REQUEST FOR PROPOSAL

Instructions on the
Bid Process

SELECTION OF SERVICE PROVIDER FOR Development, Customization, Integration and Implementation of e Tour Guide for Handlooms, Textiles & Handicrafts Department, Government of Odisha

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(RFP Ref. No. OCAC-SEGP-SPD-0045-2022-23009 dated 23.02.2023)

Odisha Computer Application Centre

(Technical Directorate of E & I.T. Department, Government of Odisha) N-1/7-D,Acharya Vihar, P.O. - RRL,

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1. Glossary of Terms

FRS	*Functional Requirement Specification*
HLD	*High Level Design*
LLD	*Low Level Design*
OCAC	*Odisha Computer Application Centre*
OSDC	*Odisha State Data Centre*
SI	*System Integrator*
SRS	*System Requirement Specification*
SSL	*Secure Sockets Layer*
UAT	*User Acceptance Testing*
CMS	*Content Management System*
OTP	*One-time Password*
QR	*Quick Response Code*
MIS	*Management Information System*

2. Fact Sheet:

S. #	Item	Description
1	Project Title	Selection of Service Provider for Development, Customization, Integration and Implementation of e Tour Guide for Handlooms, Textiles & Handicrafts Department, Government of Odisha
2	Name of Purchaser	OCAC on behalf of Handlooms, Textiles & Handicrafts Department, Government of Odisha
3	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar RRL Post Office, Bhubaneswar Odisha - 751013 gm_ocac@ocac.in
4	RFP Document Fees	₹11,200/- inclusive of GST @ 12% (Rupees ElevenThousand and Two Hundred only)
5	E-Nivida Registration Fees	₹2,500/- plus Applicable GST (Actual as per the portal)
6	Earnest Money Deposit	The bidder must have submitted the EMD of amount ₹2,00,000/- (Rupees Two Lakhs only) in the shape of Account Payee Demand Draft (DD) only from any Nationalized / Scheduled Commercial Bank in favor of Odisha Computer Application Centre (OCAC) payable at Bhubaneswar. The EMD should be valid for a minimum period of 90 days from the last date of submission of the Bid.
7	Selection Method	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation)
8	Last date for submission of queries by Bidders	28/02/2023 by 2 PM

9	Pre-bid Meeting	01/03/2023 at 12:00 noon
10.	Pre-bid clarifications issue of corrigendum by OCAC (if any)	02/03/2023 at 12:00 noon
11.	Last date and time for receipt of proposals from Bidders	11/03/2023 by 2 PM
12.	Opening of Pre-qualification Bid	11/03/2023 by 4 PM
13.	Date and time for opening of Technical Proposal	To be notified later
13.	Date and time for Technical Presentation	To be notified later
14.	Date and time for opening of Commercial Bids	To be notified later
15.	Bid Validity Period	180 Days
16.	Project Term	60 Months
17		RFP can be Downloaded from www.ocac.in, https://odisha.gov.in/, https://enivida.odisha.gov.in/. The bidders are required to submit the bid processing fee (as per eNivida Guideline) online in the eNivida portal through payment gateway.

The complete bid document has also been published on the website www.ocac.in , https://enivida.odisha.gov.in, https://odisha.gov.in/

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

3. Project Background

Odisha the land of enchanting beauty is well known for its exquisite handicrafts. It has a rich tradition of handicrafts, unique in its characteristics that have evolved along with its art & sculpture, temple architecture, folk art, dance & music. The craftsmanship is unique for its technical perfection and artistic excellence. Having an ancient tradition of making splendid pieces of art by hands Odia artists have long been presenting their awe-inspiring masterpieces to the world. Age has not withered the beauty and dynamic diversity of Odisha's traditional arts and crafts. Even today, despite the industrial revolution and availability of cheap machine-made products the handicraft industry has not only survived but also flourished amidst stiff competition.

It is estimated that Odisha houses about 1.30 lakh artisans. Interestingly, they constituted 22.78 percent of the total manufacturing, processing, servicing, and repair sector workforce of the state. The total amount of production generated by the handicraft sector is about Rs.150.00 crore. The direct export of handicraft goods exported to foreign countries is around Rs.5.00 crore. The export-oriented crafts of the state mostly consist of dhokra casting including brass metal wares, stone carving, appliqué & patch work, silver filigree, natural fiber craft etc.

KALABHOOMI a renowned museum as an integral part of DH & CI Department working upon to rich out to the tourists by showcasing variety of art works which are heritage of Odisha. The museum celebrates the craftsmanship of our artisans by putting on display their breath-taking masterpieces. Divided into 2 blocks, the museum has a display area and a live section. The display area focuses on galleries about Handicrafts and Handlooms from around the state while the live section is equipped with an open air theatre as well as separate workshop zones. Kalabhoomi is built using local raw materials such as the laterite stone which can still be seen in some of the oldest monuments around the state.

4. About the Department:

Odisha the land of enchanting beauty is well known for its exquisite handicrafts. It has a rich tradition of handicrafts, unique in its characteristics that have evolved along with its art & sculpture, temple architecture, folk art, dance & music. The craftsmanship is unique for its technical perfection and artistic excellence. Having an ancient tradition of making splendid pieces of art by hands Odia artists have long been presenting their awe-inspiring masterpieces to the world. Age has not withered the beauty and dynamic diversity of Odisha's traditional arts and crafts. Even today, despite the industrial revolution and availability of cheap machine-made products the handicraft industry has not only survived but also flourished amidst stiff competition.

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4.1   Objective

The primary objective of the 'e-Tour Guide Module' is to provide an End-to-End process flow-based automated system for all stakeholders. It would be a complete web-based and as well as mobile based application package to ease the existing manual procedure of different level users. Also, to provide transparency, the solution would holistically facilitate the view of data enabling an escalation matrix to track real-time updates with data security.

