Request for Proposal (RFP) for Selection of System Integrator (SI) for

Development and Maintenance of

Web Portal for PMKSY-PDMC

of

Directorate of Horticulture (DoH), Government of Odisha

RFP Ref No.: OCAC-SEGP-SPD-0010-2022-22040

ODISHA COMPUTER APPLICATION CENTRE

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(RFP RESPONSE TO BE SUBITTED IN e-TENDER MODE ONLY THROUGH e-NIVIDA
PORTAL
https://enivida.odisha.gov.in)

DISCLAIMER

OCAC on behalf of Directorate of Horticulture (DoH), Government of Odisha, is procuring services related to Selection of Systems Integrator (SI) for Development and Maintenance of Web Portal for PMKSY-PDMC. OCAC is the Tender inviting authority for this tender.

The information contained in this Request for Proposal (RFP) document, or subsequently provided to bidders, whether verbally or in documentary form, by or on behalf of OCAC, or any of their employees or advisors, is provided to bidders on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by OCAC or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Proposal. This RFP document does not purport to contain all the information each Applicant may require.

This RFP document may not be appropriate for all persons, and it is not possible for OCAC, their employees or advisors to consider the investment objectives, financial situation and particular needs of each entity/bidder who reads or uses this RFP document. Certain bidders may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. OCAC, its employees and advisors make no representation or warranty and shall incur no liability under any la w, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

OCAC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

Contents

Tender Reference:

Date	**14/06/2022**
Tender Reference Number	**OCAC-SEGP-SPD-0010-2022-22040**
Title	**Selection of System Integrator (SI) for Development and Maintenance of Web Portal for PMKSY-PDMC of Directorate of Horticulture (DoH), Government of Odisha.**

Tender Schedule:

Event	Date & Time Venue / Address
Date of Publication	**14/06/2022** (www.enivida.odisha.gov.in , www.ocac.in & www.odisha.gov.in)
Last Date of submission of Pre-bid queries	**20/06/2022 upto 3:00 PM** (Details in Fact Sheet)
Pre-bid meeting	**21/06/2022, 11:30 AM** (Through VC using MS Teams)
Issue of Corrigendum	**23/06/2022** (www.enivida.odisha.gov.in , www.ocac.in & www.odisha.gov.in)
Last date for submission of bid documents	**04/07/2022, by 02:00 PM** To be submitted electronically through e-Nivida platform (www.enivida.odisha.gov.in)
Opening of Pre-Qualification-cum-Technical Bids	**04/07/2022, at 4:00 PM** (Through VC using MS Teams)
Technical Presentation	**06/07/2022, 11:30 AM** onwards (Through VC using MS Teams)
Opening of Financial Bids of technically qualified bidders	To be intimated later

1   Fact Sheet

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

Clause Reference	Topic
Section 5.4	A pre-bid meeting will be held on **21/06/2022 at 11.30 AM (Through VC using MS Teams)** **Contact Person** General Manager (Admin) Email : gm_ocac@ocac.in All the queries should be received on or before **20/06/2022 by 3:00 PM,** through email only to gm_ocac@ocac.in (with a copy to kalpana.biswal@odisha.gov.in and kumar.pritam@odisha.gov.in) at the above mentioned address. Bidders may also request for VC link on the above mail
Section 5.5.2	RFP can be Downloaded from www.odisha.gov.in or www.ocac.in . The bidders are required to submit the RFP document Fee of **₹5,600/-** (including GST of 12%) electronically through e-Nivida portal
Section 5.5.3	The Bidders are exempted from paying EMD. It is mandatory for all Bidders to fill up and submit the Bid Security Declaration Form (Clause 8.9).
Section 5.5.5	The Proposal should be filled in by the Bidder in English language only.
Section 5.5.6.2	*Proposals must be submitted in e-Nivida Portal (www.enivida.odisha.gov.in) on or before* **04/07/2022 *by 02:00 PM***

Clause Reference	Topic
Section 5.5.6	Proposals/ Bids must remain valid 180 days from the date of opening of Commercial Bid.
Section 6	**Quality and Cost Based Selection i.e. QCBS (70:30)** method shall be used to select the System Integrator for this tender. The bidder is required to submit the bids General (Pre-qualification), Technical & Financial bid in three separate sealed envelopes which are, in turn, to be put in an outer sealed envelope. Technical bid of those bidders who qualify in General Bid shall be opened. Financial bid of those bidders who qualify in Technical Bid by scoring above 70% shall be opened. **Consortium is not allowed.**
Section 6.4	The bidder should quote price in Indian Rupees only. The offered price must be exclusive of taxes and duties. The taxes as appropriate & applicable would be paid at the prevalent rates.
Section 10.5	Total project period is **65 months**. The System Integrator must complete development within **5 months** from receiving the work order. Post Implementation Support would be provided for a period of **60 months** after go-live of the Application.

2   Request for Proposal

Sealed proposals are invited from eligible & qualified Information Technology (IT) firms for design, development, implementation and maintenance of an end-to-end IT solution for PMKSY-PDMC of Directorate of Horticulture (DoH), Government of Odisha as detailed out in the scope of work under **Section 8** of this RFP document. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in **Section 6.1** of this RFP document.

3   Structure of the RFP

This RFP document for the project of PMKSY-PDMC of Directorate of Horticulture (DoH), Government of Odisha for the Purchaser comprises of the following:

1.   Instructions on the Bid process for the purpose of responding to this RFP. This 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 system integrator.

2.   Functional 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)   Functional Requirements

    iv)   Project Schedule

    v)   Service levels for the implementation partner

    vi)   Timeline of Project implementation

The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible and focus on demonstrating bidder's suitability to become the Software Development & Implementation partner of OCAC for this project.

3.   Master Service Agreement (MSA) and Service Level Agreement (SLA)

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 of the proposal.

4 Background Information

4.1 Basic Information

OCAC, the Technical Directorate of E&IT Department, Government of Odisha on behalf of Directorate of Horticulture (DoH), Government of Odisha invites responses ("Tenders") to this Request for Proposals ("RFP") from reputed Information Technology (IT) firms / System Integrator (SI) ("Bidders") for design, development, implementation and maintenance of an end-to-end IT solution for PMKSY-PDMC of Directorate of Horticulture (DoH), Government of Odisha as described in this RFP, "Terms of Reference".

Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late will not be considered in this procurement process.

OCAC will award the Contract to the successful bidder whose proposal has been determined as the best value proposal based on Technical and Financial evaluation criteria and accepted by the Tender Accepting Authority.

4.2 Project Background

4.2.1 About PMKSY-PDMC

Pradhan Mantri Krishi Sinchayee Yojana (PMKSY) was launched on 1st July, 2015 with the objective to achieve convergence of investments in irrigation sector at field level. The scheme aims at providing end-to-end solutions in irrigation supply chain, viz. water sources, distribution network and farm level applications. PMKSY not only focuses on creating water sources for assured irrigation but it is also creating protective irrigation by harnessing rain water at micro level through 'Jal Sanchay' and 'Jal Sinchan'. Micro irrigation is an integral component of the scheme to maximise water use efficiency at farm level. PMKSY adopts state level planning and projected execution that allows states to draw up their own irrigation development based on District Irrigation Plans and State Irrigation Plan.

"Per Drop More Crop" is one of the programme component of PMKSY to focus on micro level storage structures, efficient water conveyance & application, precision irrigation systems, topping up of input cost beyond MGNREGA permissible limits, secondary storage, water lifting devices, extension activities, coordination & management - being implemented by DAC&FW. The final outcome of PMKSY is to ensure access to efficient delivery and application of water at every farm thereby enhancing agricultural production & productivity. Directorate of Horticulture (DoH) under Agriculture and Farmers' Empowerment Department, Government of Odisha is the Nodal Department for implementation of PMKSY (Per Drop More Crop) in the State of Odisha.

Financial/subsidy assistance is disbursed under this central sponsored scheme to the farmer beneficiaries for installation of Drip, Sprinkler and HDPE pipes through the PMKSY web portal. **The present PMKSY web portal has been developed by NIC Hyderabad.**

Now DoH intends to implement a Web Application for monitoring of the PMKSY-PDMC scheme in the State of Odisha with a roadmap of support for 5 years & integration with other existing applications including the data migration from the existing application (https://pmksy.nic.in/) developed and maintained by NIC, Hyderabad to the new application.

4.2.2   Salient Features of the Scheme

1. District Irrigation Plans (DIP) is the cornerstone for planning and implementation of different components of PMKSY which identifies gaps in irrigation chain after taking into consideration currently available resources and resources that would be added from ongoing schemes, both State and Central.

2. The annual action plans are to be drawn from district irrigation plans/state irrigation plan focusing on cluster based approach and integrated development of different components in the irrigation chain.

3. The scheme is to be implemented through the mechanism of Direct Benefit Transfer (DBT). Aadhaar details of the beneficiary are required to access the benefit of the programme. Aadhaar details need to be linked through a web based registration process

The scheme will be monitored through web-portal of PMKSY. The users of the system will be:

1. Cooperative / Group farming,
2. Members of Cooperative Societies,
3. Self-Help Groups,
4. Incorporated Companies,
5. Panchayatiraj Institutions,
6. NGOs,
7. Trusts,
8. Growers' Associations,
9. Individual beneficiary / Farmer's
10. Manufacturers / Companies,
11. Precision Farming Development Centre (PFDC),
12. National Rice Research Institute (ICAR),
13. Central Institute of Petrochemicals Engineering & Technology (CIPET),
14. Agricultural Technology Management Agency (ATMA),
15. Agriculture Production Commissioner,
16. Agriculture and Farmers' Empowerment Department,
17. Directorate of Horticulture(DoH),
18. Deputy Director Horticulture (District),
19. Assistant Director of Horticulture (Block)

4.2.3   Project Objective

1. Automate the process involved in implementation of the PMKSY-PDMC & create a single window system for all stakeholders.

