Tablets & Mobiles.**
- 3. Design should not be font dependent; readable with default standard fonts.**
- 4. Easy to configure, customize and extend.**
- 5. Usage of HTML/XML and Responsive Grid system preferred.**

6. Optimized compressed CSS and JS for minimum load time.

7. All styling through external style sheet with uniform CSS.

8. The app for Android & iOS should be developed using native or hybrid framework or latest module.

3.5 Functional Requirements

Role Based User Access

Admin Role: Administrator log-in with complete access. Only administrator can permanently delete content, add/delete users, and read live stream data for monitoring. Continuous monitoring and tracking of activities. Grievances submitted through the App must be accessible to Public Grievance Officer with notification. Complaint/Grievance filing with image or text file format uploading. Designation-specific roles, tasks, and access will be defined by The Executive Officer, Dhenkanal Municipality.

Localization

The mobile app should be bilingual with scope to accommodate English and Odia languages. The default language should be English, unless chosen otherwise by the user.

Public Grievance Redressal System

The App must have a dedicated feedback system for Public Grievances accessible by any stakeholder or end user. The option should be made available with ability to upload supporting documents in image format. The grievance must show up at the CMS with notification to Public Grievance Officer and Administration.

Integration of UPI / Payment Gateway

The App must have scope for integration of UPI/Payment Gateway for payment of user fees, booking pickup requests, carry out enforcement etc. by domestic households, commercials, and institutions. The APIs will be provided by Dhenkanal Municipality.

Security Features

- 1. Audit trail at administrator level capturing each activity, IP address, timestamp etc.**
- 2. Historical security report generation viewable to administrator.**
- 3. Provision of blocking any IP or Network by assigning IP Address range.**
- 4. Admin module, uploader module should be in separate folder with HTTPS configuration.**
- 5. Administrator Panel should be secure enough with proper authentication.**

3.6 Non-Functional Requirements

- 1. Scalability: Architecture must handle high volume traffic.**
- 2. Portability: Application components should be portable with minimal effort.**
- 3. Expandability: Easy to extend services with minimal changes to other components.**
- 4. Availability: Services at each layer allow for high availability.**

- 5. Reliability: Data transfer and processing are reliable with persistence at each layer.**
- 6. Recoverability: System recovers gracefully from failure.**
- 7. Backup and Restoration: Provide backup and restore functionality.**
- 8. Interoperability: Underlying disparate subsystems or external systems work together seamlessly.**
- 9. Administrative & Management Capability: Easy to manage with clear administration interface.**
- 10. Security capability: Services to protect access to sensitive resources or information.**

3.7 Hosting Servers & Go Live

The application shall be hosted at suitable cloud/servers to meet the SLA of interaction of users with the app downloaded from App Store/Google Play Store.

Source Code and Database of the mobile application will be deployed and maintained by the Application Service Provider in a secure, version-controlled code repository.

Installation of all software related to deployment will be the responsibility of Application Service Provider.

The requirement of necessary licenses for hosting on major app stores will be provided by the Application Service Provider.

3.8 UAT

The Beta version of the app delivered for UAT should be load test compliant with the expected concurrent usage. All defects found during review and acceptance testing shall be fixed to satisfaction. All expenses for UAT shall be borne by the Application Service Provider.

3.9 Training & Handholding Support

Proper training shall be provided to the person nominated by The Executive Officer, Dhenkanal Municipality. Training will be conducted at location decided by The Executive Officer, Dhenkanal Municipality. All training material and user manuals in soft copy/printable format will be provided in English language. Onsite support to team of officers as per requirement.

3.10 Maintenance Phase

The Application development agency should provide maintenance support post development and delivery for up to three years, renewable based on performance.

Scope of maintenance support includes: Technical Assistance on any issue during working days/hours, Fixing Security Vulnerabilities, Onsite Training & Handholding, Addressing OS and Device Compatibility issues, Addressing App Performance issues, Rectification of bugs, Minor Changes like changing static images, text, privacy policy updates etc.

3.11 Miscellaneous

The name of the mobile application is to be decided by The Executive Officer, Dhenkanal Municipality.

Bidder must handover the application and its sole rights to The Executive Officer, Dhenkanal Municipality, H&UD Department, Government of Odisha at the time of expiration of contract in full running condition, with knowledge transfer to designated IT personnel to ensure operational continuity. The handover shall comprise the deployable application package, data from app usage, comprehensive technical documentation, API specifications, and a perpetual, irrevocable, royalty-free license.

The mobile application must be available 24x7 after go-live and must be free of cost to the general public and all users.

4. SERVICE LEVEL AGREEMENT

The purpose of this Service Level Agreement is to clearly define the levels of service which shall be provided by the Application Service Provider to Dhenkanal Municipality for the duration of this contract.

The SLA has been logically segregated in the following categories: Deployment SLA (applicable for development and deployment phase) and Operational SLA (applicable after acceptance of the App and entire support period).

