



# **OFFICE OF THE ZILLAPARSHAD, BALASORE**

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## **NOTICE INVITING TENDER (NIT)**

### **FOR**

### **ENGAGEMENT OF SOCIAL MEDIA AGENCY**

### **FOR**

## **OFFICE OF THE ZILLAPARISHAD, BALASORE**

**NOTICE INVITING TENDER (NIT)**

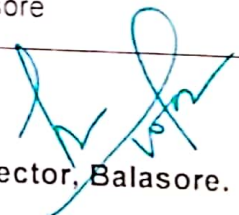
The office of the Zillaparishad, Balasore is working under Panchayati Raj and Drinking Water Department of Govt. of Odisha. The main role of Zillaparishad is to ensure implementation of major flagship schemes of Govt. of India and Govt. of Odisha on Poverty elevation in rural area. The schemes like Rural Housing, MGNREGS, AGAB, 5<sup>th</sup> SFC, 15<sup>th</sup> CFC, OLM, DDU- GKY etc. are implemented through the Panchayat Samittees, GPs and other line department agencies. The purpose is to extend the benefits of all such schemes to the eligible beneficiaries without being deprived for their entitlement.

For successful implementation of the above schemes, IEC play a major tool for reaching to the beneficiaries and communicating the benefits of the different schemes at the grass root level. With the emerging of social media and acceptance of the social media in rural areas, the platform will be effective for smooth communication of schemes agenda.

For the purpose, Zillaparishad, Balasore intends to engage an agency for “**Social Media Management for managing handling of 3 user profiles**” to explore such opportunity in social media platform for disseminating the information on different scheme as per details furnished in bid paper.

Name of Work: “**Tender for Engagement of Social Media Agency for Office of the Zillaparishad, Balasore**”

Sl.No	Description	Dates
1	Mode of submission of tender	Off-Line :(Available on Email-ori-dbalasore.nic.in
2	Date of Issue of Notice Inviting Bid	10.02.2023 at 10:00 AM
3	Period of availability of Bidding Documents From Website	From: Date:10 .02.2023 at 10:00 AM To: Date: 24.02.2023 up to 3:00 PM
4	Deadline for Receiving Bids (Hard Copy)	Date :-24.02.2023 up to 2:00 PM
5	Time,Date for opening Technical Bids	24.02.2023 at 4:00 PM
6	Bid Validity	90 days from the last date of submission
7	Officer inviting Bids/Tender Inviting Authority	CDO-cum-EO, ZP, Balasore

  
Collector, Balasore.

1. **Introduction:**

Office of the Zillapasrishad, Balasore intends to appoint a 'Social Media Agency' for undertaking various jobs as defined as Scope of Work and other terms & conditions mentioned below, through 'Single Stage Two Bids System'.

2. **Duration of Appointment:**

The term/duration of engagement shall be initially for a period of **1 year**, which may be further extendable by 2 Years depending on the performance of the Social Media Agency and approval of competent authority in this regard shall be final & binding depends on the Office of the Zillaparishad, Balasore.

3. **Goals and Objectives:**

- a) To disseminate information and achievements on different flagship schemes of Govt. to the target beneficiaries using the different templates, Newsfeed, Success Story, Videos, Flash Message etc.
- b) To create engagement between client offices and people via positive conversations over the social media.
- c) To communicate with citizens via online platforms about new policies, initiatives, Govt. guidelines on different schemes and opportunities for the people particularly for the rural beneficiaries.
- d) To raise awareness about the latest and important events/ Govt. functions of client offices.
- e) To create a simple and user-friendly system for exchanging ideas and feedback online to reach to the administration.
- f) To allay apprehensions, misconceptions if any, prevailing amongst general public/beneficiaries by addressing their grievances.
- g) The agency will handle the social media profiles of 3 users of this District related to Office of the Zillaparishad, Balasore. The 3 user profiles shall be the handling of (i) Collector & DM, Balasore, (ii) CDO-cum-EO, ZP, Balasore and (iii) Odisha Livelihoods Mission, Balasore.
- h) To create a brand imagery for the client offices on popular social media platforms.
- i) To widen the clients, reach among different communities on social media and online platforms.