5. Instruction to the Bidders

5.1   General

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

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

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

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

5.2   Compliant Proposals and Completeness of Response

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

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

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

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

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

5.3   Disqualification

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

i. Proposal is not submitted in accordance with the procedure and formats prescribed in this document i.e. a non-conforming proposal.

ii. During validity of the Proposal, or its extended period, if any, Bidder increases its quoted prices.

iii. Proposal is conditional and has deviations from the Terms & Conditions of RFP.

iv. Proposal is received in incomplete form.

v. Proposal is not accompanied by all the requisite documents.

vi. Information submitted in pre-qualification or technical or commercial bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.

vii. Bidder tries to influence the proposal evaluation process using unfair means at any point of time during the bid process.

viii. Prices have indicated prices in the pre-qualification or technical proposal.

5.4   Consortium/ Joint Venture

Consortium/ Joint Venture is not allowed for this bid.

5.5   Pre-Bid Meeting and Clarifications

Pre-Bid Meeting

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

i.   OCAC shall hold a pre-bid meeting with the prospective bidders on 01/03/2023 at 12:00 noon in VC Mode (through Microsoft Teams).

ii.   Link will be provided to the interested bidders who will submit their queries through email to gm_ocac@ocac.in (with a copy to jayashree.mishra@ocac.in) by 02/03/2023 at 12:00 noon.

iii.   The representatives of Bidders (restricted to two persons) may attend the Pre-bid meeting.

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

v.

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

Responses to Pre-Bid Queries and Issue of Corrigendum

i. OCAC will endeavor to provide timely response to all queries. However, OCAC makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the Bidders.

ii. At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at itsown initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by corrigenda and/or addenda.

iii. The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on the OCAC Portal.

iv. Any such corrigenda and/or addenda shall be deemed to be incorporated into this RFP.

v. In order to provide prospective Bidders reasonable time for taking the corrigenda and/or addenda into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals

5.6   Earnest Money Deposit

The bidder must have submitted the EMD of amount ₹2,00,000/- (Rupees Two Lakhs only) in the shape of Account Payee Demand Draft (DD) only from any Nationalized / Scheduled Commercial Bank in favor of Odisha Computer Application Centre (OCAC) payable at Bhubaneswar. The EMD should be valid for a minimum period of 90 days from the last date of submission of the Bid.

5.7   Submission of Proposals

Instruction to Bidders for Online Bid Submission

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

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

https://enivida.odisha.gov.in

5.7.1.   Guidelines for Registration

i. Bidders are required to enroll themselves on the eNivida Portal https://enivida.odisha.gov.in or click on the link "Bidder Enrolment" available on the home page by paying Registration Feesof Rs.2,500/- + Applicable GST.

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

iii. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.

iv. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS / nCode/ eMudhra etc.), with their profile.

v. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

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vi. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.

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

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

5.7.2. Searching for Tender Documents

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

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

5.7.3. Preparation of Bids

i. Bidder should take into account any corrigendum published on the tender document before submitting their bids.

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

iii. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.

iv. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.

v. These documents may be directly submitted from the "My Documents" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

5.7.4. Submission of Bids

i. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

ii. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.

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

iv. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.

v. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

vi. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

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

viii. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.

ix. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

5.7.5. Clarifications on using e-Nivida Portal

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

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

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

tendering.Phone No.: 011-49606060

Mail id: odishaenivida@gmail.com

5.7.6. RFP Document Fees

The bidder must furnish along with its bid required bid processing fee amounting to ₹ 11,200.00 inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only) to be paid online on e-Nivida portal through e-Payment Gateway.

5.7.7. Tender Validity

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

5.7.8. Submission and Opening of Proposals

i. The bidders should submit their responses as per format given in this RFP in the following manner:

- ✓ Response to Pre-Qualification Criterion
- ✓ Technical Proposal
- ✓ Commercial Proposal

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

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

The Proposals submitted up to 11/03/2023 by 2 PM will be opened on 11/03/2023 by 4 PM by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

5.7.9. Late Bids

i. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and opened.

ii. The bids submitted in hard copy or by post/e-mail etc. shall not be considered and no correspondence will be entertained on this matter.

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

5.7.10. Proposal Preparation Cost

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

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

5.7.11. Language

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

5.7.12. Acceptance and Rejection of Bids

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

5.8   Right to Terminate the Process

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

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

5.9   Evaluation of bid

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

ii.   The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence, may lead to rejection of the bid.

iii.   The decision of Proposal Evaluation Committee in evaluation of responses to the RFP shall be   final.

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

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

vi. Each of the responses shall be evaluated as per the criteria and requirements specified in thisRFP.

vii. Initial Bid scrutiny will be held, and incomplete details as given below will be treated asnonresponsive if Proposals are:

- ✓ Not submitted as specified in the RFP document
- ✓ Received without the Letter of Authorization (Power of Attorney)
- ✓ Found with suppression of details
- ✓ Found with incomplete information, subjective, conditional offers and partial offers submitted
- ✓ Submitted without the documents requested in checklist
- ✓ Submitted with lesser validity period

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

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

6. Criteria for Evaluation

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

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

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

i.e. Commercial Bid opening.

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

6.1   Pre-Qualification Criteria:

The SI need to produce all required documents with the prequalification bid to avail the facility.

SI #	Basic Requirement	Specific Requirement	Documents required
a.	Legal Entity	Responding Firm/ Company should be: • Registered as a Company/LLP under Companies Act, 1956/2013 OR Partnerships	• Copy of Certificate of Incorporation/ Registration along with Copy of the work order/completion certificate as documentary proof in S/W development
		Firm registered under LLP Act, 2008. • Registered with Goods and Services Tax Network (GSTN). • Have been operating for at least last five (5) financial years as on 31st March 2022.	• Valid GSTIN and copy of GST Registration Certificate. • Turnover certificate/audited balance sheet and profit & loss statement from the Statutory Auditor for last five years i.e. FY 21-22, FY 20-21, FY 19-20, FY 18-19, FY 17-18,
b.	Turnover of system Integrator	The bidder should have Annual Average Turnover of at least 2.5 crores generated only from Software development and implementation during the last three financial years ending at 31st March 2022.	• Copy of audited Profit & Loss Statement • Certificate from the Statutory Auditor.

