

**REQUEST FOR PROPOSAL**  
**Volume - I**  
**Instructions on the Bid Process**



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**SELECTION OF SERVICE PROVIDER FOR  
DEVELOPMENT / CUSTOMIZATION AND  
IMPLEMENTATION OF MUKTA  
SOFTWARE**

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**(RFP Ref. No. OCAC-SEGP-SPD-0047/2021/22031 DATED 07.05.2022)**



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# CONTENTS

CONTENTS .....	2
1 Glossary of Terms .....	4
2 Fact Sheet: .....	5
3 Introduction.....	6
4 Project Background .....	6
4.1 Objective .....	7
5 Instruction to the Bidders .....	7
5.1 General .....	7
5.2 Compliant Proposals and Completeness of Response .....	7
5.3 Disqualification .....	8
5.4 Consortium/ Joint Venture.....	8
5.5 Pre-Bid Meeting and Clarifications .....	8
Pre-Bid Meeting.....	8
Responses to Pre-Bid Queries and Issue of Corrigendum .....	9
5.6 Earnest Money Deposit.....	9
5.7 Submission of Proposals.....	9
Instruction to Bidders for Online Bid Submission.....	9
Guidelines for Registration .....	9
Searching for Tender Documents.....	10
Preparation of Bids .....	10
Submission of Bids .....	11
Clarifications on using e-Nivida Portal .....	11
RFP Document Fees .....	12
Tender Validity.....	12
Submission and Opening of Proposals.....	12
Late Bids .....	12
Proposal Preparation Costs.....	13
Language .....	13
Acceptance and Rejection of Bids.....	13
5.8 Right to Terminate the Process.....	13
5.9 Evaluation of bid.....	13
6 Criteria for Evaluation .....	14
6.1 Pre-Qualification Criteria .....	14
6.2 Technical Evaluation Scoring Matrix .....	16
6.3 Evaluation of Commercial Bids .....	18
6.4 Final Evaluation of Bids.....	18

7	Appointment of Implementation Agency .....	18
7.1	Award Criteria .....	18
7.2	Right to Accept Any Proposal and To Reject Any or All Proposal(s).....	18
7.3	Notification of Award .....	19
7.4	Contract Finalization and Award .....	19
7.5	Performance Guarantee.....	19
7.6	Signing of Contract.....	19
7.7	Failure to Agree with the Terms and Conditions of the RFP .....	19
8	Formats for Response .....	20
8.1	Pre-Qualification Bid Formats .....	20
	FORM PQ-1: Cover Letter .....	20
	FORM PQ-2: Bidder's Organization (General Details) .....	21
	FORM PQ-3: Acceptance of Terms and Conditions .....	22
	FORM PQ-4: Bid-Security Declaration .....	23
	FORM PQ-5: Self-Declaration: Not Blacklisted .....	24
	FORM PQ-6: Project Citation Format .....	25
8.2	Technical Bid Formats .....	25
	FORM TECH-1: Description of Proposed Solution along with Technology, Scalability, Completeness, Simplicity and Interoperability .....	25
	FORM TECH-2: Description of Proposed Approach and Methodology .....	26
	FORM TECH-3: OEM Authorization letter. ....	27
	FORM TECH-4: Detailed Work Plan with Activities, Duration, Sequencing, Interrelations, Milestones and Dependencies .....	27
	FORM TECH-5: Team Composition, Assignment and Experts' Inputs .....	28
8.3	Financial Bid.....	29
	FORM FIN-1: Financial Bid Covering Letter .....	29
	FORM FIN-2: Summary of Financial Bid (in Indian Rupees) .....	30

## 1 Glossary of Terms

AE	Assistant Engineer
ALF	Area Level Federation
CA	Certified Authority
CLF	Community Level Federation
EO	Executive Officer
FAQ	Frequently Asked Question
FRS	Functional requirement specification
H&UDD	Housing and urban development department
iFMS	Integrated Finance Management System
JE	Joint Engineer
LGD	Local government directory
MUKTA	Mukhya Mantri Karma Tatpar Abhiyan
OCAC	Odisha Computer Application Centre
OSDC	Odisha State data Centre
MC	Municipal Commissioner
RFP	Request For Proposal
SRS	Software requirement Specification Document
SP	Service Provider
SPDP	Social Protection Delivery Platform
SSL	Secure Socket Layer
ULB	Urban Local Body
WLC	Ward Level Committee

