Request For Proposal for Selection of Agency for providing Annual Maintenance Contract (AMC) Support for ERP Application developed by IDCO

RFP Reference No OCAC-SEGP-MNT-0001-2022 /23004

Jan-2023

<u>Purchaser Information</u>

Odisha Computer Application Centre
Plot No – N-1/7-D,Acharya Vihar
RRL Post Office,Bhubaneswar-751013
Unit- V, Bhubaneswar – 751001,Odisha
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INSTRUCTION TO BIDDERS FOR ONLINE BID SUBMISSION

e-Nivida is the complete process of eTendering, from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. You may keep a watch of the tenders floated under **https://enivida.odisha.gov.in**

Bidder Enrolment can be done using **"Bidder Enrolment".**

The instructions given below are meant to assist the bidders in registering on the e-Nivida Portal, and submitting their bid online on the portal as per uploaded bid.

More information useful for submitting online bids on the eNivida Portal may be obtained at: **https://enivida.odisha.gov.in**

GUIDELINES FOR REGISTRATION

1.   Bidders are required to enrol themselves on the eNivida Portal **https://enivida.odisha.gov.in** or click on the link **"Bidder Enrolment"** available on the home page of e-tender Portal by paying the Registration fee (as per eNivida Guideline).

2.   As part of the enrolment process, the bidders will be required to choose a unique usernameand assign a password for their accounts.

3.   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.

4.   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.

5.   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.

6.   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.

7. The scanned copies of all original documents should be uploaded in pdf format on e-tenderportal.

8. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id **odishaenivida@gmail.com**, for activation of the account.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the e-tender Portal, to facilitate bidders to searchactive tenders by several parameters.

2. 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

1. Bidder should take into account any corrigendum published on the tender document beforesubmitting their bids.

2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

3. 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 sizeof the scanned document.

4. 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.

5.　　　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

1.　　　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.

2.　　　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.

3.　　　Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.

4.　　　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.

5.　　　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 Coloured (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.

6.　　　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.

7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.

8. 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 ofsubmission of the bid with all other relevant details.

9. 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.

For any clarification in using eNivida Portal:

1. Any queries relating to the tender document and the terms and conditions contained thereinshould be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2. Any queries relating to the process of online bid submission or queries relating to e-tenderPortal in general may be directed to the Helpdesk Support.

3. Please feel free to contact eNivida Helpdesk (as given below) for any query related to e- tendering. **Phone No. 011-49606060 and Mail id: -** odishaenivida@gmail.com

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1. Disclaimer

The information contained in this Tender document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by OCAC or any of their employees is provided to Bidder(s) on the terms and conditions set out in this Tender Document and such other terms and conditions subject to which such information is provided.

This Tender is not an agreement and is neither an offer nor invitation by OCAC to the Bidders or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in making their technical and financial offers pursuant to this Tender (the "Bid"). This Tender includes statements, which reflect various assumptions and assessments arrived at by the bidder in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. The assumptions, assessments, statements and information contained in this Tender, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations, studies and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements, and information contained in this Tender and obtain independent advice from appropriate sources.

Information provided in this Tender to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

OCAC, makes no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything

contained in this Tender or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the Tender and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender or arising in any way in this Bid Stage. OCAC also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this Tender.

OCAC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this Tender. The issue of this Tender does not imply that is bound to select a Bidder, for the Project and reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

OCAC reserves all the rights to cancel, terminate, change, or modify this selection process and/or requirements of bidding stated in the Tender, at any time without assigning any reason or providing any notice and without accepting any liability for the   same.

2. Fact Sheet

This Fact Sheet comprising of important factual data on the tender is for quick reference of the bidder.

Clause Reference	Topic
Section 6.3.1	A pre-bid meeting will be held on dated 19/01/2023 at 11:30 AM through VC mode. The link of VC shall be shared through the mail to the prospective bidders those have submitted the pre-bid queries. Contact Person General Manager (Admin) Odisha Computer Application Centre Plot No – N-1/7-D,Acharya Vihar RRL Post Office,Bhubaneswar-751013 Unit- V, Bhubaneswar – 751001,Odisha Phone : 0674 – 2567280 / 2567064 / 2567295(Office) FAX - 0674-2567842 Email : gm_ocac@ocac.in All the queries should be received on or before *18/01/2023 by* *4 PM* through email only to gm_ocac@ocac.in with a copy to manas.pati@ocac.in at the above mentioned address.
Section 6.4.2	RFP can be Downloaded from www.ocac.in, https://enivida.odisha.gov.in/. The bidders are required to submit the bid processing fee (as per eNivida Guideline) online in the eNivida portal through payment gateway.
Section 6.4.3	The bidder is required to submit Bid Security Declaration as per theprescribed format.

Section 6.5	Bidders must submit response eNividaportal (https://enivida.odisha.gov.in/) only.
Section 6.5.2	The Proposal should be filled in by the Bidder in English language only. The bidder should quote price in Indian Rupees only. The offered price must be inclusive of taxes and duties.
Section 6.5.3	Proposals must be submitted on or before 02/02/2023 by 3PM. in theeNivida portal only.
Section 6.6.2	Proposals/ Bids must remain valid for minimum period of 180 days fromthe date of opening of commercial bid.
Section 7.4	Quality and Cost Based Selection i.e. QCBS (70:30) method shall be used to select the Agency for this contract. The bidder is required to submit the bids General (Pre-qualification), Technical & Financial bid separately. Technical bid of those bidders who qualify in General Bid shall be opened. Financial bid of those bidders who qualify in Technical Bid shall be opened. Consortium is not allowed.
Section 12	This project includes deliverables relating to provide AMC support to IDCO ERP application. The initial tenure of the engagement shall be for a period of one year and may be extended for another period of two years based on the performance of the agency.
	Consortium is not allowed

The Bid document may be purchased by any interested Bidder by paying the document fee of Rs. 1,120/- (including 12% GST) & Tender Processing fee (as per eNivida Guideline) online on the eNivida portal through e-Payment Gateway, at any time before Tender Closing. The complete bid document has also been published on the website www.ocac.in & https://enivida.odisha.gov.in

(Online Bid submitted on e-Nivida portal will only be treated as valid).

3. Request for Proposal (RFP)

The Odisha Computer Application Centre (hereinafter referred to as OCAC or Department) invites responses ("Proposals") to this Request for Proposals ("RFP") for selection of agencies ("Bidders") for providing Annual Maintenance Contract Support for IDCO ERP Application as per Scope of Work described in this RFP.

4. Structure of the RFP

This RFP document for <u>"Selection of Agency for providing Annual Maintenance Contract Support for IDCO ERP Application"</u> comprises the following.

a) Instructions on the Bid process for the purpose of responding to this RFP broadly covers:

    i) General instructions for bidding process

    ii) Bid evaluation process including the parameters for Pre-qualification, Technical Evaluation and Commercial Evaluation for determining bidder's suitability as the Service Provider

    iii) Commercial bid and other formats

b) Functional and Technical Requirements of the project - the contents of the document broadly cover the following areas:

    i) About the project and its objectives

    ii) Scope of work

    iii) Deliverables

    iv) Project Schedule

    v) Service levels for the Agency

    vi) Timeline of Project implementation

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 as mentioned in 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 ofthe proposal.

5. Background Information

5.1 About the IDCO

The Odisha Industrial Infrastructure Development Corporation (IDCO) was established in the year 1981 with the specific objective of creating infrastructure facilities in the identified Industrial Estate/Areas for rapid and orderly establishment and growth of Industries, trade and commerce. It has been declared as the Nodal Agency for providing facilities for establishment industrial infrastructure in the State.IDCO is the nodal agency of Government for providing land to large projects which cannot accommodate in the Industrial Estate and Areas. It arranges to obtain/acquire land for all such projects in any location of the state. The prime function of the corporation is establishment of Industrial Areas, Industrial Estates, Functional Industrial Estates, Industrial parks, special economic zones, Growth Centers etc. at different strategic locations and to provide infrastructure such as roads, drains, power, water, street lights amenities and social infrastructures such as banking, post office, telecommunication facilities, shopping complex etc.IDCO also takes up planning & execution of construction projects of government departments/undertakings on agency and contract basis with the help of its diverse technical manpower. It is committed to provide quality construction services with optimum cost in scheduled time. The expertise of IDCO is well recognized in consultancy, design execution of civil, electrical, water supply and public health engineering works. In the process, it has entered into strategic alliance with leading organizations like MECON/RITES/RPNN who have got state- of-the art technologies. The

Corporation at present plays a pivotal role in bringing in private capital for development of infrastructure projects in the state. Requisite escort services are being provided to investors/developers for implementation of infrastructure and industrial projects.