5. GENERAL TERMS AND CONDITIONS

The Executive Officer, Dhenkanal Municipality reserves the right not to accept bid(s) from agencies resorting to unethical practices or on whom investigation/enquiry proceedings have been initiated by Government investigating Agencies & Vigilance Cell.

The Executive Officer, Dhenkanal Municipality is not bound to accept any bid under this process or to assign any reason for non-acceptance. The Executive Officer, Dhenkanal Municipality reserves its right to accept the bid in part or in full.

The Executive Officer, Dhenkanal Municipality reserves the right to summarily reject an offer, withdraw/cancel the bid document partially or completely at any stage, and to seek any clarification.

5.1 Termination of The Bid Process

The Executive Officer, Dhenkanal Municipality reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to affected bidder(s).

5.2 Arbitration

In case of any dispute, The Executive Officer, Dhenkanal Municipality may appoint an arbitrator, which will be accepted by the agency/firm. The decision of the arbitrator will be final and binding on both parties. The jurisdiction of the court will be in Odisha.

5.3 Indemnification Clause

The selected agency shall keep The Executive Officer, Dhenkanal Municipality indemnified and harmless against all claims, damages, dues, payments, fines, penalties, compensations, liabilities and other losses which may incur on account of non-compliance or violation by the selected agency or otherwise.

5.4 Validity of the Contract

The Contract shall have a term effective from the date of award till the completion of one year, which may be negotiated and renewed thereafter periodically for a three years contract period for Maintenance & Support. Renewal will be based on performance.

5.5 Payment Schedule

Payment shall be made against Invoices duly certified by The Executive Officer, Dhenkanal Municipality after completion of the project, go live and handover. All taxes deductible at source shall be deducted as per current rate.

% of Total Contract Value	Milestones
100%	Final Acceptance, Testing and Go Live

5.6 Intellectual Property & Service Continuity Protection

a) Proprietary Platform & Customized Work: The Service Provider may utilize its proprietary technology platform. IP rights over the Proprietary Platform shall remain exclusively with the Service Provider. The customized configurations, workflows, data schemas, UI themes, content, and branding elements specifically created for Dhenkanal Municipality shall be jointly owned, with The Executive Officer, Dhenkanal Municipality holding a perpetual, irrevocable license.

b) Source Code Escrow & Continuity Safeguard: The Service Provider shall deposit the latest version of the complete application source code in a secure escrow arrangement within 30 days of Go-Live. The escrowed source code shall be released only upon triggering events: insolvency/liquidation of Service Provider, or inability to provide maintenance for 90+ days despite written notice.

c) Transition Support: Upon expiration or termination, the Service Provider shall provide a transition period of up to 30 days. The Executive Officer, Dhenkanal Municipality shall have the option to renew or engage an alternative provider.

6. BIDDING PROCEDURE

6.1 Submission Procedure

Technical Bid: Bidders shall submit physically their bid in a sealed envelope super-scribed with name of the project and RFP number. PART 1: Bid security in a separate sealed envelope. Please enclose EMD of Rs. 1,00,000/- and Paper cost of Rs. 10,000/- in form of Demand Drafts drawn in favour of The Executive Officer, Dhenkanal Municipality payable at Dhenkanal. Registered MSMEs with valid Udyam registration are exempted from EMD. PART 2: One copy of TECHNICAL BID complete with all technical and commercial details except the prices.

Financial Bid: Bidder shall submit the Financial Bid at Office of The Executive Officer, Dhenkanal Municipality, Dhenkanal, PIN-759001.

6.2 Eligibility Criteria

Each Bidder shall submit only one (1) Proposal. Any Bidder who submits more than one Proposal shall be disqualified.

7. EVALUATION OF BIDS

7.1 Pre-Qualification

#	PQ Criteria	Documentary Proof
1	Cover Letter	In the Format prescribed in Annexure 1
2	The bidder shall be a firm or incorporated company in the state of Odisha. Bidder having operated for a minimum of 3 years prior to the issue of this bid document.	Certificate of Incorporation
3	The bidder should be in the business of providing IT/ITeS, specifically development of Software/Mobile Applications for monitoring, tracking & management for Government Bodies / ULBs / District Administration in the State of Odisha.	Copy of Constitution documents (MOA/AOA)
4	The bidder should have a valid PAN Card	Copy of PAN Card
5	The bidder should have a valid GST Registration Number	GST Registration Certificate
6	EMD (Registered MSMEs with valid Udyam Registration are exempted)	Demand Draft as prescribed OR Udyam Registration Certificate for exemption
7	Paper Cost	Demand Draft as prescribed

7.2 Technical Bid Evaluation

S.N o.	Evaluation Criteria	Max Marks	Documentary Evidence
	Domain Expertise, Capacity and Experience	50	
1	Average annual financial turnover of more than 1 Crore for 3 financial years	10	IT returns & audit balance sheet for last 3 FY