4. **Instructions to bidders**

- a) Bidders/agencies who meet the above Criteria and intend to quote against this NIT may download the bidding document from our website <https://baleswar.nic.in/> submit the hard copy of the bid complete in all respects to CDO-cum-EO,ZP, Balasore, PIN – 765001 on or before the bid closing date and time through Speed Post or Registered Post only.
- b) All bids must be accompanied by Tender Document fee of Rs.3000/- (Rupees Three Thousand Only)and Earnest Money Deposit (EMD) for an amount of Rs. 50,000/- (Rupees Fifty Thousand Only) in the form of bankers' cheque or demand draft in favor of "CDO-cum-EO,(ZP) Balasore" payable at Balasore. Any bid not accompanied by the required Tender fee & Earnest Money Deposit (EMD) shall be out rightly rejected and no further clarification / query will be entertained in this regard from the bidders /agencies. EMD of successful bidder shall be retained as Performance Security Deposit.

- c) Financial Bids of Technically Qualified bidders/agencies, who meet the pre-qualification criteria, will be opened in the presence of the bidders or their authorized representatives
- d) No further discussion/ interface will be granted to bidders whose bids have been disqualified. The Zillaparishad, Balasore reserves the right to accept or reject in part or full any or all the offers without assigning any reason whatsoever.

e) **DOCUMENTS COMPRISING THE BID:**

Interested bidders should submit their bids in 02(two) separate envelopes as below:

- **Envelope-I Clearly super scribing "Technical Bid for Social Media Agency"**

The bidder shall submit all necessary documentary evidence to establish that the Bidder meets the Qualification Requirements as detailed above in Technical evaluation Criteria at Annexure- B.

- **Envelope-II Clearly super scribing "Financial Bid for Social Media Agency"**

Financial Bid in Annexure-C

Both the envelopes shall be placed in single bigger envelop clearly super scribing "Bid for engagement of Social Media Agency for Office of the Zillaparishad, Balasore"

5. **General Terms & Conditions:**

1) **Refund of EMD:**

- i. To the unsuccessful bidders after acceptance of order by the successful bidder(s)
- ii. To the successful bidder(s) the EMD will be deposited as performance security.  
Note: No interest shall be payable on EMD.
- iii. Security deposit shall be refunded after 90 days of completion of Contract after due fulfillment of the contractual obligations and adjusting the expenditure incurred by the Owner, if any, on account of any failure on the part of the contractor/bidder.
- iv. If the successful Bidder fails to accept offer letter of award/purchase order, the EMD amount shall be forfeited. EMD amount may also be forfeited if a Bidder withdraws at any moment of time.

2) **Period of validity of bids**

Bids shall be kept valid for acceptance for a period of 3 (Three) calendar months from the date of submission of Bids.

3) **Submission of bids to Zillaparishad.**

Any Bid received by the office of the Zillaparishad after the deadline for submission of Bids prescribed in the Invitation to Bid shall be automatically rejected.

4) **Withdrawal of bids**

No Bid shall be withdrawn in the interval between the deadline for submission of Bids and expiry of the period of Bid validity. Withdrawal of a Bid during this interval shall result in the forfeiture of Bid Security of the Bidder.

5) **Technical Evaluation of the bids**

Bids shall be evaluated as per Technical Bid Eligibility Criteria at Annexure- B.

6) **Financial evaluation criteria**

Those bidders who fulfill all the conditions as per Technical Bid Eligibility Criteria will be called.

Financial Evaluation of Bids shall be done considering the quoted prices by the bidder in the Financial Bid i.e. Annexure-C along with taxes.

- ii. Incomplete Financial Schedule will result into rejection of bid. Total price quoted by the agency will be worked out based on rate quoted by them in Annexure-C (Financial bid).

#### 7) Award of work

Bidder who has been evaluated overall lowest (L1) in Financial Bid will be the successful bidder and Notification of Award of Contract will be made in writing by registered post or email to the successful Bidder. The notification of award shall constitute the formation of Contract.

The office of the Zillaparishad, Balasore reserves the right, to accept any Bid (not necessarily the Bid having lowest Bid prices) or to reject any or all Bids or to cancel/withdraw the Invitation to Bid or to annul the Bidding process at any time prior to Award of Contract, without assigning any reason for such decision. Such decision by ZP shall not be subject to question by any Bidder and Zillaparishad shall bear no liability whatsoever consequent upon such a decision nor shall office of the Zillaparishad have any obligation in form the affected Bidder or Bidders of the grounds.

#### 8) Tax deduction at source

- i. Income tax, as applicable as per Income Tax Act, shall be deducted at source from the bills and certificate towards this deductions shall be issued to the Agency.
- ii. TDS under GST shall also be deducted (if applicable).

