

**Request for Proposal (RFP)**  
**for**  
**“Telecom Infrastructure Facilitation and Management System”**  
**Single window clearance system**  
**To implement Odisha Mobile Towers, OFC and related Telecom**  
**Infrastructure Policy 2017**

**RFP Ref No.: OCAC-NEGP-INFRA-0011-2020-20037**

**Dated 08/10/2020**



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## A. BID Overview

### A1. Letter of Invitation

Sealed proposals are invited by OCAC on behalf of E&IT Department from eligible, reputed, qualified software application developers and developing Agencies for Development and Implementation of single window clearance system “**Telecom Infrastructure Facilitation and Management System**” which will cater the need to manage implementation of Odisha mobile towers, OFC and other infrastructure policy 2017 as detailed out in the Terms of Reference of this Request for Proposal (RFP) Document. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document

The “Request for Proposal” applies to all eligible IT Firms having a proven track record in the Field of application development, support and maintenance. Such IT firms should have adequate technical resources to deliver the requirement on time.

The duration of the project is for a period of 3 years and extended to 5 years subject to the satisfactory performance on yearly evaluation and performance assessment.

Detailed information regarding the services required and other term and condition is given in the enclosed Request for Proposal (RFP). The IT Firms are being requested to submit a detail proposal and must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late will not be considered in this procurement process.

We look forward to having your proposal.

Yours sincerely,

General Manager, Admin  
Odisha Computer Application Centre

## A2. Important Information for the Bidders

Particulars	Details
Bid Inviting Authority	Odisha Computer Application Center
Request for Proposal No:	OCAC-NEGP-INFRA-0011-2020-20037 Dtd.08/10/2020
RFP publication date	08/10/2020
Non Refundable RFP Document fees	Rs 1,120 (Rs. 1,000 is the Document fee and Rs.120 is the 12% GST of Document fee) through Online Transfer to OCAC accounts as per accounts detail provided below.
EMD	Rs 1,00,000
Contact Person	General Manager (Admin)
Place of submission of bid documents	OCAC Building
Address for correspondence	General Manager (Admin) Odisha Computer Application Centre (Technical Directorate of I.T. Dep't, Govt. of Orissa) N-1/7-D, Acharya Vihar P.O.- RRL, Bhubaneswar – 751013
Last date and time for submission of proposal/bid	22/10/2020 by 03:00 PM
Date, time and venue for opening of Pre - Qualification bids	Will be intimated later
Tentative Date, time and venue for declaration of Pre Qualification result and opening of Technical bids.	Will be intimated later
Tentative Date, time and venue for Technical presentation	Will be intimated later
Tentative Date, time and venue for declaration of technical bid result and opening of commercial bids	Will be intimated later
Submission of Document fee and EMD through Electronic Mode i.e online Transfer to OCAC accounts	Bidders those who were unable to provide DDs for Document fee and EMD, are allowed to deposit same to OCAC accounts



mentioned below through online bank transfer before the bid submission date and quote the Unique Transaction reference number (UTR) in the Bid document which will be verified by OCAC. If any discrepancy found the Bid is liable for rejection.

1. Beneficiary Name :- Odisha Computer Application Centre
2. Bank A/C No :- 149311100000195
3. Bank Name & Branch :- Andhra Bank,Acharya Vihar, Bhubaneswar
4. Account Type :- SB
5. IFSC :- ANDB0001493
6. MICR :- 751011010

### **A3. Background**

The subject "Telecommunication " which includes, telephones, wireless, data and telematic services is a central subject but the support of the State is necessary to provide enabling provisions in the form of granting permission to telecom service providers/infrastructure providers to establish their resources which use public/private property.

With the rapid growth in the wireless / broadband subscriber base, subscribers are availing a host of new applications like M-Banking, high speed data transfer, Cashless services, Social networking sites, Online citizen centric services, gaming, high speed internet access and VPN services etc which need establishment of telecom infrastructure in the State.

To manage and Operationalisation of the State telecom infrastructure , it was proposed in the "Odisha Mobile Towers, OFC and Other telecom infrastructure Policy 2017" to develop a single window clearance system which we have referred in the scope document as " Telecom Infrastructure Facilitation and Management System "

In Odisha, more than 8000 villages do not have the mobile connectivity and because of the poor connectivity, the banking services and citizen centric services on electronics mode are not able to reach before the citizen residing in the rural and remote areas of the State. Odisha is a State with forest; hill and Maoist affected need special focus and plan to facilitate the investor to invest in establishment of telecom infrastructure in the State.

The Tele-density of Odisha is 75.74, which is less than the national average of 90.11 (as per TRAI report published in the month of March 2019).

### **A4. Objective**

The objective of the Single window clearance system "Telecom Infrastructure Facilitation and Management System) is as follows:

- i. Streamline the process of application and grant of permission for installation of Mobile Tower, laying of OFC, In-Building solutions and other telecom infrastructures within the specified time line as defined in "Odisha Mobile Towers, OFC and related Telecom Infrastructure Policy 2017"
- ii. Implementation of common telecom approach across the State for issue of permit and regulatory management of the infrastructure in the State.
- iii. Reducing the physical movement of documents among various offices to get the Telecom infrastructure installation permit and its renewal.
- iv. Paying the one time Telecom Infrastructure Installation permit fees, usage fees, renewal fees electronically through IFMS or any other Payment Gateway defined by E&IT Department

- v. Submission of grievances/disputes by the applicant/public and redressal of the same through the single window clearance system which can be escalated with time line as defined in the SLA parameter in the document
- vi. Appeal can be filed before 2nd appellate authorities if the applicant is not satisfied on the decision of the 1st appellate authority. If the applicant is not satisfied on the decision of 2<sup>nd</sup> Appellate authority, s(he) can appeal to the authority defined nominated by the Govt of India. System can forward the detail information through e-mail to the representative if required.
- vii. Complete workflow based system with the involvement of multiple level of authority & access rights as per their defined role in the Single window clearance system.
- viii. Online authentication of the document from the system through digital signature/e-Sign.
- ix. Updating the status of DTC as formed or not, defined process for approved District /State action plan and displaying the status of number of towers and other telecom infrastructure deployed by different IPs and TSPs in the State for public information.
- x. Generation of exclusive MIS report for the use of E&IT department.

## B. Instruction to Bidders

### B1. Eligibility Criteria

- i. The Bidder should be a company registered under the Companies Act, 1956/2013 and in operation in India for at least 5 years as on 31.07.2020 and should have their Registered office in India and its operation unit/branch in Odisha shall be preferable.
- ii. The Bidder must possess a valid: -
  - a. Company Registration Certificate
  - b. GST Registration Certificate with up-to-date Clearance Certificate
  - c. PAN Number
- iii. The Bidder should deposit Earnest money of Rs 1,00,000/- in the form of BG/DD from nationalised bank or Online Transfer to OCAC accounts and Tender fees of Rs 1,120 in the shape of Online Transfer along with the pre-qualification bid. The bid received without the same will be summarily rejected. The Bidder has to submit/quote UTR number along with Bid document for Online Transfer to OCAC accounts.
- iv. The Bidder must be a profit making company and should have positive net worth in an average of last three Commercial years as on March 31, 2019.
- v. The Bidder should have average annual turnover of at least INR 4 Crores for the last three immediate past fiscal years as on March 31, 2019 and out of which average turnover of INR 1 Crore in last three financial years from the business of Software Development, Maintenance & Support.
- vi. The bidder must have the experience of successful deployment of similar nature of projects with complete workflow and multiple user for at least one project of value minimum Rs 20 Lakh or Two Projects of value minimum Rs. 10 Lakh or Three projects of value minimum Rs. 5 Lakh in the last 5 years as on 31.07.2020 for Government/PSU's operating in India.
- vii. The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices with any Government Departments/ agencies/ ministries or PSU's and should not be blacklisted.
- viii. Duly Executed Power of Attorney in favour of Authorized signatory of the Bidder or copy of board resolution duly authorizing signatory for signing this bid.
- ix. The bidder should have at least 20 IT professionals with relevant experience on software development on its payrolls as on the date of submission.
- x. The bidder without their presence in Odisha can participate but have to submit undertaking to start operational unit with 15 days on getting the award.
- xi. The bidder should have a valid ISO 9001/ ISO-IEC 27001 certificates on the date of submission.