2. The automation of processes should be done in accordance with the Operational Guidelines of Per Drop More Crop (Micro Irrigation), Component of PMKSY.

3. Reduce turnaround time for service delivery.

4. Provide various reports/key inputs for decision making.

5   Instructions to the Bidders

5.1   General

1. 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.

2.   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.

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

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

5.2   Compliant Proposals/ Completeness of Response

1.   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.

2.   Failure to comply with the requirements set out in this RFP may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:
   i)   Include all documentation specified in this RFP;

   ii)   Follow the format of this RFP and respond to each element in the order as set out in this RFP

   iii) Comply with all requirements as set out within this RFP.

5.3   Code of integrity

No official of a procuring entity or a bidder shall act in contravention of the codes which includes:

1.   Prohibition of

   i)   making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.

ii) Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.

iii) any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.

iv) improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.

v) any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.

vi) any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.

vii) obstruction of any investigation or auditing of a procurement process.

viii) making false declaration or providing false information for participation in a tender process or to secure a contract;

2. Disclosure of conflict of interest.

3. Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, concludes that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

5.4 Pre-Bid Meeting & Clarifications

5.4.1 Pre-bid Conference

1. OCAC shall hold a pre-bid meeting with the prospective bidders on **21/06/2022 at 11.30 AM** (Through VC using MS Teams)**.**

2. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email to gm_ocac@ocac.in (with a

copy to kalpana.biswal@odisha.gov.in and kumar.pritam@odisha.gov.in) on or before **20/06/2022, 3PM**.

3.   Bidder may request for VC link to the above mail ids for attending the pre-bid meeting.

4.   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

5.   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.

5.4.2   Responses to Pre-Bid Queries and Issue of Corrigendum

1.   The Nodal Officer notified by the OCAC will endeavour to provide timely response to all queries. 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.

2.   At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

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

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

5.   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.

5.5 Key Requirements of the Bid

5.5.1 Right to Terminate the Process

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

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

5.5.2 RFP Document Fees

1. RFP document can be downloaded from www.ocac.in or www.odisha.gov.in or https://www.enivida.odisha.gov.in or www.ocac.in . The bidders are required to pay the document Fee of **₹5,600/-** (including GST) electronically through e-Nivida portal.

2. Proposals received without or with inadequate RFP Document fees shall be rejected.

3. The fee can also be paid through electronic mode to the following:

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

5.5.3 Earnest Money Deposit (EMD)

1. The Bidders are exempted from paying EMD. It is mandatory for all Bidders to fill up and submit the Bid Security Declaration Form **(Clause no. 13.8)**. The form shall be effective and in force until the bid validity period, or, until the selection of the Selected Bidder (whichever is earlier). In case a Selected Bidder is announced, the forms of all unsuccessful Bidders shall be deemed ineffective, while the form of the Selected Bidder shall continue to be effective until the Selected Bidder furnishes the performance Bank Guarantee (as per the provisions of the RFP).

The clauses of Bid Security Declaration Form shall be exercised on account of the following reasons:

i) If a Bidder withdraws the Proposal or increases the quoted prices after opening of the Proposal and during the Bid validity period or its extended period, if any.

ii) In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with Terms & Conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish Performance Bank Guarantee in accordance with the Terms & Conditions (including timelines for furnishing Performance Bank Guarantee)

iii) If a Bidder withdraws its bid during the period of bid validity.

iv) During the Bid process, if a Bidder indulges in any act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization.

v) If a Bidder has been found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP

vi) If a Bidder's proposal contains deviations, conditional offers and partial offers.

5.5.4 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.

5.5.5 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.

5.5.6   Submission of Proposals

5.5.6.1   General Instruction to Bidders

1.   The bidders should submit their responses as follows:

   i.   Response to Pre-Qualification Criterion
  ii.   Technical Proposal
 iii.   Financial Proposal

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

3.   Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the financial proposal.

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

5.   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 resubmission of such documents.

5.5.6.2   Instruction to Bidders for Online Bid Submission

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

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

5.5.6.3   Guidelines for Registration

6.   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 by paying Registration Fees of **₹5,600/-** inclusive of Applicable GST.

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

8.   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.

9.   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/ nCode/ eMudhra etc.), with their profile.

10.   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.

11.   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.

12.   The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.

13.   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.

5.5.6.4   Searching for Tender Documents

1.   There are various search options built in the e-tender Portal, to facilitate bidders to search active 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.

5.5.6.5   Preparation of Bids

1. Bidder should take into account any corrigendum published on the tender document before submitting 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 size of 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.

5.5.6.6   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 of submission 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.

5.5.6.7   Clarifications on using e-Nivida Portal

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

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

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

Phone No.: 011-49606060

Mail id: odishaenivida@gmail.com

5.6 Late Bids

1. 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.

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

3. 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.

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

5.7 Evaluation Process

1. OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders

2. 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.

3. 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.

4. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.

5. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

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

5.7.1 Tender Opening

The Proposals submitted up to **04/07/2022 by 02:00 PM** will be opened on **04/07/2022 at 04:00 PM electronically** 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 kalpana.biswal@ocac.in & kumar.pritam@odisha.gov.in enclosing the identity card or a letter of authority from the tendering firms.

5.7.2 Tender Validity

The offer submitted by the bidders should be valid for minimum period of 180 days from the date of submission of Tender. However, validity of the price bid of selected bidder will be for entire contract period as mentioned in the RFP and the extension period, if any.

5.7.3 Deviations

1. The Bidder may provide deviation to the contents of the RFP document in the format prescribed format in this RFP (**Clause 13.11**).

2. The Proposal evaluation committee would evaluate and classify them as "material deviation" or "non-material deviation ". In case of material deviation, the committee may decide to "monetize" the value of the deviations, which will be added to the price bid submitted by the Bidder OR declare the bid as non-responsive.

3. The Bidders would be informed on the committee's decision on the deviation, prior to the announcement of technical scores. The Bidders would not be allowed to withdraw the deviations submitted without the prior consent of the Purchaser.

4. In case of non-material deviations, the deviations would form a part of the proposal & subsequent agreement.

5. OCAC have the right to accept or reject any deviation(s) furnished by the bidder. The decision of OCAC in such case is final.

5.7.4 Tender Evaluation

1. Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive if Proposals:

    i) are not submitted as specified in the RFP document.
    ii) are found with suppression of details.
    iii) with incomplete information, subjective, conditional offers and partial offers submitted.
    iv) submitted without the documents requested in the checklist.
    v) with lesser validity period.

2. All responsive Bids will be considered for further processing as below:

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

6 Criteria for Evaluation

Tenders for this contract will be assessed in accordance with **QCBS - Quality & Cost Based Selection (70:30)** i.e. the bidder who will secure highest Composite Score will be awarded the work. All bids will primarily be evaluated based on Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the proposals, 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. To reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the proposals based on information provided by the bidder, taking into account the following factors:

  i. Overall completeness and compliance with the requirement

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

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

To facilitate the technical proposal evaluation, the Pre-qualification criteria and 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. Technical Bids of only the successful pre-qualifiers will be opened for evaluation and bidders securing a minimum of 70% marks in the technical evaluation will only 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 disqualified from being considered for financial evaluation.

6.1   Prequalification Criteria (General Bid)

Only competent agencies meeting the respective pre-qualification requirement stated hereunder shall be prequalified for the project. **Consortium / Joint Venture is not allowed**. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

Sl#	Items	Requirements	Compliances
1.	Legal Entity	The Organization must be registered under the Companies Act 1956 and must have been in operation for a period of at least 3 (Three) years as of March 31, 2021 Local Start-up firms must have completed at least 1 (One) year as of March 31, 2021	– Copy of Certificate of Incorporation/ Registration. – Valid GSTIN and copy of GST Registration Certificate. – Start-up Certification from Govt. of Odisha.
2.	Business Experience	Bidder should be in the software development and implementation business for at least three (3) financial years as on 31st March 2021.	Work orders confirming year and area of activity to this effect.