#### 9) Goods & Services Tax(GST):

- i. GST shall be paid extra as applicable as per GST law against GST Registration Number Only. Bidder shall clearly indicate the present applicable rate of GST in Percentage (%) in the price Bid. Bidders shall enclose copy of GST registration certificate in envelope-I.
- ii. Bidder has to submit the proof of payment of GST paid by him otherwise the same shall be recovered from the Bidders'EMD.

#### 10) Payment Terms &Conditions

- i. The payment will be made on monthly basis to the agency. The monthly payment will be made only after Analyzing Satisfactory Work/Result at the end of every Month.
- ii. For any Special events by CDO-cum-EO, the agency has to cover the events with no for other extra Payment.
- iii. The Client's In-charge would check the agency invoice and will release the payment within 30 working days of receipt of invoice.

11) **Termination of Contract:** The works may be terminated at any time by the office of the Zillaparishad not found to be satisfactory according to the terms of the agreement or fails to take action as per the directions of Office of the Zillaparshad official.

#### 12) Escalation/Price Variation

No claim on any account of any price variation/Escalation on whatsoever ground shall be entertained at any stage of works. All rates shall be firm and fixed for entire contract period.

**13) Jurisdiction**

Contract shall be deemed to have been entered into at Balasore and all cases of action in relation to the contract shall, therefore, be deemed to have been assigned within its jurisdiction at Balasore only.

14) Office of the Zillaparishad takes no responsibility for delay, loss or non-receipt of the offer. Office of the Zillaparishad reserves the right to reject any or all offers without assigning any reason whatsoever, also doesn't bind itself to accept the lowest rate.

15) Agency or its persons engaged for the services shall act as an independent operating agency, not as an agent / employee of office of the Zillaparishad. The Agency's personnel deployed at Office of the Zillaparishad premises shall be the employees of Agency for all legal purposes and consequences.

16) The contractor shall be liable for all costs, damages, expenses suffered or incurred by the Zillaparishad to the contractor's negligence or its employees which shall be recovered from the agency bill / security deposited. The decision of the Zillaparshad regarding such failure of the Agency / its staff and their liability for the losses, etc. suffered by the Zillaparishad shall be final and binding on the contractor.

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**Scope of Work:** Below given is the list of proposed Social Media Activities that the ZP desires the Agency to execute. However, ZP is not obliged to employ all activities mentioned below. ZP has the discretion to change the scope of activities without having any commercial implication. The scope of work includes but is not limited to the following.

a) **Strategy Formulation:** The Agency will formulate a result oriented comprehensive social media promotion strategy.

**b) Creation and management of Social Media platforms:**

- I. The agency shall create and subsequently maintain the official WhatsApp, Facebook Page, Twitter Profile, You Tube Channel, and Instagram including any other social media platform of (i) **Collector, Balasore**, (ii) **CDO-cum-EO, Balasore** and (iii) **OLM, Balasore** during the course of contract and hence set up a complete social media networking management system and manage the same by deploying requisite number of persons (min 1 person) with requisite qualifications and skill sets.
- II. The Agency would develop and upload on various social media platforms, creative content or adapt the already available creative content of different schemes, success stories and guidelines. The content includes but not limited to banners, videos, infographics, graphics etc.
- III. The activities listed under this sub-section will have to be executed at periodic intervals, the frequency of which will be decided by office of the Zillaparishad
- IV. Social Media Account will be verified /authenticated by the agency as per the norms of respective plat forms.

**c) Dissemination of messages through Social Media platforms:**

- I. The Agency would be responsible for enhancing reach of messages such as Scheme Benefits, Innovations, Initiatives and 5T and other activities on various social media platforms through organic media so that the content would reach to the last mile on internet domain in real time basis particularly to the rural masses.
- II. The content will be initially drafted in two languages (English & Odia) and extended to other Indian languages as per need and requirement.
- III. Regularly upload posts on chosen social media plat forms.
- IV. Regularly post origin all blog/articles related to work, milestones, and achievements (Success Story) etc. of schemes and institution as a whole.
- V. While creating content, platform limitations should be given due care (e.g 280 character limitation on Twitter, video, image guidelines on Face book/Instagram etc.)
- VI. Compilation and coordination of news, events and community involvement postings within social media

- VII. Select and upload images that increase curiosity and engagement amongst people/beneficiaries.
- VIII. Design creative piece in accordance with campaigns and adapt them to platforms
- IX. Create topics on relevant (#)Hash tags on digital platform.
- X. All activities listed under this sub-section are continuous activities and will be executed at the intimation of Office of the ZP from time-to-time.