## 2 Fact Sheet:

S. #	Item	Description
1	Project Title	Selection of Service Provider for Development / Customization and Implementation of Mukta Software
2	Name of Purchaser	OCAC on behalf of Housing & Urban Development Department (H&UDD), Government of Odisha
3	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar RRL Post Office, Bhubaneswar Odisha - 751013 <a href="mailto:gm_ocac@ocac.in">gm_ocac@ocac.in</a>
4	RFP Document Fees	₹11,200 inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only)
5	E-Nivida Registration Fees	₹2,500 plus Applicable GST
6	Earnest Money Deposit	As per the government of Odisha finance department office memorandum no 8943 dated 18.03.21 and 8484 dated 05.04.22, the EMD is exempted. The bidder has to give bid security declaration as per the format attached in this RFP.
7	Selection Method	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation)
8	Last date for submission of queries by Bidders	<b>17.05.22 by 2 PM</b>
9	Pre-bid Meeting	<b>19.05.22 at 4 PM</b>
10.	Pre-bid clarifications issue of corrigendum by OCAC (if any)	<b>23.05.22</b>
11.	Last date and time for receipt of proposals from Bidders	<b>06.06.2022 by 12 PM</b>
12.	Date and time for opening of Technical Proposals	<b>06.06.2022 at 4 PM</b>
13.	Date and time for Technical Presentation	To be notified later
14.	Date and time for opening of Commercial Bids	To be notified later
15.	Bid Validity Period	180 Days
16.	Project Term	60 Months

### **3 Introduction**

Bids are invited from interested bidders for the Selection of Service Provider for Development / Customization and Implementation of Mukta Software, as per scope of work which is detailed in Volume-II of the RFP document.

This RFP comprises of the following volumes:

#### **Volume-I: Instructions on the Bid Process**

The contents of this volume broadly cover following areas:

- a) Project Background
- b) Instruction to Bidders
- c) Criteria for evaluation
- d) Payment Terms and Schedule
- e) Formats for Pre-Qualification, Technical and Financial Bid response

#### **Volume-II: Terms of Reference**

The contents of this volume broadly cover following areas:

- a) Preparation of SRS, Detailed Design and other Technical Artifacts
- b) Development of MUKTA-Soft
- c) Development of Mobile Apps
- d) Integration
- e) Software Testing
- f) User Acceptance Testing
- g) Security Audit and Quality Assurance
- h) Training
- i) Operation and Maintenance

### **4 Project Background**

The Housing & Urban Development Department (H&UDD), government of Odisha, implements the MUKTA scheme. The State Urban Development Authority (SUDA) acts as a State Level Nodal Agency for implementing MUKTA across all the ULBs in Odisha.

Mukhya Mantri Karma Tatpara Abhiyan (MUKTA) aims to achieve the objective of providing sustainable livelihood opportunities to the urban poor, informal and migrant laborer's and create & maintain ecological sustainable and climate resilient community assets, critical to ensure inclusive, sustainable and equitable urban development. The Mukta Scheme aims at building on the relative success of the Urban Wage Employment initiative that was launched in April 2020 during Covid-19 lockdown.

MUKTA is a scheme of the community, by the community and for the community. The community-based organizations including Mission Shakti Group (MSGs), Slum Dwellers' Associations (SDAs), Area Level Federations (ALFs), City Level Federations (CLFs), under this scheme, will identify and prioritize the work to be taken up in the ward. The works taken up will be executed directly by the community-based organizations of the wards under the general control and supervision of the ULBs, as far as

possible. Furthermore, unemployed persons including migrant laborer's, women, transgender and persons with disabilities from ULBs will also be identified by the community and engaged based on their skillsets, directly in various urban infrastructure development works taken up under the scheme.

#### **4.1 Objective**

H&UD Department has decided to implement MUKTA-Soft, a comprehensive digital solution that imbibe smart payment principles for frictionless payment to the Implementing Agencies/ Implementing Partners and to the wage earners those who worked under the scheme in just-in-time manner. H&UD department is pleased to engage qualified and preferred software development vendors to execute this time bound project for delivery, implementation and maintenance of MUKTA-Soft project.

The major objective is to

- a) Create decent wage employment opportunities in urban areas and ensure sustainable livelihoods for urban poor people.
- b) Ensure creation as well as maintenance of inclusive, sustainable, climate resilient community assets, thereby improving quality of life for the urban citizens.
- c) Build sustainable community resilience by enhancing capacities of community-based organizations, building trust-based relationships and promoting local leadership, thereby strengthening the fourth tier of governance and furthering synergies for long term development.

### **5 Instruction to the Bidders**

#### **5.1 General**

While efforts have been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet requirements. Also, bidders may wish to consult their own legal advisers in relation to this RFP.

All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by OCAC on the basis of this RFP.

No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of OCAC. Any notification of preferred Bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of OCAC.

This RFP supersedes and replaces any previous public documentation and communications, and Bidders should place no reliance and dependence on such communications.

#### **5.2 Compliant Proposals and Completeness of Response**

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

- i. Include all documentation specified in this RFP.

- ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP.
- iii. Comply with all requirements as set out within this RFP.

The response should be accompanied by an authorization in the name of signatory of the Bidder. The authorization shall be in the form of a written Power of Attorney or a Board resolution in favour of person signing the Proposal.

- i. All provisional conditions in the Power of Attorney should be adhered to by authorized signatory before signing of the bids. Any non-compliance to this effect will be the responsibility of Bidder and can lead to disqualification.
- ii. The authorized signatory representing the Bidder shall sign and stamp on forms and required documents as provided in this RFP document.

### **5.3 Disqualification**

The Proposal is liable to be disqualified in the following cases or in case the Bidder fails to meet bidding requirements as indicated in this RFP:

- i. Proposal is not submitted in accordance with the procedure and formats prescribed in this document i.e. a non-conforming proposal.
- ii. During validity of the Proposal, or its extended period, if any, Bidder increases its quoted prices.
- iii. Proposal is conditional and has deviations from the Terms & Conditions of RFP.
- iv. Proposal is received in incomplete form.
- v. Proposal is not accompanied by all the requisite documents.
- vi. Information submitted in pre-qualification or technical or commercial bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.
- vii. Bidder tries to influence the proposal evaluation process using unfair means at any point of time during the bid process.
- viii. Prices have indicated prices in the pre-qualification or technical proposal.

### **5.4 Consortium/ Joint Venture**

Consortium/ Joint Venture is not allowed for this bid.

### **5.5 Pre-Bid Meeting and Clarifications**

#### **Pre-Bid Meeting**

The Bidder shall be deemed to have carefully examined the Terms & Conditions, Scope of work, Service levels, Specifications, and Schedules of this RFP. If the Bidder has any doubt as to the meaning of any part of these conditions or of the specifications, the Bidder shall submit the queries in given format and participate in the pre-bid meeting as per the schedule specified in this RFP. The purpose of the meeting is to provide Bidders with any clarifications regarding the RFP. It will also provide each Bidder with an opportunity to seek clarifications regarding any aspect of the RFP.

- i. OCAC shall hold a pre-bid meeting with the prospective bidders on 19.05.2022 at 4 PM in VC Mode (through Microsoft Teams).
- ii. Link will be provided to the interested bidders who will submit their queries through email to



[gm\\_ocac@ocac.in](mailto:gm_ocac@ocac.in) (with a copy to [bibhuti.ojha@ocac.in](mailto:bibhuti.ojha@ocac.in) and [avijit.puhan@semt.gov.in](mailto:avijit.puhan@semt.gov.in) ) before **17.05.2022 by 2 PM.**

- iii. The representatives of Bidders (restricted to two persons) may attend the Pre-bid meeting.
- iv. The Bidders should submit their queries in writing in below specified format (in MS-Excel only) by the schedule as mentioned in this RFP, prior to attending the pre-bid meeting. OCAC shall not be responsible for any Bidders' queries received by it in any other format. Any requests for clarifications post the indicated date and time mentioned will not be entertained by OCAC.
- v.

SL#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification

### **Responses to Pre-Bid Queries and Issue of Corrigendum**

- i. OCAC will endeavor to provide timely response to all queries. However, OCAC makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the Bidders.
- ii. At any time prior to the last date for receipt of bids, OCAC 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 corrigenda and/or addenda.
- iii. The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on the OCAC Portal.
- iv. Any such corrigenda and/or addenda shall be deemed to be incorporated into this RFP.
- v. In order to provide prospective Bidders reasonable time for taking the corrigenda and/or addenda into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals

### **5.6 Earnest Money Deposit**

As per the government of Odisha finance department office memorandum no 8943 dated 18.03.21 and 8484 dated 05.04.22 the EMD is exempted. The bidder has to give bid security declaration as per the format attached in this RFP.

### **5.7 Submission of Proposals**

#### **Instruction to Bidders for Online Bid Submission**

e-Nivida is a complete process of e-Tendering, from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. The instructions given below are meant to assist the bidders in registering on e-Nivida Portal and submitting their bid online on the portal.

More information useful for submitting online bids on the e-Nivida Portal may be obtained at:

<https://enivida.odisha.gov.in>

#### **Guidelines for Registration**

- i. Bidders are required to enroll themselves on the eNivida Portal <https://enivida.odisha.gov.in>

or click on the link “Bidder Enrolment” available on the home page by paying Registration Fees of Rs.2,500/- + Applicable GST.

- ii. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- iii. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
- iv. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS / nCode/ eMudhra etc.), with their profile.
- v. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- vi. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
- vii. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
- viii. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id [odishaenivida@gmail.com](mailto:odishaenivida@gmail.com) for activation of the account.