## **B2. Bid Processing**

### **B2.1. General Instruction to Bidders**

#### **B2.1.1. Completeness of Response**

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal and forfeiture of the Bid Earnest Money Deposit (EMD)

#### **B2.1.2. Right to reserve**

E&IT Department/OCAC reserves the right to accept or reject any proposal and to annul the selection process and reject all proposals, at any time without any liability or any obligations for such acceptance, rejection and annulment, and without assigning any reasons thereof.

#### **B2.1.3. Availability of Bid Documents**

The Bid document can be downloaded from the official website of the OCAC [www.ocac.in/www.odisha.gov.in](http://www.ocac.in/www.odisha.gov.in).

#### **B2.1.4. Authentication of Bids**

The original and all copies of the bid shall be typed or written in indelible ink and signed by the Bidder or a person duly authorized to bind the Bidder to the contract. The authorization shall be form of a written power of attorney accompanying the proposal or in any other form demonstrating that the Representative has been duly authorized to sign. All pages of the bid, except for un-amended printed Literature shall be initialled and stamped by the person or persons signing the bid.

#### **B2.1.5. Interlineations in Bids**

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled and stamped by the person or Persons signing the bid.

#### **B2.1.6. Bid Preparation Costs**

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process and all such activities related to the bid process.

#### **B2.1.7. Venue and deadline of the submission**

The venue and the deadline of the submission shall be as per the data sheet at A2, page no.7

OCAC may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum or by intimating all bidders who have been participated in pre-bid queries or submitted the bid, in writing or through e-mail. The same may also be published in the OCAC web site.

### **B2.1.8. late bids**

Bids received after the due date and the specified time for any reason whatsoever, shall be rejected.

### **B2.1.9. Earnest Money Deposit**

A Bid security of INR 1,00,000 (INR One Lakh Only) must be submitted with the Bid in the form of a bank draft/bank guarantee/Online Transfer issued by any Nationalised / Scheduled Bank in favour of Odisha Computer Application Centre, Payable at Bhubaneswar and shall be valid for 120 days beyond the validity of the Bid.

The bid security of all unsuccessful bidders would be refunded by OCAC within 30 days of the bidder being notified as being unsuccessful. The bid security, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.

No interest will be payable to the Bidder on the amount of the EMD. Bids submitted without bid security, mentioned above, will be liable for rejection without providing any opportunity to the bidder concerned.

The EMD may be forfeited:

- i. If a Bidder withdraws the bid or increases the quoted prices during the period of bid validity or its extended period, if any; or
- ii. In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP.
- iii. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- iv. During the bid process on evaluation, if any information found wrong / manipulated / hidden in the bid.
- v. The decision of the Department regarding forfeiture of the Bid Security and rejection of bid shall be final & shall not be called upon question under any circumstances.

### **B2.1.10. Bid document fees**

Rs 1,120 (Rs. 1,000 is the Document fee and Rs.120 is the 12% GST of Document fee) through Online Transfer to OCAC accounts as per accounts detail provided at section A2.

### **B2.1.11. Consortium or sub-letting of work**

Consortium is not allowed and the contractor shall not assign, transfer or sublet or attempt to assign, transfer or sublet, whether wholly or in part, any portion of the work to any other entity. The selected agency shall be responsible for the execution of the project.

## **B 2.2. Bid Submission instructions**

Bids must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. The Department will evaluate the bid based on its clarity and the correctness of its response to the requirements of the project as outlined in this RFP.

### **B2.2.1. Format of Submission**

Submission for this RFP is going to be a three cover system;

- i. The Pre-qualification Bid, Technical Bid and Commercial Bid of the RFP should be placed in a separate sealed covers with the wordings "Pre-qualification Bid", "Technical Bid" and "Financial Bid" respectively super-scribed on them.
- ii. Please note that prices must not be indicated in the Pre-qualification Bid and Technical Bid and must only be indicated in the Commercial Bid.
- iii. The covers containing the Pre-qualification Bid, Technical Bid and the Commercial Bid must be put in another envelope (bid cover) along with the following documents;
  - a) RFP document fees
  - b) Bid security / EMD
- iv. The Bid Cover should be super-scribed with Project name, RFP Number, Due Date and the wordings "Do not open before (04:00 PM) on 22/10/2020" as given in datasheet
- v. The cover thus prepared should also indicate clearly the name, address and telephone number of the Bidder to enable the Bid to be returned unopened in case it is declared "Late".
- vi. The Pre-qualification Bid, Technical Bid and Commercial Bid should be complete documents and should be bound as a volume separately. The documents should be page numbered and appropriately flagged and contain the list of contents with page numbers. Bidders are required to submit all details as per the formats given in the RFP document only. Any deficiency in documentation may result in the rejection of the Bid.
- vii. As part of the bid, Bidder should also provide soft copies of the Pre-qualification Bid, and the Technical Bid (word format/pdf format), each in the form of a non-re-writeable CD/DVD (Compact Disc). The CD/DVD containing the copies of the Pre-qualification Bid, and the Technical Bid should be sealed with the Pre-qualification, and Technical bids respectively.
- viii. All CDs submitted by the Bidder must be in sealed covers. The sealed covers as well as the CD media must be duly signed by the Bidder using a "Permanent Pen/Marker", should be super-scribed with "Pre-qualification Bid" "Technical Bid" (as the case may be) and should bear the name of the Bidder. Bidder must ensure that the information furnished by it in respective CDs is identical to that submitted by it in the original paper bid document. In case of any discrepancy observed in the contents of the CDs and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.

### **B2.2.2. Documents comprising the bid**

Bid submitted by the bidder shall comprise the following:

- i. Pre-qualification Bid (eligibility criteria) in the format as specified at E.1.2
- ii. Technical Bid in the format as specified below and in E2.2
- iii. Financial Bid in the format as specified in E3
- iv. Earnest Money Deposit as specified in RFP.

### **B2.2.3. Validity of Bids**

- i. All bids must be valid for 180 days from the last date of submission of bids. A bid valid for a shorter period may lead to disqualification of the bidder. The Department reserves the right to take appropriate action in this regard. On completion of the

validity period, unless the bidder withdraws his bid in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his bid.

- ii. In exceptional circumstances, at its discretion, the Department may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing (or by fax or email).

#### **B2.2.4. Language of the bids**

All the bids submitted shall be written in English Language.

#### **B2.2.5. Non Conforming Bids**

A bid may be construed as a non-conforming bid and ineligible for consideration:

- i. If it does not comply with the requirements of this RFP. Failure to comply with the technical requirements, and acknowledgment of receipt of amendments, are common causes for holding bids non-conforming.
- ii. If a bid does not follow the format requested in this RFP or does not appear to address the particular requirements, and any such bidders may also be disqualified.

#### **B2.2.6. Disqualification**

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

- i. Bid not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming bid.
- ii. During validity of the bid, or its extended period, if any, the bidder increases his quoted prices.
- iii. The bidder qualifies the bid with his own conditions.
- iv. Bid is received in incomplete form.
- v. Bid is received after due date and time.
- vi. Bid is not accompanied by all the requisite documents
- vii. If Bidder provides quotation only for a part of the project
- viii. Information submitted in technical 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.
- ix. Commercial bid is enclosed with the same envelope as technical bid.
- x. Bidder tries to influence the bid evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- xi. In case any one party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/bidders are withdrawn upon notice immediately.
- xii. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within 15 working days of the date of notice of award of contract or within such extended period, as may be specified by the Department.



### **B2.2.7 Modification and withdrawal of bids**

No bid may be modified or withdrawn in the interval between the deadline for submission of bids and the expiration of the validity period specified by the bidder on the bid form. Entire bid security may be forfeited if any of the bidders withdraw their bid during the validity period.

### **B2.3. Bid Opening and Evaluation**

#### **B2.3.1. Bid opening sessions**

The bids will be opened, in three sessions, one each for Prequalification, Technical and Commercial/Financial, in the presence of bidders' representatives who choose to attend the Bid opening sessions on the specified date, time and address. In the event of the specified date of bid opening being declared a holiday for Government of Odisha, the Bids shall be opened at the same time and location on the next working day or the date with time shall be intimated to all the participated bidders.

During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.

#### **B2.3.2. Opening of Bid Document Process**

The RFP document fees / EMD will be opened, by a Bid Opening Committee appointed by the Department, in the presence of bidders' representatives who choose to attend the session on the specified date, time and address. The envelopes of respective stages will be opened again in the presence of the representative.

#### **B2-3.3: Evaluation Criteria**

The bid process involves a Three-stage evaluation namely, Pre-qualification, followed by the Technical and Financial bid. The bid will be evaluated as per QCBS (Quality and Cost Based Selection) method in the ratio of 70:30 from normalised technical evaluation score and normalised financial bid score respectively.