**d) Conversation Management:**

- I. Set up monitoring services as per the requirement.
- II. Monitoring to be done using proper tracking mechanism to track conversations relating to Office of the Zillaparishad/ Schemes.
- III. To tap existing or initiate newer conversations on regular basis such as call to the beneficiaries on random basis to the feedback of the beneficiaries.
- IV. Redress the grievances received on social media with help of concerned sections of ZP, Balasore. Revert to the user/ complainer on the resolve of the issue/ grievance.
- V. Run (#) Hash-tag based discussions frequently with Twitter/Facebook users, frequently.

**e) Response Management:**

- I. The agency shall provide accurate, complete, polite, and prompt feedback mechanism to users via social media platforms. The agency shall gather inputs from users and respond back to their requests, queries, suggestions etc. and also pass on to authorized official of ZP, on regular basis.
- II. User interaction would initially be done in Odia and English only to be extended to other languages subsequently on need-based manner.
- III. The agency would also moderate the sites to avoid spam, advertisements and in appropriate content.
- IV. The agency is also expected to track social media networks for relevant and related key words and respond to them in a big way to initiate positive conversations on social media sites.

**f) Monitoring and Reporting:**

- I. Tracking conversations, links and blogs about ZP and issues / topics relating thereto.
- II. Tracking sentiments - Positive, Neutral or Negative.
- III. Use effective third-party tracking tools to track the progress of each net work.
- IV. Reporting any discrepancy in sentiments.
- V. Channelizing and drafting a plan to work out and neutralize negative sentiments.
- VI. Submit 'Effectiveness Analysis Reports' to Zillaparishad, Balasore on a weekly or monthly basis, as required.
- VII. The agency would employ requisite analytical and software tools, as required.

g)

Responsibilities of the Agency per User profile:

Daily Responsibilities	Weekly Responsibilities	Monthly Responsibilities
<ul style="list-style-type: none"> <li>• Maintaining the goodwill of the institution.</li> <li>• Respond to any/all engagements from follower base</li> <li>• Sharing our quality Content socially.</li> </ul> <p><b>Regular posting on social Media Accounts:</b></p> <ul style="list-style-type: none"> <li>• Use local/native video/ scheme videos</li> <li>• Experiment posting</li> <li>• Mix up posts Types</li> <li>• Test post Length</li> <li>• Include @Tags of other pages</li> <li>• Repost popular post.</li> <li>• Pre-self-target audience</li> <li>• Drive traffic From other sources</li> <li>• Embed posts&amp; on your blog</li> </ul> <p>Monitor for Keywords Follow Back &amp; Connect with one new person/ beneficiaries.</p> <p>Check Mentions Search Engine Activities:</p> <ul style="list-style-type: none"> <li>• Directory Submission</li> <li>• URLPinging</li> <li>• Search Engine Submission</li> </ul> <p>3 Engaging Twitter posts per day</p> <p>3 Face book Actions / post Share at least three relevant articles</p>	<p>Recording and uploading of at least 1 video per week in social media/ YouTube</p> <p>Run non- paid campaigns for required post</p> <p><b>Check out stats</b></p> <p>Weekly goals Check-in Search Engine Activities:</p> <ul style="list-style-type: none"> <li>• Classified</li> <li>• Business Listing</li> <li>• Social Bookmarking</li> </ul>	<ul style="list-style-type: none"> <li>• Analytics Reports Design &amp;change banners on social media accounts</li> <li>• Increase followers &amp; subscribers on social media accounts</li> <li>• Create channels like: YouTube</li> </ul> <p>Goal-Setting &amp; Come up with new Experiments Create more channels and expand our video in other channels</p> <p>Design Newsletter &amp; share with targeted audience</p> <p>Monthly Analytics Reports</p> <p>Responsible for maximum like, share, follower and subscribers for the page and channels.</p>

- h) The agency shall ensure that the content and activities on social media plat forms do not restrict accessibility of the platform on various mobile devices and different browsers.
- i) The agency must mark all electronic content (text, photo, video or otherwise) as copy right, wherever applicable; and monitor and report unauthorized dues.