c.	Technical Capability	The company must be profit making & positive net worth in last three financial years ending at 31st March 2022.	Certificate from the Statutory Auditor
d.	Similar nature project experience	The bidder must have successfully completed or ongoing at least following numbers of Software development, implementation and O & M projects for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2022 and value specified below. • 1 project not less than 65 Lakhs OR • 2 projects not less than 50 Lakhs each OR • 3 projects not less than 35 Lakhs. each	Work Order + Completion Certificates from the client; OR Work Order + Phase Completion Certificate (for ongoing projects) from client
e.	Certifications	Bidder should have ISO 9000/9001 and CMMi level-3 or more Certification as on date of Submission of this RFP.	Copy of certificate from CMMI institute to be submitted, which can be verified through "CMMiinstitute.com"
f.	Document Fee & EMD	Tender fee of ₹11,200 inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only).	• Tender Document Fees to be paid through ePayment gateway of eNivida Portal • EMD to be submitted in the form of Account Payee DD.

g.	Black Listing	The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Annexure - Self-Declaration
h.	Existence in Odisha	The bidder should have a Centre operational in Odisha or shall furnish an undertaking to open an operation Centre within 15 days from award of the project.	Trade License/ Leased Agreement etc. / Declaration
i.	Authorized Representative from Bidder	A power of attorney / board resolution in the name of the person signing the bid.	Original Power of attorney on legal paper/ Board resolution copy

6.2   Technical Evaluation Scoring Matrix

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

Distribution of Marks:

Financial, Organization Strength	15 Marks
Project experience and expertise	55 Marks
Approach & Methodology	30 Marks
70 is the cut-off marks to open the financial bid	

6.2.1   Financial & Organization Strength: 15

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
1	The bidder should be a business entity shall mean a company registered in India under the Companies Act 1956, or a partnership firm registered under the relevant and prevailing law relating to partnership in India, and operating for at least 3 years in software development and implementation business as of 31/03/2022.	Copy of the work order/completion certificate as documentary proof	Software development experience of the bidder in years: ≥3 years: 3 Marks Additional 1 mark for additional 1 year each subject to maximum 5 marks.	05
2	Average Annual Turnover in last 3 financial years ending with March 2022 from Software development implementation and its support Services.	Audited Balance Sheet and Statutory Auditor's Certificate showing clearly income from	>= 2.5 Cr: 3marks Additional 1 Mark for each additional 50 lakhs max up to 5 marks.	05

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		software development		
3	Quality Certification	Valid certificate copy	Quality Certification CMMi Level 3: 2 Mark ISO 9001= 1 Mark ISO 27001 = 1 mark ISO 20000 = 1 Mark	05

6.2.2   Project experience and expertise: 55

The PQ for project experience required from the bidder with reference to the context of the solution to be delivered, as defined in the tender document, should aim to achieve the following:

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks

1	The firm/ company should have developed and implemented web- based E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India with a minimum value of Rs.50 Lakhs.	Work Order / Work Agreement / Completion Certificates/Phase Completion Certificate from the client	Each project will be awarded 4 marks.	20
2	The firm/ company should have developed and implemented projects with Payment Gateway/API Integration for any Department in State / Central Government/Govt. PSU/Govt Autonomous body in India.	Work order/ Work Agreement / Completion Certificates/Phase Completion Certificate from the client.	5 marks for each project subject to maximum 15 marks.	15
3	The firm/ company should have developed and implemented Mobile Application with Analytics for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body in India.	Work order / Work Agreement / Completion Certificates/Phase Completion Certificate from the client.	2 marks for each project subject to maximum 10 marks.	10
4	The firm/ company should have experience of implementing workflow-based automation projects with GIS enabled services for any Department in State/Central Government/Govt. PSU/Govt Autonomous body in India.	Work order / Work Agreement / Completion Certificates/Phase Completion Certificate from the client.	5 marks for each project subject to maximum 10 marks.	10

6.2.3 Approach & Methodology: 30

SI#	Criteria	Documentary Evidence	Max.Marks

1	Proposed Solution and its components with Prototypedesign. Live demonstration of at least one E-governance application.	Technical Presentation and demonstration	20
2	Work plan, approach & methodology for completingthe work. Technologies used, Risks and Mitigation Plan Data Migration PlanTraining Methodology and plan time frame. Operation and maintenance road map.	Approach & Methodology Document	10

i. All the bidders who secure a Technical Score of 70% or more will be declared as technicallyqualified.

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

iii. Technical Scores for other than H1 bidders will be evaluated using the following formula:

iv. Tn = {(Technical Bid score of the Bidder/ Highest technical evaluation marks * 100} % (Adjustedto two decimal places)

v. The commercial bids of only the technically qualified bidders will be opened for furtherprocessing.

a.   Evaluation of Commercial Bids

i. The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks inTechnical Evaluation) will be opened on the prescribed date in the presence of bidderrepresentatives.

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

iii. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.

iv. Any conditional bid would be rejected.

v. Commercial bids whose value is less than 20% of the average bid price will be disqualified (the average price shall be computed by adding all commercial bid values of the technically qualified bidders' and dividing the same by number of qualified bidders).

vi. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and total price that is obtained by multiplying

the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of error, its bid will be rejected".

vii. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.

viii. In the event that there are 2 or more bidders having the same value in commercial bid, the bidder securing highest technical score will be adjudicated as "Best responsive bid" for award of the Project.

ix. The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial score for other bidders will be evaluated using the following formula: F_n = {(Financial Bid of L1 / Financial Bid of Bidder) * 100} %.

b.   Final Evaluation of Bids

i.   The technical and financial evaluation scores secured by each bidder will be added using weightages of 70% and 30% respectively to compute composite score. The composite score will be computed as under:

ii. B_n = 70%*T_n + 30%*F_n

iii. The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.

7.   Appointment of Implementation Agency

7.1   Award Criteria

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

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

OCAC reserves the right to accept or reject any proposal, and to annul the tendering process/ public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for OCAC action.

7.3   Notification of Award

Prior to the expiration of the proposal validity period, OCAC will notify the successful bidder in writingor by fax or email, that its proposal has been accepted. In case the tendering process/public procurement process has not been completed within the

stipulated period, OCAC may like to request the bidders to extend the validity period of the bid.