Sl#	Items	Requirements	Compliances
		This clause is exempted for Start-up firms	
3.	Sales Turnover	Responding Firm/ Company's average annual sales turnover generated from IT/ITES during the last three financial years as on 31st March 2021 must be minimum ₹10 Crore. This turnover should be on account of IT Software development and implementation only. This clause is exempted for Start-up firms.	Extracts from the audited Profit & Loss **OR** Certificate from Statutory Auditor Start-up Certification from Govt. of Odisha
4.	Net Worth	_The Net Worth of responding Firm/ Company must be positive during last 3 financial years ending on 31.03.2021. This clause is exempted for Start-up firms.	Extracts from the audited Balance Sheets **OR** Statutory Auditor's Certificate. Start-up Certification from Govt. of Odisha.
5.	Technical Capability	The bidder must have successfully developed and implemented at least the following numbers of e-Governance application for any Government Department / Government Agency / PSU in India	Work Order + Completion or Go-Live Certificate Project citation (in the prescribed format) along with copy of work orders (including extensions, if

Sl#	Items	Requirements	Compliances
		during last 3 years as on 31st March 2021 of value specified herein: • One project not less than the amount ₹1.6 Crore; OR • Two projects not less than the amount ₹1.2 Crore ; OR • Three projects not less than the amount ₹0.8 Crore This clause is exempted for Start-up firms.	any) and completion certificate. For the projects which are in process of implementation, the software development component must be completed with go-live at the time of bid submission. Start-up Certification from Govt. of Odisha.
6.	Certifications	Bidder must have the following certifications with validity: ▪ ISO/IEC 27001-2013 ▪ ISO/IEC 20000 ▪ ISO 9001	Copy of valid certificate issued by accredited organizations
7.	Manpower Strength	Responding Firm/ Company must have at least 100 full time technical resources in its payroll in the domain of software development with qualification B.E/B.Tech /MCA, as on date.	Certificate from HR Head on the company letter head to this effect

Sl#	Items	Requirements	Compliances
		Start-up Company must have at least 20 full time technical resources in its payroll in the domain of software development with qualification B.E/B.Tech/ MCA, as on Date.	
8.	Blacklisting	Responding Firm/ Company shall not be under a declaration of ineligibility for corrupt or fraudulent practices and must not be blacklisted by any State Govt./ Central Govt., for any reason, at the time of bid submission	Self-Declaration
9.	RFP Document Fees	The bidder must furnish Tender Document Fee of 5,600/- including GST of 12%) & Bid processing fee of Rs. 2,950/- (Including GST of 18%)	Transferred electronically through e-Nivida Portal
10.	Local Presence	The bidder should have a local office/centre in Odisha. If bidder does not have a local office at the time of bid submission, they must furnish an undertaking to setup an office within 3 months from issuance of work order.	Leased agreement / Trade license / Undertaking
11.	Power of Attorney for Authorized Signatory	The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder	Power of Attorney document

Sl#	Items	Requirements	Compliances
12.	Integrity pact	The bidder must furnish Integrity Pact	Integrity pact in the prescribed form
13.	EMD		Bid Security Declaration Firm
14.	Acceptance of Terms & Conditions	The bidder must submit the declaration	Declaration in the prescribed format

6.2 Contents of the technical bid

The bidder should give details of the project methodology to be followed, technology architecture, project plan, application support, operation management plan with team structure in technical bid document.

6.3 Technical Evaluation Criteria

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. 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 shall be debarred from being considered for financial evaluation. Only those proposals meeting the above Pre-qualification criteria will be evaluated as per the criteria mentioned below:

Financial & Resource Strength	20 Marks
General e-Governance Experience	20 Marks
Quality & Presence in Odisha	20 Marks
Presentation and Demonstration	40 Marks

Sl#	Requirements	Score (Max)	Compliances
a)	**Financial & Resource Strength**	**20 Marks**	
i)	The bidder must have at least 100 full time technical resources in its payroll as on date of submission of bid. ▪ = 100 Resources – 5 Marks ▪ Thereafter 2 mark for additional 10 resources For Start-ups: ▪ =20 Resources – 5 Marks ▪ Thereafter 2 mark for additional 2 resources.	10	Copy of the latest EPF deposit challan & Declaration from HR
ii)	Average Annual Turnover in last three (3) years ending with March 2021 from Software development services of last three (3) years. ▪ ₹10 Cr. – 5 Marks ▪ Thereafter 1 mark for additional ₹2 Cr. For Start-ups: ▪ ₹20 Lakh – 5 Marks ▪ Thereafter 1 mark for additional ₹2 Lakh.	10	Extracts from the audited Profit & Loss **OR** Certificate from Statutory Auditor Provisional extract also acceptable for last FY.
b)	**General e-Governance Project Experience**	**20 Marks**	
i)	Experience on application development and maintenance projects for any Central / State Govt. / PSU in India with minimum value of ₹0.5 Cr during last three (3) years as on 31st March 2021. ▪ 1 project: 5 Mark ▪ Thereafter 2 Mark each additional project. For Start-ups: ▪ 1 project: 10 Mark	20	Work Orders + Ongoing or completion certificate [Only Go-live projects will be considered for evaluation]

Sl#	Requirements	Score (Max)	Compliances
	▪ Thereafter 5 Mark each additional project.		
c)	**Quality & Presence in Odisha**	**20 Marks**	
i)	Bidder having: ▪ CMMI-3 or above : 2.5 Mark ▪ ISO/IEC 27001-2013 : 2.5 Mark ▪ ISO/IEC 20000 : 2.5 Mark ▪ ISO 9001 : 2.5 Mark	10	Copy of certificates
ii)	Presence of bidder in Odisha: ▪ Only Operation Centre: 3 Marks ▪ Development Centre: 10 Marks (Maximum Marks :10)	10	Documentary Proof like lease agreement/ trade license/ Company incorporation Certificate etc.
d)	**Presentation and Demonstration**	**40 Marks**	
i)	Proposed Solution	10	Technical Proposal & Presentation
ii)	Approach and Methodology	5	
iii)	Detailed Work Plan with Activities / Tasks, Duration, Milestones & Staff Engagement	5	
iv)	Demo covering the following modules: [Beneficiary Management, 3rd Party Integration, Dashboard & Reports, Tools and technology etc]	20	Application / Prototype Demonstration

Formula

1. All the bidders who secure a Technical Score more than **70%** will be declared as technically qualified

2. The bidder with highest technical bid (H1) will be awarded 100% score

3. Technical scores of other than H1 bidders will be evaluated using the following formula

   Technical Score of a Bidder =

   {(Technical Bid Score of the Bidder / Technical Bid Score of H1) X 100} %

(Adjusted up to two decimal places)

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

6.4 Financial bid Evaluation Criteria

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

2. **Authority reserves right to reject financial Bids that are less than 50% of the average bid price (Average bid price is the total amount of all the technical qualified bidders price divided by the number of qualified bidders after omitting H1 and L1 bid).**

3. Then, the bid with lowest Financial (i.e. "lowest price quoted") will be awarded 100% Score and is the qualified L1 Bidder.

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

   Financial Score of a Bidder= {(Financial Bid of L1/ Financial Bid of the Bidder) X 100} % (Adjusted up to two decimal Places)

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

6. The bid price will be exclusive of all taxes and levies and shall be in Indian Rupees.

7. Any conditional bid would be rejected.

8. **Though cost quoted in Software Enhancement Service and Support resources will be added in total cost and will be considered during financial bid evaluation, payment will be made based on total man-month consumed/number of resources engaged as per actual.**

9. 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".

6.5 Combined evaluation of Technical and Financial Bids

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

   The technical and financial scores secured by each bidder will be added using weightage of 70% (Technical) and 30% (Financial) respectively to compute a Composite Bid Score.

   $Bn = 0.70 * Tn + 0.30* Fn$
   Where
   Bn = overall score of bidder
   Tn = Technical score of the bidder (out of maximum of 100 marks)
   Fn = Normalized financial score of the bidder

Composite score of the Bidders for the bid shall be worked out as under:

Bidder	Technical Score	Financial Score	Weighted Technical Score (70% of B)	Weighted Financial Score (30% of C)	Composite Score (F=D+E)
A	B	C	D	E	F

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

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

7 Appointment of System Integrator

7.1 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.

7.2 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.

7.3 Purchaser's Procurement Rights

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

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

2. Change any of the scheduled dates stated in this tender.

3. Reject proposals that fail to meet the tender requirements.

4. Exclude any of the module(s)

5. Remove any of the items at the time of placement of order.

6. Increase or decrease no. of resources supplied under this project.

7. 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.

8. Make typographical correction or correct computational errors to proposals

9. Request bidders to clarify their proposal.

7.4 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 and return their EMD.

7.5 Contract Finalization and Award

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

7.6 Signing of Contract

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue purchase order and enter into a contract with 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

7.7 Performance Guarantee

1. OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the date of notification of award.

2. PBG would be 3% of the work order value (excluding taxes) and should be valid for a period of 69 months.

3. The Performance Guarantee shall be kept valid till completion of the particular work order period.

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

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

6. 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.

7.8 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 and the Proposal submitted by the successful bidder, despite the deviations submitted by the Bidder are adequately considered and mutually agreed, 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.

8   Terms of Reference

8.1   Overview

The scope of work for the SI includes Requirements Study, Solution Design, Solution Development, Testing, Implementation and Maintenance of the solution. The SI shall be entirely responsible for proposing the solution which satisfies all features, functions and performance as described in the document. The SI shall be responsible for design, development, and implementation of the proposed solution. Further, the SI will be required to undertake a study of market best practices and benchmark for designing the solution.

8.2   Scope of Work

The purpose of the proposed solution is to have a centralized automated system to track and monitor the implementation of PMKSY-PDMC scheme in an effective and efficient manner. The proposed Online Monitoring System would also act as a centralized database for all stakeholder profiles including workflow-based application processing and DBT activities of the scheme. The system shall be rolled out across all districts in the State of Odisha.

The broad scope of work of this project includes:

1.   Preparation of Detailed Project Plan & High Level System Study as per existing system and procedure.

2.   Detailed System Study, Requirement Analysis, Functional Requirement Specification for the upgraded application and suggestion for Government Process Re-engineering.

3.   Design and Development / Customization of the Software solution.

4.   Deployment of solution at Odisha State Data Centre (OSDC).

5.   Integration with 3rd Party Applications.

6.   Data Migration from the existing application (https://pmksy.nic.in/) developed and maintained by NIC, Hyderabad.

7.   Software Solution Testing.

8.   User Acceptance Testing (UAT).

9. Go-Live of Software Solution.

10. Training to end users.

11. SSL Certification as per requirement

12. Security audit (By CERT-In empanelled firm) before Go-Live of application and obtain the safe-to-host certification. Security audit of the solution shall be done once in a year.

13. Compliance to the Security audit of the application by CSOC Odisha team as per requirement.

14. Application Support, Operation & Maintenance (**O&M**) for a period of **5 years**.

15. Deployment of one Support Assistant.

16. Facilitate Helpdesk Support for a period of **5 years** through Sanjog Helpline Facility.

The SI shall be entirely responsible for proposing the solution which satisfies all features, functions and performance as described in the document. The following sections outline the scope of work to be performed:

8.3 Requirement Study

The SI shall perform the detailed assessment of the solution requirements including finalization of the Functional Requirements Specifications (FRS) and the System Requirement Specifications (SRS) in consultation with DoH.

Following is expected from the SI:

1. Consult with DoH and other stakeholders.

2. Translate all the requirements mentioned in the document into System Requirements.

3. Follow standardized template for requirements capturing.

4. Maintain traceability matrix from SRS stage for the entire implementation.

8.4 Design & Development

The SI shall design the solution architecture and specifications for meeting the requirements mentioned as part of this document. The SI shall be entirely responsible for the design and architecture of the system implemented to satisfy all requirements as described in this document including suggestion on sizing of the required hardware.

1. The SI shall be responsible for the preparation of System Requirement Specification (SRS) document covering all modules & features planned to be covered as specified based on the outcome of detailed System Study.
2. The SI shall demonstrate the SRS including screen templates, reporting requirements, process flow, and new features suggested for review and shall incorporate all the suggestions / modifications for approval by OCAC/Department.
3. The SI shall update the SRS documents as and when any enhancement/ modifications is made into the module/ system till the duration of contract.

4. The SI shall design & develop the components / functionalities that are required to address the DoHs requirements including but not limited to the approved SRS/FRS, Solution Architecture & Standards as mentioned in this RFP.

8.5 Integration

The SI shall enable integration with different applications (specified in this document). The system should support both push and pull of data from systems proposed to be integrated. The Service Provider will have to co-ordinate with the designated nodal agencies for integration and the Department /OCAC will facilitate this process.

8.6 Testing

1. The SI shall provide the testing strategy including Test Cases and Conduct Testing of various components of the software developed / customized (e.g. including Unit Test, System Integration Test, Performance Test and User Acceptance Test).

2. The SI shall perform the testing of the solution based on the test plan, document the results, fix the bugs found during the testing and take remedial action based on outcome of the tests.

3. SI must ensure deployment of necessary resources, tools, staging servers and related logistics during the testing phases.

4. The SI shall ensure that each module & features developed under this RFP is tested as per the latest version of the **IEEE 730** (Software Quality Assurance Processes) standards and shall comply with **GIGW** guideline.

8.7 Security Audit

1. The SI needs to ensure that the solution is in compliance with the CERT-In Security Policy and Guidelines.

2. The SI shall appoint CERT-In empanelled auditor who shall be responsible for performing the security audit of the solution **once in a year**.

3. The cost of audit & rectification of non-compliances shall be borne by the SI.

4. Carryout security audit (By CERT-In empanelled firm) before Go-Live of application and obtain the safe-to-host certification

5. Compliance to the Security audit of the application by CSOC Odisha team including Periodic Cyber Security Audit as and when it is required as per OSDC Policy.

6. The audit shall be performed at least on the below mentioned aspects.

   a. Functional Testing

   b. Accessibility Testing

   c. Application Security Audit

   d. Vulnerability Testing

8.8 SSL Certification

The SI shall carry out SSL certification, as per requirement:

1. Secure connection between Client and Server through Secure protocol HTTPS.

2. Encryption of Data during transmission from server to browser and vice versa.

3. Encryption key assigned to it by Certification Authority (CA) in form of a Certificate.

4. SSL Security in the application server.

8.9 Digital Signature

1. The application shall support PKI based Authentication and Authorization, in accordance with IT Act 2000, using the Digital Certificates issued by the Certifying Authorities (CA).

2. The SI shall integrate the signing solution (Physical Cryptographic Token) within the application

3. The procurement of Physical DSC Token will be done by DoH.

8.10 Solution Deployment & Configuration

1. The solution is proposed to be hosted in OSDC or any government cloud.

2. SI shall deploy the new application/portal over the hardware infrastructure provided by the OSDC.

3. Post award of contract, the SI is expected to furnish detailed hardware & software sizing including server, storage, security devices and related system software required for operationalization of the solution. Based on sizing submitted by the SI, the required hardware & software will be provided by OSDC.

4. SI shall carry out necessary installation, configuration, maintenance & support for the Application production environment and the supplied software(s) to ensure that the services are made accessible to the users.

5. SI shall be responsible for the end-to-end management of hosting and deployment of the application.

6. SI shall be responsible for configuration, installation and hosting of the application in High Availability mode at OSDC and as per policy of OSDC.

7. The location of Data Centre would be in Odisha and the location of DR would be as per OSDC policy.

8. SI shall develop the solution in their own test environment.

8.11 Technology Components

1. The development of application should be done preferably using open-source platform. The bidder is free to use the software available with OSDC like

application server, any third-party software etc as per requirement of their proposed solution.

2. The SI shall develop any additional tools required to monitor the performance indicators.

3. The SI shall use only the Enterprise version of the Database software & signing solution from Certifying Authorities for digital signatures in India and procure the same in the name of DoH Government of Odisha as per its quoted price.

4. If the bidder is adopting and implementing any proprietary software, adequate license must be procured in the name of DoH, Govt of Odisha and cost towards the same will be borne by the bidder. The proprietary third party tools (if any) deployed in production server of the application must be of the latest commercially available version

    i.   Proprietary software must support upgrades, bug fixes, functionality enhancements and patches to cater the changes / statutory requirements by their respective OEM for the entire duration of the contract plus 6 months after end of contract.

    ii. OEM support should be made available on all deployed versions for the contract period.

8.12 Training

1. The SI shall provide training to the users identified by DoH .

    Intended Users:

    a.   Manufacturers / Companies,

    b.   Agriculture Production Commissioner,

    c.   Agriculture and Farmers' Empowerment Department,

    d.   Directorate of Horticulture(DoH),

    e.   Deputy Director Horticulture (District),

    f.   Assistant Director of Horticulture (Block)

2. The schedule / training calendar and the training material for imparting training shall be developed in consultation with DoH. Training/User manual should be

stakeholder wise and both versions (English and Odia) should be uploaded in corresponding stakeholder's login.

3. Following approach shall be made for training of various stakeholders:

   a. Train the Trainer

   b. Classroom Training

   c. Training through VC

   d. Online Help

4. SI shall provide/coordinate training among various stakeholders on new services, enhancements etc. added in the application during O&M period.

5. Refresher training should be provided to various stakeholder in VC mode at least once in every month in first year, once in each quarter in 2nd & 3rd Year and once in each six months in 4th & 5th Year.

6. Training infrastructures viz; computers, projectors, white boards, connectivity and space for training required for the training shall be provided by the DoH.

8.13 UAT & Go-Live

After completion of the development work for application, DoH will conduct the technical reviews of development work performed as UAT.

The SI's responsibilities include:

1. Preparation and submission of test strategy, test cases and test results

2. Demonstration of module-wise functionalities/ features to the DoH in staging environment

3. Support DoH or their representatives at the time of user acceptance testing.

4. Rectification of any issues/ bugs/ improvements/ enhancements/ up-gradations suggested (if any) during the UAT, without any additional cost.

5. Documenting the UAT results & ensure that all issues raised during UAT are closed and signed-off from respective authority.

Declaration of Go-Live:

After incorporation of the suggestions made during the UAT phase the selected bidder must host the application in the production environment. After achieving following no of transactions including integration of at least four 3rd Party Applications, Go-Live shall deemed to be declared:

SL#	Requirement	No of Transactions
1	Beneficiary Registration	20
2	Application processing by Govt Officials	20

After the Go-live, the application will be rolled out for Operation and Maintenance.

8.14 Audit

1. The software and documents prepared for this project are subject to audit. The bidder should help DoH / OCAC during preparation of compliances of audit without any additional cost.

2. Software including source code, licenses (if any) and all technical documents/manuals shall be in favour of the DoH / OCAC and shall be submitted to DoH / OCAC before final payment or on demand.

3. All records pertaining to this work shall be made available to the DoH / OCAC and its authorized agencies upon request for verification and/or audit, on the basis of a written request.

8.15 Operation & Maintenance

8.15.1 Application Support

Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change requests etc. The SI shall keep the application software in good working order; perform changes and upgrades to applications as requested by DoHt team. Key activities to be performed by SI in the application support phase are as follows:

1. Roll out of the solution at DoH & Sub-Ordinate Offices of Odisha.

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2.   Support for functional processes.

3.   Features enhancement based on user feedback.

4.   Management of the test and training environments.

5.   Management of the Production environment.

6.   Application support & Application maintenance.

7.   Database Administration.

8.   System Administration.

9.   User and access management.

10.   Performance Enhancement and Fine Tuning.

11.   Scheduled maintenance activity

The SI shall ensure compliance to SLAs as indicated in this RFP and any upgrades / major changes to the software shall be accordingly planned by SI ensuring the SLA requirements are met at no additional cost to the DoH/OCAC.