**Archival Setup:** Agency would be responsible for storage of content and data by means of online/offline archival support. The archived content should be available to be made available to Office of the Zillaparishad, Balasore. Other anticipated activities but not limited to:

- I. Manage and act on all related opportunities.
- II. Distribute press releases, media announcements to online media.
- III. Conduct personal follow-up on outreach via-e-mail.
- IV. Utilize social media tools to support day today image building efforts.
- V. Means and methods of Social Media Audit.

**k) Deployment of skilled manpower:**

- I. The Agency shall deploy one skilled man power to Office of the ZP, Balasore who will be sitting in the Office of the ZP, Balasore, under supervision and guidance CDO-cum-EO.
- II. The deployed person shall have adequate knowledge of social media handling, internet, editing tools, MS office etc.
- III. The person shall be responsible for collection of content from different sections, creation of content.
- IV. The finalized content shall be uploaded only after getting an approval from the Authority.
- V. The clients will not be responsible for providing the contents for the uploading purpose. The social media handling agency shall engage themselves for collecting the content and creating the content.

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Technical Bid Eligibility Criteria

The Bidders should meet the eligibility criteria defined hereunder:

Sl. No.	Criteria	Documentary Evidence to be Submitted in technical Bid
1	Bidders Agency/Firm/Company Name &Address/contactdetails	-
2	Registration details: The Firm/Agency should be registered entity	<ul style="list-style-type: none"> <li>•Certificate of Incorporation/ Registration</li> <li>• PAN Card</li> <li>• GST Registration Certificate</li> <li>• Bank account details.</li> </ul>
3	Experience of 3 years required. ✓ In last 3 years, Firms/ Agency must have successfully completed/ in progress separate project sin Govt /Private/Public Sector.	Work Orders/ Completion Certificates/ Invoice issued by/ to the Client
4	The Firm/ Agency must have experienced workman professionals on its payrolls as permanent employees	Self-certified list of all such professionals along with name, Date of joining, designation, etc. to be enclosed as an attachment along with Technical Bid.
5	The Firm / Agency should have financial annual turnover(gross) of Rs. 5,00,000/- for The last3 years.	Filed IT return of last 3 years and other relevant document in support of turnover.
6	Brief write up of the relevant business activities undertaken so far and an overview of the expertise/potentia Available with the agency.	To be submitted
7	Details of desired equipment and project Management tools Available.	To be submitted
8	Details of Quality work plan To deliver on the engagement As per the Scope of Work Interm of achieving Goals and objectives.	To be submitted
9	The Firm/ Agency should not have been blacklisted/banned by the Central /State Governments &PSU/CPSEs	Self-Certification on Letter head to be furnished with stamp paper.

10	Submission of undertaking for Bid terms & conditions acceptance.	Submission on letter head
11	To submit: - Non-refundable Tender Document Fee of Rs.3000/- (Three Thousand) Along with Offer Document. On back side of DD, company name to be mentioned for identification purpose	To be submitted with the Offer Document in technical Bid.
12	To submit: -Earnest Money Deposit(EMD) Of Rupees 50,000/-(Fifty Thousand) only. On back side of DD, company name to be mentioned for identification purpose	To be submitted with the Offer Document in technical Bid.

**Authorized Signature  
with Seal**

FINANCIAL BID

Name of the Bidder/ agency/ company/ firm: \_\_\_\_\_

Address: \_\_\_\_\_

Sl. No.	Description of items	Price Quoted per month including all charges and excluding GST applicable	
		Rs. in Figure	Rs. in Words
1.	Undertaking the entire scope of work as per the tender as per Annexure- A (for all 3 user profiles)		
2.	Rate of GST (as applicable) on Sl. No. 1 Rate @GST(on _____)		
Total (1+2)			

The quoted rates shall be inclusive of salary, wages, TA/DA, logistics etc to engineer/staff deployed for the job by the agency / bidder and training by the Agency / bidder imparted to Zillaparishad employee.

**Undertaking:**

I/We have read & understood the terms & conditions of the Contract before quoting the above price. I/We confirm that the above quoted prices are inclusive of all except GST extra as applicable, Present GST Rate Extra @ \_\_% Sl. No. 1 (which shall be paid against GST Registration. No.....).

Name of the Contact Person: \_\_\_\_\_

Tel/Mobile No.: \_\_\_\_\_

Email-ID: \_\_\_\_\_

Date:

Authorized Signature with Seal /  
Stamp of the Bidder

Place: