

REQUEST FOR PROPOSAL

RFP No. : AASC (INT) 7/99/Pt/182

RFP on : Design, development, maintenance and update official Website of Assam Administrative Staff College.

Issued by : Assam Administrative Staff College

Issue Date : 16.03.2015

Submission Date : 27.03.2015

Contact Person : **Director of Training**
Assam Administrative Staff College
Jawaharnagar, Khanapara, Guwahati – 781 022

Summary of Proposal

The Request for Proposal is issued by the Assam Administrative Staff College (AASC) to obtain proposal from Agencies for design, development, maintenance and update of its official Website www.aasc.gov.in.

Table of Contents

Content	Page No.
1. Request for Proposal Terminology	3
2. Executive Summary	4
3. Terms of Reference	5
4. Eligibility Criteria	8
5. REF Process	8
6. Instructions to Applicant	10
7. Evaluation of Proposal	13
8. Right to Vary Scope of work at the time of Award	16
9. Right to accept any Bid and to reject any or all Bids	16
10. Notification of Award	17
11. Issuing the Work Order	17
12. Performance Guarantee	17
13. Confidentiality of the Document	17
14. Rejection Criteria	17
15. General	18
16. ANNEXURE – 1 – UNDERTAKING	21
17. ANNEXURE 2, 3 & 4 -FORMAT FOR TECHNICAL BID	22-25
18. ANNEXURE – 5 – FORMAT FOR FINANCIAL BID	26

1. REQUEST FOR PROPOSAL TERMINOLOGY

Throughout this document the following definitions apply:

- a) ‘Applicant’ means a party that submits or intends to submit a Proposal;
- b) ‘Work Order’ means the written order resulting from this RFP issued by the Authority;
- c) ‘The Authority’ means the Assam Administrative Staff College (AASC),
- d) ‘Must’ or ‘mandatory’ means a requirement that must be met in order for a Proposal to receive consideration;
- e) ‘Proposal’ means a proposal submitted in response to this RFP;
- f) ‘RFP’ means this Request for Proposal; and
- g) ‘Should’ or ‘desirable’ means a requirement having a significant degree of importance to the objectives of RFP.

2. EXECUTIVE SUMMARY

Background

Assam Administrative Staff College(AASC) is the leading training institute of Government of Assam for capacity building of state Government employees. AASC has been striving to provide this service in the area of training, consultancy and research since its inception in March. AASC seeks to develop its website as per latest guidelines for Government websites. At present AASC has a website (www.aasc.gov.in) which needn to be modified incorporating new areas and a better ecstatic look. The existing website is in the hosting space of National Informatics Centre allotted to Assam Administrative Staff College.

Tender is invited from agency/company having exposure/ expertise in web related software development, maintenance, design & upload website as per guide lines of Govt. of India with cyber security features.

Basic requirement for Website Designs

The Basic requirements are:

- i. Alignment: Each section at the website should be aligned to the objectives and vision of AASC
- ii. Clear Purpose: The purpose defines the look and feel (graphic design) and the content of the section. The website should define the purpose clearly so that the website visitors understand the basic information.
- iii. Compliance: Website should meet W3C Standards.
- iv. Information and calendar of events which can be updated including other general information related to AASC should be on website.
- v. The website should provide Hyperlink to the other Websites as per decision of AASC.
- vi. Custom template creation.
- vii. Scrolling newsflash in home page.
- viii. Unique page titles for each page along with meta tags and meta description for each page.
- ix. Creating SEO friendly urls.
- x. For creating a website it should have blogs, animation (Flash/JavaScripts), quiz etc.
- xi. Google Analytics report.

- xii. Search Engine option should be on the website for different keywords related to Organization.
- xiii. The website should have the Unique Visitor Counter.
- xiv. The website should have Login option for Administration and AASC Officials.
- xv. There should be a provision for feedback on the Website.
- xvi. The Website should have 'Print Page' button enabled on every Web Page.
- xvii. The Website should have Application on daily updated date, Time and Current Weather Details of Guwahati along with location map of AASC .
- xviii. Agency shall be responsible for Design, Content Development, Collection of content/information, Uploading, HTML conversion for the proposed website for 3 (three) years.
- xix. Agency should provide full Administrator access along with basic tips on updating content, adding/editing photos in photo gallery, video gallery etc. and adding/editing newsflash section in to the Website.
- Xx Content Management System (CMS)

3. TERMS OF REFERENCE:

A) Scope of work

The intention of the Authority is to select an applicant who can effectively work with the Authority and design the Website which can be a vehicle for dissemination of information to the Government Departments/ public regarding various activities and facilities of AASC.

Scope Elements:

- i. Website should be DHTML enabled for making dynamic and interactive look.
- ii. Website should be both in English.
- iii. Website should work on every Operating System like Microsoft Windows, Linux and Mac.
- iv. Website should work on every Web Browser, Firefox, Internet Explorer 7 or higher, Opera, Opera Mini, Safari, Chrome etc.
- v. Front end Architecture of the Website is PHP/JEE, CSS, Abode Flash.

- vi. Backend database is PostgreSQL/MySQL.
- vii. Administrator and AASC Officials Login option should be in this Website.
- viii. Provide Hyperlink to the other Websites as per decision of AASC
- ix. Compliance : Website should meet W3C Standards.
- x. Video and Picture Gallery should be on the Website.
- xi. All Videos in the Abode Flash Format should be enabling on the website.
- xii. All Pictures in standard format like jpeg, bmp gif, etc.
- xiii. Search Engine option should be on the website for different keywords related to AASC.
- xiv. Unique visitor counter should be on the website.
- xv. The website should have blogs, animation (Flash/JavaScript) quiz etc.
- xvi. 'Print Page' button should be enable on every Web Page.
- xvii. Application with updated Date, Time and Current Weather Details of Guwahati should be on the Website along with location map of AASC.
- xviii. Both Agency and AASC shall be responsible for design, Content Development Collection of Content/information uploading HTML conversion on website.
- xix. Unique page titles for each page along with meta tags and meta description for each page.
- xx. Google Analytics report.
- xxi. Creating SEO friendly url's.
- xxii. Custom template creation.
- xxiii. Scrolling newsflash in home page.
- xxiv. Agency will supply dummy CD of the contents uploaded on Website
- xxv. Information and calendar of events including other general information related to AASC.

- xxvi. Provision for feedback should be on the website.
- xxvii. No proprietary plug in or third party should be used without license.
However, every effort should be made to use any of the available free Software under GNU GPL license 4.0 or later
- xxviii. Agency will supply (Licensed or Open Source) and install all software required for design, development, upload and maintenance of the website. AASC will provide the necessary hardware.
- xxix. Lock copy website content.
- xxx. Agency shall be responsible for Design, Content Development, Collection of content/information, Security and Uploading HTML conversion for the proposed website for 3 (Three) years.
- xxxi. After the website is ready, it should be SECURITY AUDITED by a third party auditor empanelled by CERT IN. The expenditure on audit should be an integral part of the cost quoted.
- xxxii. AASC should be provided with all the Administrative Rights for the said website.
- xxxiii. Agency should provide full Administrator access along with basic tips on updating content, adding/editing photos in photo gallery, video gallery etc. and adding/editing newsflash section in to the Website.
- xxxiv. For smooth operation of website proper training of AASC staff shall have to be provided at AASC.
- xxxv. We site should have Content Management System.

B) TIME LINE

This expected time line for completion of the project along with the deliverables at each stage should be clearly laid down in the proposal

4. ELIGIBILITY CRITERIA

- i. Agency should have the experience of minimum three years in the line of development and maintenance of website, database application, creative solution, internal mailing system and report generation.
- ii. The Agency should have minimum average Annual Turn over of Rs.5 lacs (Rupees five lacs) only in the past three financial years
- iii. The Agency should have developed and maintained at least 5 websites during last two years.
- iv. The Agency should not have been barred by any PSU/Government Department in doing projects with them.
- v. The Agency should have at least 2 nos. of software developers, 2 nos. of web designers and 10 nos. of backup staff on their payroll
- vi. Preference will be given to those firms who have experience in designing websites of similar training institutions.

The technical bid of only those Agencies who qualifies the above eligibility criteria will be analysed and evaluated.

Note: Agency must provide necessary supporting documents as proof in respect of the eligibility criteria mentioned above.

5. RFP Process:

- i) The Authority is the Work Order issuing authority as relates to this RFP.
- ii) This REF is illustrative in nature and all narrations are intended to be used by the applicant as a preliminary background explanation. This RFP does not necessarily contain all relevant information and the Authority reserves the right to amend its requirements or the information contained in this document at any time during the RFP process.
- iii) The Authority offer no warranties in regard to the information contained in this REF and shall not be liable for any loss or damage as relates to this

RFP for any applicant, potential applicant or any other third party arising as a result of reliance on this RFP's information or any subsequent communication

- iv) If the Authority decides to select an applicant for the services, at that time a detailed Work Order will be issued to the applicant selected. This Work Order will not be made available until the selection of a successful applicant.
- v) Neither the RFP document nor any related document shall constitute a contract or agreement with Authority except as where specifically referenced in ANNEXURE – I .
- vi) The Authority reserves the right to disqualify any applicant who provides information which later proves to be incorrect or which does not supply the information required by this RFP.
- vii) The Authority will not be liable for any costs of any applicant participating in this RFP.
- viii) The submission of a response to this RFP by any applicant or potential applicant confirms the applicant or potential applicant's acceptance and conditions of this RFP.
- ix) Respondents to this RFP or their agents may not make any contact with any party employed or directly associated with the Authority as related for this RFP. Any clarifications and all information will be via e-mail only to director@aasc.gov.in

6. INSTRUCTIONS TO APPLICANT:

A. General Requirements

- i) The response to RFP is required to address all technical requirements contained within the RFP.
- ii) Only proposals submitted strictly in accordance with the RFP Documents or as may be required by the Authority will be considered as valid proposals by the Authority.
- iii) The RFP is not a Work Order. A separate Work Order will be made available only after selection of the preferred applicant.
- iv) All information supplied by the Authority in connection with this RFP shall be treated as confidential.

B. Timetable

The RFP timetable is given below. The Authority retains the right to vary or discontinue the process or any part thereof as its absolute discretion.

<i>Activity</i>	<i>Date</i>
Issue of RFP Document	16.03.2015 onwards
Deadline for Proposal submission	27.03.2015 (2 pm)
Opening of Technical Bid	27.03.2015 (3 pm)
Opening of Financial Bid	To be notified

C. Submission of RFP

- i. Potential Applicant must complete and sign the Undertaking at
ANNEXURE – 1

- ii. Only one original form of proposal signed by the authorized signatory in ink is required by the Authority. No typed or pencil signatures will be accepted
- iii. Applicants are required to submit one printed original hard copy of the proposal document and one electronic copy in Microsoft Word. The printed copy of the documents will be taken to be correct if there is any inconsistency between the versions
- iv. The proposal submitted must be without any overwriting corrections, double typing etc.
- v. Applicant will submit their proposal in three parts. The first part will contain documents relating to eligibility criteria and the second part will contain the documents relating to technical proposal. The third part will contain the financial proposal.
- vi. The documents containing the Eligibility Criteria, Technical Proposal and Financial Proposal should be submitted in three separate sealed envelope marked **‘Eligibility Criteria’, ‘Technical Proposal’ & ‘Financial Proposal’**.
- vii. The three sealed envelopes should then be submitted in one sealed envelope super scribed with the wordings **‘Confidential RFP Document Do not open’** and this envelope should be clearly marked **‘Request for Proposal for Website’**
- viii. The cover thus prepared should also indicate clearly the name, address and telephone number of the tenderer to enable the Bid to be returned unopened in case it is declared ‘Late’.
- ix. The Eligible Criteria, Technical Bid and Financial Bid should be a complete document and should be bound as a volume separately. The document should be page numbered and appropriately flagged and

contain the list of contents with page numbers. The deficiency in documentation may result in the rejection of the Bid.

- x. The sealed envelope containing the proposal must be received in the office of the Directorate of Assam Administrative Staff College by 4.00 PM on any working day up to 27.03.2015. Envelopes / documents received after the stated time and date will be rejected.

D. Preparation of RFP Document

1. Eligibility Criteria

- i. Earnest Money of Rs. 10, 000/- (Rupees Ten Thousand) only in the form of demand draft in favour of Director of Training, Assam Administrative Staff College, Guwahati.
- ii. Details regarding the year of establishment of the Agency
- iii. Details regarding the experience in the line of development and maintenance of website, database application, creative solution, internal mailing system and report generation.
- iv. Details of the average annual turnover during the last three years.
- v. Details of website developed and maintained with order copies of the assignment.
- vi. Details of the 2 nos. of Software developers, 2 nos. of Web designers and 10 nos. of backup staff on their payroll.

2. Technical Bid:

The technical bid should contain

- Content and Concept
- Database Design
- Time line for the Completion of Project

Form for Technical Bid is given at ANNEXURE – 2, 3 & 4

3. Financial Bid:

- i) The financial bid will be the Overall Cost of the development of website and maintenance cost as per the Scope of Work as laid down to the Terms of Reference.
- ii) Tenderer should provide all prices as per the prescribed format under this Form. Tenderer should not leave any field blank. In case the field is not applicable, Tenderer must indicate '0' (Zero) in all such field.
- iii) All the prices are to be entered in Indian Rupees INR (%age values are not allowed).
- iv) It is mandatory to provide breakup of all taxes. Duties and Levies wherever applicable and / or payable.
- v) The final financial bid of the tenderer shall be inclusive of all Taxes, Duties and Levies including Service Tax etc.
- vi) Authority shall take into account all Taxes, Duties & Levies for the purpose of evaluation.

The Financial Bid Summary Form is given at ANNEXURE – 5

E. Period of Validity

Proposals must remain open for acceptance for a minimum of 90 days.

7. EVALUATION OF PROPOSAL

The evaluation would consist of following phases

Phase – I - Evaluation of Eligibility Criteria

Phase – II - Evaluation of Technical Bids

Phase – III - Evaluation of Financial Bids

Phase – IV - Combined Evaluation of Technical and Financial Bids

Phase – I - Evaluation of Eligibility Criteria

In this part the Agency will be evaluated for the fulfilment of the conditions specified in the Eligibility Criteria under Clause – 4

Phase – II - Evaluation of Technical Bids

- 1) In this part the technical bid of only those agencies who have qualified the Phase – I, i.e. Eligibility Criteria will be evaluated
The technical bid will be analysed and evaluated on:
 - a) Content & Concept
 - b) Database Design
 - c) Creativity and innovation
 - d) Time line for project completion
- 2) The Technical Bid will be analysed and evaluated and the technical bid marks shall be assigned to each bid on the basis of following evaluation matrix.

Bid Component	Weight age in Technical Score	Minimum Qualification Score
Content & Concept	40	20
Database Design	30	15
Creativity and innovation	20	10
Project Completion Period	10	5

3. Analysis of Technical Bid

- i. In this part the technical bid will be analysed and evaluated and the technical bid marks (S_{tm}) shall be designed to each bid on the basis of above evaluation matrix.
- ii. Each competency group will have Minimum Qualification Score and only those Technical bids receiving marks greater than or equal to cut off marks in each competency group will be eligible for consideration in financial bids. If required the Authority may seek specific clarification from any or all Tenderer(s) at this stage. The Authority shall determine the tenderer that qualify for the next phase after reviewing the clarification provided by the tenderer(s).

- iii. Technical Bid Score: The Technical Bid Score “ S_t ” of the Tenderer shall be derived as under.

$$S_t = (S_{tm}/S_H) \text{ where}$$

S_t is the Technical Bid Score

S_{tm} = Total technical bid marks of the bid under consideration

S_H = Highest total technical bid marks amongst all evaluated bids.

4. The Authority reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the tenderer of any such change. At any time during the process of evaluation the Authority may seek specific clarification from any or all tenderer.

Phase – III Evaluation of Financial Bids

In this phase the Financial Bids of the tenderer who are technically qualified in Phase – II shall be opened. Formula to determine the scores for the Financial Bids shall be as follows:

$$S_f = (F_L / F)$$

Where

S_f is the Financial Score

F_L is the value of lowest Commercial Bid

F is the price quoted in the bid under consideration

Phase – IV Combined Evaluation of Technical & Financial Bid

- i. The total score of the tenderer will be determined as under

$$\text{Total Score } (T_S) = (70 \times S_t) + (30 \times S_f)$$

- ii. The Bid of the Tenderer, who obtain the highest T_s , value will be rated as the best bid. In the event of a tie, the bid with the highest technical score (S.) will be rated as the best bid. Beyond that, Authority will decide the matter in its full discretion.
- iii. The Authority will award the Contract to the successful Tenderer whose bid has been determined to be substantially responsive and has determined as the best bid, provided further that the Tenderer is determined to be qualified to perform the Contract satisfactorily. The Authority shall however not bind itself to accept the best bid or any bid and reserves the right to accept any bid, wholly or in part.

8. Right to Vary Scope of work at the time of Award:

The Authority may at any time, by a written order given to the Tenderer, make changes within the general scope of the Work. If any such changes causes an increase or decrease in the cost of, or the time required for, the Tenderer's performance of any part of the work, whether changed or not changed by the order, an equitable adjustment shall be made to the agreed Price or delivery schedule or both and the Work Order shall accordingly be amended. Any claims by the Tenderer for adjustment under the Clause must be asserted within 15 days from the date of the Tenderer's receipt of the Authority's changed order.

9. Right to accept any Bid and to reject or all Bids:

The Authority reserves the right to accept any bid and to annul the Tender process and reject any or all bids at any time prior to award of work without thereby incurring any liability to the affected Tenderer or

Tenderer or any obligation to inform the affected Tenderer or Tenderer of the grounds for the Authority's action.

10. Notification of Award

Prior to the expiration of the period of bid validity the Authority will notify the successful Tenderer by e-mail or in writing by registered letter that its bid has been accepted.

11. Issuing the Work Order

At the time as the Authority notifies the successful Tenderer that its bid has been accepted the Authority will send the Work Order, incorporating its requirements including the conditions laid down in the RFP. Within 7 days of receipt of the Work Order the successful Tenderer shall sign and date the Work Order and return a copy to the Authority as a token of acceptance of the requirements laid down.

12. Performance Guarantee:

The successful agency will execute a Performance Guarantee for 10% of the total value of the contract in the time of Account Payee Demand Draft or a Bank Guarantee from a Nationalised Commercial Bank in an acceptable form. The Performance Guarantee should remain valid for a period of 60 days beyond the date of completion of the project.

13. Confidentially of the Document:

The Tender is confidential and anything contained in this Tender shall not be disclosed in any manner whatsoever.

14. Rejection Criteria:

Besides other conditions and terms highlighted at the Tender document Bids may be rejected under following circumstances.

- Incomplete bids that do not quote for the complete Scope of Work as indicated in the bidding documents, addendum (if any) and any subsequent information given to the Tenderer.
- Bids providing information that is found to be incorrect / misleading at any stage / time during the Tendering Process.
- Technical Bid containing financial details.
- Bids that reveal prices in any form by any reason before opening the Financial Bids
- Bids not submitted in Two Bid system in separate envelopes.
- Bids in which the total lump sum price quoted by the Tenderer is not inclusive of all Taxes, duties, fees, levies, work contract tax and other charges.
- Bids made through Telex / Telegraphic / Fax / E-Mail.
- Bids which do not confirm unconditional validity of the bid for 90 days from the date of opening of bid.
- Bids where prices are not firm during the entire duration of the contract and / or with any qualification.
- Bids that do not confirm unconditional acceptance of bid responsibility of executing the 'Scope of Work' of this Tender.
- Bids to which the Tenderer seeks to influence the Authority's bid evaluation, bid comparison or contract award decision.

15. General

- i) Tenderer shall not make any alteration / changes in the bid after the closing time and date. Unsolicited correspondences from tenderer will not be considered.

ii) If at any stage of Tendering process or during the currency of the work any suppression / falsification of such information is brought to the knowledge of the authority, the Authority shall have the right to reject the bid or cancel the Work Order as the case may be without any compensation to the Tenderer.

iii) The Tenderer shall deem to have complied with all clauses in the Tender under all the sections / chapters of the Bidding document unless otherwise stated in the deviation statement. Evaluation will be carried out on the available information in the bid.

iv) Any other point, which may arise at the time of evaluation will be decided by the Authority for assessment of the bids.

v) Other important information

a) The ownership of the website and all its elements will at all times vest with Authority and the agency will have no proprietary or other rights in respect of the same.

b) The Authority is not bound to accept the lowest or any tender or in assign any reason for non acceptance. The Authority reserves its rights to accept the RFP either in full or in part. Conditional Bids will be rejected outright.

c) The Authority reserves the right to place an order for the full or part quantities under any items of work under Scope of work.

d) After issue of the Work Order the Performance Guarantee will be forfeited in case of undue delays in performance by the agency.

e) The Authority reserves the right to cancel the Work Order of any agency / agencies in case of change in the procedures or unsatisfactory services.

f) In the event of any dispute, the tribunals and courts in Guwahati will have the exclusive jurisdiction in respect of all matters pertaining to the agreement between the Consultant / Organization / Institute and the Authority.

g) The agency shall make a presentation on the final Web page design (Product/Output) before Board of Management of Assam Administrative Staff College Society (AASCS) for approval.