8.15.2 Software Maintenance

1.   The SI shall provide unlimited support through Telephone / Email / Video Conferencing / Installation Visit as required as per the service window defined in the RFP.

2.   The SI shall address all the errors / bugs / gaps in the functionality in the solution implemented by the SI (vis-à-vis the FRS and SRS signed off) at no additional cost during the support phase.

3.   All patches and upgrades from OEMs (if any) shall be implemented by the SI. Technical upgrade of the installation to the new version, as and when required, shall be done by the SI.

4.   Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the SI to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system.

5. Tuning of products/ applications, databases, third party software's and any other components provided as part of the solution software including reconfiguration of the system in the event of any hardware/ network failures/ if any hardware/ network components have to be replaced, shall be the responsibility of the SI.

6. Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the SI and periodically submitted to the DoH/OCAC.

8.15.3 Change & Version Control

1. All planned changes to application systems and hardware shall be coordinated within established Change control processes to ensure that:

    i.   Appropriate communication on change required has taken place.

    ii. Proper approvals have been received.

    iii. Schedules have been adjusted to minimize impact on the production environment .

2. The SI shall maintain configuration information & updated System documentation.

8.15.4 System / Infra Support

1. Management & monitoring of all supported servers, data storage systems, etc.

2. Installation and re-installation of the database .

3. Application Load balancing and Database Clustering etc.

4. Network configuration.

5. Patch update.

6. System Administration and Trouble Shooting.

7. Application and database level performance tuning.

8. Database Administration, optimization and Trouble Shooting.

9. Co-ordination with OSDC Network Administration Team.

8.15.5 Helpdesk Support

1.   Sanjog Helpline setup shall be used for helpdesk support.

2.   The SI shall train & facilitate the support resources for resolution of the queries time to time.

3.   The SI shall facilitate redressal of queries/grievance relating to the application through Sanjog Helpline Call Centre facility of Government of Odisha, functioning at OCAC Tower.

8.16 DoH Support Assistant

1.   The SI shall ensure deployment of **One Support Assistant (SA)** in DoH initially for a period of one year for proper handholding support of the officials and may be extended upto another four years on a yearly basis. Deployment may be extended based on the user requirement.

2.   The minimum qualification of SA would be:

     a. BE/ B.Tech with 2 Years' experience in IT Projects

     b. Computer skills

     c. Good communication skills

3.   Brief roles and responsibilities of SA are as follows:

     a. Overall project coordination

     b. Project implementation

     c. End user training

     d. Basic troubleshooting

8.17 Escalation Process and Matrix

During the O&M Support including Handholding Support, the SI will adhere to the escalation process. The SI shall submit an escalation process and matrix including the communication strategy for all the phases of the project (Implementation and O&M).

8.18 Functional Requirement of PMKSY-PDMC Application

The application would be a centralized automated system to track and monitor the PMKSY-PDMC scheme related activities in an effective and efficient manner. The application shall be developed based on the scheme operational guidelines available in the https://pmksy.nic.in/.

The existing process flow of the application is as mentioned below:

WORK FLOW FOR DRIP IRRIGATION SYSTEM

PMKSY.NIC.IN
↓
ODISHA
↓
FARMER REGISTRATION
↓
SCHEME FILLING M(MI COMPANY CHOICE)
↓
APPLICATION REACH TO SELECTED COMPANY
↓
BILL OF QUANTITY GENERATION BY COMPANY
↓
FORWARD DOCUMENET BY MI COMPANY TO AAE
↓
PRELIMINARY SCRUTINY BY AAE & ESTIMATE VALIDATION
↓
WORK ORDER GENERATION AT AAE LEVEL
↓
FORWARDING OF WORK ORDER TO MI COMPANY
↓
EXECUTION WORK BY MI COMPANY
↓
UPLOADING OF WORK COMPLETION DOCUMENT BY MI COMPANY
↓
INVOICE PREPARATION & UPLOADING AND FORWARDING TO AAE
↓
PHYSICAL VERIFICATION BY AAE
↓
GENERATION OF FINANCIAL PROCEEDING BY AAE AND FORWARDING TO NODAL OFFICER (DOH)
↓
VERIFICATION OF FINAL PROCEEDING BY NODAL & FORWARDING TO ADDITIONAL DIRECTOR
↓
VIEW OF FINAL PROCEEDING & APPROVAL OF INVIOCE BY ADDITIONAL DIRECTOR
↓
DOWNLOAD OF PAYMENT FILE BY FMS USER (NIC) & COMMUNICATION TO DDH
↓
PAYMENT BY DDH TO SYSTEM MANUFACTUERE

WORK FLOW FOR SPRINKLER IRRIGATION SYSTEM

PMKSY.NIC.IN

↓

ODISHA

↓

FARMER REGISTRATION

↓

SCHEME FILLING M(MI COMPANY CHOICE)

↓

APPLICATION REACH TO SELECTED COMPANY

↓

BILL OF QUANTITY GENERATION BY COMPANY

↓

FORWARD DOCUMENET BY MI COMPANY TO AHO

↓

PRELIMINARY SCRUTINY BY AHO & ESTIMATE VALIDATION

↓

WORK ORDER GENERATION AT AHO LEVEL

↓

FORWARDING OF WORK ORDER TO MI COMPANY

↓

EXECUTION WORK BY MI COMPANY

↓

UPLOADING OF WORK COMPLETION DOCUMENT BY MI COMPANY

↓

INVOICE PREPARATION & UPLOADING AND FORWARDING TO AHO

↓

PHYSICAL VERIFICATION BY AHO

↓

GENERATION OF FINANCIAL PROCEEDING BY AHO AND FORWARDING TO NODAL OFFICER (DOH)

↓

VERIFICATION OF FINAL PROCEEDING BY NODAL & FORWARDING TO ADDITIONAL DIRECTOR

↓

VIEW OF FINAL PROCEEDING & APPROVAL OF INVIOCE BY ADDITIONAL DIRECTOR

↓

DOWNLOAD OF PAYMENT FILE BY FMS USER (NIC) & COMMUNICATION TO DDH

↓

PAYMENT BY DDH TO SYSTEM MANUFACTUERE

WORK FLOW FOR OTHER INTERVENATION (HDPE PIPE & PUMP SET) IRRIGATION SYSTEM

PMKSY.NIC.IN

↓

ODISHA

↓

FARMER REGISTRATION

↓

SCHEME FILLING M(MI COMPANY CHOICE)

↓

APPLICATION REACH TO SELECTED COMPANY

↓

BILL OF QUANTITY GENERATION BY COMPANY

↓

FORWARD DOCUMENET BY MI COMPANY TO AHO

↓

PRELIMINARY SCRUTINY BY AHO & ESTIMATE VALIDATION

↓

WORK ORDER GENERATION AT AHO LEVEL

↓

FORWARDING OF WORK ORDER TO MI COMPANY

↓

EXECUTION WORK BY MI COMPANY

↓

UPLOADING OF WORK COMPLETION DOCUMENT BY MI COMPANY

↓

INVOICE PREPARATION & UPLOADING AND FORWARDING TO AHO

↓

PHYSICAL VERIFICATION BY AHO

↓

GENERATION OF FINANCIAL PROCEEDING BY AHO AND FORWARDING TO NODAL OFFICER (DOH)

↓

VERIFICATION OF FINAL PROCEEDING BY NODAL & FORWARDING TO ADDITIONAL DIRECTOR

↓

VIEW OF FINAL PROCEEDING & APPROVAL OF INVIOCE BY ADDITIONAL DIRECTOR

↓

DOWNLOAD OF PAYMENT FILE BY FMS USER (NIC) & COMMUNICATION TO DDH

↓

PAYMENT BY DDH TO SYSTEM MANUFACTUERE

8.18.1 Beneficiary Registration

1. Provision to register using Aadhaar No (Aadhaar eKYC).

2. Provision to enter RoR Details using Odisha Record of Rights (Bhulekh) database.

3. Provision to enter bank details using National Payments Corporation of India (NPCI) Mapper.

4. Provision to enter other scheme data based on the operational guideline.

5. Provision to upload relevant supporting documents.

6. Delivery of registration details to the beneficiary on Mobile / eMail.

8.18.2 Scheme Selection

1. Provision to enter other scheme data based on the operational guideline.

8.18.3 Application Processing by the Manufacturers / Companies

1. Provision to process the application based on the beneficiary registration details and filed verification.

2. Provision to upload relevant supporting documents.

8.18.4 Application Processing by the Govt Officials

1. Provision to process the application based on a predefined workflow within the organization.

2. Provision to upload relevant supporting documents.

8.18.5 Payment Disbursal

1. Provision of disbursal using NPCI Platform/Government aggregator/ PFMS/iFMS.

8.18.6 Reports & Returns

1. Generate various kind of MIS report & visual representation in Dashboard.

2. Audit trail of transactions.

8.18.7 Dashboard / Visualization Tool

1. User dashboard & analytical tool for easy visualization of data showing key performance indicators.

2. Interactive Dashboards for daily report, monthly returns, royalty collection, lease expiry details etc.

3. Drill down & Roll Up capability through multiple parameters.

4. Analytical provisions to make various projections or discover insights.

5. The system should allow selection of time period for seeing historical data.

8.18.8 3rd Party Application Integration

Various modules of the application shall be seamlessly integrated with each other to facilitate smooth communication and data flow. Additionally, the new application shall support the following integrations mentioned below.

The provision of APIs of external/third party systems shall be the responsibility of the DoH.