### **Searching for Tender Documents**

- i. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
- ii. Once the bidders have selected the tenders they are interested in, then they can pay the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective ‘requested’ Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

### **Preparation of Bids**

- i. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- iii. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.
- iv. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
- v. These documents may be directly submitted from the “My Documents” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time

required for bid submission process. Already uploaded documents in this section will be displayed. Click “New” to upload new documents.

### **Submission of Bids**

- i. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- ii. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
- iii. Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee as applicable and enter details of the instrument.
- iv. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
- v. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- vi. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- vii. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
- viii. Upon the successful and timely submission of bid click “Complete” (i.e. after Clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- ix. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

### **Clarifications on using e-Nivida Portal**

- i. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- ii. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

Please feel free to contact e-Nivida Helpdesk (as given below) for any query related to e-tendering.

Phone No.: 011-49606060

Mail id: [odishaenivida@gmail.com](mailto:odishaenivida@gmail.com)

## RFP Document Fees

The bidder must furnish along with its bid required bid processing fee amounting to ₹ 11,200 inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only) in shape of DD in favor of Odisha Computer Application Centre (OCAC), drawn in any scheduled commercial bank and payable at Bhubaneswar failing which the bid will be rejected. The fee may also be paid through electronic mode to the following account:

Bank A/c No.: 149311100000195
Payee Name: Odisha Computer Application Center
Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar
Account Type: Savings
IFSC: UBIN0814938

Also, the fees may be paid online on e-Nivida portal through e-Payment Gateway.

## Tender Validity

Proposals shall remain valid for a period of 180 Days from the date of opening of the pre-qualification and technical proposals. OCAC reserves the rights to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

## Submission and Opening of Proposals

- i. The bidders should submit their responses as per format given in this RFP in the following manner:
  - Response to Pre-Qualification Criterion
  - Technical Proposal
  - Commercial Proposal
- ii. Please Note that Prices should not be indicated in the Pre-Qualification Response or Technical Proposal but should only be indicated in the Commercial Proposal.
- iii. The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.

The Proposals submitted up to **06.06.2022 by 12 PM** will be opened on **06.06.2022 at 4 PM** by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

## Late Bids

- i. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and opened.
- ii. The bids submitted in hard copy or by post/e-mail etc. shall not be considered and no correspondence will be entertained on this matter.

- iii. OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

### **Proposal Preparation Costs**

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings or discussions or presentations, preparation of Proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### **Language**

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by Bidders. For purposes of interpretation of the Proposal, English translation shall govern.

### **Acceptance and Rejection of Bids**

OCAC reserves the right to reject in full or part, any or all bids without assigning any reason thereof. OCAC reserves the right to assess the Bidder's capability and capacity. The decision of OCAC shall be final and binding. Bid should be free of overwriting. All measures, correction or addition must be clearly written both in words and figures and attested. Offers not submitted in prescribed manner or submitted after due date and time are liable to rejection.

### **5.8 Right to Terminate the Process**

OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This RFP does not constitute an offer by OCAC. The Bidder's participation in this process may result in OCAC selecting the Bidder to engage towards execution of the contract.

### **5.9 Evaluation of bid**

- i. OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- ii. The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence, may lead to rejection of the bid.
- iii. The decision of Proposal Evaluation Committee in evaluation of responses to the RFP shall be final.
- iv. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- v. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

- vi. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- vii. Initial Bid scrutiny will be held, and incomplete details as given below will be treated as nonresponsive if Proposals are:
  - Not submitted as specified in the RFP document
  - Received without the Letter of Authorization (Power of Attorney)
  - Found with suppression of details
  - Found with incomplete information, subjective, conditional offers and partial offers submitted
  - Submitted without the documents requested in checklist
  - Submitted with lesser validity period
- viii. All responsive Bids will be considered for further processing as below:

OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of RFP. All eligible bids will be considered for further evaluation by a Committee according to the evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

## 6 Criteria for Evaluation

The overall objective of this evaluation process is to select the capable and qualified firm and providing associated capacity building, training and operations & maintenance support.

The Pre-Qualification proposal will be evaluated as per criteria mentioned below and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will be returned without opening.

The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70 marks in the technical evaluation would be eligible for the next stage, i.e. Commercial Bid opening.

Bidders should submit supporting documentary evidence with respect to the above, in absence of which their proposals will be summarily rejected.