##### **B2.3.3.1. Evaluation of Pre-qualification Bids**

The bidders will be assessed on the prequalification criteria and a list of Pre-qualified bidders will be made by the Department on the advice of the Technical Evaluation Committee (TEC) appointed by the Department for evaluation.

##### **B2.3.3.2. Evaluation of Technical Bids**

The evaluation of the Technical bids will be carried out in the following manner:

- i. The Technical Bids of only the pre-qualified bidders will be opened for evaluation.
- ii. The bidders' technical bids proposed in the bid document will be evaluated by the TEC (Technical Evaluation Committee) as per the requirements specified in the RFP.
- iii. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification) as required for technical evaluation.

- iv. The bidders getting 70% score in the technical evaluation shall be eligible for Commercial evaluation.

### B2.3.3.2.1 Technical Evaluation Criteria

SL. No	Parameters	Basis for Evaluation	Max marks	Supporting documents
1	Company profile		15	
1.1	Average turnover - in last 3 financial years	Turn Over Rs 4 Cr – 3 Marks 1 mark for every additional Rs 2 Crore. Turnover should be out software development, Turnkey IT Projects and Maintenance Support.	5	Copy of the Audited Balance sheet with Profit & Loss; OR Certificate from the statutory auditor for three years
1.2	1. Undertaking for opening Operation Center in Odisha in One Month from the date of work order 2. Operation Center in Odisha 3. Operation & Development Centre in Odisha	0 Marks  2 Marks  5 Marks	5	Prove of Address of Operation and Development Center in Odisha.
1.3	1. CMMi 3 2. ISO 27001-2013 3. CMMi 5	1 Mark 3 Marks 5 Marks	5	Copy of Certificate
2	Relevant Experience		55	
2.1	Bidder's experience in "Similar" bespoke web based projects in Government /PSUs operating in India with a project value of not less than equal to <b>Rs 10 lakhs</b> (For development with maintenance for the period of <b>1 year</b> ).The work order should be within last 5 years prior to the date of bid submission. The project	5 marks for each project	20	Completion Certificates from the client; OR Work Order copy if the project is in execution and 75% of substantial work is already completed with its certificate from the client

SL. No	Parameters	Basis for Evaluation	Max marks	Supporting documents
	should have the features of workflow based solution with multiple users' access with online request.  5 Marks for <b>each</b> project			
2.2	IT Project ( Web Portal ) capable of handling not less than 100 concurrent users and issue of Permits /Renewal of Certificates with digital signature of more than 1000 per year.	1. Concurrent Users – 2.5 Marks 2. Issue 1000 Certificates/Permits per year with Digital Signature- 2.5 Marks	5	Work order with the details about scope and certificate of successful implementation of the project from Govt deptt/psu in India. Reference of the web URL is must
2.3	Mobile application development for any scheme / events for any client from Govt/PSU in India. (Work order must be submitted)	Developer should have developed <b>at least one</b> Mobile App.	10	Work Order and Deployment status. Reference of the mobile application.
2.4	Bidders should have the experience of development of Software Project with emerging technologies like IOT, AI, Block Chain, Progressive Web App etc.	Developer should have developed <b>at least one</b> project	5	Project Citation with work order /Agreement/Completion certificate(only in case of completed projects)
2.5	Project Experience with API integration	Developer should have developed <b>at least one</b> project	5	Project citation with reference of API integration
2.4	Hosting at NDC/SDC with Safe to Host Certificates	10 Marks per Project	10	Name of the project with Safe to host certificate.
3	Approach and Methodology		30	Presentation
3.1	Demonstration of understanding of the requirements of the RFP as per ToR with the presentation of live demonstration with similar nature of project for Govt Dept/PSU.		10	Presentation

SL. No	Parameters	Basis for Evaluation	Max marks	Supporting documents
3.2	Technology proposed, its Approach and Project Deployment Methodology		10	Presentation
3.3	Resource Deployment with key project lead resource and approach to meet the timeline of completion of the project.		5	Presentation
3.4	Risk Assessment and Mitigation plan with reference to the past experience in Govt/PSU project.		5	Presentation

#### **B2.3.3.2.2. Normalisation of Technical Score**

The Bidder with Highest Technical Score (H1) as per E2.2 will be awarded 100% score. Technical Scores for other than H1 Bidders will be evaluated using the following formula:

Technical Score of a Bidder (Tn) =

$\{(Financial\ Bid\ of\ L1/Technical\ Bid\ Scoring\ of\ the\ Bidder/Technical\ bid\ scoring\ of\ H1)\ X\ 100\}\%$

(Adjusted to two decimal places)

#### **B2.3.3.3. Evaluation of Financial Bids**

The Financial Bids of only the technically qualified bidders will be opened for evaluation. The bidder as per QCBS method in the ratio of 70:30 will be awarded. In case the bidder with equal quoted price, the bidder with highest technical score shall be awarded with the project.

The Bidder with lowest financial bid (L1) as quoted in E3.7 will be awarded 100% score.

Financial Scores for other than L1 Bidders will be evaluated using the following formula:

Financial Score of a Bidder (Fn) =

$\{(Financial\ Bid\ of\ L1/Financial\ Bid\ of\ the\ Bidder)\ X\ 100\}\%$

(Adjusted to two decimal places)

#### **B2.3.3.4. Combined and Final Evaluation**

The technical and financial scores secured by each Bidder will be added using weightage of <70%> and <30%> respectively to find the composite score.

The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:-

Combined Score =  $0.70 * Tn + 0.30 * Fn$

[70% weightage for technical score and 30% weightage for Financial Score]

Where

Tn = Normalised Technical Score of the bidder

Fn = Normalized financial score of the Bidder

In the event the composite bid scores are 'tied', the Bidder securing the highest technical Score will be adjudicated as the Best Value Bidder for award of the Project.

- i. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- ii. Any conditional bid would be rejected
- iii. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

#### **B2.4. Notification of Award**

Prior to the expiration of the period of bid validity, the Department will notify the successful Bidder by e-mail or by registered letter that its bid has been accepted. The notification of award will bind the parties for the formation of the Contract.

Upon the successful Bidder furnishing the performance bank guarantee pursuant to Clause B2-6 the Department will promptly notify each unsuccessful Bidder and will discharge its bid security/EMD.

#### **B2.5. Signing of Contract**

At the same time as the OCAC notifies the successful Bidder that its bid has been accepted, and will send the Bidder the MOU, incorporating the clauses of agreements between the parties.

Within 15 working days of the date of notice of award of contract or within such extended period, as may be specified by OCAC, the successful Bidder shall sign and date the Contract and return it to the OCAC.

In case the contract is not signed by stipulated date, the Buyer may forfeit EMD as per terms and conditions.

#### **B2.6. Performance Bank Guarantee**

The successful bidder shall provide an unconditional and irrevocable performance bank guarantee to the OCAC within twenty one (21) days of the date of notice of award of the contract, for a value equivalent to 10% of the total cost of contract from a scheduled bank, payable on demand, for the due performance and fulfilment of the contract by the bidder.

The Performance Guarantee shall be kept valid till completion of the project and maintenance period. 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 maintenance period. In case the selected Bidder fails to submit performance guarantee within the time stipulated, the OCAC at its discretion may cancel the order placed on the selected Bidder without giving any notice. Purchaser shall invoke the performance guarantee in case the selected Vendor fails to

discharge their contractual obligations during the period or OCAC incurs any loss due to system implementer's negligence in carrying out the project implementation as per the agreed terms & conditions.

Before invoking the PBG, the System Implementer will be given an opportunity to represent OCAC. The decision of OCAC on the representation given by the System Implementer shall be final and binding.

The EMD, for the amount mentioned above, of successful Bidder would be returned upon submission of Performance Bank Guarantee.

## C. Contractual Term

The Contract Agreement for this engagement would contain the following key clauses:-

### C1. Term of Contract

The period of contract shall be of three years after go live of the project with yearly evaluation of performance and if required may be extended further for next 2 years on recommendation of committee.

### C2. Termination

- i. Normal termination of the contract would happen at the end of the tenure.
- ii. Pre-mature termination of the contract would happen in case of insolvency of bidder or due to conditions of material breach.

### C3. Effects of Termination

a) In the event of a pre-mature termination of this agreement by Nodal Agency, the compensation payable to bidder will be decided in accordance with the Terms of Payment Schedule for the milestones completed services and accepted deliverables.

b) Parties shall mutually agree upon a transition plan and comply with such a plan. The bidder agrees to extend full cooperation in supporting the transition process.