8.18.8.1 Financial Management System

Integration would be taken up with any one of the below mentioned system:

   i.   Public Financial Management System (PFMS)
   ii. Integrated Financial Management System (iFMS)
   iii. NPCI Mapper

The procedure for payment as decided by the State Level Sanctioning Committee (SLSC) financial assistance to the beneficiary (Farmer / Implementing Agency) is released electronically in his/her/their bank account after physical verification of satisfactory installation of the system & a certificate to that effect. PFMS or iFMS may be used to disburse support to this effect.

NPCI mapper is a repository of Aadhaar numbers linked with particular bank and used for the purpose of routing the Aadhaar based payment transactions to the destination banks.

Provision of Application Programming Interface (API) shall be done by SI for integration of the newly developed application with PFMS/iFMS/ NPCI Mapper for data sharing.

8.18.8.2   Odisha Record of Rights (Bhulekh) database

The Application shall facilitate fetching of data from the Bhulekh by entering the details like name of District, Tahasil and Village of the land schedule or through Khatiyan Number/Plot Number /Tenant Details.

Provision of Application Programming Interface (API) shall be done by SI for integration of the newly developed application with Bhulekh for data sharing.

8.18.8.3   Signing solution / Digital Signature

The application shall support PKI based Authentication and Authorization, in accordance with IT Act 2000, using the Digital Certificates issued by the Certifying Authorities (CA).

Provision shall be made to integrate the signing solution (Physical Cryptographic Token) within the application.

8.18.8.4   WhatsApp Integration

The Application shall be integrated with WhatsApp for ease of communication with users for sharing of the following information:

1.   Receipt of application.

2.   Approval of application.

3.   Payment Disbursal.

8.18.8.5   Aadhaar Integration

Agriculture and Farmers' Empowerment Department, Government of Odisha is already a Sub-AUA of Odisha Computer Application Centre (OCAC) (AUA).

The application shall be integrated with Aadhaar Ecosystem for availing all the Aadhaar authentication services including e-KYC authentication services in "Per Drop More Crop" component of the Prime Minister Krishi Sinchayee Yojana (PMKSY).

8.18.8.6   Go-SUGAM Portal

Go-Sugam is India's 1st of its kind single window platform for farmers and agri-preneurs. Aligning with the Government of Odisha's 5T vision of governance, Sugam portal aims to transform the lives of farmers by leveraging technology and fostering teamwork among government officials to enable timely and transparent delivery of

benefits to farmers. All farmer-centric schemes and services of the Fisheries & Animal Resource Development (F&ARD) department and the Department of Agriculture & Farmer Empowerment (DAFE), Government of Odisha are digitized on the Sugam Portal.

The Application shall be integrated with Go-SUGAM portal for data sharing.

8.19   Communication Channel

A Communication channel should be developed for the following:

1.   Notifications through E-Mail/SMS should be shared to the authorized authority for any scheduled meetings.

2.   Reminder messages should be shared to the concerned action taking authority for any particular tasks.

3.   Web-based Chatbot facility

4.   Facility to send notification through WhatsApp with attachments.

8.19.1   Mobiles Service Delivery Gateway (MSDG) / SMS Gateway integration

MSDG enables delivery of services over mobile devices through various mobile based channels, such as SMS, USSD, IVRS and mobile applications.

Provision shall be made for integration of the newly developed application with MSDG/SMS Gateway.

8.19.2   eMail Gateway Integration

Govt of Odisha eMail Gateway enables delivery of services over email.

The application shall be integrated with eMail Gateway of Government of Odisha.

8.19.3   Chatbot

1.   The proposed Chatbot solution should provide following to the users:

    a. How to apply for the benefit?

    b. What is the eligibility criteria?

    c. Beneficiary eligibility verification?

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d. Status of the application?

e. Status of the payment?

2. Chatbot should be operational for 24 x 7 for 365 days a year.

3. Chatbot should be able to maintain a conversation with the user in user-friendly manner.

4. The Chatbot should allow the user(s) to resume their conversation within a predefined time duration.

Provisioning of web-based Chatbot shall be made in the application with above mentioned features.

8.20   Frequently Asked Questions (FAQs)

There should be a separate section for publishing of FAQs in the Portal. Departmental authorities should be able to create and publish FAQ by using built-in FAQ style templates. The FAQs should be responsive and device friendly. The features of the FAQ should include the following:

1. Add/ Edit/ Delete FAQs

2. Active or De-active FAQs

3. Change the position of FAQs

4. Change the Style/ Template of FAQs

5. Option to set the font style & font colour

8.21   User Interface

System shall provide User interface with the following features:

i.   Unified, easy, flexible and user-friendly interface

ii.   Homogenous screen layout, menu operations and access methods across all modules

iii. GUI suitable for non-technical users and IT experts

iv.   Validation Check pop up messages and user alerts

v.   Confirmation / warning windows for delete, changes etc.

vi. Consistent screen layouts and access methods across all modules for same look and behaviour

8.22 Data Migration

Present application data shall be migrated from the existing application (https://pmksy.nic.in/) developed and maintained by NIC, Hyderabad to the newly developed application for the State of Odisha.

1. Data Migration shall be preceded by an appropriate Data Migration Strategy & ethodology including approval of the same by DoH.
2. All the data sets which are required for operationalization of the agreed user requirements are migrated.

8.23 Admin Console

8.23.1 User & Master Management

1. Creation of master fields

   − Department / Directorate / Sub-Ordinate Office Master

   − Other Agency Master

2. User creation

3. Tagging user types with User

4. Creating and managing the login credentials

5. Profile updating of users by admin or by individual users

8.23.2 Roles & Rights

1. Provide access rights to the users.

2. Tagging of departmental users with respect to the designation and role.

3. User access management.

8.24 Workflow Management

The configurable workflow management framework will help to define the approval process as per the business needs of the client. Super Admin or Admin user should be

able to configure the workflow process. Workflow management module should have the following functionality.

1. Creation of approval authority.

2. Configuration of approval process.

3. Online user wise work-flow with system of checks and balances.

4. Defining rules to check duplicate/ fake registrations.

5. Configure multi-level, time bound based approval

6. Delegation of task to another user for a certain period, without sharing the password

8.25   Login & Authentication

Users shall be able to log into the Application through User-ID and Password based verification. The Application portal shall enable users with forgotten credentials to change their credentials through a One-Time-Password (OTP) verification. OTP will be sent to the user's registered email and mobile phone through SMS.

8.26   Transaction history recording

Records of user or system-initiated actions on the portal shall be maintained in the form of timestamp-based logs on the backend. These records shall be used for tracking of activity on the applications and technical issue resolutions.

8.27   Support Request Management

The Application shall have a section on addressing frequently faced challenges, to report any technical issues faced by the user as well as a chat-based customer support.

9   General

9.1   Guiding Principles / Compliance to standards

The proposed solution should adhere to the following principles:

9.1.1   Standards

1. The system architecture should be based on industry standards and protocols.

2. Support for PKI based Authentication and Authorization.

3. Scalability: The system should be flexible to cater to changing business, industry and compliance requirements (including reporting requirements in proper formats).

4. Security: The solution shall include: Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.

   a. Application Security: The solution should have appropriate authentication mechanisms.

   b. Data Protection: The solution should support SSL encryption mechanism for transferring data across network.

   c. Application Deployment: All unused ports should be blocked at server machines. The application server should be segregated from internet zone through firewall or other filtering mechanism.

9.1.2   Application

The solution design should be a 3-tier architecture (also referred to as multi-tier or N-tier architecture):

The entire processing should take place in n-tier architecture:

1. Front-end software (client tier) - responsible for the presentation of information, and provides user interface.

2. Business Process / Service Layer – In the long SSDG may be used, as an Integrated Framework for delivery of Services.

3. Application Layer – The Business logic for all the application as per the FRS document

4. Database Layer - responsible for the manipulation and storage of data.

9.1.3   Data

1. Data will be owned, shared, controlled and protected as asset of the DoH.

2. Data should only be accessed through application / interfaces for create, update and delete. There should not be any direct access to the data layer for users.

3. The SI shall provide the details of data synchronization strategy both in batch mode and in real time.

9.2   Change Request Management

Looking into the length of the project implementation period it is very usual to find changes in business logic frameworks. In such scenarios, there may be a need of modification of the software modules beyond FRS/SRS/Scope document mentioned in this RFP. It may also be required to develop new software modules beyond the coverage of FRS/SRS/Scope document.

i.   Change requests beyond the scope of work will be incorporated in the application after obtaining due approval from OCAC/DoH. Payments to such assignment will be as per the man month rate provided in financial bid format and same would be mutually agreed upon post discussion between the bidder and OCAC/user departments.

ii. Payment for the Change Request will be considered when such a requirement arises in the project.

iii. The bidder has to quote man-month rate for this purpose initially, however, and payment will be made as per actual man month consumed after completion of work of respective enhancement.

1.   The activities that will be treated as Change Request services is mentioned below:

   − Functional changes in the application

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

   − Changes in the workflow or core application framework

   − Integration with any new system

   − Additional onsite resources in the project

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

   − Analysis: SI will analyses the changes suggested and submit an effort estimation including timeline to DoH/OCAC.

   − Approval: DoH/OCAC shall do the due diligence and provide approval on the effort and timeline suggested.

   − Incorporation: After receiving the approval from DoH/OCAC team will incorporate the changes in the application.