### 6.1 Pre-Qualification Criteria

SI #	Basic Requirement	Specific Requirement	Documents required
a.	Legal Entity	Responding Firm/ Company should be: <ul style="list-style-type: none"> <li>– Registered as a Company/LLP under Companies Act, 1956/2013 OR Partnerships Firm registered under LLP Act, 2008.</li> <li>– Registered with Goods and Services Tax Network (GSTN).</li> </ul>	<ul style="list-style-type: none"> <li>– Copy of Certificate of Incorporation/ Registration along with Copy of the work order/completion certificate as documentary proof in S/W development</li> <li>– Valid GSTIN and copy of GST Registration Certificate.</li> </ul> Turnover certificate/audited balance sheet and profit & loss statement from the Statutory

Sl #	Basic Requirement	Specific Requirement	Documents required
		Have been operating for at least last seven (7) financial years as on 31st March 2021.	Auditor for last three years i.e. FY 20-21, FY 19-20, FY 18-19
b.	Sales Turnover in system Integrator	Sales Turnover from IT operations and services must be Rs.50 Crores in last three financial years ending at 31st March 2021.	Copy of audited Profit & Loss Statement OR Certificate from the Statutory Auditor
c.	Net worth	The company must be profit making & positive net worth in last three financial years ending at 31st March 2021.	Certificate from the Statutory Auditor
d.	Certifications	The bidder must possess a valid CMMi Institute (erstwhile SEI) recognized and published CMMi DEV/5 & ISO 9001 certificate as on date of submission of this RFP.	Copy of certificate
e.	Technical Capability	The bidder must have successfully completed at least following numbers of e-Governance projects for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2021 and value specified below.  – 1 project not less than 8 Cr. OR – 2 projects not less than 6 Cr. each OR – 3 projects not less than 4 Cr. each	Work Order + Project completion /Go-live certificate
f.	EMD & Document Fee	Tender fee of ₹11,200 inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only).	<ul style="list-style-type: none"> <li>• in shape of DD in favor of Odisha Computer Application Centre (OCAC).</li> <li>• The fee may also be paid through electronic mode.</li> <li>• Tender Fees through ePayment gateway of eNivida Portal</li> <li>• Self-declaration for EMD submission on given format.</li> </ul>
g.	Existence in Odisha	The bidder should have a Centre operational in Odisha or shall furnish an undertaking to open an operation Centre within 15 days from award of the project.	Trade License/ Leased Agreement etc. / Declaration
h.	Black Listing	The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices	Annexure - Self-Declaration

Sl #	Basic Requirement	Specific Requirement	Documents required
		issued by any Government or PSU in India.	
i.	Authorized Representative from Bidder	A power of attorney / board resolution in the name of the person signing the bid.	Original Power of attorney on legal paper/ Board resolution copy

## 6.2 Technical Evaluation Scoring Matrix

Technical proposal of those bidders will be opened and evaluated, who qualify the Pre-Qualification criteria. The Evaluation Committee will evaluate the Technical Proposals on the basis of technical evaluation criterion as provided below:

Sl#	Evaluation Criterion	Max Score	Documents Required
a)	Annual turnover from IT operations services in last 3 years – $\geq 50$ Cr: 3 Marks <i>(Additional 1 marks for additional 5 crore subject to maximum 5 marks)</i>	5	Certificate from statutory auditor
b)	Quality Certification – SEI CMMi Level 5 & ISO 9001= 3 Marks – SEI CMMi Level 5 & ISO 9001 + ISO 27001 + ISO 20000 = 5 Mark	5	Valid certificate copy
c)	The bidder should have minimum 100 IT resources engagement as on 31st March 2021  - $100 \geq 3$ Marks  <i>(Additional 1 marks for additional 50 resources subject to maximum 5 marks)</i>	5	HR declaration from Head of HR department with Name and qualification of the resources with latest EPF challan copy.
d)	The bidder should have experience in development and implementation of e-Governance application for any State/Central Government of India with minimum order value of Rs.8 Crore during last 5 years as on 31st March 2021. – <i>[Each project will be awarded 5 marks max up to 15 marks]</i>	15	Work Order & Completion or Go- Live certificate
e)	The bidder should have experience in implementing projects covering beneficiary identification & management, fund transfer, work flow management and MIS & Dashboard with minimum value of Rs.1 Crore during last 5 years as on 31st March 2021.  <i>[Each project will be awarded 5 marks]</i>	10	Work Order & Completion or Go-Live Certificate
f)	The bidder should have experience of Aadhaar Seeding/Integration project for any PSU/State Govt. /Central Govt. in India with minimum value	10	Work Order & Completion or Go-Live Certificate



Sl#	Evaluation Criterion	Max Score	Documents Required
	of Rs.1 Crore during last 5 years as on 31st March 2021.  <i>[Each project will be awarded 5 marks]</i>		
g)	The bidder should have experience in implementation of software development projects in Odisha with minimum order value of Rs.1 crore during last 5 years as on 31st March 2021.  <i>[Each project will be awarded 2.5 marks]</i>	5	Work Order & Completion or Go-Live Certificate
h)	The bidder should have experience of implementing Project monitoring System during last 5 years for any PSU/State Govt./Central Govt. in India.  <i>[Each project will be awarded 2.5 marks]</i>	5	Work Order & Completion or Go-Live Certificate
i)	The bidder should have experience in implementation of single project in minimum 20 location with minimum order value of Rs.5 crore during last 5 years as on 31st March 2021.  <i>[Each project will be awarded 2.5 marks]</i>	5	Work Order & Completion or Go-Live Certificate
j)	Bidder should have implemented mobile application developed based on Android or iOS platform with minimum 10k downloads as on bid submission date  <i>[Each project will be awarded 2.5 marks]</i>	5	Work Order & documentary evidence confirming number of downloads
k)	Proposed Solution and its components with Prototype design. Live demonstration of at least one E-governance G2B or G2C application.	10	Technical presentation
l)	Work plan, approach & methodology for completing the work. <ul style="list-style-type: none"> <li>– Technologies used,</li> <li>– Risks and Mitigation Plan</li> <li>– Training Methodology and plan time frame.</li> <li>– Operation and maintenance road map.</li> <li>– Clear and unambiguous narration of exit</li> <li>– Management activities of the bidder.</li> <li>– Challenges likely to be encountered</li> <li>– Client references.</li> </ul>	20	Technical proposal and Presentation

- i. All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.
- ii. The bidder with highest technical bid (H1) will be awarded 100% score.
- iii. Technical Scores for other than H1 bidders will be evaluated using the following formula:  

$$T_n = \left\{ \left( \frac{\text{Technical Bid score of the Bidder}}{\text{Highest technical evaluation marks}} \times 100 \right) \% \right\}$$
(Adjusted to two decimal places)

- iv. The commercial bids of only the technically qualified bidders will be opened for further processing.

### **6.3 Evaluation of Commercial Bids**

- i. The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks in Technical Evaluation) will be opened on the prescribed date in the presence of bidder representatives.
- ii. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- iii. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- iv. Any conditional bid would be rejected.
- v. Commercial bids whose value is less than 20% of the average bid price will be disqualified (the average price shall be computed by adding all commercial bid values of the technically qualified bidders' and dividing the same by number of qualified bidders).
- vi. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of error, its bid will be rejected".
- vii. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- viii. In the event that there are 2 or more bidders having the same value in commercial bid, the bidder securing highest technical score will be adjudicated as "Best responsive bid" for award of the Project.
- ix. The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial score for other bidders will be evaluated using the following formula:  $F_n = \{(Financial\ Bid\ of\ L1 / Financial\ Bid\ of\ Bidder) * 100\} \%$ .

### **6.4 Final Evaluation of Bids**

- i. The technical and financial evaluation scores secured by each bidder will be added using weightages of 70% and 30% respectively to compute composite score. The composite score will be computed as under:
- ii.  $B_n = 70\% * T_n + 30\% * F_n$
- iii. The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.

## **7 Appointment of Implementation Agency**

### **7.1 Award Criteria**

OCAC will award the Contract to the successful bidder whose proposal has scored the highest composite score and would consider it as substantially responsive as per the process outlined above.

### **7.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)**

OCAC reserves the right to accept or reject any proposal, and to annul the tendering process/ public procurement process and reject all proposals 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 OCAC action.

### **7.3 Notification of Award**

Prior to the expiration of the proposal validity period, OCAC will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process/public procurement process has not been completed within the stipulated period, OCAC may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute formation of the Contract. Upon the successful bidder's furnishing of Performance Bank Guarantee (PBG).

### **7.4 Contract Finalization and Award**

OCAC may also like to reduce or increase the quantity of any item in the Scope of Work defined in RFP. Accordingly, total contract value may change on the basis of rates defined in the financial proposal

### **7.5 Performance Guarantee**

OCAC will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 3% of the total cost of Contract. The Performance Guarantee should be valid for the stipulated period of the project plus 90 days. The Performance Guarantee shall be kept valid till completion of the project and Warranty period, if any. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit Performance Guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder without giving any notice. OCAC shall invoke the Performance Guarantee in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any loss due to bidder's negligence in carrying out the project implementation as per agreed terms and conditions.

### **7.6 Signing of Contract**

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall enter into a contract with the successful bidder (prime bidder in case of consortium), incorporating all clauses, pre-bid clarifications and proposal of the bidder

A draft MSA document has been provided as a separate document for the reference of bidders only. The agreement with the selected bidder will be signed after getting the same vetted from competent Legal Authority.