### C4. Scope of Work and Deliverables

This will be in conformity with the terms of reference specified in the RFP document and shall include the submissions made by the bidder in their proposal and work plans, further refined during the negotiations. Deliverables and milestones shall be established with a process of formal acceptance or such measurable criteria.

### C5. Fees and Payments

a) The total fees payable to the bidder including a milestone based payment as specified in the terms of reference would be specified. Such payments shall be inclusive of all taxes / levies as per Government Notification. Rate of taxes will be applicable as the rate prevailing at the time of submission of Bill.

b) Payments for additional services in case of change in scope will also be specified.

c) Payments would be subject to tax withholding.

d) In case of a *bona fide* dispute regarding any invoice, the OCAC shall be entitled to delay or withhold payment of the invoice or part of it, limited to the extent of the disputed amount.

### C6. Confidentiality

Bidder and its deployed resources shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to the data, wherever applicable.

### C7. Force Majeure

Neither Party to this agreement shall be liable to the other for delay or default in performance of its obligations or any loss or damage which may be suffered by the other directly due to a Force Majeure event provided that the affected Party notifies the other

Party of such event and its likely effects and duration as soon as possible and takes all reasonable steps to mitigate the losses/disruption.

### **C8. Dispute Resolution**

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavours.

On non settlement of the dispute, same shall be referred to the Secretary to Government, E&IT Department, and Government of Odisha or Chairman of OCAC for his decision and the same shall be binding on all parties.

### **C9. Governing Law and Jurisdiction**

This agreement and all questions of its interpretation shall be construed in accordance with the Laws of India with the Courts at Cuttack (High Court) having jurisdiction.







### **C10. Intellectual Property Rights**

- i. The IPR rights for any bespoke development done during the implementation of the project will lie Exclusively with OCAC. Replication Rights of the Software for the users of the Same Jurisdiction and outside will lie with OCAC.
- ii. All products and related solutions and fixes provided pursuant to this Agreement shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product, the ownership of which shall continue to vest with the product owner.
- iii. Implementation Agency would be responsible for arranging any licenses associated with products for use in the portal.
- iv. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to Purchaser for license which is published by product owner or its affiliates, or a third party.
- v. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing.



## D. Terms of Reference

### D.1 User/Stakeholder

Users	
	Local Authorities, District Collectors, Principal Secretary/Secretary to E&IT Department/DoT Representative/Others as per the decision of E&IT Department.
	Citizen, Association Head, Public Representative
	District Telecom Committee/State Telecom Committee
	ROW issuing authority ( District/State)
	Commissioner of Police /Superintendent of Police
	Infrastructure Provider/ Telecom Service Provider

More than 1000 users will be involved in the single window clearance workflow based system.

## D2 . Modules of the proposed solution

**Proposed Modules** for the Single Window Clearance System "Telecom Infrastructure Facilitation and Management Solution (TIFMS)"



## D2.1. Role of the User of the System with access rights

User	Role with access rights
<p>Municipal Commissioner, Executive Officer, BDOs ( Panchayat Officer ), District Collector, Principal Secretary/Secretary to E&amp;IT Department ( permit issuing authority )</p>	<ul style="list-style-type: none"> <li>i. To access the request for issue of permit for telecom infrastructure and forwarding to concern authority to give feedback.</li> <li>ii. In case of underground OFC, the permit will be given by the District Collector if the Route permit is more than 500 KM and covering jurisdiction of more than 2 local authorities of the district</li> <li>iii. In case of underground OFC, the permit will be given by the principal secretary/Secretary to E&amp;IT Department if the Route permit is more than 500 KM and /or if the area falls within the jurisdiction of more than two districts for laying of cable.</li> <li>iv. To verify, compliance and issue of permit with digital signature/e-sign by the defined competent authority.</li> <li>v. To Accept/Reject Permit request after giving due time frame to comply the necessary observation given by the verifying authority.</li> <li>vi. To receive and address the issue of grievances and disputes related to the permit and concerns of the citizens at first level.</li> <li>vii. Upload, Inspection and audit report of the site or underground OFC on instruction by the Appellate authority/Competent local authority/Court or as system defined on regular interval of time after the installation/laying of the telecom infrastructure.</li> <li>viii. Recommendation of penalty to be recovered from the BG to Local authority/District collector or Secretary to E&amp;IT department in case of non compliances/violates any provision of this policy i.e making good of the restoration work, failed to perform as per the undertaking.</li> <li>ix. System will generate demand note to replenish and reinstate the required PBG within one month of such invoking.</li> <li>x. Monitor the Dashboard to view all the request /complain/instruction/notification for their respective jurisdiction</li> </ul>
<p>Citizen, Association Head, Public Representative</p>	<p>To put their grievances related to the tower and other telecom infrastructure with respective to the radiation, health and security matters which can be escalated to different levels for resolution.</p> <p>Complainant must have to be registered with their aadhar number and mobile number to put their grievance through the system.</p>
<p>District Telecom Committee/District Collector/District Collector Office Admin</p>	<p>District collector, Chairman will have the user ID to access the control panel with digital signature access.</p> <ul style="list-style-type: none"> <li>i. In case of underground OFC, the permit will be given by the District Collector if the Rout permit is more than 500 KM and covering jurisdiction of more than 2 local authorities of the district.</li> </ul>

	<ul style="list-style-type: none"> <li>ii. Finalisation of the district level action plan and submitting State Telecom Committee for approval. Standard template of State action plan will be provided in offline and to provide as an attachment to the STC for approval by the District Collector, Chairman.</li> <li>iii. To circulate system generated notice to all the DTC members for discussion on telecom matters and on public grievances on their registered mail ID and mobile number.</li> <li>iv. To update the formation of DTC, profile of DTC members with their photographs, mail ID and mobile number.</li> <li>v. District user to update from their control panel about any notification, awareness program related to the Telecom Infrastructure in the District with its detail.</li> </ul>
State Level Telecom Committee	<p>State Level Telecom Committee, Chairman will have the digital signature/e-sign for approval of Telecom Action Plan for the State with the user access rights. Other members will get mail alert and message through their mobile with the inline attached document from the system on any meeting called by the Chairman of the committee. The convenor of the meeting will also get the access of User ID.</p> <ul style="list-style-type: none"> <li>i. Receiving the district action plans through the system and Finalisation of the State level action plan, submitting for approval through the system. Standard template of State action plan will be provided in the system.</li> <li>ii. To circulate notice to all the members for discussion on telecom matters and on public grievances as the second appellate authority.</li> <li>iii. Notifying the decision in the web portal/application.</li> </ul>
ROW issuing authority ( District/State)	<p>District level head of authority from Public works department, RD, Water resources, IDCO/Industry, Respective executive engineer from the DISCOM, Forest department shall be provided user ID and Password to provide ROW for use of their building and land managed by the departments.</p> <p>If the applicant has provided hard copy ROW from the departments operating in the district along with the application to grant permit, the system will have the options to verify online from the ROW issuing authority.</p> <p>If the, IP/TSP has not enclosed the ROW from the respective departments, permit issuing authority may initiate through the system to get the ROW by paying the requisite amount as defined in the policy.</p>
Commissioner of Police /Superintendent of Police	<p>Commissioner of police and superintendent of police will get user ID and password to access the system for following requirement:</p> <ul style="list-style-type: none"> <li>i. Access the intimation for installation of CoW (Cell on Wheel) in the area of their districts which will also be communicated through registered mobile number and mail ID.</li> </ul>

	<ul style="list-style-type: none"> <li>ii. Any decision of the District Collector or request of the TSP/IP for providing security support for protection of telecom infrastructure and disturbances for operation of the Telecom Towers.</li> <li>iii. The same will also be intimated to the local authority of the concerned jurisdiction where the CoW will be installed.</li> <li>iv. System will have the option to print, forward and reject the request.</li> </ul>
IP/TSP	<ul style="list-style-type: none"> <li>i. IP , TSP, shall be registered by providing the relevant information.</li> <li>ii. The IP/TSP shall provide the information about their CTO and Regulatory authority for the State with their Name, Position, Mail ID and Mobile Number.</li> <li>iii. The CTO and Regulatory authority can get the information through their registered mail ID and mobile.</li> <li>iv. The prime user may get the access to create the user ID and Password for their district representative as the sub-user.</li> <li>v. The System will allow creating the sub user ID. For example, if ATC is the IP then ATC-CTC may be the user ID for the representative of Cuttack.</li> <li>vi. The respective User from the district shall be responsible for submission of request for permit, put grievances and can be a part of the meeting called by the District Collector.</li> <li>vii. The user can know the update through SMS, Mail ID and can access the details through the System.</li> </ul>
DoT/Association Head/Others	To view the Dashboard for MIS report as per the approval and access rights.

## D2.2. Registration

All IP/TSP will be registered with the relevant license document. Their licence number will be the unique ID for them. They will provide the details of their information about their CTO, Circle Head and Regulatory head of the State with mobile and mail ID which they can update on change or as and when required.

## D2.3. Permit

This module will cover:

- i. Application for Telecom infrastructure installation Permit
- ii. Renewal of issued Permit

## D2.4 .Application for Telecom infrastructure installation Permit

1. The IP/TSP with their district wise allocated user ID shall apply through the system for issue of permit for the following Telecom Infrastructures:
  - i. Mobile Towers

- ii. Micro Towers/Pole
  - iii. OFC- Ariel and Underground
  - iv. In Build Solution (No Permit is required, except the ROW from the respective building owner may be Govt or Pvt and Electricity poles owner but it need to intimate to the concerned local authority through the system)
  - v. Cell on Wheel – Through the System, the request will be given to the Police Commissioner/ respective superintendent of police of the district for intimation /approval and same shall be submitted to the concern in-charge of the police station.
  - vi. Use of Duct developed and managed by Govt agencies.
  - vii. Provision to add other telecom infrastructure apart from above as and when required.
2. The system will have the option to pay online the requisite one time permit and user fees.
  3. System will validate all the required information and the same can be issued online to the concerned local authority marked with the place and jurisdiction for issue of permit.
  4. On successful submission of application, system will generate the unique request number which will help to search the status of application.
  5. On any observation i.e. lacuna or deficiency, system will prompt to intimate through the system to compliance with in predefined time frame.
  6. On compliance of observation made or after successful verification, the local authority will issue the permit with digital signature/e-sign.
  7. On rejection, system will inform and notify to the applicant through the registered e-mail and message mobile number. 80% of the application fees as defined in the Telecom Policy will be returned to the applicant account with auto transfer. System will have the flexibility to change the return amount on decision of the State Government.
  8. The applicant can check the status of the request by referring the application ID in their Dashboard.
  9. Local Authorities can find from their dashboard, the number of requests by the TSP/IP for issue of different infrastructure permits within their jurisdiction.
  10. Similarly in case of Optical Fibre, the application will be processed by considering the mode of OFC i.e Ariel and Underground and length of route permit. Other process remains same as of mobile tower.
  11. The System will generate demand note for laying OFC (Underground) on the basis of the area permit at the rate of Rs 50 per meter as per the policy which will be displayed in the dashboard with the option to print and forward.
  12. System will have the option to cancel the permit on court decision /recommendation of the DTC/any other reason which can be entered in the system to justify the decision.
  13. The system will have the features to integrate with Google map. The API key will be collected and the required services will be embedded. The system integrator will integrate the API to get the service through program and it will fetch the information about Geo Coordinates of the infrastructure and in case of OFC, it will show the distance of the route permit by taking the geo coordinates of starting point and end point. The map will also be stored in the system as an image.

## **D2.5. Renewal of issued permit/usage Fees**

- i. System will generate auto renewal notice with demand note and the same will be intimated through e-mail and SMS.
- ii. TSP/IP will get the details on their control panel/dashboard to pay the renewal fees online.
- iii. After compliance of requirements, the system will renew the permit for a defined period and letter of renewal will be issued with digital signature/e-sign.

## **D2.6. BG Management**

In case of underground OFC laying, the IP/TSP will deposit the BG for the permit area at the rate of Rs 50 per meter. The system will have the following options:

1. Storage of the BG details with period of validity. The BG will be in the Custodian of the Permit issuing authority.
2. Adjustment on deviation to the policy i.e. excavation damage on underground laying etc.
3. Recover penalty from the BG in case of non-compliances/violates any provision of this policy i.e. making good of the restoration work, failed to perform as per the undertaking. Recovery can be done on the recommendation of local authority, DTC, STC, Court etc.
4. System will generate demand note to replenish and reinstate the required PBG within one month of such invoking.
5. System should be able to flash/alarm/indication/alert 15 days before expiry of the BG.
6. Return of the BG on completion of the term.

## **D2.7. Online Payment Gateway**

- i. System will have a common payment gateway mapped with the accounts of local authorities. These facility can be provided on integration with IFMS/any other online payment interface as decided by the nodal department.

## **D2.8. Grievance Management System.**

- i. System should have the option for any Citizen to register their grievances relating to the mobile tower, its security, radiation etc.
- ii. IP/TSPs can submit their grievances about the issue of permit, ROW and other matters to the first appellate authority, which can be moved later to the second appellate authority as per conditions.
- iii. After which the same may be referred to the nodal officer appointed by the Central Government for dispute resolution through e-mail.
- iv. On submission of grievance, system will generate a token number for future reference.

## **D2.9. Content Management Solution (CMS)**

The system will have a content management solution to add and manage the following options: ( but not limited to only these contents)

- i. Circular and Notification

- ii. News and Events
- iii. Links
- iv. FaQ
- v. Site Map
- vi. Updating information on Telecom Infrastructure that is Number of Towers, OFC rout coverage.
- vii. Documents (Policy, Guidelines, Roadmaps, Forms etc)
- viii. Creation of menu and sub-menu.
- ix. Banners
- x. Photo gallery
- xi. Contact

## **D2.10. Infrastructure updates**

The TSP/IP user can update the information on district wise about the installed telecom infrastructure as number of Towers, BTS and OFC KM laid and other infrastructure with the following information:

- a. Information on TSP/IP wise
- b. Date of issue and validity
- c. Area of the permit covered
- d. ROW from private/Govt land and building. The system will have the Provision to give the address of the location with the name of the owner and head of the Govt organisation.

The regulatory authority of the concerned IP/TSP will get the access of the said web form to give the information to update their district information on existing telecom infrastructure.

The consolidated information will be displayed in the home page on district wise or in total for public view.

## **D2.11. User Management and Audit Trail**

- i. The system will have the option to create more than one administrator but at a time the only one administrator will be active.
- ii. Administrator can create multiple operational user to manage the CMS with their access rights.
- iii. Other users will be created on their signup through the system but the user will be active only after approval by the Administrator.
- iv. System will have the option to allocate the roles of the users in the system.
- v. Administrator can activate or de-activate the user
- vi. Administrator can access the audit trail of the system which will be stored for 30days.
- vii. After 30 days the audit trail history shall be moved to the archival.

## **D2.12. Master Modules**

Many information that need to be updated based on decision of GoI/State Government having impact across the application like:



1. Type of Infrastructure - Add, Edit, Delete type of telecom infrastructure with their specification and image.
2. Permit Fees – Add, Edit, Active/in active, Delete of the onetime permit fees for various kinds of telecom infrastructure.
3. Renewal Fees- Add, Edit, Active/in active, Delete of the usage fees for various kinds of telecom infrastructure.
4. Usage/Duct fees – Add, Edit, and Delete, Active/Inactive of usage fees for electric pole and duct for underground OFC laying.
5. LWE affected areas- Add, Edit, and Delete of the LWE affected districts as sensitive and less sensitive, mapping of the special rates as defined in the policy.
6. Numeric value management – Add, edit and delete of parameters, numeric value and measurement unit.

### **D2.13. Integration with Digi Locker:**

The system will integrate the requester IP and Issuer IP of DigiLocker to get the benefits to access the required documents. System will not prompt to submit the document with attachment rather will fetch the document through Digi Locker to validate the document from the issuer section or from the self-deposited documents.. Through the application as the requester, all the issuing permit authority can access or validate the required document through DigiLocker.

Similarly, all permit issued can be accessed through DigiLocker from our repository to validate the permit by the requester.

### **D2.14. Online Support**

- i. The system will have a module to provide online support. Through this option the user can forward the screen shot of error message which will be sent to the technical support team for debugging with a tentative time to resolve this issue.
- ii. Every support request will have a token and on resolution the token will be cleared from the system.
- iii. Every error message will be embedded with error code.
- iv. Online support will have a dashboard accessed by the administrator to know the nature and status of support requested, resolved and pending which will help for SLA monitoring.