9.3 Intellectual Property Rights (IPR)

The Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of implementation and O&M of this project shall solely vest with the Department. The Service Provider will not have any right to share, use or disclose above mentioned components/artifacts. The source code of entire applications along with necessary documentations developed under this RFP / Contract should be shared with OCAC/DoH after Go-live of the application.

9.4 Exit Plan

1. The selected firm shall provide systematic exit plan and conduct proper knowledge transfer process to handover operations to DoH/OCAC technical team within 15 days from the receipt of notice of termination or at least three months before project closure.

2. IT resource persons of DoH/OCAC will work closely with resource persons of SI at test, staging and production environment during knowledge transfer phase. All knowledge transfer should be documented and possibly recorded. The SI will ensure capacity building of the IT resource persons of DoH/OCAC on maintenance of software and infrastructure.

3. All information (including but not limited to documents, records and agreements) related to the services reasonably necessary to enable DoH/OCAC or its replacing SI to carry out due diligence in order to transition the provision of services shall be shared with DoH/OCAC or its replacing SI (as the case may be).

9.5 Project Timeline

Sl#	Milestone	Deliverables	Timeline (Months)
a)	Issuance of Work order	Work Order	T
b)	Deployment of Resources	Core Resources	T+7 Days
c)	Requirement Gathering & System Specification	SRS	T+15 Days
d)	Solution Design & Finalization	Prototype	T+1 Month

Sl#	Milestone	Deliverables	Timeline (Months)
e)	Solution Development	Software Modules	T+2 Months
f)	3rd Party Integration	All Apps mentioned in **Clause 8.18.8**	T+3 Months
g)	Solution Testing & UAT	Test Cases & UAT Acceptance Report	T+4 Months
h)	Training, Security Audit, SSL	- User Manuals - User Guide & Material - Safe to Host Certificate - SSL Certificate	T+4 months
i)	Go Live	Go Live Certificate	T+5 Months = T1
j)	Operation & Maintenance (5 Years from Go-Live)	Quarterly Application Maintenance Report at the end of each quarter	T1 + 60 months

9.6 Payment Terms

Sl#	Category	Remark	Payment Terms	SLA
a)	Design, Development & Implementation of PMKSY-PDMC Application	**As per Clause 8.18 (Exc 8.18.8)**	– 30% payment after acceptance of UAT. – 30% payment after Go-Live. – 20% payment after 3 months' form date of Go-live – Balance 20% will be paid after 1 year of successful Go-Live of the application.	**As per Clause 11.1**

Sl#	Category	Remark	Payment Terms		SLA
b)	Integration Cost (3rd Party Applications)	**As per Clause 8.18.8**	– 100% payment after Go-Live. *Integration Cost would be released based on the unit price discovered for individual components.		**As per Clause 11.1**
c)	Operation & Maintenance Cost	**As per Clause 8.15**	System Support & Maintenance	100% cost of this item equally divided into 20 quarters	**As per Clause 11.2**
d)	DoH Support Assistants	**As per Clause 8.16**	100% cost per quarter. (Cost would be released as per actual deployment)		-
e)	Training Cost	**As per Clause 8.12**	100% payment on submission of report.		-
f)	Additional Modules / Change Request	**As per Clause 9.5_C/D/E/F/G**	100% payment on Go-Live of the Additional Modules / change request.		**As per Clause 11.1/11.2**
g)	Security Audit	**As per Clause 8.7**	– 100% payment on submission of Safe-To-		**As per Clause 11.1/11.2**

Sl#	Category	Remark	Payment Terms	SLA
			Host Certificate. (Before Go-Live) – 100% payment on submission of Security Audit Report and Compliance Report. (Once a year)	
h)	SSL Certificate (as required)	**As per Clause 8.8**	100% payment on submission of configuration report	**As per Clause 11.1**

*Payments will be released in accordance with the Payment Terms, post calculation of penalty, if any.

* Taxes will be paid extra as per the rate prevalent at the time of billing

10 Project Documentation

The Service Provider shall maintain & update System documentation and share below list of documents to DoH/OCAC during the project contract period.

1. Project Inception report
2. Latest version of Source Code
3. System Requirement Study Documents
4. Screen prototypes & prototype walk through
5. High Level Design (HLD) / Low Level Design (LLD) documents including
    i. Application architecture documents
    ii. ER diagrams and other data modelling documents
    iii. Database design Document
    iv. Application component design including component deployment views, control flows, etc.
    v. Application flows and logic
6. Test Plans, Test cases and Reports
7. Issue Logs
8. User Manual

9. Application Installation & Configuration Manual
10. Report of Security Audit & Safe-to-Host Certificate
11. Training :
    i.   User Manual
    ii. FAQ Documents
    iii. Help documents
    iv. Video tutorials
12. All the above documentation should be done as per IEEE/ISO Standard

11 Performance Requirements – Service Levels (SLAs)

SI shall agree to the following service level agreement (SLA) parameters while providing services to OCAC/DoH during the entire duration of this contract or till the amendment of SLA whichever is earlier. These SLAs shall be tracked on the basis of timeline and are envisaged to have penalty and/or liquidation damage clauses on non-adherence to any of them. The SLA parameters are divided into 2 (two) types: -

11.1 During Implementation

In case of delay in implementation of the project as per the Delivery Schedule mentioned in the RFP, penalties shall be imposed as mentioned below:

1. In the event of delay in execution of work, specified in this Contract / furnishing of deliverables, the SI shall be liable to a penalty @ 0.25% of the value of work order for the respective component/item, for every week of delay up to a maximum of 10%, after which DoH / OCAC shall be at liberty to take action against the SI as deemed proper (such as cancellation of order, increase of penalty percentage etc).

2. For the purpose of this clause, part of a week shall be considered to be a full week.

3. Maximum penalty capping is 10%.

4. Penalty will not be applicable if the delay is not attributable to the SI. However, in such cases SI has to communicate in writing the reason of delay. The decision of the Purchaser in this regard shall be final.

11.2 Post Implementation - Operation & Maintenance Phase

11.2.1 Application Availability & Performance

The Application covering all the features shall remain operational during the scheduled operation time.

* QGR= Quarterly Payment

Service Category	Description	Required Service Level	Penalty	
			% Availability	Penalty as %
Application availability	Availability of all Modules for at least 99.5% of time measured on monthly basis for a 24x7x365 time period excluding the OSDC Hardware/network downtimes, if any as per the OSDC performance reports. The availability for application service, website will be measured on monthly basis and excluding the scheduled maintenance shutdown. Performance of system refers to the proper and timely functioning of the system's functionalities. The applications should be available and performing as per functionalities.	99.5%	<99.5% & >=98%	0.5% of QGR
			< 98% & >= 95%	1% of QGR
			< 95%	2% of QGR

1. For each additional drop of 1% in Application availability below 95%, 2% of the Quarterly Instalment of O&M Application Component will be levied as additional penalty.

2. The availability for application service, website will be measured on monthly basis and excluding the scheduled maintenance shutdown.

3. The maximum penalty capping per quarter is 10%.

4. Penalty above 10% in any quarter or Application availability at OSDC less than 95% continuously for two quarters will be considered as the Breach of the Agreement in case of O&M Phase and DoH/OCAC reserves the Right to terminate the agreement.

5. Application availability and performance will be monitored and reports will be generated as per the monitoring system deployed at OSDC/SI.

11.3 Reporting Procedures of SLA

The SI's representative will prepare and distribute Service level performance reports in a mutually agreed format by the 10th working day of the completion of each month. The reports will include "actual versus target" Service Level Performance, a variance analysis and discussion of appropriate issues or significant events.

11.4 Definitions

1. "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity. The scheduled maintenance time would not be during Working Hour timeframe. Further, scheduled maintenance time is planned downtime with the prior permission.

2. "Scheduled operation time" means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the applications within the Primary DC, DR and critical client site infrastructure will be 12 hrs. X 7 days X 12 months.

3. "System downtime" means accumulated time during which the System is totally inoperable within the Scheduled Operation Time.

4. "Availability" means the time for which the services and facilities are available for conducting operations including application and associated infrastructure. Availability is defined as: {(Scheduled Operation Time – System Downtime) / (Scheduled Operation Time)} 100%

5. "Incident" refers to any event / abnormalities in the functioning of the Data Centre Equipment / Services that may lead to disruption in normal operations of System or Application services.

11.5 Interpretations

1. The business hours are 10:00AM to 5:30PM on all Govt. of Odisha working days.

2. "Non-Business Hours" shall mean hours excluding "Business Hours".

3. The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements.

4. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An "Availability and Performance Report" will be provided by the SI on monthly basis in the suggested format for review. The monthly Availability and Performance Report shall be containing the summary of all incidents reported and associated SI performance measurement for that period.

5. The SI is expected to provide the required service levels. In case the service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause. Payments to the SI are linked to the compliance with the SLA metrics laid down in the tables below. During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. the DoH / OCAC and SI.

11.6 Service Level Change Controls

1. General

    It is acknowledged that this Service levels may change as Purchaser's business needs evolve over the course of the contract period. As such, this document also defines the following management procedures:

    i.   A process for negotiating changes to the Service Levels

    ii. An issue management process for documenting and resolving particularly difficult issues.

2. Purchaser and Bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management.

3. Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change.

4. Service Level Change Process: The parties may amend Service Level by mutual agreement in accordance. Changes can be proposed by either party. Unresolved issues will also be addressed. The bidder's representative will maintain and distribute current copies of the Service Level document as directed by Purchaser. Additional copies of the current Service Levels will be available at all times to authorized parties.