### **7.7 Failure to Agree with the Terms and Conditions of the RFP**

Failure of the successful bidder to agree with the draft legal agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of award, in which event OCAC may call for new proposals from the interested bidders. In such a case, OCAC shall invoke the PBG of successful bidder.

## 8 Formats for Response

### 8.1 Pre-Qualification Bid Formats

#### FORM PQ-1: Cover Letter

(To be submitted on the Letterhead of Bidder)

To  
The General Manager (Admin),  
Odisha Computer Application Centre,  
N-1/7-D, Acharya Vihar  
P.O. RRL, Bhubaneswar - 751013.

Subject: Selection of Service Provider for Development / Customization and Implementation of Mukta Software

Ref: RFP Reference No **OCAC-SEGP-SPD-0047/2021/22031**

Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. **OCAC-SEGP-SPD-0047/2021/22031** dated 07.05.22. We hereby submit our proposal which includes the pre-qualification proposal, technical proposal and commercial proposal, sealed under separate envelopes. Our proposal will be valid for acceptance up to 180 Days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in our proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case, any provisions of this RFP/ ToR/Scope including of our technical and financial proposal are found to be deviated, then you shall have rights to reject our proposal. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive.

Yours faithfully,

**Authorized Signatory with Date and Seal:**

**Name:**

**Title:**

**Address of Bidder:**

## FORM PQ-2: Bidder's Organization (General Details)

(To be submitted on the Letterhead of Bidder)

Sl#	Information	Details
1.	Name of Bidder	
2.	Registered Address of Bidder	
3.	Address for Communication	
4.	Address of local office in Odisha. If bidder has no local office at the time of bid submission, an undertaking has to be furnished on bidder's letter head on setting up an office within 3 months from issuance of work order.	
5.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP	
6.	Mobile no. of contact person:	
7.	E-mail address of contact person:	
8.	GST Number of the Firm	
9.	PAN No. of the firm	

### Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

## **FORM PQ-3: Acceptance of Terms and Conditions**

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),  
Odisha Computer Application Centre,  
N-1/7-D, Acharya Vihar P.O. RRL,  
Bhubaneswar - 751013.

Subject: Selection of Service Provider for Development / Customization and Implementation of Mukta Software.

Madam,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the **OCAC-SEGP-SPD-0047/2021/22031 dated 07.05.22** regarding RFP for “RFP for Selection of Implementation Agency for Selection of Service Provider for Development / Customization and Implementation of Mukta Software.

I declare that all the provisions/clauses including scope of work of this RFP are acceptable to our company. I further certify that I am an authorized signatory of the company and I am, therefore, competent to make this declaration.

**Authorized Signatory with Date and Seal:**

**Name:**

**Title:**

**Address of Bidder:**

**FORM PQ-4: Bid-Security Declaration**

**(Company letter head)**

To

The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of E&IT Dept, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar – 751013

**Sub:** Selection of Service Provider for Development / Customization and Implementation of Mukta Software – **Bid-Security Declaration**

Sir,

In response to the RFP No.: No. **OCAC-SEGP-SPD-0047/2021/22031** dated **07.05.22** for RFP titled “Selection of Service Provider for Development / Customization and Implementation of Mukta Software”, I/We, ..... irrevocably declare as under:

I/We understand that, as per tender clause EARNEST MONEY DEPOSIT (EMD), bids must be supported by a Bid Security Declaration In lieu of Earnest Money Deposit.

I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of 5.6 year from the date of disqualification as may be notified by you (without prejudice to FACT’s rights to claim damages or any other legal recourse) if,

1. I am /We are in a breach of any of the obligations under the bid conditions,
2. I/We have withdrawn or unilaterally modified/amended/revised, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.
3. On acceptance of our bid by FACT, I/we failed to deposit the prescribed Security Deposit or fails to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions and within the specified time.

Signature:

Name & designation of the authorized person signing the Bid-Securing Declaration Form:  
Duly authorized to sign the bid for and on behalf of: \_\_\_\_\_(completename of Bidder)

Dated on \_\_\_\_\_ day of \_ month, year.