### **D2.15. Maintenance and Support**

The selected agency would be responsible for maintenance of the existing solution for 3 years with a yearly performance review during the maintenance period; the selected solution integrator will be responsible for the following activities:

- i. Ensuring the single window system performance and access speed as defined
- ii. Regular schedule of data backup
- ii. Maintenance of the Portal to address the issues of compatibility and functional errors.
- iii. Support related to the error received

- iv. Submission of the Portal for cyber Audit safe to host certificate at least once in a year or on regular interval as to be required.
- v. Data Backup and recovery
- vi. Performance related support
- vii. Debugging to the finding on cyber audit
- viii. Maintenance or support in the hosting server for up-gradation in the OS, Patches, or any application installed to support the portal.
- ix. Generation of report if required
- x. Training as and when required

One dedicated technical resource as the project coordinator during maintenance period shall be placed at E&IT Office for necessary Technical support , Managing Master Forms and CMS, Creation of User with Active and inactive, Generation of MIS Report.

### **D2.16. Integration of SMS Gateway**

The web based system will be integrated with SMS Gateway that will enable the applicant and Admin to send auto SMS at each steps of processing.

### **D2.17. Training**

Several Round of Centralized training will be given to the Nodal Officers of the districts & Appropriate Authority, TSP/IP that are to be covered along with the deliverables through Video conference. Soft copy of the Training Material on Operation of the portal will be submitted. Few Physical copies as deliverables will be submitted to OCAC.

### **D2.18. Deployment of One Technical Manpower (Project Coordinator)**

A Technical Manpower of at least 2+ years of experience in the field of Project Coordination will be deployed at OCAC. He must be a B.Tech/BE/MCA from reputed Government Recognised institution with prior experience of working in IT projects. Project Coordinator will act as the single point of contact for any difficulties in the operation & implementation of the proposed system. He/ She will be responsible for creation of user, approval/active/de-active of the user, Access of Support Request and Execution through the Solution Integrator, Manage Master Form and CMS.

## **D3. Systems & Software**

- i. Service provider is free to submit suggestive open standard technology architecture or any technology suit to the requirement, the cost burden on extra will be provided in the commercial bid format.
- ii. The proposed solution should be OS compatible and should be supported by the browsers like Microsoft Edge, Internet Explorer, Mozilla Firefox, and Chrome.
- iii. The web portal should be multilingual which public can view and the features of disable friendly in compliances to the WCAG 2.0/GIGW guidelines should be ensured.
- iv. The web portal should support multilingual i.e both English and Odia
- v. Application architecture and data structure should be scalable.

- vi. Any addition to meet the requirement can also be mentioned separately. Proposed database, other system software which has a cost impact on the project should not be from the community version.

#### D4.Hosting and Deployment Environment

The application will be hosted at State Data Centre ( SDC ). The SI will propose the requirement of the Space, Number of Core and the kind of OS, Database to allocate in support of the application. Any other component which needs to be deployed or not provided by the State Data Center, can be proposed and implemented by the SI .The Solution Integrator (SI ) shall be responsible to keep the site live more than 99.5% except in case of the defect in SDC .

#### D5.Project Schedule and Deliverables

Sl. No	Deliverables	Completion Timeline
1.	Team Mobilization (should happen within 7 days of acceptance of Letter of Intent (LoI)) or Signing of Contract whichever is earlier)	T0
2.	System Study and Requirement Gathering	T0 +2 week
3.	Functional SPEC, ER Diagram, Detailed SRS, Protoype and Design Spec, Project Plan Document	T0+4 weeks
4.	Approval of the document by E&IT Department	T0+6 Weeks = T1
5.	Development with Unit Level Test Report	T1+9 weeks
6.	User Acceptance Test Report	T1+11 weeks
7.	Cyber Security Audit and Certification for Go live	T1+15 weeks
8.	Training and Ready for go Live	T1 +17 Weeks
9.	Maintenance and Support	22 weeks + 5 years Maintenance ( 3 Yr + 2 Yr )

#### D6.Payment Schedule

The payment will be in combination of both, milestone as well as QGR based. Maintenance cost will be met on QGR based. Different categories of payment have been elaborated in detail as below:

Category	Payment- Milestone Based	Payment QGR Based	Remarks
Design and Development Cost	10% Mobilization Advance against Bank Guarantee		The Bank Guarantee will be released only after 1 Year of Successful operation of the Sotware.
	20% Payment after approval of SRS		
	50% payment after UAT		

Category	Payment- Milestone Based	Payment QGR Based	Remarks
	30% on Successful Safe to host certificate for all the modules and on go live.		
	20% after successful Security Audit, Hosting in SDC and Go-Live of All Modules		
Maintenance		Equal QGR Basis	

### **D7.Conflict of Interest**

A Bidder should not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the OCAC shall forfeit the EMD.

### **D8.Penalties**

In the event the bidder is unable to meet defined milestones due to delay attributed to SI, a penalty of 1% will be charged for each week or part thereof delay from payment associated to the respective milestone, maximum limit being 10% of the respective milestone amount. If the delay continues beyond 5 weeks without any justified reason behind it, OCAC may terminate the Agreement and may take action as appropriate as per law.

### **D9. Scope up-gradation and Change Request Management**

Any scope beyond defined in the RFP can be incorporated only after the change request given by the E&IT department/OCAC to the SI. Service provider to provide technical assistance for addition of new functionality and enhancement of features to the software.

The SI will submit the estimate with time line for the requested work to the E&IT Department/OCAC for observation and approval. The work will be started only after approval by the OCAC /E&IT department.

To meet the cost of change request, the project will have a provision of 20 man months that will be quoted by the SI which is average resource cost and not the cost of any specific resource rather the average of the cost of the development team which may be involved in execution of the change request.

Minor change request may be assigned to the deployed support and maintenance team subject to their availability.

### **D10 .Security Audit - Scope of work**

- i. OCAC to confirm on recommendation to engage firm certified by CeRT-in or IIIT for Security Audit of about websites for Safe to Host Certification.

- ii. Web Application Audit & Vulnerability management of the web enabled applications has to be strictly done as per the guidelines issued for Third party Audit empanelled agency by Cert-in.
- iii. The security standards as proposed in OWASP (Open Web Application Security Project) may be referred.
- iv. All observation provided by the agency need to be debugged within the time line mentioned.
- v. The portal shall be audited by the agency once in a year or as and when there is a change in the code on the process of up-gradation or addition of new functionality in the web portal.

## **D11. Software Development Approach**

- i. Understand the User Requirement Specification (URS) as mentioned in the RFP and to prepare the Software Requirement Specification (SRS)/Functional Requirement Specification (FRS) as per the requirement during the planning phase which need to be approved by OCAC/E&IT Department. The web portal should compliance to the GIGW Guidelines.
- ii. Design and Development of the approved Software Modules of the system as per agreed priority list. Prepare documentation relating to software design & development process. Conduct thorough testing including load test to ensure flawless release of the software.
- iii. Fixing bugs and modifying modules to eliminate any inconveniency to operate the software till end of project period. However such minor modification is not extendable to change the business functionalities of the system.
- iv. Service provider to provide, all Database structure and detailed description of fields and tables.
  - a. Naming conventions followed for the tables and fields.
  - b. Data flow diagrams (DFD's) & entity-relationship (ER) diagrams.
  - c. Details of validation rules and constraints (Integrity/ Check/ Referential etc.) to be applied.
  - d. Formats of all input (data entry) screens
  - e. Format of all reports that would be generated by the System
    - i. Processing logic used for all reports and functions
    - ii. Access control mechanisms to ensure that databases are not tampered or modified by unauthorized users.
    - iii. Data need to be stored in encryption mode.
  - iv. Conduct thorough testing on the system from Unit Testing to Acceptance testing. Testing should be done with artificial test data followed by live test data. Testing methodology must include code review to ensure performance optimization of software procedures and functions.

- v. Service provider shall provide technical assistance to make the application software certified by the quality certification agency of repute selected by OCAC/E&IT Dept.

## **D 12. Project Management Methodology**

The project will follow agile project management methodology because the project is incremental.

## **D 13. Architecture of the solution**

The Software will be three tier and Web Based as below:

### **i. Client or Front End:**

This tier will have browser to access the application. Suitable rich and web clients would be selected based on the usability needs.

### **ii. Middle Tier:**

This Tier will have the application server where the core logic for the application will be hosted and will also be responsible for transaction management Verification and data protection.

### **iii. Back End**

This tier will have the database where the data of the application will be hosted. Software Interfaces will be protected by username and password, which will have different levels of Verification.

All the data will be entered or modified in the central database server in real time. This will enable the authorities to view latest time reports.

