



राजस्थान सरकार
उपभोक्ता मामले विभाग
(राज्य उपभोक्ता हेल्पलाइन टोल फ्री नम्बर, 1800-180-6030 वॉट्सएप 72300-88030)

File no.एफ 89(23)उ.मा.वि./सोशियल मीडिया/निविदा/2022

Jaipur, Date 30.08.2022

Notice Inviting Bid

Bids for Consumer Affairs Department intends to invites the RFP from suitable and experienced companies/firms/agencies for Public Relations Agency to carry out Social Media Management, Media Monitoring, for Consumer Affairs Department are invited from interested bidders upto from 30-08-2022 To 13-09-2022 upto 3:00 PM. Other particulars of the bid may be visited on the procurement portal <http://sppp.raj.nic.in> of the state; and <http://consumeraffairs.raj.nic.in> on departmental website. The approximate value of the procurement is Rs. 8.80 lakhs.

(Vintia Sharma)

Deputy Director

The copy has been sent to the following for information and necessary action:-

1. SA, Hon'able Minister, Department of Consumer Affairs , Rajasthan, Jaipur
2. PS, Secretary to the Government, Department of Consumer Affairs, Rajasthan, Jaipur.
3. PS, Director, Department of Consumer Affairs, Rajasthan, Jaipur
4. The Director, Public Relations Department, Rajasthan, Jaipur is requested to arrange for publication of the release in a prominent regional daily Newspaper as per DIPR norms/rules.
5. Deputy Director, Department of Consumer Affairs, Rajasthan, Jaipur
6. Accounts Officer, Department of Consumer Affairs, Rajasthan, Jaipur
7. Assistant Director (Public relations), Department of Food and Civil Supplies and Consumer Affairs, Rajasthan, Jaipur for publication in Newspaper.
8. Analyst Cum Programmer (ACP) is sent to Food and Civil Supplies Department, Jaipur with a request to place the Tender on <http://sppp.raj.nic.in> Portal and Departmental website try to upload it on <http://consumeraffairs.raj.nic.in>
9. Accounts Branch (Budget/Payment), Department of Consumer Affairs, Rajasthan, Jaipur
10. Notice Board, Department of Consumer Affairs, Rajasthan, Jaipur

Deputy Director



आरटीसी (मुख्यालय), प्रथम तल, होटल स्वागतम् परिसर, रेलवे स्टेशन के सामने, जयपुर, राजस्थान
वेबसाइट : consumeraffairs.raj.nic.in ई-मेल आई.डी. : ddca72@gmail.com दूरभाष नं. : 0141-2209756

**RFP for
Social Media Operation and Management
in Consumer Affairs Department.**

NIB No- /2022

Consumer Affairs Department
First floor, RTDC (HQ), Opp. Railway Station Jaipur



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Signature and Seal of the Bidder

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1. ABOUT**CREATION OF SEPARATE DEPARTMENT OF CONSUMER AFFAIRS IN THE STATE :**

1. Department of Consumer Affairs had been associated with Food and Civil Supplies from 1987 to 26.09.2013
2. In the order of the 25th report of the Standing Committee of the Parliament, A Separate Department of Consumer Affairs formed and in this regard notification has been issued on 26.09.2013. The Charge of Secretary, Consumer Affairs has been given to Secretary, Food and Civil Supplies.
3. Under the implementation of the State Budget Announcement 2015-16, the work of Legal Metrology was included in the business schedule of Department of Consumer Affairs vide Notification 24.07.2015
4. The Legal Metrology started its functioning under Department of Consumer Affairs from 01.10.2016

2. PURPOSE OF THE BID:

Consumer Affairs Department intends to invites the RFP from suitable and experienced companies/firms/agencies for Public Relations Agency to carry out Social Media Management, Media Monitoring. Bid document can also be downloaded from website: eproc.rajasthan.gov.in and <https://consumeraffairs.raj.nic.in> and <https://sppp.rajasthan.gov.in>

3. RFP ISSUER:

RFP Issuer Consumer Affairs Department, First floor, RTDC (HQ), Opp. Railway Station Jaipur, Rajasthan.

4. PRICE OF RFP

The price of this RFP document is Rs. 1000/- (Rupee One Thousand Only) inclusive of all taxes. This amount will be Non-Refundable. Bidders have to pay the cost of the RFP in the form of Cash/DD/Bankers Cheque which should be in favour of "Deputy Director, Consumer Affairs Department" payable at Jaipur. RFP Document should be downloaded from Consumer Affairs Department website i.e. [http:// consumeraffairs.raj.nic.in](http://consumeraffairs.raj.nic.in) or <https://sppp.rajasthan.gov.in>

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5. NON-TRANSFERABLE RFP

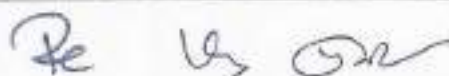
This Request for Proposal (RFP) is not transferable. The bidder, to whom the Bid has been issued, only can participate in the bid.