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

7.4   Contract Finalization and Award

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

7.5   Performance Guarantee

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

7.6   Signing of Contract

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

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

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

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

7.   Terms of Reference

7.1.   Scope of work

Scope of work of this project includes software development, testing and QA, training of master trainers, managing database & application services for non-interrupted operation and providing change management & maintenance support service during pilot & rollout of e-Tour Guide. This term of reference contains an indicative top-level requirement of envisaged e-Tour Guide for reference. The software vendor is desired to deliver a comprehensive bespoke system as per the signed requirement specification for implementation. Accordingly, the scope of services will encompass the following:

a) Preparation of SRS, Detailed Design and other Technical Artifacts

b) Application Development

c) Third party tools and licenses

d) Software Testing

e) Support during User Acceptance Testing

f) Support during Security Audit and Quality Assurance

g) Data Porting

h) Training of Master Trainers

i) Operation & Maintenance Services

j) Change Request Management

k) Project Closure

Note: Any other things as desired.

7.1.1. Preparation of SRS, Detailed Design and other Technical Artifacts

The Service Provider shall perform a detailed assessment of the service and solution requirements as per the User Requirement Specification (URS) and Functional Requirement Specification (FRS) provided by the department. Based on the assessment, service provider shalldevelop & finalize the Detailed Design Document (DDD) and the System Requirement Specifications (SRS). While doing so, it is suggested that the SP should:

a) Consult with Handlooms, Textiles & Handicrafts Department and OCAC officials

b) Engage some domain experts during the study

c) Follow standardized template for requirements capturing

d) Maintain traceability matrix from SRS stage for the entire implementation

Besides SRS and DDD, the service provider shall prepare other necessary technical artifacts at each phase of software development life cycle. Version management with release note of all technical artifacts is mandatory. IEEE standard must be followed while preparing these technicaldocumentations.

7.1.2. Application Development

The service provider shall identify, design and develop components / functionalities that are required to address the application requirements according to approved SRS and DDD. The service provider shall consider following activities:

7.1.3. Development of e-Tour Guide.

The service provider will be responsible for development of e-Tour Guide system as per top level requirement given in these terms of reference. The software development team shouldoperate from their office premises.

7.1.4. Development of Mobile Apps

The e-Tour Guide for Handlooms, Textiles & Handicrafts Department, Government of Odisha will have a mobile application for field officers where they can update the work process on daily basis which the geo-tagged photos will be uploaded through Mobile Application. Once updated, information will be sync to web application and that will be reflected to their concern higher authorities as well.

The mobile application will have the following features:

- QR scan

- Monitoring
- Photo Upload (Pre-Work, In-Progress, Close Work)
- Real-Time Update Notification
- Push notification

8. Functional Requirements of the e-Tour Guide System

The primary objective of the 'e-Tour Guide module' is to provide an End-to-End process flow based automated system for all stakeholders. It would be a complete web-based applicationpackage to ease the existing manual procedure of different level user on-boarding with demography mapping, also, in order to provide transparency, the solution would facilitate view of data in a holistic manner enabling escalation matrix to track real time updates with data security.

A list of salient features and functionalities has been cited below giving a brief about the conceptand traits of the workflow focusing on the value adds of the system.

8.1. User Management

- Admin would have the privilege to manage user access, privileges to the roles, and user management.
- Admin can add a new user, update details of a user, and provide them with access rights.
- Adding new user by capturing basic details
- Edit/update the user details
- Assign role to the user with application access rights
- Admin would be responsible for the configurations of the application and maintain master data.
- Admin can view data and statistics of the application for monitoring purposes.
- Options for the Admin to manage dynamic menu configuration.
- Admin can initiate the mapping of user roles and their corresponding menu rights.
- The added users would be able to manage their profile details, update passwords using OTP authentication.
- Non-official users can be directly registered themselves by mail authentication process.
- Non-official user can be added through submitting basic details:
- Configure master data like district, block, GP, village, municipality.
- Configure artifact master with category type mapping.
- Add artifact's detailed master data having audio/text/video content separately mapped with language preference.

- Admin can Edit/update the master data
- Admin can activate/deactivate the master details

8.2. Revamp of Website

- The primary objective of this module will be to revamp the entire Kalabhoomi website with new addition and look & feel.
- New website design will be incorporated.
- About the Museum
- This would be the separate section containing brief information about KALABHOOMI
- All the attributes corresponding to it would be noticeable here
- The current features with brief history of KALABHOOMI and DH & CI initiatives could be part of this
- Multimedia
- System must allow the provision to have images, audio and videos separately.
- Provision to define a minimum number of images with baseline quality with scope of auto-compression to ensure effective server load, storage and real time retrieval.
- There would be provision for customized look and feel for the same with high definition quality
- There would be provision against each images and videos to have title and description separately
- Each would be getting into the details page separately by the help of hyperlink
- Directory of Employees
- There would be separate section for employees contact details in a tabular format.
- Announcements
- There would be a separate section for announcements that acts like a notice board.
- There would be notices as hyperlinks as of date and time order.
- Artifacts & Exhibitions and Events
- There would be section to display different art galleries and crafts details.
- Activities & Programs
- Provision to display Activities and programs list with details on click.
- Provision to display Event details with place and schedule, participating members, and budget.
- Map and Demography
- Provision to have city map and Demography details on click.
- Museum location would be there providing with map.
- Online Services
- Provision would be there for separate section of online services.
- Under this section; provision to have course details, brochures.
- There would be provision have the links downloadable.

- <u>E-Admission</u>
- There would be provision for e-admission service.
- Link would be there to apply for individual courses.
- Digital payment service would be integrated in the website for smooth online payment.
- <u>Single Sign-on</u>
- There would be provision to login through username and password.
- Both employee/public can login from the website.
- <u>Feedback section</u>
- There would be section to submit feedback.
- Provision to enter comments with Name, email id, phone no.
- Provision to have captcha support during feedback submission.
- <u>Support Help</u>
- There would be dedicated support system for this.
- There would be provision to have a section to enter details with email id/ Mobile no.
- There would be provision to display support desk email id and Support service contact no to reach for help.
- <u>Contact Us</u>
- Provision to have link to the Contact Us page.
- Provision to have informative page with better look and feel.