### **iv. Security**

Respective users are authenticated using password security. The access rights assigned to various users using the system is based on the pre-defined groups in the software. The user roles are mapped to these groups for the granting the access. Access to database is only through the application.

## **D13. Data Security and Other Features**

- i. All file data and metadata must be encrypted, both in-transit and at-rest, using Advanced Encryption Standard (AES)-256 encryption. The approach should ensure that data can never be accessed by anyone outside the user's organization unless specifically authorized.
- ii. All the features of authentication, integrity and data repudiation shall be considered.
- iii. Strong password and OTP based authentication even for TSP/IP to download their issued permit shall be provided.
- iv. SMS alert if any attempt more than 3 times on wrong credentials to be given to the user on their registered mobile.
- v. SSL (Secure Sockets Layer) will be used to ensure securing of any information passed by a browser.

- vi. Injecting malicious code in a vulnerable SQL query shall be restricted
- vii. Stop cross site scripting inject content into a website should be restricted which will force browser to execute the code provided by the attacker when loading the page.
- viii. Credential brute force attack should be blocked to generate script to try multiple combinations of usernames and passwords until it finds one that works.
- ix. A Distributed Denial of Service (DDoS) should be checked which will slow down the web portal with fake traffic.
- x. All steps should be taken to prevent malware from gaining access to data stored in the cloud.
- xi. On user authentication, web browser should use HTTPS to send the user ID and Password to the server in the encryption mode.

## E. Annexure – Format

### E1. Prequalification /Eligibility Evaluation

#### E1.1. Particulars of the bidder

S No.	Information Sought	Details to be Furnished
1	Name and address of the bidding Company	
2	Incorporation status of the firm	
3	Year of Establishment	
4	Date of registration and Registration Reference Number	
5	Registered Office Address	
6	Operational Setup Address (If more than one please add).Details of no of resources working in the unit.	
7	Corporate URL	
8	Resource Strength in India	
	Technical	
	Non Technical	
9	Contact Person: Name Address e-Mail Phone Nos Mobile Number	
10	Certification if any like of ISO 9001/27001/CMMi3/CMMi5 etc	
11	GSTN Number	
12	PAN Number	
13	Submit receipt of latest Income Tax Return filed with Income Tax Department	



## E1.2. Pre-Qualification Bid Checklist

SI. No	Criteria	Documents Required	Submitted (Y/N)
1	The Bidder should be a company registered under the Companies Act, 1956/2013 and in operation in India for at least 5 years as on 31.07.2020 and should have their Registered office in India and its operation unit/branch in Odisha shall be preferable	Copy of valid ROC certificate	
2	i. GST Registration Certificate with up-to-date Clearance Certificate ii. PAN Number	Copy of valid relevant certificate	
3	Earnest money of Rs 1, 00,000 in the form of BG/DD/Online Transfer from nationalised bank	Demand Draft/BG/UTR Number	
4	Tender fees of Rs 1,120	UTR Number	
5	Profit making company and should have positive net worth in an average of last three Commercial years as on March 31, 2019.	Statutory Auditors (Chartered Accountant) Statement	
6	The Bidder should have average annual turnover of at least INR 4 Crores for the last three immediate past fiscal years as on March 31, 2019 and out of which average turnover of INR 1 Crore in last three financial years from the business of Software Development, Maintenance & Support.	Statutory Auditors (Chartered Accountant) Statement	
7	Successful deployment of similar nature of projects with complete workflow and multiple user for at least one project of value minimum Rs 20 Lakh or Two Projects of value minimum Rs. 10 Lakh or Three projects of value minimum Rs. 5 Lakh in the last 5 years as on 31.07.2020 for Government/PSU's operating in India.	Work order with project completion certificates. If 75% of the project development value has been received, can also be considered on submission of client statement.	
7	Declaration of Ineligibility for corrupt or fraudulent practices	Self-declaration certificate signed by the authorized signatory	

8	Duly Executed Power of Attorney in favour of Authorized signatory or copy of board resolution duly authorizing signatory for signing this bid.	Certified copy in company letter head	
11	Should have at least 20 IT professionals with relevant experience on their pay rolls	Self-certification by the authorized signatory with clear declaration of 10 key staff working on their payroll	
12	Local Presence with operational unit in Odisha.	Self certified copy of address proof of local office OR Self-declaration for setting up office in 15 days of award of contract.	
13	ISO 9001 / ISO-IEC 27001 Certificates	Submission of true copy of valid certificate	

### **E1.3. Self Declaration: Not Blacklisted**

To,

#### **General Manager (Admin)**

Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Orissa)  
N-1/7-D, Acharya Vihar P.O.- RRL,  
Bhubaneswar - 751013

In response to the RFP Ref.No. OCAC-xxxx/xxxx/xxxx/xxxx dated xx/xx/xxxx for RFP titled Single Window Clearance System for "Telecom Infrastructure Facilitation and Management System", as an owner/ partner/ Director of , I/ We hereby declare that presently our Company is having unblemished record and is not declared 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,

Name of the Bidder: .....

Authorised Signatory: .....

Signature:

Seal:

Date:

Place:

## E1.4. Bidder's Authorisation Certificate

(Company letter head)

To,

**General Manager (Admin)**

Odisha Computer Application Centre

(Technical Directorate of I.T. Dep't, Govt. of Orissa)

N-1/7-D, Acharya Vihar P.O.- RRL,

Bhubaneswar - 751013

<Name>, , <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: \_\_\_\_\_

Place: \_\_\_\_\_

### E1.5. Format for Queries

Bidders requiring specific points of clarification may communicate with OCAC, during the specified period using the following format.

RFP No:

Name of Project: <<\_\_\_\_\_>>

Name of the Bidder-

Sl. No.	RFP Clause No	Page No	Content requiring Clarification(s)	Points of clarification/request to amend

Signature:

Name of the Authorized signatory:

Company seal:

## E2. Technical Bid Formats

### E2.1. Technical Cover Letter

<Location, Date>

To

General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of I.T. Dep't, Govt. of Orissa)

N-1/7-D, Acharya Vihar P.O.- RRL,

Bhubaneswar - 751013

Subject: Submission of the Technical bid for ""

Dear Sir/Madam,

We, the undersigned, offer to provide solution in response to the RFP for Selection of solution provider **Single Window Clearance System for "Telecom Infrastructure Facilitation and Management System"**

We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in the RFP Document.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm with Address \_\_\_\_\_

## E2.2. Technical Bid Evaluation Check List

SL No	Parameters	Supporting Documents	Submitted ( Y/N )
<b>1</b>	<b>Company Profile</b>		
1.1	Average turnover in last 3 financial years	Copy of the Audited Balance sheet with Profit & Loss; OR Certificate from the statutory auditor for three years	
1.2	Undertaking for opening Operation Center in Odisha in One Month from the date of work order Operation Center in Odisha Operation & Development Centre in Odisha	Self certification with Prove of Address of Operation and Development Center in Odisha.	
1.3	CMMi 3 ISO 27001-2013 CMMi 5	Copy of valid Certificate	
<b>2</b>	<b>Relevant Experience</b>		
2.1	Experience in "Similar" bespoke web based projects in Government /PSUs operating in India with a project value of not less than equal to <b>Rs 10 lakhs</b> (For development with maintenance for the period of <b>1 year</b> ).The work order should be within last 5 years prior to the date of bid submission. The project should have the features of workflow based solution with multiple users' access with online request.	Completion Certificates from the client; OR Work Order copy if the Project is in execution and 75% of substantial work is already completed with its certificate from the client. Submit the project details as per the format E2.3	
2.2	IT Project ( Web Portal ) capable of handling not less than 100 concurrent users and issue of Permits /Renewal of Certificates with digital signature of more than 1000 per year.	Work order with the details about scope and certificate of successful implementation of the project from Govt Dept/PSU in India. Submit the project with the information as per the format E2.3	
2.3	Mobile application development for any scheme / events for any client from Govt/PSU in India. (Work order must be submitted)	Work Order and Deployment status. Reference of the mobile application. Submit the project with the information as per the format E2.4	