6. CORRESPONDENCE AND SUBMISSION DETAILS:**Bid Inviting Authority:**

The Director,
Consumer Affairs Department,
First floor, RTDC (HQ),
Opp. Railway Station
Jaipur, Rajasthan

Contact for RFP related issues:

The Deputy Director,
Consumer Affairs Department,
First floor, RTDC (HQ),
Opp. Railway Station
Jaipur, Rajasthan
Tel No — 0141-2209756
Website: <http://consumeraffairs.raj.nic.in>
E-mail: ddca@rajasthan.gov.in



7. KEY EVENTS:

S.No.	Event's Name	Date & Time
1	Issue of RFP for Sale	30-08-2022 to 13-09-2022 upto 3:00 PM
2	Submission of Response of RFP	13-09-2022; 03:00 PM
3	Opening of Technical Proposal	14-09-2022; 01:00 PM
4	Opening of Financial Proposal of the Technically Qualified Bidder	Will intimate later
5	Bid Estimate cost	Rs. 8.80 Lacs
6	Bid Security (Earnest Money) 2% of Estimated value	DD/Banker Cheque of Rs. 16,000/- in favor of "Deputy Director, Consumer Affairs Department" payable at Jaipur Rajasthan.
7	Bid document Fee	DD/Banker Cheque of Rs. 1,000/- in favor of "Deputy Director, Consumer Affairs Department" payable at Jaipur Rajasthan.
8	Bid Validity Period	360 Days
9.	Authorization	Power of attorney/Board resolution Letter of Authorization written on the Letter Head by the bidder.
10.	(a) The Designation and Address of First Appellate Authority- Deputy Director, Consumer Affairs Department, Hotel RTDC 1st Floor, Near Railway Station, Jaipur	Within 10 days of decision of the procuring entity
	(b) The designation and Address of Second Appellate Authority- Director, Consumer Affairs Department, Rajasthan, Jaipur	Within 15 days from the expiry of the order passed by the first Appellate Authority

Note:-

- All above events will be held at Consumer Affairs Department, Jaipur
- In the event of the date specified above being declared as a holiday for Corporation the due date will be the following working day.

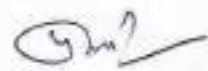




8. ELIGIBILITY CRITERIA FOR TECHNICAL EVALUATION:

Eligibility Criteria	
A.	The Bidders should be Indian Company(s) registered under the Indian Companies Act 1956 or any other legal entity registered in Indian Law. (Enclosed: Certificate)
B.	A Bidder should have a minimum average annual turnover of INR Fifty Lac along with positive net worth in the previous three financial years 2019-20, 2020-21 & 2021-22. A certificate from a Chartered Account firm should be attached with the application clearly stating the year-wise turnover. [Startup's to have annual turnover of Rs. Ten Lakhs.]
C.	The Bidder should have successfully completed at least one such assignments corresponding to the required works as proposed in this Bid, i.e. the bidder should have handled at least one assignments on Social Media platform in the last one year . Prior experience of working in Rajasthan will be advantageous. Client Agreement as proof of contract value along with work order/completion certificate must be enclosed.
D.	Agency with personnel of established repute like having masters degree in Journalism and Mass Communication/Public Relations;
E.	Having experience of handling You Tube channel of huge subscribers for one channel/Silver button award for You Tube channel will be preferred while technical evaluation.
F.	Work experience to execute minimum one contract equal to amount of Rs. 05.00 Lacs or above
G.	Annexure-5 to be filled as per the tender.
H.	Bidder should not be blacklisted/ banned/debar by any Central/State Government /PSU/ Govt. agencies. An undertaking/declaration on Rs. 500/- Non-judicial stamp paper to be submitted. (Annexure-2)
I.	The bidder should submit an undertaking on their letterheads to the fairness of these documents in support of their claim while submitting the proposal.





9. BID SECURITY DEPOSIT:

The Bidder shall furnish the BSD as part of this bid;

- The BSD is required to protect Consumer Affairs Department against the risk of Bidder's conduct which would warrant the BSD's forfeiture.
- DD/Banker Cheque of Rs. 16,000/- in favor of "Deputy Director, Consumer Affairs Department" payable at Jaipur Rajasthan
- Bid security shall be 2% of the estimated value of Bid.
- In lieu of bid security, a bid securing declaration shall be taken from Department of State Government and Undertakings, Corporation, Autonomous bodies, registered societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government.