8.3. 360 degree view

- There would be provision for 360 degree view of entire museum and individual gallery view barring any scope to have item / artefact wise 360° view.
- There would be provision for capturing top quality digital photographs.
- System would create the 360° images or panoramic stills.

8.4. Content Management System

- Provision to create and manage Masters with details of activities, programs carried out in the past, or a new one and update data from the existing list.
- Provision for the users to create a new program, activity, seminar, concert under a sub module with options to add the type of event, place and schedule, participating members, and budget, if required.
- There would be text contents.
- There would be Graphical contents at every landing page.
- System has provision for having a common footer (e.g.: Useful Link, RelatedWebsites, and Media etc.)
- System has provision for upload Media, Video and Image in gallery part.
- System has option get opinion from outsider through opinion poll.

- System has option for announcement and forum.
- System has provision for having a consistent positioning and terminology.
- System has provision for having a "Search" box or a link to a "search" for quick availability of data.
- Metadata for page like title, keywords, description and language should be clearly explained.
- Site Map linked to the Home page and all important entry pages of the website.

8.5. Artifact Management

- System would be able to maintain artifact type master like Handicrafts or Handlooms
- There would be provision to group the artifacts by the type of artifacts
- Individual detailed level data would be captured under this module
- Artifacts Grouping
- Configurable Catalogue Mapping would be incorporated which can be tracked through unique ID.
- Artifacts' category storage & monitoring would be done under this module.
- Once configured, tagged with auto generated unique Artifact ID.
- Artifact's Information encoded in terms of QR CODE.
- The details would be managed by Admin having the access to edit/update the details.
- Individual Artifact's information such as text content, image, audio and video would be attached against the Artifact ID.

8.6. E Ticketing Solution

- Quick Booking
- There would be provision for quick booking through OTP authentication.
- Once OTP authenticated, booking URL would be generated and delivered to the mobile number.
- QR code would be scanned under the URL to book ticket through online payment platform with auto-filled payment information.
- Scheduled Booking
- There would be provision for the users to be fulltime user by sign-up into the portal.
- The registered users would be able to schedule their bookings by using their credentials.
- There would be provision to maintain booking history at their login panel.
- The booking information would also be mailed to the registered email ID.
- Offline Ticketing Tracking
- There would be provision to manage offline ticketing data in the system.
- Data entry operators will manage date wise offline ticket entries with detailed information.

- System would have the scope to compare the online tickets and offline ticket counts periodically.
- System would showcase the comparison data in dashboard and reports.

8.7. QR Based Audio Tour

- **QR Code Generation**

- During Artifact mapping, against the unique artifact ID the QR would be encoded.
- All the detailed level information of the artifact would encoded in terms of QR Code.
- During edit/update the details of artifact information, the same would be encoded against the QR code.
- QR code would be secured and tamper proof.
- There would be scope for unique artifact alpha numeric number against the QR code.
- There would be speech recognition feature to access the QR/ artifact number to get the artifact information.

- **QR Scan**

- Tourists/Visitors through the app would be able to scan the individual QR code to get the detailed level artifact information.
- As a scan outcome, individual QR would redirect to a URL address.
- There would be scope to click the URL to get the information from the storage tagged with QR code.
- There would be scope to choose the language preference (Odia/Hindi/English)
- Individual scan outcome will be cache cleaned for the next search attempt.
- As a result, system would showcase the artifact's stored content (audio)
- There would be scope to match the QR code information extraction with current museum location.
- Once matched through GIS feature, the extracted scanned outcome will be displayed to the user.
- There would be scope for one QR code which can be scanned to get the entire gallery information.
- System would have the provision for the QR code which cannot be scanned out of the museum range through geo tagged feature.
- In case scanning of QR code outside of the museum, the access URL would not provide any information showing alert message following to the GIS location feature.
- QR Code scan against any Live Event/Artifacts/Gallery
- Once scanned, redirect to Website Link would be the feature
- Visitors can Rate/feedback against the Event/Artifacts through mobile app
- Geo-location to be matched for the correct information

8.8. Mobile Application (Android & iOS)

- System must allow for a native android app as of web application features with extra customization
- System must allow for flawless navigation
- System must allow for simple registration to checkout
- System must allow for minimum loading time for the application underlying browser environment
- System must allow for reporting related to bugs under application
- System must allow for push notifications
- System must allow to give feedbacks
- System has provision for advanced search option
- There would be provision for QR scan facility to scan the applicable QR code for the museum.
- The mobile app would be having geo tagged facility to manage attendance of the interns/staffs.
- There would be provision to showcase attendance history periodically through a simplified attendance calendar.
- There would be provision for trail map of the museum/gallery to pin the location and route inside the museum with detailed information
- Gallery trail-Map to locate visitor and route the track to navigate inside the Museum.
- There would be provision for Pin individual Artifacts by geo-tagging the location
- Through Mobile app current location of the visitor can be identified
- Matching the location, system would showcase the near-by artifact details
- Near-by artifact with detailed Information would be the scope under this.

8.9. Training Management

- There would be provision for Event creation by the concerned stakeholder.
- Training module master would be maintained in the system.
- There would be provision for Internship news publication under the website.
- There would be provision for Timeline posting and reminder setup against the internship program.
- Detailed information showcase for the internship program.
- There would be unique tracking ID to track the timeline progress
- Attached document to be displayed against individual events
- There would be provision for Batch creation for the interns applied post applications approval
- Course wise various batch tagging to interns/students

- Applied course details category wise.
- Training assessment details management would be the provision.
- Certification management which would auto generate certifications post completion of internship.
- Each certificate would be exportable/downloadable in desired format for offline/online purpose.