5.2 IDCO Functions and Powers

Generally, to promote and assist in the rapid and orderly establishment, growth and development of industries, trade and commerce in the State. The functions of IDCO are:

1. To Establish and manage industrial estates at places notified by the State Government.

2. To develop industrial areas notified by the State Government for the purpose and make them available for undertakings to establish themselves.

3. To undertake schemes or works, either jointly with other corporate bodies or institutions, or with Government or local authorities, or on an agency basis, in furtherance of the purposes for which the Corporation is established and all matters connected therewith.

4. To provide or cause to be provided amenities and common facilities in industrial estates and industrial areas and construct and maintain or cause to be maintained works and buildings thereof.

5. To make available buildings on hire or sale to industrialists or persons intending to start industrial undertaking.

6. To construct buildings for the housing of the employees of such industries and employees of the Corporation

5.3 IDCO Services

Services offered by IDCO primarily cover the followings.

1. Allotment of developed plots and built-up sheds to entrepreneurs on long term leasehold basis

2. Allotment of commercial shops

3. Creation, improvement and maintenance of infrastructural facilities

4. For the projects in large & medium sectors which cannot come up in the existing Estates, IDCO helps them in identifying and acquiring the land (Govt. & Pvt.) for the industry.

5.4 IDCO Activities

IDCO is engaged in following activities and related services:

MSME Services	IDCO is engaged in Industrial Estate Development in the state. The functions involve planning, development, allotment, maintenance and collection of rent.
Land Acquisition	IDCO acquires land for its own purpose as well as for land bank industrial projects. It carries out the land acquisition process as laid out by the Government and involves close coordination with Government departments & agencies
Engineering Services	IDCO has many project management and construction wing which carries out civil and electrical construction projects. These projects include - IDCO's own projects, - Deposit Projects, - Projects awarded through a bidding process.
Finance and Accounts	Finance and accounts is engaged in functions such as budgeting, accounts payable, accounts receivable, fixed assets management & funds

Establishment and HR	The HR functions include employee life cycle management. The Establishment section carries out functions such as insurance, public relation, CSR, housekeeping, MIS, vehicles etc.
Legal	The Legal Section has been entrusted with the duty of coordinating all legal matters right from the institution of cases up to their final disposal in various courts.
Environment	The environment wing is mainly responsible for availing clearances for the entrepreneurs during land acquisition/alienation. The clearance is majorly divided into two categories namely forest clearance and environment clearance.

6. Instructions to the Bidders

6.1 General

i)   While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers with regard to this RFP.

ii)   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.

iii)   No commitment of any kind, contractual or otherwise shall exist unless and until a formalwritten contract has been executed by or on behalf of the OCAC. OCAC may cancel this public bid process at any time prior to a formal written contract being executed by or on behalf of the OCAC.

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

6.2 Complaint Proposals / Completeness of Response

i) 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.

ii) Failure to comply with the requirements set out in this RFP may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:

a. Include all documentation specified in this RFP;

b. Follow the format of this RFP and respond to each element in the order as set outin this RFP

c. Comply with all requirements as set out within this RFP.

6.3 Pre-Bid Meeting and Clarifications

6.3.1 Pre-Bid Meeting

i) OCAC shall hold a pre-bid meeting with the prospective bidders on 19/01/2023 at 11:30AM through online mode.

ii) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to "The General Manager (Admin),OCAC" only by email (gm_ocac@ocac.in)with a copy to manas.pati@ocac.in on or before 18/01/2023 by 4PM.

iii) The link of VC shall be shared through the mail to the prospective bidders those have submitted the pre-bid queries.

iv) The queries should necessarily be submitted in the following format (Soft copy in MS Word or MS Excel file to be attached):

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

v) OCAC shall not be responsible for ensuring receipt of the bidders' queries. Any requests for clarifications post the indicated date and time may not be entertained by OCAC.

6.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

i) The Nodal Officer notified by the OCAC will endeavour to provide timely response to allqueries. However, OCAC neither makes 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. OCAC also does not guarantee that thesuggestion(s) made by any prospective bidder through pre-bid query or otherwise shall be accepted.

ii) At any time prior to the last date for receipt of bids, OCAC may, for any

reason, whether on its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

iii)   The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on   www.ocac.in and https://enivida.odisha.gov.in.

iv)   Any such corrigendum shall be deemed to be incorporated into this RFP.

v)   In order to provide prospective Bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

6.4   Key Requirements of the Bid

6.4.1   Right to Terminate the Process

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

ii)   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.

6.4.2   RFP Document & Processing Fee

The RFP document can be downloaded from www.ocac.in and https://enivida.odisha.gov.in,. The bidders are required to submit the Document Fee of **Rs. 1,120 (including GST of 12%)** & Tender Processing fee (as per eNivida Guideline) online through eNivida portal. Proposals received without or with inadequate document and bid processing fee shall be rejected.

6.4.3   Bid Security Declaration

Considering the difficulties faced by the bidders and to facilitate competition in wake of slowdown of the economy due to Covid-19 pandemic, the bidder needs to submit the Bid Security Declaration in the specified format mentioned in the RFP. If the bidder withdraw or modify their bids during period of validity,

the participating bidder shall be suspended for a specific period as decided by the purchaser.

6.4.4 Submission of Proposals

i) The bidders should submit their responses. Bidder to maintain proper folder and file structure while uploading the bid documents in the eNivida portal. This is three part bidding system , which consists of

     i) Response to Pre-Qualification Criterion - first part

     ii) Technical Proposal - second part

     iii) Commercial Proposal - third part

ii) The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be submitted through online modein e-Nivida Portal.

iii) Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.

iv) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

v) The proposal/ bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.

vi) All pages of the bid shall be initialed and stamped by the authorized person or persons who sign the bid.

vii) In case of any discrepancy observed by OCAC in the contents of the uploaded bid documents due to improper scanning or not in readable format or verification of authenticity of the scanned documents , OCAC may ask the bidder, for submission of hardcopy of such documents to OCAC or to re-upload the same in enivida portal in case clarification being sought by OCAC

6.4.5 Contents of the technical bid

The technical bid must contain the information as mentioned in the RFP.

6.5 Preparation and Submission of Proposal

6.5.1 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/ discussions/ 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.

6.5.2 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 the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

6.5.3 Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted in electronic mode through e-Nivida Portal https://enivida.odisha.gov.in/ by **02/02/2023, 3 PM.**

6.5.4 Late Bids

i) Bidder needs to submit the bids in electronic mode only, hence the date & time of submission of bids will be in sync with the date & time of the server of the e-Nivida portal. Bidder need to plan well in advance to submit the bids in due time.

ii) The bids submitted physically or by telex/ telegram/ fax/ e-mail etc. shall not beconsidered. No correspondence will be entertained on this matter.

iii) OCAC shall not be responsible for non-submission/delay in submission of bids due to any technical glitches in the eNivida portal. It is the responsibility of the bidder to ensure submission of bid much prior to the deadline and report the issues (If any) in the help desk for resolution, so as to avoid last minute rush.

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

6.6   Evaluation Process

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 the 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 the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

iv)   The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required. The bidders shall submit their clarification, if any, through eNivida portal.

v)   Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

6.6.1 Tender Opening

The Proposals submitted up to 02/02/2023, 3PM will be opened on 03/02/2023 at 11:30AM in e-Nivida portal by Proposal Evaluation Committee. The representatives of the bidders, who to be present at the time of opening, shall submit their email request to gm_ocac@ocac.in   with a copy to manas.pati@ocac.in enclosing 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.

6.6.2 Tender Validity

The offer submitted by the bidders should be valid for minimum period of 180 days from the opening of commercial bid. However, validity of the price bid of selected bidder will be for entire contract period including extension period as mentioned in the RFP.

6.6.3 Tender Evaluation

i) Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive if Proposals:

    a. are not submitted as specified in the RFP document

    b. received without the Letter of Authorization (Power of Attorney)

    c. are found with suppression of details

    d. with incomplete information, subjective, conditional offers and partial offers submitted

    e. submitted without the documents requested in the checklist

    f. with lesser validity period

ii) All responsive Bids will be considered for further processing as below:

    a. OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. 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.

7. Criteria for Evaluation

i)   Tenders for this contract will be assessed in accordance with QCBS - Quality & Cost Based Selection (70:30) i.e. the bidder who will secure the highest Composite Score in the Technical and Financial evaluation will be awarded the work.

ii)   All bids will first be evaluated on the basis of Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the proposals, for only those who qualify all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents.

iii)   Evaluation Committee will examine and compare the technical aspect of the proposals on the basis of information provided by the bidder, taking into account the following factors:

a.   Overall completeness and compliance with the requirement

b.   Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents

c.   Any other relevant factors, if any, listed in RFP document or OCAC deem necessary or prudent to take into consideration.

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent sections. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Only bidders securing eligible marks in the technical evaluation will be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

7.1   Prequalification criteria

Sl No	Basic Requirement	Specific Requirement	Documents Required
1	Legal Entity	Responding Firm/ Company should be: Registered as a Company/LLP under Companies Act, 1956/2013 OR Partnerships Firm registered under LLP Act, 2008. Registered with Goods and Services Tax Network (GSTN). Have been operating for at least last five (5) financial years as on 31st March 2022.	Copy of Certificate of Incorporation/Partnership. and Copy of Service Tax (GST) Registration Certificate And Copy of PAN
2	Certification	Bidder should have ISO 9000/9001 and CMMi level-3 or more Certification	Copy of certificate with validity
3	Sales Turnover	The bidder should have Annual Average Turnover of at least Rs.1.5 Crore generated only from	Copy of audited Profit & Loss Statement Certificate from the Statutory Auditor

		Software development, implementation and O & M services only during the last three financial years ending at 31st March 2022.	
4	Positive Net worth	The bidder should have positive net worth in the last three financial years (2021-22, 2020-21, 2019-20)	Statutory Auditor Certificate
5	Similar nature project experience.	The bidder must have successfully completed or ongoing at least following numbers of Software development, implementation, and O & M projects for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2022 and value specified below. 1 project not less than 1.2. Cr. OR	Work Order + Completion Certificates from the client; OR Work Order + Self Certificate of Project/ Phase Completion (by Authorized Signatory) OR Work Order + Phase Completion Certificate (for ongoing projects) from client

		2 projects not less than 90 Lakhs each OR 3 projects not less than 60 Lakhs. each	
6	Manpower Strength	The Bidder must have on its rolls , staff of at least 35 technically qualified personnel	Self-Certification by the authorized signatory and EPF challan of the last 3 months mentioning the subscriber count.
7	Blacklisting	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices nor should have been black listed by any Govt. or Govt. undertaking organization or PSU at the time of submission of the bid.	Self-declaration duly signed by authorized representative of Bidder
8	Bid Processing Fee	Submission of Bid Processing Fees	As mentioned in the RFP
9	Bid Security Declaration	Submission Bid Security Declaration	As per the format mentioned in this RFP

Bidders who meet the pre-qualifications criteria requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations.

7.2 Technical Evaluation

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

SI No	Evaluation Criteria	Parameters	Supporting Documents	Max Marks
Financial Capability of bidder				**15**
1	Annual average turnover from software development, implementation and O & M services from last 3 FY ending FY 2021-22.	>=INR 1.5 Cr and <=INR 2 Cr.: 5 marks (Additional 01 mark for each INR 15 Lakhs. over and above INR 2 Cr.)	Certificate from statutory auditor	15
Past Experience of bidder				**40**
2	The bidder should have experience in executing software development, implementation, and O & M related projects in India with order value more than Rs. 50 Lakhs from government agency	Number of Projects: - ≥ 5 projects: 15 marks 4 projects: 12 Marks 3 projects: 9 Marks 2 projects: 6	Work Order / Completion Certificates from the client; OR Work Order + Self Certificate of Project/	15

| | | Marks

1 project: 3 Marks | Phase Completion (by Authorized Signatory)

OR

Work Order + Phase Completion Certificate (for ongoing projects) from client | |
|---|---|---|---|---|
| 3 | The bidder must have an experience (completed or ongoing) in developing and implementing projects with Payment Gateway/API Integration projects for any Department in State/ Central Government/Govt. PSU/Govt Autonomous body in India. | Number of API integration projects

-More than equal to 4 numbers of projects-20 marks.

-Less than 4 and more than equal to 2 numbers of projects-10 marks.

-Only 1 Project-5 Marks | Work Order / Completion Certificates from the client;

OR

Work Order + Self Certificate of Project/ Phase Completion (by Authorized Signatory)

OR

Work Order + | 20 |

			Phase Completion Certificate (for ongoing projects) from client	
4	The bidder should have experience of developing web application in the following domains.

a)The bidder should have developed and implemented Mobile Application with Analytics for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body in India.

b) The firm/ company should have experience of implementing workflow-based automation projects with GIS enabled services for any Department in State / Central Government/Govt. PSU/Govt Autonomous body in India. | Projects across all 2 domains: 5 Marks

Projects across one domain only: 3 Marks | Work Order + Completion Certificates from the client;

OR

Work Order + Self Certificate of Project/ Phase Completion (by Authorized Signatory)

OR

Work Order + Phase Completion Certificate (for ongoing projects) from client | 5 |
| | **Resource Profile** | | | **15** |

5	Resume of core resources proposed for the assignment	Refer to section 7.3 CV Evaluation framework	CVs of persons proposed for the assignment shall be examined on the basis of education qualification and experience	15
TECHNICAL APPROACH AND METHODOLOGY (including PRESENTATION)				**30**
6	Understanding of the Requirements			10
7	Understanding of Issues and Challenges			10
8	Proposed Approach and Methodology (5 marks) Demonstration/illustration of feasible and novel solutions to address the key challenges risk and mitigation plan (10 marks)			10

7.3   Technical Evaluation Formula

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 of other than H1 bidders will be evaluated using the following formula

iv)   Technical Score of a Bidder ={(Technical Bid score of the Bidder / Technical Bid Score of H1) X 70} % (Adjusted up to two decimal places)

v)   The Commercial bids of only the technically qualified Bidders will be opened for further processing.

7.4   Financial bid Evaluation Criteria

i)   The Financial Bids of the technically qualified bidders (those have secured equal or more than 70% of mark in technical evaluation) will be opened on the prescribed date in the presence of bidders' representatives

ii)   The bid with lowest Financial (L1) i.e. "lowest price quoted" will be awarded 100% Score

iii)   Financial Scores for other than L1 Bidders will be evaluated using the following formula Financial Score of a Bidder=

iv)   {(Financial Bid of L1/ Financial Bid of the Bidder) X 30}% (Adjusted up to two decimal Places)

v)   Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

vi)   The bid price will be inclusive of all taxes and levies and shall be in Indian Rupees.

vii)   Any conditional bid would be rejected

viii)   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".

7.5   Combined evaluation of Technical and Financial Bids

i)   The technical and financial scores secured by each bidder will be added to compute a composite Bid Score.

ii)   The Bidder securing Highest Composite Bid Score will be adjudicated with the Best Value Bidder for award of the project.

iii)   In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be awarded the project or adopt any other method as decided by the Tendering Authority.

8. Appointment of Service Provider

8.1 Award Criteria

OCAC will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above. The selected bidder shall sign a Master Service Agreement (MSA) with OCAC before commencement of work.

8.2 Right to Accept Any Proposal & Reject Any / 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 such action.

8.3 Purchaser's Procurement Rights

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.

b) Change any of the scheduled dates stated in this tender.

c) Reject proposals that fail to meet the tender requirements.

d) Exclude any of the module(s)

e) Remove any of the items at the time of placement of order.

f) Increase or decrease no. of resources supplied under this project.

g) Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.

h) Make typographical correction or correct computational errors to proposals

i) Request bidders to clarify their proposal.

8.4 Notification of Award

Prior to the expiry of the validity period, OCAC will notify the successful bidder in writing or by fax or email (in shape of issuing Letter of Intent), 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 the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, OCAC will notify each unsuccessful bidder.

8.5 Contract Finalization and Award

OCAC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. On this basis the contract agreement would be finalized for award & signing.

8.6 Signing of Contract

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue work order and an agreement shall be executed among OCAC and the successful bidder taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses. Master Service Agreement (MSA) would be signed for entire project period & value.

8.7 Performance Guarantee

i) The selected bidder will submit a Performance Guarantee, within 15 days from the date of notification of award.

ii) Performance Guarantee (PBG) would be 3% of the cost of the contract and the fresh PBG to be submitted each year.

iii) Validity of each PBG should be 15 months.

iv) The selected bidder shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the service during the work order period.

v) In case the selected bidder fails to submit PBG within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or initiate action as per Bid security declaration, after giving prior written notice to rectify the same.

vi) OCAC shall invoke the PBG in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

8.8 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the OCAC shall invoke the PBG of the most responsive bidder and/or initiate action as per Bid security declaration.

9. Scope of Work

9.1 Current Status of IT and its application in IDCO

Some processes pertaining to IDCO functions as mentioned below have been partially computerized

1. Human Resource Management System
2. Financial Accounting Management System
3. IT Helpdesk
4. Internal Asset Management
5. Integrated Property Asset Management System
6. Legal Case Management
7. Online Allotment System
8. RTI Portal
9. E-Filing –Online Clearance System
10. Land Acquisition Management System
11. Integrated Project Management System
12. Document Management System
13. Workflow Management
14. Generic

9.1.1 Human Resource Management System

- System has the provision to maintain organization structure.
- System has the provision to create organization structure.
- System has provision to create office hierarchy.
- System has provision to define employee pay information
- System has provision to show gratuity information to employee.
- System has provision to display employee profiles on the portal.
- Provision for tracking employee history like Joining/Posting, Transfer, Promotion, Training, Suspension, Service Book, Charge Sheets, and Personal Verification should be maintained.
- System has provision to define or configure leave master data.
- System has provision for leave application.

- System has provision for leave management.
- System has provision for attendance mapping with Bio-Metric option as well as system login provision.
- System has provision to define master data for attendance and overtime.
- System has provision to capture attendance and overtime transactions.
- System has provision for automated performance calculated system.
- System has provision for provision for Salary revision.
- System has provision for Transfer/ Deputation facilities.
- System has provision to do suspension for employee.
- System has provision to put additional earning or deduction apart from salary.
- System has provision for schedule and execute meetings.
- System has provision to apply loan from the employer.
- System has provision for advance and recovery.
- System has provision for manpower planning.
- System has provision to do recruitment budget.
- System has provision to capture data regarding advertisement.
- System has provision to manage policy and society.
- System has provision to define PF, PT, ESIC and Gratuity.
- System has provision to stop salary process for specific employees
- System has provision to confirm employee after probation period
- System has integration with finance and document management system.

9.1.2 Financial Accounting Management System

- System has provision to define the below masters
- System has provision to define the below master.
- System has provision for account receivable and account payable.
- IDCO receives or doing any foreign currency transaction then system has provision for the below process.
- System has provision for Petty Cash

- System has provision for Bank Reconciliation
- Tax Calculation for bill registration, Tax Collected from Source (TCS) and Tax Deducted at Source (TDS)
- System has provision for financial budget management

- System has provision for audit management.
- System has integration with HRMS, DMS etc.

9.1.3 IT Helpdesk

- System has provision to define masters to facilitate helpdesk.
- System has provision to configure masters to facilitate helpdesk
- System has provision to raise indent
- System has facility for auto generated request number on any incident raised.
- System has a provision for escalation management if the incidents are not responded properly
- System has facility for E-Mail configuration and status update to the key stakeholder of the ticket based on theactivities.
- System has provision to generate turnaround time (TAT) report and other important reports for the key stakeholders

9.1.4 Internal Asset Management

- System has provision for Asset definition.
- System has provision to configure asset category.
- System has provision for Asset allocation to employee.
- System has provision for Asset Location Transfer.
- System has provision for Asset Purchase and Asset sale through auction.
- System has provision for asset defect management.
- System has provision for Asset depreciation processing month on month.
- System has provision to generate reports and integrate with other applications.

9.1.5 Integrated Property Asset Management System

- System has provision to maintain various assets like Land, Industrial Estates/Areas, Industrial Parks and Buildings owned by IDCO including their units.
- System has provision for property asset management transaction.
- System has provision to generate invoice and receivable.
- System has provision to generate reports for IDCO.
- System has provision for conversion of Units.

- System has provision to integrate with various other application.

9.1.6 Legal Case Management System

- System has provision for legal case monitoring.
- System has the provision to empanel lawyers/ advocates
- System has the functionality to register new case.
- The system has the feature of write petition, by providing a standard template
- System has the provision to consolidate the parawise comments from different stakeholders and attach to the court case details
- System allow attaching documents (Entry of hearing details) against the status of case.
- System send alert w.r.t hearing date of case. The system has interactive calendars dockets and calendar reports
- System has provision for assigning case to an empanelled advocate.
- System intimate the advocate regarding the confirmation of assignment against a particular case
- System allow to choose and prepare the list of stakeholders to appear in the court.
- System has provision for capturing judgment of case
- System has provision to generate reports based on specific requirement of Legal Case Management Module.
- System also has provision to integrate with third party apps.

9.1.7 Online Allotment System

- System has provision for plot/shed definition.
- System has facility for intimation through speed posts as well as e-dispatch system.
- System has provision to generate tailor made reports.
- Provision for issuance of show cause notice with digital signature in specific format defined by IDCO.
- Provision to generate reminders and track the show cause notices issued.
- System has provision for maintaining EOU cases.

- System has capability to integrate with various other applications.

9.1.8 Content Management System

- System has provision for having consistent page layout facility.
- System has provision for allowing resizing of text in the web pages.
- System has provision for having a mechanism to create & control scrolling-blinking content.
- System has provision for having a common footer (e.g.: Useful Link, Related Websites, and Media etc.)
- System has provision for upload Media, Video and Image in gallery part.
- System has option get opinion from outsider through opinion poll.
- System has option for announcement and forum.
- System has provision for having a consistent positioning and terminology.
- System has provision for having a "Search" box or a link to a "search" for quick availability of data.
- Metadata for page like title, keywords, description and language should be clearly explained.
- Site Map linked to the Home page and all important entry pages of the website.

9.1.9 RTI Portal

- System has provision for allow the user for Registration of RTI application by filling up the RTI form.
- System has provision for acknowledgement slip message/ E-mail confirmation to applicant with a unique system generated RTI ID.
- System has provision for online status check by the applicant and IDCO authority by using the unique RTI ID No.
- System has provision for online payment gateway and other payment options
- System has provision for input the RTI receives details by IDCO user. This will help to find out the Turnaround Time (TAT) report
- System has provision for allocation of the RTI application to respective user to complete or to give response the RTI activity.
- System has provision for first and second level of appeal.

- System has provision for Auto-escalation to Appellate Authority if the response is not given in a proper time.

9.1.10 E-Filing – Online Clearance System

- System has provision to define masters.
- System has provision for online clearance application from entrepreneurs.
- System has provision of appending of electronic signature and capture of digital photo and mandatory for the person filing the notice.
- System has facility to intimate via e-mail ids and mobile numbers for correspondence and notification.
- System has provision to embed password to each document.
- System has provision to access files based on the user privilege.
- System has provision to integrate with third party application.

9.1.11 Land Acquisition Management System

- System has provision for definition of Land and GIS integration with Land Master Data.
- System has provision for land identification.
- System has provision for land acquisition, alienation valuation. System should have provision for Automation of the activities involved in the land acquisition process, starting from submission of proposal till land allocation.
- System has provision for automated estimation and valuation process.
- System has provision for verification of different records through the system.
- System should provide quick and authenticated checking of the progress in land acquisition activities on the basis of certain predefined KPIs.
- System has provision for Valuation and Award calculated automatically from the system.
- System has facility to Integrate Grievance Redressal system with auto-escalation process.
- System has provision to integrate with third party application.

9.1.12 Integrated Project Management System

- The system has a provision for maintaining Project Charter along with the

Milestone Schedule in critical path method/PERT chart to track/ review the project progress

- The system should maintain detailed project plan by the concerned Department in a Project Management System-schedule, payment milestones, resources, effort loading with resources, risk, issue, risk response planning and deliverables. The detailed Project Management Plan should also be managed as a file in the The system should help and allow departments to prepare a budget and send it for approval to respective officers/ different committees as per the defined workflow. Provision of approval/rejection of the budget along with comments provided by each officer/member of committee should also be available system.

- The system should allow and help the Junior Engineer (JE) with all adequate information required to prepare the bill for a completed assignment.

- System has the provision for work planning

- System has provision for Work Phase update

- System has provision for Work Phase completion

- System has provision to bill according to the completion of work phase.

- System has provision to capture estimation of any new construction taking place.

9.1.13 Document Management System

- System has provision for keeping track of file movement between various branches.

- System has provision to define different category of files inside the system.

- System has provision to track the file location including rack no, Room no etc.

- System has the capability to display the File Movement History.

- System has the provision for facilitating inter departmental file/note sheet preparation.

- System has capability for File forwarding/movement between the departmental sections.

- System has provision for having Searching of correspondence facility.

- System has provision for creating Log of inward and outward.

- System has provision for enabling searching of file movement.

9.1.14 Workflow Management

- System has provision to manage the work flow from top to bottom hierarchy of the organization.
- System has provision so that all users can be able to register with unique user name and password to access intended application as per access rights.
- Portal has the functionality to define users of the portal.
- Portal should offer single entry point for stakeholders and applications relevant to them.
- Portal users should be mapped to the applications relevant to them. The portal will provide single sign on feature so that the end user need not individually logon to separate applications.
- Portal allows for personalization such as search facility, metadata, and content of the interface.
- Workflow should be applicable for all the modules.
- The workflow should support both internal processes and business process coordination between applications via XML based message passing.

9.1.15 Technology Stack

The following technology stack is being used by IDCO ERP application

Presentation Layer	HTML, CSS, BOOTSTRAP, JQUERY, JAVASCRIPT
Backend Application Programming Language	JAVA 8
Web Framework	Spring 5.X, Hibernate 5.X
HTTP Server	Apache 2.4 .X
Application Server	Tomcat 9.0 X
Cache Server	Radis 3.2.X
Operating System	Linux Cent OS 7.2.X
Database	MY SQL 5.5 X

9.2   Maintenance & Operational Support

As part of its scope of work, it is proposed to have 3 years of operation & maintenance support of the existing application. The indicative list of activities during Maintenance and Operational support are as follows.

1. Perform system administration tasks such as managing the user access, creating and managing users, taking backups etc.
2. Performance tuning of the system to ensure adherence to SLAs and performance requirements as indicated in the RFP.
3. Undertake end-to-end management of database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing schemes to database schema, disk space, user roles, and storage.
4. Escalate and co-ordinate with the OEMs for problem resolution wherever required
5. Complying with various policies relating to monitoring and management of the application such as IS Policy, backup and archival policy, software update policy etc.
6. Maintaining data regarding entitlement for software upgrades, enhancements, refreshes and maintenance.
7. Carrying out any requisite adjustments / changes in the configuration for implementing different versions of Application Software.
8. Provide time to time at free of cost the Updates / Upgrades / New releases /New versions / Patches / Bug fixes of the software, etc. as required or released by OEM.
9. Fixing the bugs identified during the period
10. The defects will be covered, which occur due to development error(s), the subject of which appears in the requirements specification.
11. Minor changes to the business process will be addressed except new table, database etc. The effort estimation going beyond 30 hours / per month shall not be considered as minor change and would be routed through the Change

Request process.

12. Monitor application to ensure that the application does not suspend, hang etc.
13. Ensure the desired functioning of the Interface / integration
14. Ensuring uptime of the application developed
15. Ensure periodic backup and recovery of the Data
16. Perform Performance Tuning
17. Modification / improvisation of existing MIS reports
18. Resolve and report the data discrepancies to the designated IDCO persons
19. Submit the quarterly activity report quarterly basis.
20. Provide handholding support.
21. Present relevant information and impart training as applicable
22. Support for high level review meeting.
23. Scheduled down time for upgrade, patches & migration for application
24. Re-Installation of solution (if required)
25. Provide remote support on application configuration
26. Training and hand holding (if required) on application upgradation.
27. Incidents management
28. Quick analysis and resolution of issues
29. Performance tuning, usage optimization, and capacity management
30. Regular assessment of the vulnerabilities, threats and risks in the application
31. Audit, assessment, compliance analysis
32. Restore / Recovery Services
33. Database management activities
34. Coordinating with Data Centre in managing the Infra relating to the project
35. Development of new module shall be undertaken as per the Software Enhancement Service Clause No 7.5

9.3   Helpdesk Support

It is proposed to set up a centralized helpdesk and coordinate with the respective OEMs of the IT Infrastructure delivered as part of this project. The helpdesk shall be manned with one helpdesk support executive to undertake the following activities.

   a) Provide Help Desk services to track and route requests for service

and to assist department users in answering questions and resolving problems

b) Become the central collection point for contact and control of the problem, change, and service management processes (This includes both incident management and service request management).

c) Shall provide a first level of support for application and technical support

d) Providing assistance to end users for efficient use of the new system

e) Proactively report operational issues and ensure timely redressal of the same.

f) Look after IT assets to ensure uptime of IT infrastructure

g) Understand enhance requirement from the end user & communicate to central team

h) Ensure all statutory reports are shared properly

i) The helpdesk will be operated from IDCO Towers, Bhubaneswar.

9.4   Other Activities

1   The service provider is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis.

2   Time is the essence of the Project and hence the service provider shall at all times maintain sufficient manpower, resources, and facilities, to provide the Services in a workman like manner on a timely basis. If required and to meet SLAs, the bidder shall deploy additional resources to ensure that work is completed within defined time frame.

3   The service provider shall ensure that security measures, policies and procedures implemented are adequate to protect and maintain the confidentiality of the Confidential Information. Service provider also agrees and acknowledges that it shall adhere to reasonable security practices over all sensitive personal information of the said project as prescribed by various rules under I.T. Act, 2000   (as   amended   from   time   time).

10.   Indicative Resource Requirements

The bidder is required to deploy dedicated resources in order to comply with the requirement of IDCO. The manpower shall be deployed at onsite/offsite to manage the day-to-day requirement of IDCO. The indicative list of manpower along with deployment plan are as follows.

#	Type of Resources	No of Resources	Duration of deployment	Onsite /Offsit
1	Project Manager/Co-Ordinator (5-7 Years' experience)	1	06 Man-Months	Offsite
2	Java Developer (5+ Years of experience)	1	12 Man-Months	Offsite
3	UI/UX Designer (5+ Years of experience)	1	06 Man-Months	Offsite
4	Database Administrator (5+ years of experience)	1	12 Man-Months	Offsite
5	Business Analyst (5+	1	06 Man-Months	Onsite

	Years of experience)			
6	Tester (5+ Years of experience	1	06 Man-Months	Offsite
7	Helpdesk Support Executive	1	12 Man-Months	Onsite

11. Roles & Responsibility & Educational Qualifications

Sl No	Role	Responsibilities and requirements
1.	**Project Manager/Co-Ordinator**	• The Project Manager/Co-Ordinator will be responsible for developing project work plans and budgets in consultation with the main implementing departments and teams. • The PM will monitor day-to-day implementation of the project vis a vis the work plan and work to solve any obstacles or bottlenecks. This involves coordinating closely with all stakeholders. • The PM will work closely with the nodal officer IDCO to oversee implementation and achievement of key project milestones. • The PM should have extensive Project/Program Management experience. He/she should have strong planning and organizing talent and ability to plan work assignments, and work under pressure of frequent and tight deadlines with minimal direction/supervision. • Excellent communication skills written and verbal with an ability to clearly articulate the project's strategic goals into sound operating plans and processes. • The PM must have a solid awareness

		of the main suite of Project Management tools such as MS Project, MS Word, MS Excel, MS Outlook. • Advance knowledge of working with Internet based applications and languages. • M.Sc/M.Tech in Computer Science/Information Technology or MCA. Having MBA will be an added advantage. • Minimum experience of 5-7 Years in handling large scale IT intensive projects. • Working with the Government departments in IT related projects.
2.	**Java Developer**	• Java Developers are responsible for analyzing user requirements and business objectives, determining application features and functionality, and recommending changes to existing Java-based applications, among other duties. • Designing and implementing Java-based applications. • Analyzing user requirements to inform application design. • Defining application objectives and functionality. • Aligning application design with business goals. • Developing and testing software. • Debugging and resolving technical problems that arise.

		• Producing detailed design documentation.
		• Recommending changes to existing Java infrastructure.
		• Knowledge of developing bespoke ERP applications.
		• Developing documentation to assist users.
		• Must have experience of over 5 years in developing enterprise grade application using java.
3	**UI/UX Designer**	• Investigating user experience design requirements for ERP application developed by IDCO.
		• Developing and conceptualizing a comprehensive UI/UX design strategy for the IDCO.
		• Producing high-quality UX design solutions through wireframes, visual and graphic designs, flow diagrams, storyboards, site maps, and prototypes.
		• Designing UI elements and tools such as navigation menus, search boxes, tabs, and widgets for IDCO ERP.
		• Testing UI elements such as banners, page layouts, page designs, page flows, and target links for landing pages.
		• Collaborating with the marketing team, and internal and external designers to ensure the creation and delivery of tailored experiences for the digital user.
		• Providing advice and guidance on the

		implementation of UX research methodologies and testing activities in order to analyze and predict user behaviour. • Adhering to style standards on typography and graphic design. • Must have experience of over 5 years in designing enterprise grade application using latest UI/UX designing tools.
4	**Database Administrator**	• Monitoring system performance and identifying problems that arise. • Responding in a timely manner to user-reported errors. • Protecting the database against threats or unauthorized access. • Ensuring that the database is adequately backed up and able to be recovered in the event of memory loss. • Reporting on metrics regarding usage and performance. • Suggesting changes and improvements for database maintenance or protection. • Regularly liaising with IT project managers and programmers. • Designing databases with both front-end and back-end users in mind. • Must have experience of over 5 years in administrating enterprise grade DBMS..
5	**Business Analyst**	• Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions. • Leading ongoing reviews of business

		processes and developing optimization strategies.
• Staying up-to-date on the latest process and IT advancements to automate and modernize systems.
• Conducting meetings and presentations to share ideas and findings.
• Performing requirements analysis.
• Documenting and communicating the results of your efforts.
• Effectively communicating your insights and plans to cross-functional team members and management.
• Gathering critical information from meetings with various stakeholders and producing useful reports.
• Working closely with clients, technicians, and managerial staff.
• Providing leadership, training, coaching, and guidance to junior staff.
• Allocating resources and maintaining cost efficiency.
• Ensuring solutions meet business needs and requirements.
• Performing user acceptance testing.
• Managing projects, developing project plans, and monitoring performance.
• Updating, implementing, and maintaining procedures.
• Prioritizing initiatives based on business needs and requirements.
• Serving as a liaison between stakeholders and users.

		• Managing competing resources and priorities.
		• Monitoring deliverables and ensuring timely completion of projects.
		• Must have experience of over 5 years in business analysis role.
6	**Tester**	• Reviewing software requirements and preparing test scenarios.
		• Executing tests on software usability.
		• Analyzing test results on database impacts, errors or bugs, and usability.
		• Preparing reports on all aspects related to the software testing carried out and reporting to the design team.
		• Interacting with clients to understand product requirements.
		• Participating in design reviews and providing input on requirements, product design, and potential problems.
		• Must have experience of over 5 years in software testing role.
7	**Helpdesk Support Executive**	• Serve as the first point of contact for customers seeking technical assistance over the phone or email
		• Perform remote troubleshooting through diagnostic techniques and pertinent questions
		• Determine the best solution based on the issue and details provided by customers
		• Walk the customer through the problem-solving process
		• Direct unresolved issues to the next

		level of support personnel
		• Provide accurate information on IT products or services
		• Record events and problems and their resolution in logs
		• Follow-up and update customer status and information
		• Pass on any feedback or suggestions by customers to the appropriate internal team
		• Identify and suggest possible improvements on procedures.

12.   Duration

The duration of the engagement of the selected agency will be for a period of **One year** which will be renewed based on the performance with mutually agreed rates and other terms.

13. Payment Milestone

SI No	Item	Payment Criteria	Milestone
1	Operation and Maintenance Support	Submission of Attendance Report. Submission of Monthly/Quarterly work activity report.	Amount will be paid quarterly in equal instalments.

14. Payment Terms

a)   The payment will be released based on the payment milestone.

b)   Payment will be made within 30 days of submission of invoice along with all required supporting documents.

c)   All payments will be made subject to TDS (Tax deduction at Source) as per the income- Tax Act, 1961 and other taxes if any as per Government of India rules.

d)   All tax will be calculated on prevailing rates.

e)   Any payment related issues shall be resolved by HoD of the department.

15. Service Level Agreement (SLA)

Sl No	Service Level	Expected Timeline	Penalties
1	Deployment of all personnel for project after signing the Contract with the Purchaser or any subsequent requirement from the Purchaser during the Contract period	1-2 weeks	1% will be deducted from the quarterly due payment
	Replacement of personnel on resignation or any medical exigencies	Alternate CV must to be submitted before 1 month in case of resignation, including minimum 2 weeks of handover time. Replacement CV should meet the required criteria of RFP	1% will be deducted from the quarterly due payment
	Replacement of personnel at request of OCAC/IDCO due to non-performance of	Maximum 3 weeks from date of intimation by IDCO/OCAC,	1% will be deducted from the quarterly due

	resource	including Minimum 2 weeks of Handover time. Replacement CV should meet the required criteria of RFP	payment
	Replacement of personnel at the request of the Selected Agency	Maximum 2 replacement within a year after due approval of the purchaser, with minimum 2 weeks of handover time	1% will be deducted from the quarterly due payment
	Penalty for delay in service delivery/deliverables	As per the timeline mentioned in RFP	Mentioned in section 9.9

16.   Penalty for delays

Project assignments to the empanelled bidders will be on the basis of time/resource estimates defined by respective Departments. Each project, therefore, will have a definite date of project completion. For any time slippages, the bidders can induct more resources at their cost to meet the time schedules. Project delays on account of the Bidder will attract a penalty of 0.25% (point twenty five percent) per week of the total project value for up to 30 days beyond which the Department may take appropriate action deemed suitable.

The maximum ceiling limit of the penalty would be 5% of the contract value of the respective assignment/project. However, the concern department/agencies may increase/decrease the penalty rate and ceiling limit at the time of awarding the work. Penalty will not be applicable if the delay is not attributable to the bidder.

17. Special Terms & Conditions

a) Each CV shall be submitted:

    a. As per the qualifications & experience mentioned.

    b. in the format attached in Attachment to this document

b) During deployment of resources, the onsite resources shall be placed at the IDCO office and the offsite resources shall be work from the office of the selected bidder. However, the offsite resources shall be available as and when demanded by the IDCO.

c) OCAC requires that the resources should provide professional, objective, and impartial advice and at all times hold the Govt. of Odisha's interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.

d) The resources shall be deployed on full time basis.

e) The selected agency shall not assign/outsource/sub-contract the project to any other agency, in whole or in part, to perform its obligation under the RFP/agreement.

18. Software Enhancement Service

1. Change requests beyond the scope of work will be incorporated in the application as software enhancement services after obtaining due approval from OCAC/IDCO. Payments to such assignment will be mutually agreed upon post discussion between the agency and OCAC/IDCO.

2. The activities that will be treated as changes request is mentioned below:

    a. Functional changes in the application

    b. Development of new module/sub-module/Form/Report in the developed system

    c. Changes in the workflow or core application framework

    d. Additional resources in the project operation

3. The procedure for executing the change request is as follows:

4.   **Analysis:** Service Provider will analyse the changes suggested and submit an effort estimation/cost including timeline to OCAC

5.   **Approval:** OCAC & IDCO shall do the due diligence and provide approval on the effort and timeline suggested

6.   **Incorporation:** After receiving the approval, Service provider team will incorporate the changes in the application as per the quoted unit rate of resources.

19.　　Appendix I: Pre-Qualification & Technical Bid Templates

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Pre-Qualification / Technical Evaluation Criteria. Pre-Qualification Bid & Technical Proposal shall comprise of following forms:

Forms to be used in Pre-Qualification Proposal

a. Appendix I-Form 1: Compliance Sheet for Pre-qualification Proposal

b. Appendix I-Form 2: Particulars of the Bidders

c. Appendix I-Form 3: Bid Security Declaration

d. Self-Declaration for not blacklisted

e. Bidder's Authorization certificate

f. Acceptance of Terms and Conditions

Forms to be used in Technical Proposal

a) Appendix I-Form 4: Compliance Sheet for Technical Proposal

b) Appendix I-Form 5: Letter of Proposal

c) Appendix I-Form 6: Proposed Approach & Methodology

d) Appendix I-Form 7: Proposed Work Schedule & Project Plan

e) Appendix I-Form 8: Team Composition and their Availability

f) Appendix I-Form 9: Curriculum Vitae (CV) of Key Personnel

g) Appendix I-Form 10: Deployment of Personnel

h) Project Citation Format

Forms to be used in Financial Proposal

a) Appendix II-Form 1: Covering Letter-Financial Bid

b) Appendix II-Form 2: Financial Bid Template

19.1 Form 1: Compliance Sheet for Pre-qualification Proposal

The pre-qualification proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Pre-Qualification proposal

SI No	Basic Requirement	Specific Requirement	Documents Required	Compliance (Yes/No)
1	Legal Entity	Responding Firm/ Company should be: Registered as a Company/LLP under Companies Act, 1956/2013 OR Partnerships Firm registered under LLP Act, 2008. Registered with Goods and Services Tax Network (GSTN). Have been operating for at least last five (5) financial years as on 31st March 2022.	Copy of Certificate of Incorporation/Partnership. and Copy of Service Tax (GST) Registration Certificate And Copy of PAN	
2	Certification	Bidder should have ISO 9000/9001 and CMMi level-3 or more Certification	Copy of certificate with validity	

3	Sales Turnover	The bidder should have Annual Average Turnover of at least 1.5 Crore generated only from Software development, implementation and O & M services only during the last three financial years ending at 31st March 2022.	Copy of audited Profit & Loss Statement Certificate from the Statutory Auditor	
4	Positive Net worth	The bidder should have positive net worth in the last three financial years (2021-22, 2020-21, 2019-20)	Statutory Auditor Certificate	
5	Similar nature project experience.	The bidder must have successfully completed or ongoing at least following numbers of Software development, implementation and O & M projects for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2022	Work Order + Completion Certificates from the client; OR Work Order + Self Certificate of Project/ Phase Completion (by Authorized Signatory) OR Work Order + Phase Completion Certificate (for ongoing projects) from client	

		and value specified below. 1 project not less than 1.6. Cr. OR 2 projects not less than 1.2 Cr each OR 3 projects not less than 80 Lakhs. each		
6	Manpower Strength	The Bidder must have on its rolls , staff of at least 35 technically qualified personnel	Self-Certification by the authorized signatory and EPF challan of the last 3 months mentioning the subscriber count.	
7	Blacklisting	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices nor should have been black listed by any Govt. or Govt. undertaking organization or PSU at the time of submission of the bid.	Self-declaration duly signed by authorized representative of Bidder	
8	Bid Processing Fee	Submission of Bid Processing Fees	As mentioned in the RFP	
9	Bid Security Declaration	Submission Bid Security Declaration	As per the format mentioned in clause no 19.3 of this RFP	

19.2 Form 2: Particulars of the Bidders

SI No	Information Sought	Details to be furnished
1	Name and address of the bidding Company	
2	Incorporation status of the firm (public limited / private limited, etc.)	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No.	
6	Details of company registration	
7	Details of registration with appropriate authorities for service tax	
8	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

19.3 Form 3: Bid Security Declaration

To,

General Manager (Admin)

Odisha Computer Application Centre

Plot No – N-1/7-D,Acharya Vihar

RRL Post Office,Bhubaneswar-751013

Unit- V, Bhubaneswar – 751001,Odisha

Phone : 0674 – 2567280 / 2567064 / 2567295(Office)

FAX - 0674-2567842

Email : gm_ocac@ocac.in

Sub: Request for proposal for Selection of agency for providing Annual Maintenance Contract for IDCO ERP application -*Bid Security Declaration.*

Whereas << name of the bidder >> (hereinafter called the Bidder) has submitted the bid for Submission of Request for proposal for Selection of agency for providing Annual Maintenance Contract for IDCO ERP application << RFP Number >>dated << insert date >> for << name of the assignment >>(hereinafter called "the Bid") to OCAC

Know all Men by these presents that we <<>> having our office at << Address >>(hereinafter called "the bidder") are hereby submitting the Bid Security Declaration letter to the << Nodal Agency >> (hereinafter called "the Purchaser") which binds our organization, its successors and assigns by these presents under the following obligations. The conditions of this obligation are:

a) Fails to submit PBG.

b) Withdraws his participation from the bid during the period of validity of bid document;or

c) Modify the bid during period of bid validity.

We undertake to accept the suspension for a specific period as decided by the Purchaser due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

(Authorized Signatory of the Bidder)

Seal:

Date:

19.4 Form 4: Compliance Sheet for Technical Proposal

SI No	Evaluation Criteria	Parameters	Supporting Documents	Max Marks	Compliance (Yes/No)
Financial Capability of bidder				**15**	
1	Annual average turnover from software development, implementation and O & M services from last 3 FY ending FY 2021-22.	>=INR 1.5 Cr and <=INR 2 Cr.: 5 marks (Additional 01 mark for each INR 15 Lakhs. over and above INR 2 Cr.)	Certificate from statutory auditor	15	
Past Experience of bidder				**40**	
2	The bidder should have experience in executing software development, implementation, and O & M related projects in India with order value more than Rs. 50 Lakhs from government agency	Number of Projects: - ≥ 5 projects: 15 marks 4 projects: 12 Marks 3 projects: 9 Marks 2 projects: 6 Marks 1 project: 3 Marks	Work Order / Completion Certificates from the client; OR Work Order + Self Certificate of Project/ Phase Completion (by Authorized Signatory)	15	

		OR Work Order + Phase Completion Certificate (for ongoing projects) from client		
3	The bidder must have an experience (completed or ongoing) in developing and implementing projects with Payment Gateway/API Integration projects for any Department in State/ Central Government/Govt. PSU/Govt Autonomous body in India.	Number of API integration projects -More than equal to 4 numbers of projects-20 marks. -Less than 4 and more than equal to 2 numbers of projects-10 marks. -Only 1 Project-5 Marks	Work Order / Completion Certificates from the client; OR Work Order + Self Certificate of Project/ Phase Completion (by Authorized Signatory) OR Work Order + Phase Completion Certificate (for ongoing projects) from client	20	

4	The bidder should have experience of developing web application in the following domains. a)The bidder should have developed and implemented Mobile Application with Analytics for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body in India. b) The firm/ company should have experience of implementing workflow-based automation projects with GIS enabled services for any Department in State / Central Government/Govt. PSU/Govt Autonomous body in India.	Projects across all 2 domains: 5 Marks Projects across one domain only: 3 Marks	Work Order + Completion Certificates from the client; OR Work Order + Self Certificate of Project/ Phase Completion (by Authorized Signatory) OR Work Order + Phase Completion Certificate (for ongoing projects) from client	5	
Resource Profile			**15**	
5	Resume of core resources proposed for	Refer to section 7.3 CV Evaluation	CVs of persons proposed for	15	

	the assignment	framework	the assignment shall be examined on the basis of education qualification and experience		
TECHNICAL APPROACH AND METHODOLOGY (including PRESENTATION)				**30**	
6	Understanding of the Requirements			10	
7	Understanding of Issues and Challenges			10	
8	Proposed Approach and Methodology (5 marks) Demonstration/illustration of feasible and novel solutions to address the key challenges risk and mitigation plan (10 marks)			10	

19.5 Form 5: Letter of Proposal-Technical Bid

To,

General Manager (Admin)

Odisha Computer Application Centre

Plot No – N-1/7-D,Acharya Vihar

RRL Post Office,Bhubaneswar-751013

Unit- V, Bhubaneswar – 751001,Odisha

Phone : 0674 – 2567280 / 2567064 / 2567295(Office)

FAX - 0674-2567842

Email : gm_ocac@ocac.in

Sub: Submission of the Technical Bid for Request for proposal for Selection of agency for providing Annual Maintenance Contract for IDCO ERP application -*Letter of Proposal-Technical Bid.*

Dear Sir/Madam,

We, the undersigned, offer to provide AMC Services to the <Nodal Agency> on <provide name of the engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial 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 AMC services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <> 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:

Address: Location: _Date:

19.6 Form 6: Proposed Approach & Methodology

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

a) Understanding of the project

b) Understanding of and Compliance to Scope of Work

c) Approach and Methodology

d) Identified risks and mitigation plan

e) Work/Project activity plan

Technical Approach and Methodology.