12   Formats for Submission of Proposal

12.1 Compliance Sheet for Pre-Qualification Proposal

SL#	Requirement	Reference & Page #
A.	Legal Entity	
B.	Business Experience	
C.	Sales Turnover: Certificate	
D.	Net Worth: Certificate	
E.	Technical Capability: Copy of Work Order + Project Completion Certificate	
F.	Certifications	
G.	Manpower Strength	
H.	Debarment / Blacklisting Declaration	
I.	Tender Fee	

SL#	Information	Details
J.	Local Presence	
K.	Bidder's Authorization Certificate	
L.	Integrity Pact	
M.	EMD Declaration Form	
N.	Acceptance of Terms & Conditions	

12.2 Particulars of the Bidder

SL#	Information	Details
A.	Name and address of the bidding Company	
B.	Incorporation status: Public Ltd / Pvt. Ltd, etc.	
C.	Year of Establishment	
D.	Date of registration	
E.	Name, Address, Email & Mobile# of Contact Person	

12.3 Compliance Sheet for Technical Proposal

SL#	Requirement	Reference & Page #
A.	Financial & Resource Strength	
B.	General e-Governance Experience	

C.	Quality & Presence in Odisha	
D.	Presentation and Demonstration	

12.4 Self-Declaration: Not Blacklisted

To   (Company letter head)

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

Sub: Design, development, implementation and maintenance of PMKSY-PDMC –
Self Declaration for not Blacklisted

Sir

In response to the RFP No.: OCAC-SEGP-SPD-0010-2022-22040 for RFP titled "Design, development, implementation and maintenance of an end-to-end IT solution for PMKSY-PDMC of Directorate of Horticulture (DoH), Government of Odisha", 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:

12.5 Bidder's Authorization Certificate

To   (Company letter head)

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

Sub: **Design, development, implementation and maintenance of PMKSY-PDMC –** *Bidder's Authorization Certificate*

Sir,

With reference to the RFP No.: OCAC-SEGP-SPD-0010-2022-22040, 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:

12.6 Acceptance of Terms & Conditions

To   (Company letter head)

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

Sub: **Design, development, implementation and maintenance of PMKSY-PDMC –** *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 [No. OCAC-SEGP-SPD-0010-2022-22040] regarding "Design, development, implementation and maintenance of an end-to-end IT solution for PMKSY-PDMC of Directorate of Horticulture (DoH), Government of Odisha".

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:

12.7 Technical Bid Cover Letter

To   (Company letter head)

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

Sub: Design, development, implementation and maintenance of PMKSY-PDMC –
Technical Bid Submission

Sir,

We, the undersigned, offer to provide solution to OCAC, for "Design, development, implementation and maintenance of an end-to-end IT solution for PMKSY-PDMC of Directorate of Horticulture (DoH), Government of Odisha" in response to the RFP No.: OCAC-SEGP-SPD-0010-2022-22040. We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial Bid sealed in a separate envelope.

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

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

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

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

Thanking you,

Signature

(Authorised Signatory)

Seal:
Date:
Place:
Name of the Bidder:

12.7.1 Project Citation Format

Relevant IT / e-Gov Project Experience (provide no more than 5 projects in the last 5 years)	
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	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

12.7.2 Proposed Solution

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

a) Solution Proposed

b) Understanding of the project (how the solution proposed is relevant to the understanding)

c) Technical Approach and Methodology

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

12.7.3 Proposed Work Plan

Sl#	Activity[1]	Weeks							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									

1. 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 LOT.

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

12.7.4 Team Composition

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

12.8 Self-Declaration against Earnest Money Deposit

To

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

Sub: **Design, development, implementation and maintenance of PMKSY-PDMC - RFP No.: OCAC-SEGP-SPD-0010-2022-22040**

Madam,

I/We understand that, as per clause no. 5.5.3 above referenced RFP, bids must be supported by a Bid Security Declaration in lieu of Earnest Money Deposit, (reference Finance Department, Government of Odisha, Office Memorandum No. 8484/F, dated 05.04.2022). I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of **three years** from the date of disqualification as may be notified by you (without prejudice to FACT's rights to claim damages or any other legal recourse) if,

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

Yours faithfully,

Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

12.9 Financial Bid Letter   (Company letter head)

To

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

Sub: Design, development, implementation and maintenance of PMKSY-PDMC – Financial *Bid Submission*

Sir,

We, the undersigned, offer to provide the service for "Design, development, implementation and maintenance of an end-to-end IT solution for PMKSY-PDMC of Directorate of Horticulture (DoH), Government of Odisha" as per RFP No.: OCAC-SEGP-SPD-0010-2022-22040 and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is exclusive of taxes and duties.

1) PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 5 years 6 months from the date of opening of the Bid.

We hereby confirm that our prices do not include any taxes and duties.

We understand that the actual payment would be made as per the existing tax rates during the time of payment.

2) UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3) TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your clauses in RFP/Tender document.

4) QUALIFYING DATA

We confirm having submitted the information as required by you in your RFP. In case you require any other further information/ documentary proof in this regard before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Commercial Bid attached with our bid as part of the Tender. In case there is substantial difference between the component wise price approved by OCAC and the price quoted by the bidder, OCAC will have the rights to ask the bidder to realign their cost without impacting the total bid price. We hereby agree to submit our offer accordingly.

6) PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the clause 6.7 of this RFP document.

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.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

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

 Thanking you,

Signature

(Authorised Signatory)

Seal:

Date: Place: Name of the Bidder:

12.9.1 Commercial Bid

Sl#	Item	Unit	Unit Rate Quoted by bidder (excluding GST)	Quantity	Total Cost (excluding GST)
1	**Solution Development: Design, Development & Implementation (including training)**				
1.1	Core Application	Lump sum		1	
1.2	Software Components: Signing Solution	Lump sum		1	
1.3	Software Components: Database Enterprise edition	Lump sum		5	
1.4	3rd Party Application Integration	Lump sum		6	
1.5	Data Migration (Clause 8.22)	Lump sum		1	
2	**Application: Operation & Maintenance Cost**				
2.1	Core Application	Quarterly		20	
2.2	3rd Party Application	Quarterly		20	
3	**Cost for deployment of DoH Support Assistant**	**Man-Month**		**60**	
4	**Security Audit (From Cert-In Empanelled firm)**	**Times**		**5**	
5	**SSL Certificate (EV Green-bar SSL Certificate with 1 Year Validity renewed every year) (if required)**	**Year**		**5**	
6	**Change Request Management**	**Man-Month**		**20**	
7	**Any Other(Bidder may specify)**				
				Total excluding Taxes	
				Taxes	

Grand Total including Taxes	

- Change Request Management and Support resources will be added in total cost and will be considered during financial bid evaluation, however, payment will be made based on total man-month consumed/number of resources engaged as per actual.
- The bid price will be exclusive of all taxes and levies and shall be in Indian Rupees.
- 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".
- The cost for procurement of Physical DSC Token will be borne by the Department.
- OCAC shall provide the WhatsApp service provider. Bidder should integrate the application with the services of whatsapp service provider.
- WhatsApp transaction cost would be borne by Department

Thanking you,

Signature

(Authorised Signatory)

Seal: Date: Place: Name of the Bidder:

12.10   Performance Security

To

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

Sub: Design, development, implementation and maintenance of PMKSY-PDMC -
***RFP No.:* OCAC-SEGP-SPD-0010-2022-22040**

Whereas, <<name of the supplier and address>> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide services for Selection of Information Technology (IT) firms / System Integrator (SI) for design, development, implementation and maintenance of an end to end IT solution for PMKSY-PDMC of Directorate of Horticulture (DoH), Government of Odisha (hereinafter called "the beneficiary").

And whereas it has been stipulated by in the agreement that the bidder 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 agreement;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of 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, up to a total of <<Cost of Service>> in (words) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the agreement and without cavil or argument, any sum or sums within the limits of <<Cost of Service>> (in Words) 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 bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the agreement to be performed there under or of any of the agreement documents which may be made between you and the Bidder shall in any way release us from any

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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 contrary contained in any law for the time being in force or banking practice, this guarantee shall not be assignable or transferable by the beneficiary i.e OCAC. Notice or invocation by any person such as assignee, transferee or agent of beneficiary shall not be entertained by the Bank.

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

i)   Our liability under this bank guarantee shall not exceed <<amount>> (Amt. in words).

ii) This bank guarantee shall be valid up to <<insert date>>.

iii) 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 date>> failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

12.11 Statement of Deviation

To   (Company letter head)

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

Sub: Design, development, implementation and maintenance of PMKSY-PDMC– *Statement of Deviation*

Sir,

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

A. On the Terms of Reference/Scope of Work

[Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

Sl#	*Deviation*	*Material*	*Non-Material*	*Impacted Deliverable(s)*	*Impacted Timeline(s)*	*Financial Impact*
1)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>

Sl#	Deviation	Material	Non-Material	Impacted Deliverable(s)	Impacted Timeline(s)	Financial Impact
2)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>
3)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>

B. Any other areas

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

12.12 Integrity Pact

To

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

Sub: RFP ref no. OCAC-SEGP-SPD-0010-2022-22040 for the work "Design, development, implementation and maintenance of PMKSY-PDMC"

Sir,

It is here by declared that **Bidder Organization** is committed to follow the principle of transparency, equity and competitiveness in public procurement.

The subject RFP ref no. OCAC-SEGP-SPD-0010-2022-22040 is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the **Bidder Organization***

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

13   Proposed Master Service Agreement

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