**FORM PQ-5: Self-Declaration: Not Blacklisted**

**(Company letter head)**

To

The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of E&IT Dept, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

**Sub: Selection of Service Provider for Development / Customization and Implementation of Mukta Software – Self Declaration for not Blacklisted**

Sir

In response to the RFP Ref. No.: OCAC-SEGP-SPD-0047/2021/22031 dated 07.05.22 for RFP titled "Selection of Service Provider for Development / Customization and Implementation of Mukta Software", as an owner/ partner/ Director of (organization name)\_\_\_I/ We hereby declare that presentlyour Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:



## FORM PQ-6: Project Citation Format

1.	<b>Project Name:</b>	
2.	<b>Value of Contract/ Work Order (In INR):</b>	
3.	<b>Name of the Client:</b>	
4.	<b>Project Location:</b>	
5.	<b>Contact person of the client with address, phone and e-mail:</b>	
6.	<b>Project Duration:</b>	
7.	<b>Start Date (month/year): Completion Date (month/year):</b>	
8.	<b>Status of assignment: Completed / Ongoing (if it is on-going, level of completion)</b>	
9.	<b>Narrative description of the project with scope:</b>	
10.	<b>List of Services provided by your firm/company:</b>	

### 8.2 Technical Bid Formats

#### **FORM TECH-1: Description of Proposed Solution along with Technology, Scalability, Completeness, Simplicity and Interoperability**

Bidder has to provide details of the entire solution proposed, along with its key differentiators, covering all requirements as listed out in Volume II of RFP.

Bidder has to specifically include (but not limited to) diagram and detailed description of the following:

- i. Functional Architecture
- ii. Technical Architecture
- iii. Network Architecture
- iv. Deployment Architecture
- v. Security Architecture

Bidder must cover all aspects of the solution while showcasing its scalability, completeness, simplicity and interoperability.

## **FORM TECH-2: Description of Proposed Approach and Methodology**

Bidder is free to propose any type of approach for implementation of Mukta Software.

**FORM TECH-3: OEM Authorization letter.**

Bidder has to submit OEM authorization letter on standard format for all external software and licenses.

1. For Database
2. For e- Sign
3. For Analytical Tool. Etc.

**FORM TECH-4: Detailed Work Plan with Activities, Duration, Sequencing, Interrelations, Milestones and Dependencies**

SL#	Deliverable/ Activity*	Months							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									
n)									
o)									
p)									
q)									
r)									
s)									



### 8.3 Financial Bid

#### FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),  
Odisha Computer Application Centre,  
N-1/7-D, Acharya Vihar P.O. RRL,  
Bhubaneswar - 751013.

**Subject:** Selection of Service Provider for Development / Customization and Implementation of Mukta Software

Ref: RFP Reference **OCAC-SEGP-SPD-0047/2021/22031 dated 07.05.22**

Madam,

I /We, the undersigned, offer to provide the service for Selection of Service Provider for Development / Customization and Implementation of Mukta Software in Odisha as per RFP No.: **OCAC-SEGP-SPD-0047/2021/22031 dated 07.05.22** and our Pre-Qualification, Technical and Financial Proposals. Our attached Financial Proposal is inclusive of all applicable taxes and duties.

#### 1. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in this RFP. These prices are indicated in the Financial Bid as part of this RFP response. In case there is substantial difference between the component wise price approved by OCAC and the price quoted by the bidder, OCAC will have the rights to ask the bidder to realign their prices without impacting the total bid price. We hereby agree to submit our offer accordingly.

#### 2. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

We understand you are not bound to accept any Proposal you receive. We hereby declare that our Proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

We understand that our proposal is binding on us and that you are not bound to accept any proposal you receive.

Yours faithfully,

Authorized Signatory with Date and Seal: Name:

Title:

Address of Bidder:

**FORM FIN-2: Summary of Financial Bid (in Indian Rupees)**

SL#	Description	Unit	Unit rate	Qty	Cost
1	Application Development, Training & Implementation	<i>Lump-Sum</i>		1	
1.1	Mobile Application development (Android and IOS)	<i>Lump-Sum</i>		1	
1.2	AI/ ML based Facial recognition	<i>Lump-sum</i>		1	
1.3	Integration with other application	<i>Lump-Sum</i>		10	
2	SSL certificate with 5-year Subscription	<i>Year</i>		5	
3	Standard Data base license	<i>Year</i>		5	
4	Procurement of Analytical tool for 5 years	<i>year</i>		5	
5	E sign with Utility software	<i>Nos.</i>		200	
6	Helpdesk Setup with Required Infrastructure	<i>Lump-Sum</i>		1	
7	5 Help Desk Resources for 4 years	<i>Man-month</i>		240	
8	2 MIS Executives for onsite support during Pilot Implementation and System stabilization at least for a period of 1 year	<i>Man- month</i>		24	
9	Cyber Security Audit	<i>No.</i>		10	
10	Operations & Maintenance (Application Support, Software Maintenance & System Support) for 4 years post rollout	<i>Year</i>		4	
11	Change Request	<i>Man- month</i>		50	
<b>Sub Total Project Cost</b>					
<b>GST @ 18%</b>					
<b>Grand Total</b>					
<b><i>In words:</i></b>					

\* Total Amount will be considered for commercial evaluation

**Authorized Signatory with Date and Seal:**

**Name:**

**Title:**

**Address of Bidder:**