The bidder should explain the understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. The bidder should highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. The bidder should also explain the methodologies proposed by them to adopt and highlight the compatibility of those methodologies with the proposed approach.

19.7 Form 7: Proposed Work Schedule & Project Plan

In this section the bidder should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Purchaser), and delivery dates of the reports.

The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the Scope of Work (SoW) and ability to translate them into a feasible working plan. A list of the final documents, including reports to be delivered as final output, should be included here.

The above should be substantiated with the project plan, as per the following template. The project plan should be consistent with the Work Schedule.

Sl No	Activity	Dependency	Year-1				Year-2…and so on
			Q1	Q2	Q3	Q4	Q1…So on…

a) Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.

b) Duration of activities shall be indicated in the form of a bar chart.

c) All activities should meet the 8/80 criteria i.e. should at least take 8 hours and a maximum of 80 hours.

19.8 Form 8: Team Composition and Key Task

Organization and Staffing: In this chapter the bidder should propose the structure and composition of the team. The bidder should list the main disciplines of the assignment, the key expert responsible, and proposed technical staff.

Name of Staff with qualification and experience	Area of expertise	Position Assigned	Task Assigned	Time committed for the engagement

19.9 Form 9: Curriculum Vitae (CV) of Key Personnel

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications	
Degree	
Academic institution graduated from	
Year of graduation	
Specialization (if any)	
Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provides details regarding name of organizations worked for, designation, responsibilities, tenure).	
Prior Professional Experience	
Organizations worked for in the past	
Organization name	
Duration and dates of entry and exit	
Designation Location(s)	
Key responsibilities	
Prior Project Experience	
Project name	
Client	
Key project features in brief Location of the project	

Designation	
Role	
Responsibilities and activities	
Duration of the project	
Please provide only relevant projects.	
Proficient in languages	
Against each language listed indicate if speak/read/write	

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, from the assignment if engaged.

(Signature of staff member or authorized representative of the staff)

Day/Month/Year

Full name of Authorized Representative:

19.10 Form 10: Deployment of Personnel

No	Name of staff	Deliverables involved	Staff input in months (in the form of bar chart)				Total staff manmonth proposed
			1	2	3	4…..n	
1							
2							
3							
4..n							
						Total	

19.11 Self-Declaration: Not Blacklisted

To,

General Manager (Admin)

Odisha Computer Application Centre

Plot No – N-1/7-D,Acharya Vihar

RRL Post Office,Bhubaneswar-751013

Unit- V, Bhubaneswar – 751001,Odisha

Phone : 0674 – 2567280 / 2567064 / 2567295(Office)

FAX - 0674-2567842

Email : gm_ocac@ocac.in

Sub: Request for proposal for Selection of agency for providing Annual Maintenance Contract for IDCO ERP application -*Self Declaration for not blacklisted.*

Sir

In response to the RFP No.: <> for RFP titled "Request for proposal for Selection of agency for providing Annual Maintenance Contract for IDCO ERP application", as an owner/ partner/ Director of (organisation name) I/ We hereby declare that presently our 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:

19.12 Bidder's Authorisation Certificate

To,

General Manager (Admin)

Odisha Computer Application Centre

Plot No – N-1/7-D,Acharya Vihar

RRL Post Office, Bhubaneswar-751013

Unit- V, Bhubaneswar – 751001,Odisha

Phone : 0674 – 2567280 / 2567064 / 2567295(Office)

FAX - 0674-2567842

Email : gm_ocac@ocac.in

Sub: Request for proposal for Selection of agency for providing Annual Maintenance Contract for IDCO ERP application -***Bidder's Authorization Certificate.***

Sir,

With reference to the RFP No.: <>, Ms./Mr. <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. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is   _ and Email id is <> For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Signature   Verified   Signature
by
(Authorised Signatory)   Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

19.13 Acceptance of Terms & Conditions

To,

General Manager (Admin)

Odisha Computer Application Centre

Plot No – N-1/7-D,Acharya Vihar

RRL Post Office,Bhubaneswar-751013

Unit- V, Bhubaneswar – 751001,Odisha

Phone : 0674 – 2567280 / 2567064 / 2567295(Office)

FAX - 0674-2567842

Email : gm_ocac@ocac.in

Sub: Request for proposal for Selection of agency for providing Annual Maintenance Contract for IDCO ERP application -*Acceptance of Terms & Conditions.*

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP Document <> regarding "Request for proposal for Selection of agency for providing Annual Maintenance Contract for IDCO ERP application".

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

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

19.14 Project Citation Format

Project Experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Date of award and date of completion	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other relevant Information	

Copy of Work Order	

20.   Appendix II: Commercial Proposal Templates

The bidders are expected to respond to the RFP using the forms given in this section for Commercial Proposal.

a) Form 1: Covering Letter

b) Form 2: Commercial Bid Template

20.1 Form 1: Covering Letter-Financial Bid

To,

General Manager (Admin)

Odisha Computer Application Centre

Plot No – N-1/7-D,Acharya Vihar

RRL Post Office,Bhubaneswar-751013

Unit- V, Bhubaneswar – 751001,Odisha

Phone : 0674 – 2567280 / 2567064 / 2567295(Office)

FAX - 0674-2567842

Email : gm_ocac@ocac.in

Sub: Submission of Financial Bid for Request for proposal for Selection of agency for providing Annual Maintenance Contract for IDCO ERP application - *Covering Letter-Financial Bid*

Dear Sir/Madam,

We, the undersigned, offer to provide the AMC services for <<Title of AMC services>> in accordance with your Request for Proposal dated [Date] and our Proposal - Technical and Financial Proposals. Our attached Financial Proposal is for the sum of <<Amount in words and figures>>. I understand that the payment would be made on the basis of actual Service tax rate prevalent during the time of payment. Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., <<Date>> We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Date:

20.2 Form 2: Commercial Bid Template

Table-1-Resource Cost Break Up

SI No (A)	Position (B)	Unit (D)	Quantity (E)	Duration of Engagement (F) In man-month	Unit Cost/Month (G)	GST (H)	Total Cost I=((G+H)*E*D)
1	Project Manager/Co-ordinator (5-7 Years' experience)	Per Resource/Month	1	06			
2	Java Developer (5+ Years of experience)	Per Resource/Month	1	12			
3	UI/UX Designer (5+ Years of experience)	Per Resource/Month	1	06			
4	Database Administrator (5+ years of experience)	Per Resource/Month	1	12			

5	Business Analyst (3+ Years of experience)	Per Resource/Month	1	06			
6	Tester (5+ Years of experience)	Per Resource/Month	1	06			
7	Helpdesk Support Executive	Per Resource/Month	1	12			
Total Cost							
In Words							

Note : For development of additional module under software enhancement services and for any further requirement of additional resources for O & M activities , IDCO/OCAC may engage the additional resources as per the unit rate quoted by the bidder.

21.   Appendix III: Performance Bank Guarantee

To,

General Manager (Admin)

Odisha Computer Application Centre

Plot No – N-1/7-D,Acharya Vihar

RRL Post Office,Bhubaneswar-751013

Unit- V, Bhubaneswar – 751001,Odisha

Phone : 0674 – 2567280 / 2567064 / 2567295(Office)

FAX - 0674-2567842

Email : gm_ocac@ocac.in

Whereas, <<name of the supplier and address>> (hereinafter called "the applicant/supplier") has undertaken, in pursuance of contract no. <<insert contract no.>> dated. <<insert date>> to provide AMC services for <<name of the assignment>> to <<Nodal Agency>> (hereinafter called "the beneficiary") And whereas it has been stipulated by in the said contract that the applicant/supplier shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract; And whereas we, **<<Name of the Bank>>** a banking company incorporated and having its head /registered office at <<address of the registered office>> and having one of its office at <<address of the local office>> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, upto a total of **Rs. <<Insert Value>> (Rupees <<insert value in words>> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs**. <<Insert Value>>** (Rupees **<<insert value in words>>** only**)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the applicant/supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the applicant/supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification. This Guarantee shall be valid until <<*Insert Date*>>.Notwithstanding anything contained herein:

A) Our liability under this bank guarantee shall not exceed **Rs <<Insert Value>> (Rupees <<insert value in words>> only).**

B) This bank guarantee shall be valid up to <<*insert expiry date*>>.

C) It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<*insert expiry date*>> failing which our liability under the guarantee will automatically cease.

***************End of Document*******************