The BSD may be forfeited:

- When the bidder withdraws or modifies its bid after opening of bids;
- when the bidder does not execute the agreement, if any, after placement of Lol/Work Order within the specified time;
- when the bidder fails to commence the services or execute work as per work order within the time specified;
- when the bidder does not deposit the performance security deposit within specified period after the L-1/work order is placed; and
- If the bidder breaches any provisions of code of integrity prescribed specified in the act and chapter VI of these rules.

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10. PERFORMANCE SECURITY DEPOSIT:

The Successful bidder will pay a security deposit of 2.5% of the contract value in the form of a demand draft (DD)/BG drawn on a Nationalized/Scheduled Bank in favor of "Deputy Director, Consumer Affairs Department" payable at Jaipur with Consumer Affairs Department as per following:

- Performance Security Deposit can be in the form of DD in favour of "Deputy Director, Consumer Affairs Department" payable at Jaipur as per the guidelines of RTPP Act, 2012 and RTPP Rules, 2013.
- PSD is valid for entire project tenure and plus 6 months extra in accordance with the terms and conditions of Contract.
- No interest amount payable on the Performance Security Deposit.
- If the successful bidder may deposit the fresh PSD then the BSD of the respective bidder may be returned or successful bidder may request to adjust the BSD amount in Performance Security amount and the difference shall be paid.
- Performance security can be forfeited if the successful bidder fails to;
 - In the event of the successful Bidder being in default of the due, faithful and punctual performance of its obligations under the Contract, in the event of there being any claims or demands whatsoever whether liquidated or which may at any time be made or have been made on behalf of the Consumer Affairs Department for or against the successful Bidder under this Contract or against the Consumer Affairs Department in respect of this Contract which remain unpaid by the successful Bidder the Consumer Affairs Department shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to call in, encash and appropriate the relevant amounts from the Performance Security as damages for such default, or loss suffered on account of failure to perform its obligations or non-payment of dues, any demands or claims.

Signature and Seal of the Bidder

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11. INSTRUCTION TO BIDDER:**11.1 Prevailing of Law:**

The Law relating to procurement "The Rajasthan Transparency in Public Procurement Act, 2012" [hereinafter called the Act] and the "Rajasthan Transparency in Public Procurement Rules, 2013" [hereinafter called the Rules] under the said Act have come into force with effect from 26 January, 2013 which are available on the website of State Public Procurement Portal <http://sppp.rajasthan.gov.in> Therefore, the Applicant / Bidders are advised to acquaint themselves with the provisions of the Act and the Rules before participating in the Bidding process. If there is any discrepancy between the provisions of the Act and the Rules and this Bidding Document, the provisions of the Act and the Rules shall prevail.

11.2 Amendment of RFP Document

- At any time prior to the last date for receipt of bids, Consumer Affairs Department, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment. It shall not be mandatory for Consumer Affairs Department to disclose the reasons for this change.
- The amendment will be notified through website of Consumer Affairs Department and would be binding on all Bidders.
- In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, Consumer Affairs Department may, at its discretion, extend the last date for the receipt of Bids.
- Consumer Affairs Department may at any time during the bidding process request the Bidder to submit revised Technical / Financial Bids and/or Supplementary Financial bids without thereby incurring any liability on Consumer Affairs Department to the affected Bidder or Bidders before opening of financial bids.
- Bidders should make note of any amendments and corrigendum issued at any time by Consumer Affairs Department through the department website and the same must be submitted as enclosure of RFP document.



11.3 Language of Bids

- The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and Consumer Affairs Department, shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall prevail.

11.04 Bid Price

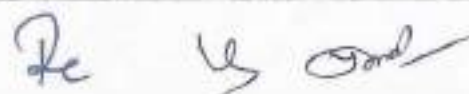
The Bidder shall quote in the Performa prescribed in financial bid;

- The Bidder shall prepare the bid based on details provided in the RFP documents. The Bidder shall carry out all the tasks in accordance with the requirement of the RFP documents and it shall be the responsibility of the Bidder to fully meet all the requirements of the RFP documents.
- The Bidder as part of its Financial Bid should account for all out of pocket and other expenses that the Bidder shall incur during the contract period.

11.05 Firm Price

Prices quoted and negotiated must be final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only.

- Consumer Affairs Department reserves the right to validate the technical specifications supplied with respect to specifications as provided in RFP using competent technical committee/agency acting on behalf of Consumer Affairs Department.
- The Financial Bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes and other charges as may be applicable in relation to the activities proposed to be carried out.
- In case the taxes are not including in bid prices, the amount so mentioned would be deemed as inclusive of taxes.
- A proposal submitted with an adjustable price quotation or conditional proposal shall be treated as non-responsive and the bid shall be rejected summarily.



11.06 Authorized Signatory

- For the purpose of submission of the bid, the Bidder may be represented by either the Principal Officer (MD/CEO/Company Secretary) or his duly Authorized Representative, in which case he/she shall submit a certificate of authority (Power of Attorney or Board Resolution). All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative or the Principal Officer.

11.07 Period of Validity of Bid

Bids shall remain valid for period of 360 days from publishing of bid. A bid valid for a shorter period shall be rejected by Consumer Affairs Department as non-responsive and shall not be taken up for evaluation purposes.

- Consumer Affairs Department may request the Bidder(s) for an extension of the period of validity of the bids.
- The request and the responses thereto shall be made in writing (by letter or by e-mail). The validity of BSD shall also be duly extended in accordance to mutual consent of the bidders.
- A bidder granting the request will not be permitted to modify its bid.

11.08 Last date of Receipt of the Bid

- Although, bids will be received by online but not later than the time and date specified in Key Events & Date.
- Consumer Affairs Department may, at its discretion, extend the last date for the submission of bids by issuing a corrigendum and amending the dates provided in Key Events & Date, in which case all rights and obligations of Consumer Affairs Department and Bidders previously subject to the last date will thereafter be subject to the last date as extended.

11.09 Evaluation of Bid**Evaluation Methodology**

Consumer Affairs Department will examine the bids in two phases.

1. Phase 1 – Technical Evaluation

All bids will go through an evaluation against the Eligibility Criteria as mentioned in this bid. Only those bidders who meet the Eligibility Criteria would be considered for Phase 2 of the evaluation process.

2. Phase 2 – Financial Evaluation

- The financial bids of the bidders qualifying Phase 1 of evaluation shall be opened in the presence of the representatives of the qualified bidders and award the bid on the basis of Lowest Quoted Price (L1).

11.10 Post Qualification and Award Criteria

- This determination will take into account the Bidder's financial and technical strengths and capabilities. It will also include examination of the documentary evidence submitted by the Bidder as part of the bid as well as such other information as Consumer Affairs Department deems necessary and appropriate.
- A negative determination will result in rejection of the Bidder's bid, in which event; Consumer Affairs Department will proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.
- Consumer Affairs Department is not bound to accept the best evaluated bid or any bid and reserves the right to reject any bid without assigning any reason thereof;

11.11 Consumer Affairs Department Right to accept any bid or Reject any or all bids

- Consumer Affairs Department reserves the right to accept any bid, and to annul the Bid process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Consumer Affairs Department action.

12. Desirable

- Command in Hindi language
- Having Physical location at Jaipur to interact with HQ
- Demonstrated experience in developing successful social media strategies and campaigns.
- In depth knowledge and understanding of different social media platforms.
- Creative and Innovative Approach

13. SCOPE OF WORK:

The primary objective of the PR and Social Media agency is to develop the brand value of Consumer Affairs Department and consumer awareness activities across Social & Digital Media Platform.

- Provide Innovative ideas and suggestions for Social & Digital promotion of Consumer Affairs Department.
- Promoting the brand of Consumer Affairs Department by enhancing its reputation as an organization.
- Plan engaging social media activities for consumer awareness activities. The agency should develop interesting and innovative social media content, campaigns as part of a cohesive communication strategy for social media platforms (Twitter, FaceBook, Instagram and YouTube etc.) to enhance the reach of content in real time basis and to increase awareness with the consumers]

- Creation, handling and maintenance of You Tube, FaceBook, Instagram and Twitter etc. Account/channel.
- Creation and maintenance of Blogging account/platform.
- The Social Media Agency shall provide the MIS report of content which they are updating on You Tube, FaceBook, Instagram and Twitter etc. Account/channel.
- Contents development of social media and digital campaign
- Develop creative design and creative content writing and video clips
- Key Tasks: The Consultancy Tasks Agency shall provide assistance as specified below:
 - Updating consumer awareness activities, media and success stories etc. on Social Media (Twitter, FaceBook, Instagram & YouTube etc.)
 - Providing content wherever required for Social Media as per events/ activities and regular updates of the department.

The Scope of work for the bidder shall broadly include but not limited to following:

Module A: Social and Digital Media branding strategy and Roadmap

Task 1: Road Map for Branding

The Agency shall present a clear roadmap for the brand building exercise across Social Media. The roadmap should identify all the activities which shall be approved by Consumer Affairs Department.

Module B: Digital and Social Media content Management

Task-1: Digital and Social Media content Development

1. Text content: The Agency shall prepare content for text write-ups for Social media posts on the subject matter in English and Hindi language, as required with original scheme and allied related articles, interviews of officers related to consumer utilities. Every post shall be approved by Consumer Affairs Department.

2. Graphic content: The Agency shall prepare graphic content for regular Social Media updation. Every post shall be approved by Consumer Affairs Department.

3. Audio Visual content: The Agency shall prepare the digital content in audio and visual formats as per mentioned in Scope of Work. Every post shall be approved by Consumer Affairs Department.

Task-2: Social Media Content Handling and Management

The Agency shall be responsible for dissemination of information through online mediums. This would include but not limited to following:

1. Handling and managing social media: The Agency shall develop and operate official social media accounts of Consumer Affairs Department on FaceBook, Twitter, Instagram, and YouTube from time to time. Further, on behalf of the Client and after due permissions from the Client, the Agency shall post views, comments and content on various online media with respect to interest areas of consumer affairs.

The Agency shall provide analytics of social media accounts of the Client from time-to-time, as required by the Client.

Note: As per the project requirements, the Agency may be required to boost the online presence through paid subscription of social media platforms. Under such circumstance, the costs related to booster packages etc. shall be reimbursed to the Agency on actual basis.

14. PROJECT IMPLEMENTATION PLAN:

The project shall be implemented as follows:

Sr No.	Key Performance Indicators	Minimum target	Figure of Previous month	Figure of Current month
1.	The agency should increase reach and engagements base on Social Media. For this the agency boosts the posts duly approved by Consumer Affairs Department at its own cost which would be reimbursed if the targets are achieved at the end of every quarter.	More than a total of 4 Lacs genuine reach overall per month with appropriate engagement with users across all platforms.		
2.	Populating, publishing and updating of content on Social Media a 24*7basis	The frequency shall be on a continuous daily basis		
3.	Content to be posted across all social media channels	At least total 10 posts per day across all platforms		
4.	Quizzes and Polls on Social Media	At least 25 a month		
6.	Visuals for Social Media posts per channel	30Visual(Jpeg & GIF's)per month 4 (20-30 sec) video posts per month Quantity can increase on requirement basis 60postsper month		
7.	Content writing for Social Media Channels (Hindi / English)	On a regular basis		
8.	Creation of Info graphics for the Department	4 per month		
9.	Drafting, Distribution and Monitoring of Press releases in English/ Hindi	As and when required		

Note: Figures should contain number as per key performance indicators.

15. CONTRACT PERIOD:

The contract period shall be one year after the issuing work order or signing of the agreement (whichever is earlier). Contract period can be extended further for 6 months with mutual consent (bidder and Consumer Affairs Department) and/or as per RTPP Act 2012 and Rules 2013.

16. LIQUIDATED DAMAGE:

- If the Bidder fails to complete the entire works before the scheduled completion date or the extended date, the Consumer Affairs Department may without prejudice to any other right or remedy available to the Consumer Affairs Department as under the Contract;

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- (i) Recover from the Bidder, as liquidated damages and not by way of penalty for a delay of Rs. 2000/-per day beyond the Scheduled completion date or extended date. For the purpose of liquidated damages, the scheduled completion date will be taken as the date of completion and acceptance of all the activities till Live of successful operations of the integrated solution completion given to Bidder by Consumer Affairs Department and/or
- (ii) Terminate the contract or a portion or part of the work thereof; The Consumer Affairs Department shall give 30 days' notice to the Bidder of its intention to terminate the Contract and shall so terminate the Contract unless during the 30 days' notice period, the Bidder initiates remedial action acceptable to the Consumer Affairs Department.

17. SERVICE LEVEL AGREEMENT/PENALTIES:

SLA is the contract between Consumer Affairs Department and the successful bidder. SLA defines the terms of the Successful bidder's responsibility in ensuring the timely deliver the services and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement.

Sr. No	Item	Timelines for deliverables	Penalty if not achieved
1.	Live coverage of event for social media streaming and promotion	As required on notice of 2 days	Rs. 2000 per missed coverage
2.	Any work related to creative development, social media handling and as per the scope of work etc.	As agreed with the client	Rs. 1000 per day till achieved
3.	Sub-standard work for the defined scope of work or non-achievement of the same	The client will inform in writing regarding sub-standard work.	Per incident will result in a penalty up to maximum of 10% of quarterly payment, if not rectified to client satisfaction within 10 days of the timeline.

- I. Fraction of a day in reckoning period in service delivery shall be eliminated if it is less than half a day.
- II. The maximum amount of penalty shall be 10% of bid value.
- III. Delivery period may be extended with or without penalty if the delay is on account of hindrances beyond the control of the bidder.
- IV. Also penalty would be deducted from the due payment of the current invoice received from the bidder.