2.4	Bidders should have the experience of development of Software Project with emerging technologies like IOT, AI, Block Chain, Progressive Web App etc.	Project Citation with work order and completion certificate. Submit the project with the information as per the format E2.3	
2.5	Project Experience with API integration	Project citation with reference of use of Emerging Technology. Submit the project with the information as per the format E2.3	
2.4	Hosting at NDC/SDC with Safe to Host Certificates	Name of the project with Safe to host certificate. Submit the project with the information as per the format E2.3	
<b>3</b>	<b>Approach and Methodology - Presentation</b>		
3.1	Demonstration of understanding of the requirements of the RFP as per ToR with the presentation of live demonstration with similar nature of project for Govt Dept/PSU.	Presentation	
3.2	Technology proposed, its Approach and Project Deployment Methodology	Presentation	
3.3	Resource Deployment with key project lead resource and approach to meet the timeline of completion of the project.	Presentation	
3.4	Risk Assessment and Mitigation plan with reference to the past experience in Govt/PSU project.	Presentation	



### E 2.3. Format for Citations

General Information	
Name of Project	
Client for which the project was executed	
Name and contact details of the client with e-mail ID and Mobile Number	
Project Details	
Description of the project	
Scope of services	
Technologies used	
Uses of emerging technology ( IoT, Block Chain, AI etc )	
API Integration ( Define the other application)	
Outcomes of the project (Completed/ or 75% of the project development value received)	
Other Details	
Total project value ( Development + Maintenance)	
Duration of the project	No of Months Start Date Completion Target Date Maintenance period
Number of Users with Access Rights	
Number of concurrent users	
Number of Issue of Certificates with digital signature/e-sign if any in one year.	
Scale of Operations ( State /Nation Wide)	
Hosted at SDC/NDC (Safe to host certificate from Cert-In empanelled Agency).	

## E2.4. Format of Citation (Mobile App)

General Information	
Name of Mobile App	
Client for which the project was executed	
Name and contact details of the client with e-mail ID and Mobile Number	
Key Beneficiary of the project	
Date of implementation	

## E2.5. Professional List of engagement

Si. No	Position	Number of resources	Average Years of Exp	Duration in the organisation
i.				
ii.				
iii.				
iv.				
v.				

## E3. Financial Bid

### E3.1. Design and Development Cost

Particular ( A )	Amount (B)	Taxes (% on B) ( C )	Total Amount B+C
Design and Development Cost			
Total			

The Design and development cost include the cost of training and first cyber audit to safe to host certificate.

### E 3.2. Maintenance and Support

Year	Maintenance Cost ( Rs )	Taxes ( Rs)	Total Amount ( Rs )
Year 1			
Year 2			
Year 3			
Year 4			
Year 5			
Total			
Total in word ( Rupees)			

### E3.3. Repeated Cyber Audit

Particulars	Rate per Cyber Audit (A)	Number of Cyber Audit (B)	Total (A*B) (C)	Taxes (% on C) (D)	Total (C+D=E)
Cyber Audit From Cert-in Certified organisation (Twice in a year)		6			

The cyber audit will be quoted for twice in a year.

### E 3.4. Proprietary Cost proposed by SI as a part of project cost

SL No	Details of System Software/Database/Others if any	Licensing Cost for 5 Years ( Rs )
1	Application Server	
2	Database	
3	SSL	
4	Any other 3 <sup>rd</sup> party software required for development and hosting	
Total ( Rupees in word )		

Community source licence cost is not acceptable

### E 3.5. Cost Summary

Sl. No	Cost Items	Amount (A)	Taxes (B)	Total (A+B)
1	E3.1 Design and Development Cost			
2	E3.2 Maintenance and Support for 5 years			
3	E3.3 Repeated Cyber Audit Cost			
4	E3.4 Proprietary Cost proposed by SI as a part of project cost			

Total			
<b>Total Project Quoted Price in Word :</b>			

Note:

- i. The quoted amount of request for changes shall be considered for evaluation but will be not a part of project contract value and which will be paid as per actual on approval of the committee for incorporation of additional changes which is not in the part of the Scope of the RFP. Cyber Audit and Proprietary cost shall be paid as per actual.
- ii. Taxes will be paid as applicable at the rate at the time of invoice submission but currently the rate will be imposed as applicable as on the date of bid submission.

Place:

(Name & Signature of Bidder)

Date:

Company Seal

### E 3.8 Reference Price

#### 1. USB Crypto Token for Signature and Encryption

Product (1)	Type (2)	Period of Validity (3)	Quantity (4)	Rate Per Unit Including GST ( Rs ) (5)	Total ( Rs ) (4*5)
USB Crypto Token	Class 2	1 Year	100		
Application Solution with maintenance for 5 years	-	-	-	-	
Other if any					

#### 2. Project Coordinator (1 Resource)

Year	Yearly Remuneration ( Rs )	Taxes ( Rs)	Total Amount ( Rs )
Year 1			
Year 2			
Year 3			
Year 4			
Year 5			
Total			
Total in word ( Rupees)			

#### 3. Provisional Cost for implementation of request for changes

Particulars	Quantity 20 man months (A)	Rate per man month (B)	Amount (A*B) C	Taxes ( On C)	Total
Average Resource Cost	20				

This price is only for reference and will be not a part of bid evaluation.

## E 4. Meta Data Forms

### E 4.1. Format for Issue of Permission for Establishment of Mobile Tower/Micro Pole

<b>A</b>	<b>Applicant Detail</b>					
	Name of the IP/TSP					
	Licence Detail/ Number	Read				
	Applicant Name					
	Applicant Mobile and Email	Mobile		E-Mail		
	Mobile Tower	GBT	RTT	Poll/Wall Mounted		
	Category of Tower	2G,3G,4G,4G LTE,5G				
	Number of BTS Capacity					
	Area Required	Length		Width		
	Height of the Tower					
<b>B</b>	<b>Location of the proposed Site/Route</b>					
	Owner of the land and Building	Govt	PSU	Pvt	Forest	Cent Body
	Name of the owner /Authority					
	Contact Number of the Owner/Authority					
	Plot/Building/Premises No					
	Road/Street					
	Ward/Village					
	City/Town/Gram Panchayat/Tehesil					
	Post Office					
	Police Station					
	Urban/Rural Body					
	District					
<b>C</b>	<b>Tower Requirement</b>					
	Area Required	L	W	Total		
	Exact Longitude and Latitude					
	Structural Stability Certificate ( Attachment )					
	Row /Agreement Status ( Attachment )					
	Period of Agreement /Row	From Date		To Date		

<b>D</b>	<b>Attachment</b>	
	Structural Stability Certificate ( Attachment )	
	Clearance from Fire Safety Department if applicable	
	Clearance from State environment and forest department, if applicable	
	Indemnity Bond	
	Can be linked from DigiLocker	
<b>E</b>	<b>Fees</b>	
	One Time Permission Fees	System Driven
	Land Usage Fees	System Driven by taking Local Body/District/Area
	Total	Auto Calculation
	Payment Mode ( Online, DD, Challan )	
	Payment Detail	

#### **E4.2. Laying of OFC under Ground**

SL No			
	Rout Permit	From	To
	Area in Sq Meter/KM		
	District Under Coverage	Dist 1	Dist 2 Dist 3
	Land under the Ownership ( In Sq Meter/KM )		
	Rural Body ( 1+)		Urban Body (1+)
	Forestry		NHAI
	PWD		RD
	Central Authority		Private
	PSU		Revenue
	Others if Any		
	<b>Fees:</b>		
	Permit Fees		
	Bank Guarantee		
	Total		



### E4.3. Laying of Ariel

SL No					
	Rout Permit	From		To	
	Area in Sq Meter/KM	Urban		Rural	
	Number of Poles to be used	Urban		Rural	
	District Under Coverage	Dist 1	Dist 2	Dist 3	
	ROW Permit if any				
	<b>Fees:</b>				
	Route Permit Fees				
	Rental Pole Per Year				
	Total				

### E.4.4. Registration of IP/TSP

<b>1</b>	<b>Name of the IP /TSP</b>	
<b>2</b>	<b>Registered Office</b>	
	Plot No	
	Street/Road	
	Village	
	City/Town	
	District	
	Pin	
	State	
	Corporate URL	
	Corporate Contact Person	
	e-Mail	
	Mobile	
<b>3</b>	<b>State Office</b>	
	Plot No	
	Street/Road	
	Village	
	City/Town	
	District	
	Pin	
	State	

<b>4</b>	Key Contact Person	
<b>4.1</b>	Regulatory	
	Name	
	e-Mail	
	Mobile	
<b>4.2</b>	C.T.O	
	Name	
	e-Mail	
	Mobile	
<b>5</b>	Attachment	
	Licence or Registration Certificate provided by DOT/Unified Licence	
	MOU with IP and TSP	
	Access Service Licence	
	Internet Service Licence –Category A, Category B, Category C	