8.10. Analytics Dashboard

- There must be Best viewed Artifact status on dashboard
- There must be Best rated Artifact status on dashboard
- There must be status of best visitor report and reviews of artifacts year wise
- There must be status of Total no of internship/workshops conducted on the dashboard
- There would be graphical representation elaborating about the admissions, participants in workshops, vacant slots.
- There would be filters for Year wise and category wise
- There would be chart for registered volunteers
- There would be chart for top and bottom scanned artifacts.
- There would be a table displaying information about Top performing Product details (Product name, Rating, Feedback)
- There would be ticket booking range periodically over the year.
- There must be Social site analysis representation through graph
- There would be graphical analysis about User hit rate percentage month wise with each month drilled down day wise data

8.11. MIS Reports

- System must allow the provision to integrate Google analytics for reports monitoring
- QR scan Report: Financial year wise artifact report would be there
- Booking payment Report: Financial year wise report would be there
- Volunteer Report: There must be total registered volunteer report
- Refund Report: There must be total refund report financial year wise with each level drill down
- There must be report for Total no of Orders in the financial year
- There must be visitors reviews report against artifact scanned financial year wise
- New vs. Returning- This report makes a neat comparison between new and returning visitors describing:
  - New users
  - Conversion rate
- System must allow to have Demography wise Age and Gender reports

8.12. Integration:

Integration with following applications can be done, the list and number of integrations can bechange as per requirement of department.

- Payment Gateways
- SMS Gateways
- E-mail Services
- Integration with Odisha One Portal

8.13. Web Design Considerations

The application should be able to support all common browsers (like Internet explorer, Mozilla, Chrome, Safari etc). The Service Provider shall strictly follow Responsive Web Design (RWD) approach for developing user interfaces. At least labels used in the forms, reports etc. in the application shall be bilingual and be available in English and Odia following UNICODE standard.

8.13.1. Notification Facility

Proposed application should issue SMS alerts to the respective users for time bound actions andescalation mechanisms for non-attended activities. The service provider will integrate the relevant modules with messaging gateway provided by OCAC for inbound or outbound SMS for different functionalities. Application should support e-mail and popular messaging app integration.

8.13.2. Software Testing

Testing activities for application will be carried out in iterative manner for each of the module asthe service provider keep on developing. Testing activities must be carried out on the testing environment of the server provided by the service provider.

The service provider shall submit the test plan to department/OCAC earlier for testing the developed application (module) along with traceability matrix. The test plan should be in line with the functional requirement specifications. The service provider shall prepare test cases based on duly approved test plan the testing procedures should be carried out for each unit, module and for the system as well. Test reports with defect list should be submitted to department for reference. The service provider shall deliver the tested and fault rectifiedapplication to department and deploy the same on the staging server. Staging server shall be provided by the OCAC.

8.13.3. Support during User Acceptance Testing

User Acceptance Testing will be carried out on the staging server. The service provider shall be responsible to deploy the application on staging server and facilitate Project Management Committee in department to conduct User Acceptance Testing. Selected users from departmentwill carry out the UAT of the developed modules. The service provider will provide necessary training to the selected users for carrying out the UAT. All feedback with respect to functionalities, performance, user experience and reported bugs must be addressed by the service provider concurrently. The department will issue user acceptance certificate to the service provider for further actions.

8.13.4. Support during Security Audit and Quality Assurance

The service provider shall carry out following activities relating to Security Audit of application.

a) The service provider needs to ensure that the solution is in compliance with the CERT-InSecurity Policy and Guidelines.

b) The service provider shall appoint CERT-In empaneled auditor who shall be responsiblefor performing the Security Audit of the solution.

c) The third-party agency shall conduct audit on minimum below mentioned parameters.

d) The cost of audit & rectification of non-compliances shall be borne by the service provider. As per the quantity mentioned in the commercial bid

e) Coordination with the CERT-In empaneled firm for security audit and obtain thecompliance certificate.

f) Carryout security audit before Go-live of application and obtain the safe-to-hostcertification

g) Carryout the periodic audit & certification as and when it is required as per the OSDCpolicy.

8.13.5. Training to Master Trainer

Train the Trainer model is adopted for imparting training for application. The Service provider shall be responsible for imparting training to the master trainers on developed modules. The resource person of the service provider responsible for training, shall work under the supervisionof Handlooms, Textiles & Handicrafts Department officials.

8.13.6. Training Content

a) The Service provider shall ensure that the training content is relevant to the target trainees depending upon the role played by them in the system. There should be separate training materials for different level of users. The training material should be illustrative enough for easy understanding of the user and smooth adaptability of the software.

b) The Service provider shall submit the training content to department for approval. It shallbe submitted at least 15 days in advance before the conduction of the training. The department will review and provide comments to the service provider on the training content within 7 days of the submission of draft training content. The Service provider shall incorporate and implement changes suggested by department in training delivery and content.

c) The service provider should prepare pre-training content separately. These pre-training content should be circulated among the trainees 7 days prior to the training program. Thepurpose of such pre-training content is to make the trainees prepared for receiving the training.

d) Providing hard copies of training material to participants shall not be responsibility of thesoftware vendor.

8.13.7. Training Calendar

Objective of the training is to ensure proper adaptation and use of the software by the end users.To meet this objective, the service provider shall prepare training calendar for each phase of software development in consultation with the department. The software vendor shall set up training environment for hands on practice on the modules of the application.

8.13.8. Training Venue

Training of the master trainers shall take place virtually through MS Teams/ Zoom/Google Meet.In case of physical training requirement, the training shall be conducted centrally at Bhubaneswarand Cost of travelling of trainees for attending the training will be borne by the department. Thedepartment shall provide the venue including furniture, Internet, projector, work station essential for the training.

8.13.9. Training Participants

a) Indicative number of master trainers to be trained is 100 (One hundred).

b) Department shall identify the participants (master trainers) for the training.

c) Each batch should not have more than 20 (twenty) participants.

8.13.10.   Post-Training Assessment

a) The service provider needs to submit training completion report at end of training of eachphase separately.

8.13.11.   Language for Delivery of Training

The language of training delivery shall be in English and Odia.