ANNEXURE - 1

**To
The Director of Training,
Assam Administrative Staff College,
Jawaharnagar, Khanapara, Guwahati-781022**

1. I/We _____ have read the various conditions of the tender attached here to and hereby agree to abide by the said conditions. I/We also agree to keep this tender open for acceptance for a period of 90 days (ninety days) from the date fixed for opening the same and in default thereof I/We will be liable for forfeiture of my/our earnest money. I/We offer to do the work of design, development, Maintenance & Upload of website at the rates quoted in the attached schedule and hereby bind myself/ourselves to complete the work in all respects within 6 months from the date of issue of letter of acceptance of tender.

2. I/We also hereby agree to abide by the General condition of Contract of AASC and to carry out the work according to the bid document.

3. Earnest money of Rs. 10,000/- in the form of bank draft in favour of Director of Training, Assam Administrative Staff College is enclosed. The full value of the earnest money shall stand forfeited without prejudice to any other rights or remedies if:-

a) I/We do not execute the contract documents within seven days after receipt of the notice issued by AASC that such documents are ready and.

b) I/We do not commence the work within fifteen days after acceptance of contract order. The work shall deem to have commenced from the date of submission of project schedule.

4. Until a formal agreement is prepared and executed, acceptance of the tender shall constitute a binding contract between us.

I/WE understand that the authority reserves the right to accept/ reject any application and the selection is at their sole discretion.

Authorised Signature :
Name in full :
Agency Name :
Date :

ANNEXURE – 2

(On Company / Firm Letter Head)
TECHNICAL BID
REQUEST FOR PROPOSAL FOR WEBSITE

Form A: Technical Bid – Content & Concept

In this section the Tenderer is expected to showcase understanding of the basic Content & Concept of the Authority.

ANNEXURE – 3**Form B: Technical Bid – Web page Design- Contents**

In this section the Tenderer is expected to provide the arrangement format on different web contents like Faculties, Administration, Infrastructure, Library, Hostel, Sports Complex, Conference Halls, Classrooms, Training Calendar, Daily Weekly events, News, Feedback, Discussion forum, Acts and Rules, Centers of AASC, Related Links, Archives, Notices & Circulars, Photo Gallery, Downloads, Nomination of Participants, Tender, About Us, Contact us, Archive, Mission, Vision, Objectives of AASC, RTI etc. as defined in the document on the Website.

Topic	Content
Online Services	<ul style="list-style-type: none"> • Nominations by Directorates/Departments • Information relating to Course Outline, faculty, schedule, Training calendar, Participants etc. • Requirement of Training by Directorates/Departments • Library Services • Query relating to <ul style="list-style-type: none"> ○ Training Canendar ○ Faculty ○ Infrastructure

General requirements	<ul style="list-style-type: none">● Content Management● Multi level security/access for System Administrator, officers and staff by login facility for uploading of materials relating to their subject area.● Faculty details with specialisation● Video & Photo library● Visitors feedback & counter● Upcoming events, Important Announcements, Current events.● News letter● Link to other Government sites<ul style="list-style-type: none">○ State Government Departments○ GOI Ministries○ Training Institutions● Result Framework Document (RFD)● All the static information that is available in our website.
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ANNEXURE – 4

Form C: Technical Bid – Time line for Completion of the Project

In this section the Tenderer is expected to provide Project completion period for official Website.

ANNEXURE – 5**(On Company / Firm Letter Head)****Financial Bid**

Sl. No.	Description	Value in INR
1.	Development of Website	
2.	AMC of the Website for 3 (Three) Years	
3.	Taxes on Development of Website	
	a. Tax @	
	b. Tax @	
4.	Taxes on AMC of the Website for 3 (Three) Years	
	c. Tax @	
	d. Tax @	
5.	Miscellaneous Expenses – 1	
	Miscellaneous Expenses – 2	
	Miscellaneous Expenses – 3	
	Miscellaneous Expenses _ 4	
6.	Taxes if any on Miscellaneous Expenses	
	Tax @	
	Tax @	
	Total Commercial Bid (in Figures)	
	Total Commercial Bid (in Words)	

Signature with Date