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18. TERMINATION:

Default is said to have occurred:

- i) If the Successful bidder fails to deliver any or all services as per service standards specified in the agreement;
- ii) If the Successful bidder in the judgment of the Consumer Affairs Department has engaged in corrupt or fraudulent practices in competing or executing the agreement;
- iii) If the Successful bidder, in either of the above circumstances, does not take remedial steps within a period of fifteen days after receipt of the default notice from the Consumer Affairs Department (or takes longer period in spite of what the Consumer Affairs Department may authorize in writing), the Consumer Affairs Department may terminate the agreement in whole or in part. In addition to above, the Consumer Affairs Department may at its discretion also take the subsequent actions;
- iv) Performance Security deposit shall be forfeited in the case of termination as a whole or part thereof; without prejudice.

19. DISPUTE RESOLUTION:

- Consumer Affairs Department and Successful bidder shall make every effort to resolve disputes amicably by direct negotiation, any disagreement or dispute arising between them under or in connection with the agreement will be settled at the level of Head of Department.
- If during the subsistence of this Agreement or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of this Agreement or regarding any question, including as to whether the termination of this Agreement by one Party hereto has been legitimate, the Parties hereto shall endeavor to settle such dispute amicably and/or by Conciliation to be governed by the Standing Committee. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts; which attempt shall continue for not less than thirty (30) days, gives fifteen (15) days' notice to refer the dispute before standing committee to the other Party in writing.
- Any dispute related to this agreement arises between the parties shall first be settled through amicable settlement. In case matter is not settled amicably

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within 30 days, same shall be referred to Standing Committee. Standing Committee would consist of following members

- (i) Deputy Director
- (ii) Account Officer
- (iii) Programmer

20. FINANCIAL BID:

Financial Evaluation

The financial bids of the bidders qualifying Phase 1 and Phase 2 of evaluation shall be opened in the presence of the representatives of the qualified bidders. The bidder quoting the lowest price shall be treated as L1.

S.No.	Description	Total cost for 12 months (in figures)	Total cost for 12 months (in words)												
1.	Services for handling of Social Media and Media distribution & monitoring work for Skill/Employment Programme														
2	Boosting Rate Card <table border="1" data-bbox="279 1160 774 1534"> <thead> <tr> <th>S. No</th> <th>Social Media</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>FaceBook</td> </tr> <tr> <td>2</td> <td>Twitter</td> </tr> <tr> <td>3</td> <td>Instagram</td> </tr> <tr> <td>4</td> <td>YouTube</td> </tr> <tr> <td>5</td> <td>Any other</td> </tr> </tbody> </table>	S. No	Social Media	1	FaceBook	2	Twitter	3	Instagram	4	YouTube	5	Any other		
S. No	Social Media														
1	FaceBook														
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3	Instagram														
4	YouTube														
5	Any other														
	* Total														

Note:

The rates/prices are to be quoted including taxes, should clearly indicate the price to be charged without any qualification whatsoever and should include all taxes and other charges. In case the taxes are not included in bid prices, the amount so mentioned would be deemed as inclusive of taxes.

21. DRAFT AGREEMENT:

This agreement is made and executed on this _____ day of _____, 2020

BETWEEN

Deputy Director, Consumer Affairs Department, Raj. Jaipur (hereinafter referred to as "Consumer Affairs Department", which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the FIRST PART

AND

M/s <Name>., <Address>, Phone :<Phone Number>, Fax :<Fax No> (hereinafter referred to as <'NAME'>), which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the SECOND PART

Both the Consumer Affairs Department and <'NAME'>), shall hereinafter be referred to individually as 'Party' and collectively as 'Parties' in this Contract.

WHEREAS

- a) The Consumer Affairs Department, party to the FIRST PART invited RFP vide no. Dated2020 and subsequent corrigendum (hereinafter called as "RFP").
- b) The <NAME OF BIDDER>, party to the SECOND PART has submitted its offer for such services in accordance with all the terms and conditions stipulated in the RFP.
- c) The FIRST PART has placed work order to SECOND PART vide order no. dated for the aforesaid works for a period of four years as per terms and conditions mentioned in the RFP and this Agreement and whereas the SECOND PART has deposited a sum of Rs./- as a Performance Security Deposit as per Rajasthan Transparency in Public Procurement Act, 2012 and Rules, 2013.
- d) The SECOND PART has agreed to provide services as per terms and condition of the RFP, including the terms of this Agreement, and subsequent corrigendum would be treated as a part of this Agreement.
- e) The terms and conditions laid down in the NIB/RFP documents, work order of contract; Bid Submission Sheet and the Price Schedule submitted by the bidder; and all other relevant documents attached with NIB/RFP shall be deemed to form and be read and constructed as part of this Agreement.