8.13.12.   Online Help/Reference with Search Option

a) It is also proposed that the training contents / user manuals be made available to users indownloadable (PDF) format so that the users may refer / download it for their own personal reference as and when needed.

b) It is envisaged that any user will be able to search and read the directions / information for the right content. On entering the key words for search criteria, the system should pullout and display the links to the content as mapped.

c) The system should support dynamic search facility i.e. as soon as the key words are changed; a new set of content links with page shall be displayed to the user.

8.13.13.   Deployment and Configuration

It is also the responsibility of the service provider to deploy the developed modules on the stagingserver for testing by the state level and division level users. The service provider should comply with all the feedback reported by the selected users of department. Once the module gets cleared and accepted by selected user groups it should be deployed on training and production environment.

a) The Service Provider's team should submit deployment plan in advance and get it approved by the department/ocac.

b) Each deployment should carry a release note for the users.

8.13.14.   Application Roll out

On successful UAT the application will be rolled out across the state.

8.14. Operation and Maintenance:

Currently the Operation and Maintenance is for 1 year from the date of go live and this canbe further extended for another 2 years upon mutual decision of department and OCAC.

8.14.1. 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 Service provider shall keep the application software in good working order; perform changes and upgrades to applications as requested by department. Key activities to be performed by the service provider in the application support phase are as follows:

a) Enhancement of Analytical MIS report as per the requirement

b) Database query report management on emergency

c) Optimization of the already developed reports

d) Tuning of transactions

e) User & access management

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

8.14.2. Software Maintenance

a) The service provider shall provide support through Telephone / Email as required as per the service window defined in the RFP

b) The service provider shall address all the errors / bugs / gaps in the functionality in the solution implemented by the service provider (vis-à-vis the FRS and SRS signed off) at noadditional cost during the support phase.

c) Any changes/upgrades to the software performed during the support phase shall subjectto the comprehensive and integrated testing by the service provider to ensure that the changes implemented in the system meets the specified

requirements and doesn'timpact any other function of the system.

d) 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/ networkcomponents have to be replaced, shall be the responsibility of the service provider.

e) Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the service provider and periodically submitted to the department.

8.14.3. System/Infra Support

8.14.3.1. Database Administration

- Regular monitoring & management of all the applications installed / re-installed anddatabases hosted as and when it required for the project
- Installation & configurations the RDBMS software
- Database administration, optimization and trouble Shooting
- Database & file back-up as per the policy of OSDC
- Application Load balancing and Database Clustering
- Perform Database, event & system log analysis

8.14.3.2. Security Administration

- Regular analysis of events and logs generated
- User ID and group management services

8.14.3.3. Backup and Restore Management

- Preparation of backup plan
- Backup of operating system, database and application as per OSDC policy
- Monitoring and enhancement of the performance of scheduled backups

8.14.3.4. System/Network Administration

- Network configuration
- Patch update
- System Administration and Trouble Shooting
- Application & System Software Administration (including performance tuning)
- Application and database level performance tuning.

8.15. Change Request Management

It may be so required to customize the application to accommodate revise guidelines and betterment of the application evolving time and again. Any such customization will be consideredas change request.

- Major enhancement to the existing modules which may affect the application process & database (To be agreed by technical committee)
- Development of new Module/Form/Report
- Any changes in the Workflow/data flow or Core application framework
- Any new integration with other system
- System Administration

Change requests from the stakeholders of e-Tour Guide considered for implementation on priority basis and assigned to the service provider to work upon. The service provider should adapt following procedure to implement assigned change requests into application.

a) To understand change requests and to analyze impact of desired change on existingmodules.

b) To prepare effort estimate on the basis of overall-person-days to bring desired changes in the application. The estimate of effort to implement the change requests must be approved by PMC before the vendor takes it up for implementation.

c) To revise requirement specifications, design document prepared earlier including traceability matrices, test plan, test cases and other related technical artifacts to incorporate desired change.

d) To revise the existing source code in related modules according to the revised designdocument, conduct test with test cases and recording of test results.

e) To revise all related manuals and preparing release notes.

f) To redeploy upgraded version of application onto the staging, training and productionenvironment.

g) To close change-request-ticket after receiving note of satisfaction from the PMC

8.16. Project Management

The envisioned project is a multi-disciplinary initiative. An effective Project Management Plan and commitment to adhere to it is a mandatory requirement. The project plan should also includethe resource, task and time plan for the entire duration of the project.

The service provider shall employ best practices in project management methodology to ensurethat the envisioned project components are developed and implemented within the defined timeperiod. A copy of the project management Plan (both soft and hard copy) shall be handed over to Handlooms, Textiles & Handicrafts Department to keep track of the progress of the project.

8.17. Hand holding support:

One Technical resource to be deployed on the client premises for a period of one year to providehand holding technical support to the concerned officials or end users. The department will provide MPR (Monthly progress report) of the resource to OCAC on end of each month.

The resource must be well convergent with the aforesaid application.

In case of replacement of resource during the deployment period the SI must inform departmentas well as OCAC one month prior to the replacement.

8.18. Project Closure

The last month of the project is considered as Project Closure period. Department will not assignany new tasks or change request during the project closure period. During the project closure, the service provider shall clear all pending work as follows.

a) To ensure that all the feedback, issues, complaints, change requests received from the usersare resolved to the satisfaction of department.
b) To ensure that all technical artifacts delivered meets the quality standard and comply withthe feedback of the third-party quality auditor.
c) To ensure that the final version of all the artifacts including source code of the application ishanded over to Handlooms, Textiles & Handicrafts Department technical team.
d) To ensure proper transfer of knowledge to the department technical team.

9. Project Documentation

The service provider shall share below list of documents to OCAC during the project contractperiod.

Milestone	Documentation
Preparation of SRS, Detailed Design and other technical artifacts	• System Requirement Specifications (SRS) • Detailed Design Document (DDD)
Testing	• Test Plan, • Test Cases, • Test Results, • Defect List, • Traceability Matrices
Training	• Training calendar • Training Manual • Operation Manual, • User Manual
Exit Management	• Programme Source Code • Programmers Manual • Installation Manual

10. Role and Responsibility of different stakeholders:

10.1. Responsibility of Kalabhoomi / Department:

Handlooms, Textiles & Handicrafts Department, Government of Odisha shall play an important role in the fruition of theenvisioned system. The following are the roles and responsibilities.