2	Completed contracts of similar nature (mobile app for sanitation/municipal monitoring for ULBs/Govt of Odisha). Marks: 1 project=10; 2=15; 3 across 2 ULB types=20; 4 across 2+=25; 5+ across 3 types=30	30	Experience Certificates / Work Orders
3	Prior experience of native mobile app with real-time GPS tracking/monitoring or UPI/payment gateway (Govt of Odisha). 1 project=5; 2+=10	10	Project Details with Experience Certificates/ Work Orders
Understanding of the App Concept, Approach & Methodology		50	
4	Understanding of Objectives, Key Functionalities, Detailed Approach & Methodology	20	Write up (max 20 pages)
5	Technical Presentation	30	Presentation to the Committee
Total		100	

Only bidders scoring 70 marks and above in the technical evaluation shall be qualified for the financial evaluation.

7.3 Financial Bid Evaluation

The Bidder with lowest qualifying financial bid (L1) will be awarded 100% score (10 marks). Financial Scores for others: $F_n = (\text{Commercial Bid of L1} / \text{Commercial Bid of the Bidder}) \times 100\%$. Only fixed price bids will be considered. The bid price will exclude all taxes and levies (mentioned separately). Any conditional bid would be rejected.

7.4 Final Evaluation

Composite Bid Score: $B_n = 0.90 \times T_n + 0.10 \times F_n$, where T_n = Technical score (out of 100), F_n = Normalized financial score. The Bidder with highest Composite Bid Score will be selected. In case of tie, the Bidder with higher technical score prevails.

ANNEXURE - 1: FORMAT FOR COVERING LETTER

(On the Letterhead of the Bidder)

To, _____ Date: _____

The Executive Officer, Dhenkanal Municipality

Dhenkanal, Pin-759001

Sub: Submission of proposal for "Development of Mobile Application (Software) for Sanitation Monitoring in respect of Dhenkanal Municipality"

Ref: RFP No. _____ & dt. _____

Sir,

With due respect I am submitting my proposal as given below.

We have read and understood the Request for Proposal (RFP) along with Draft Agreement in respect of the captioned Assignment provided to us by The Executive Officer, Dhenkanal Municipality.

We hereby agree and undertake as under:

Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal we hereby represent and confirm that our Proposal is unconditional in all respects.

This Proposal is valid till _____ (At least 4 Months from the Proposal Due Date).

Please find enclosed herewith the EMD in the form of Demand Draft bearing number _____ of Rs. _____ and Paper Cost of Rs. 10,000/- in the form of Demand Draft bearing number _____ drawn in favor of The Executive Officer, Dhenkanal Municipality payable at Dhenkanal. (Note: Registered MSMEs with valid Udyam Registration are exempted from EMD. Please enclose copy of Udyam Registration Certificate in lieu of EMD.)

That as on the date of submission of this tender, there is no blacklisting order that bars us from working with any Government Agency/Department on account of deficiency in service.

Yours faithfully,

Name & Signature of the bidder

ANNEXURE - 2: LIST OF SIMILAR WORK EXECUTED

List of similar work executed pertaining to development of mobile application in last three years.

Sr.	Name of Client	Location	Description of Work	Duration (Start - End)

Notes: Each listed work shall be supported with copy of work completion/experience certificate. At least 5 photographs/relevant documents shall be attached.

ANNEXURE - 3: FORMAT FOR FINANCIAL PROPOSAL (SOFTWARE)

(On the letter head of the bidder)

To,

Date: _____

The Executive Officer, Dhenkanal Municipality, Dhenkanal, Pin-759001

Sub: Submission of financial proposal for "Development of Mobile Application (Software) for Sanitation Monitoring in respect of Dhenkanal Municipality"

Ref: RFP No. _____ & dt. _____

Sl.	Description of Work	Qty	Amount (Rs.)	Amount in Words
1	Development of Mobile Application and web app for Dhenkanal Municipality:			
	a) Application Design, Development & Deployment Cost			
	b) Security, Backup and infrastructure cost			
	c) Training & Handholding Support			
	d) Annual Maintenance Charges (per annum for 3 years)		3	
2	Onsite person-day rate for maintenance & support after Go-Live	1		
3	Offsite person-day rate for future customization/development	2		
4	Integration module for GPS Dashcam devices (procured separately)			
5	Integration module for QR Code scanning			

	system			
6	Command Centre integration for grievance and fleet management			
7	a) Survey households	17000		
	b) QR codes scanner (optionals)	17000		

*The amount quoted is inclusive of all applicable taxes.

Note: Payment Gateway and other API/Software Licensing costs as required will be provided by The Executive Officer, Dhenkanal Municipality at his own discretion.

Yours faithfully,

Name & Signature of the bidder