f) In consideration of the foregoing and the mutual covenants and promises contained herein and other good and valuable consideration the receipt and adequacy of which is hereby acknowledged, the parties intending to be bound legally, agree as follows:

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

In this Agreement unless the context otherwise requires:

- "Agreement" means this Agreement, the Schedules attached hereto and the agreed terms as set out in the RFP including any amendments and modifications to the above from time to time.
- "Confidential Information" means any information disclosed to or by any Party to this Agreement and includes any information in relation to the Parties, including any such information that may come to the knowledge of the Parties hereto by virtue of this Agreement that is :
 - by its nature confidential or by the circumstances in which it is disclosed confidential; or
 - designated by the disclosing Party as confidential or identified in terms connoting its confidentiality;
 - But does not include information which is or becomes public knowledge other than by a breach of this Agreement;
- "Document" means any embodiment in any text or image however recorded and includes any data, text, images, sound, voice, codes or/and databases or microfilm or computer generated micro fiche'
- "Contract period" shall refer to one year.
- "Services" means all such services that are set out in the Scope of work as per RFP and includes any amendment, modification, clarification and addition to such Scope of work, as the Consumer Affairs Department may deem fit and mutually decide upon by both the parties during the Term of this Agreement in order to enable the performance of the System, as set out in this Agreement;
- Bidding Authority refers to Deputy Director, Consumer Affairs Department, Jaipur.

INTERPRETATION:

- In this Agreement unless a contrary intention is evident
- The clause headings are for purposes of convenience of reference only and do not form part of this Agreement

De *by* *Gom*

- unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses
- Unless otherwise specified a reference to a clause, sub-clause or Schedule is a reference to a clause, sub-clause or Schedule of this Agreement including any amendments or modifications to the same from time to time.
- A word in the singular includes the plural and a word in the plural includes the singular.
- A word importing a gender includes any other gender,
- A reference to a person includes a partnership and a body corporate;
- A reference to legislation includes legislation repealing, replacing or amending that legislation;
- Where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings.
- In the event of an inconsistency between the terms of this Agreement and the RFP, the terms hereof shall prevail.

IN WITNESS WHERE OF the Parties here to have hereunto set their hands and seal the day and year first above written.

Deputy Director,
Consumer Affairs Department,
Jaipur, Rajasthan.

Witnesses :

Authorized Signatory,
SECOND PART
ADDRESS

Witnesses :

De US [Signature]

Annexure-1

Covering letter for technical bid:

To,
Deputy Director,
Consumer Affairs Department,
Jaipur, Rajasthan.

Sir,

Having examined the RFP Document the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer to "Services" under the project 'social media operation and management' in Consumer Affairs Department as required and outlined in the RFP.

I/ We undertake, if our bid is accepted, to 'provide services for social media operation and management in accordance with the requirements.

I/ We agree to abide by this bid for a period of three months after the date fixed for bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We agree to the terms & conditions mentioned in the RFP document.

Dated this _____ day of _____

Signature (in the capacity of)
Duly authorized to sign Bid for and on behalf of

Seal of the Company

Je LS Dm2

Annexure-2Declaration by the Bidder

In relation to my/our Bid submitted tofor procurement ofin response to their Notice Inviting Bids No.....Dated.....I/we hereby declare under Section 7 of Rajasthan Transparency in Public Procurement Act, 2012 & Rules 2013 that:

1. I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
2. I/we have fulfilled my/our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
4. I/we do not have, and our directors and officers not have, been convicted of an criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three years preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
5. I/we do not have a conflict of interest as specified in the RTPP-Act, Rules and the Bidding Document, which materially affects fair competition;
6. I/We hereby declare that the in the preparation and submission of proposal, I/We have not acted in collusion with any other bidder and not done any act, deed or thing which is or could be regarded as anti-competitive.
7. I/We hereby further declare that I/we have not offered nor will offer any illegal gratification in cash or any other kind to any person or agency in connection with the instant proposal.

Date:

Signature of the Bidder

Place:

Name:

Designation:

Address:

Seal of the Company

Annexure-3**Compliance with the Code of Integrity and No Conflict of Interest:**


Any person participating in a procurement process shall-

- (a) not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
- (b) not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- (c) not indulge in any collusion, Bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- (d) not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process;
- (e) not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
- (f) not obstruct any investigation or audit of a procurement process;
- (g) disclose conflict of interest, if any; and
- (h) Disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict of Interest:-

The bidder participating in a bidding process must not have a Conflict of Interest.

- A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.
- B Bidder may be considered to be in Conflict of Interest with one or more parties in a bidding process if, including but not limited to:
 - a. Have controlling partners/ shareholders in common; or
 - b. receive or have received any direct or indirect subsidy from any of them; or
 - c. have the same legal representative for purposes of the Bid; or
 - d. have a relationship with each other, directly or through common third parties, that puts them in position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Entity regarding the bidding process; or
 - e. the Bidder participates in more than one Bid in a bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or



- f. the Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, Works or Services that are the subject of the Bid; or
- g. Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge/ consultant for the contract.

Pe 13 01/22

Annexure-4Grievance Redressal during Procurement Process:

The designation and address of the First Appellate Authority is Director, Consumer Affairs Department

The designation and address of the Second Appellate Authority is ,Secretary Consumer Affairs Department

(1) **Filing an appeal**

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issued thereunder, he may file an appeal to First Appellate Authority, as specified in the Bidding Document within a period of ten days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

Provided that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceedings:

Provided further that in case a Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

(2) The officer to whom an appeal is filed under para (1) shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within thirty days from the date of appeal.

(3) If the Officer designated under para (1) fails to dispose of the appeal filed within the period specified in para (3), or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the First Appellate Authority, the Bidder or prospective bidder or the procuring Entity, as the case may be, may file a second appeal to Second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

(4) **Appeal not to lie in certain cases**

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:-

- (a) determination of need of procurement;
 - (b) provisions limiting participation of Bidders in the Bid Process;
 - (c) the decision of whether or not to enter into negotiations;
 - (d) cancellation of a procurement process;
 - (e) applicability of the provisions of confidentiality.
- (5) **Form of Appeal**

(a) An appeal under para (1) or (3) above shall be in the annexed Form along with as many copies as there are respondents in the appeal.

(b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.

(c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.

(6) Fee for filing appeal

(a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.

(b) The fee shall be paid in the form of bank demand draft or banker's cheque of Scheduled Bank in India payable in the name of Appellate Authority concerned.

(7) Procedure for disposal of appeal

(a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.

(b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-

(i) hear all the parties to appeal present before him; and

(j) peruse or inspect documents, relevant records or copies thereof relating to the matter.

(c) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.

(d) The order passed under sub-clause (c) above shall also be placed on the State Public Procurement Portal.

PC LG Gane

[See Rule 83]Memorandum of Appeal under the Rajasthan Transparency in Public Procurement Act, 2012

Appeal No. of

Before the (First/Second Appellate Authority)

1. Particulars of appellant:

(i) Name of the appellant:

(ii) Official address, if any:

(iii) Residential address:

2. Name and address of the respondent(s):

(i)

(ii)

(iii)

3. Number and date of the order appealed against And name and designation of the officer/authority who passed the order (enclose copy), or a statement of a decision, action or omission of the Procuring Entity in contravention to the provisions of the Act by which the appellant is aggrieved:

4. If the Appellant proposes to be represented By a representative, the name and postal address

of the representative:

5. Number of affidavits and documents enclosed with the appeal:

6. Grounds of appeal:

.....

.....

..... (Supported by an affidavit)

7. Prayer:

.....

.....

.....

Place

Date

Appellant's Signature

He U. D.

Annexure-5

Technical BID (CHECK LIST)
To be filled by the bidder

(Information to be provided alongwith the Tender Documents and requisite BID SECURITY.
 Without Bid security the Tender shall not be considered for Evaluation)

SN	Particulars	Details to be filled by bidder	Page No.
1	Procurement of		
2	Name of the Owner (Enclose verification from respective bank/Partnership Deed/Memorandum of Articles and Association etc.)		
3	Address:- i. Office Address, Phone No, Fax No, Email ii. Factory Address Phone No, Fax no, Email		
4	(a) TIN (Registration with the sales Tax (Enclose copy of Certificates of TIN) Should be 3 years old (b) Service Tax Number		
5	Latest GST Return (Enclose payment copy of latest Challan of last quarter		
6	Income Tax Permanent Account No. (Enclose copy of PAN No.)		
7	BID Security (Mention Details of DD/BC)	DD/BC No..... Name of bank.....	
8	Work Experience. Name of users to whom supplies have been made in the last Three years (Enclosed list)		
9	Copy of last one year audited annual accounts for turn over		

lease Note:

1. All the copies submitted should be duly self-attested.
2. Rajasthan parties shall be given preference as per rules of Rajasthan Government.
3. If required documents not submitted then mention the reason of non submission of documents.

Signature of the
Bidder with seal

Signature and Seal of the Bidder

Te *U* *SM*