1) To nominate a Nodal Officer for monitoring the implementation program across the   Kalabhoomi.
2) Provide information on Business Process / Domain related issues to the SI.
3) Ensure that the SI conducts a detailed BPR exercise while developing and implementing the automated system.
4) Monitoring implementation, consolidation and approvals of AS-IS, BPR, Products, Case studies etc.
5) Define the services/modules for project implementation.
6) To ensure approval of SRS within timeline.
7) To enter into necessary MoUs /agreements with TSP for defining service levels for identified services, ensuring service level adherence, implementation and sustainability of the project.
8) Work as driver for policy, regulatory and other relevant changes.
9) Providing Financial Support as per the project requirements.
10) Provide data /documents that need to be digitized and brought to the system.
11) Provide and validate all users' requirement documents.
12) Review the deliverable (interim and final) submitted by the SI.
13) Assist in Organizational capacity building. The Kalabhoomi to identify Identify Officers for different training needs and facilitate completion of UAT and training within the defined timeline.
14) Obtain Departmental approval required (if any).

10.2. Responsibilities of OCAC:
1) Working closely with the department / office and the SI in identifying areas requiring Business Process Reengineering, required due to automation
2) OCAC shall act as an interface between department/office and the SI for helping in mapping the user requirement transformation in to the software requirements
3) Ensuring that the SI provides a robust, scalable and secure solution.
4) Assisting the department / office during joint reviews at important milestones of various phases of project execution
5) Ensuring that the SI is providing services diligently and as per the terms of agreement

6) Evaluation and testing of application software developed by the SI.

7) OCAC in close co-ordination with the Kalabhumi / office shall monitor the effective and successful implementation of the project.

8) Co-ordinate with OSDC in case the application is hosted at OSDC.

10.3. System Integrator

1) Provide close tie-ups with all the stakeholders in the Project at all levels, including field level.

2) Work closely with the different department officials, field agents, support agencies etc. to undertake the field work, comprehend the requirements, document the observations and redesign the processes by doing BPR of government administrative processes.

3) Help build capacity for the staff and executive resources at all levels, by providing necessary training and undertaking awareness campaigns. Directorate of Economics and Statistics and OCAC would also work closely with the SI for developing and customizing the software and implementing the technical solutions.

4) To provide services, IT resources, and capacity building for creation of ecosystem for high adaptability of backend computerization and e-Governance initiatives as per departments vision.

5) Prepare and submit the Integrated Project Management Plan (IPMP) for implementation of the project. The IPMP shall comprise of the all the components of deliverables prepared for Inception

6) Prepare the project reporting formats to report the progress of the project to OCAC for approval

7) Participate in Weekly / Monthly project review in regards to the progress of the project

8) Identify and escalate issues/risks OCAC and provide the mitigation plan

9) Adhere to the directions of OCAC as and when provided.

10) Prepare and deliver for approval all the deliverables such as SRS, SDD, and Design Documents etc. within a defined timeline, as agreed in the IPMP and to the satisfaction of OCAC / Department, throughout the implementation phase.

11) Install/configure/deploy all the components of system and get approval from OCAC.

12) Provide detailed training plan to OCAC and Department and train the personnel identified by the l & ESI department and report the results.

13) Ensure UAT readiness & conduct the UAT and report the results thereof to OCAC and obtain acceptance thereof. The UAT report should also include the feedback of the UAT participants.

14) Ensure completeness of the solution with respect to requirements and performance, acceptance expectations from the solution and get signoff from appropriate authority through OCAC.

15) Coordinate with System Integrators of other relevant system for ensuring that system seamlessly exchanges data with them.

16) Deploy and manage hand holding support for addressing the issues and incidents raised by users; resolve such issues and report the status OCAC on a periodic basis

17) Prepare SLA report based in the SLA parameters given in RFP on a continuous basis and deliver it to OCAC for review and necessary action.

a.   **Project Timeline:**

Sl#	Activity	Tentative Deliverables	Timeline
a)	System Study & Prototype Design	− Detailed Team Structure with team members − Point of Contact − FSR/SRS Document − Screen prototypes	T1=T+4 Weeks
b)	Design, Development & Implementation	− Source Code − Test Plans & Test Cases − Operation Manual − FAQs − Load Testing report − Hosting in staging environment	T2= 16 Weeks from date of approval of SRS
c)	UAT, Training & Go live	− Preparation Test Cases − UAT certificate − Training to users and provide training completion report.	T3=T2+ 2 Weeks

Sl#	Activity	Tentative Deliverables	Timeline
		− Movement of application from Staging to Production environment − Safe to host certificate issued by Cert-in empaneled firm	
d)	Operation & Maintenance	− Issue Logs − Quarterly Activities report	One year from the date of Go live
e)	Hand holding support	− Monthly Attendance Sheet	One year from the date of Go live

b.   Service Level Agreement & Penalty

If the selected bidder fails to achieve the below scope of work within the corresponding Delivery Period and any extension thereof, unless such failure is due to force majeure situation or due to OCAC's default, penalty shall be imposed by OCAC on the selected bidder.

If at any time during the Contract, the selected bidder should encounter conditions impending timely performance of service, the selected bidder shall promptly notify to OCAC in writing of the fact of the delay and its likely duration along its cause(s). As soon as practicable after receipt of the selected bidder's notice, OCAC shall evaluate the situation and may at its discretion waive the penalty on the request of the selected bidder.

Sl#	Major Area	Parameter	Requirements	Penalty
a)	Development & Implementation	Major milestone during development and implementation as per project timeline.	As per project timeline	Rs. 500/- per day delay
b)	Response time for bug fixing	Time taken (after the request has been informed) to acknowledge problem	Within 24 hours from the time the bug is reported.	Rs. 100/- per hour delay

Sl#	Major Area	Parameter	Requirements	Penalty
c)	Resolution Time (Only for Bug fixing)	Time taken by the service provider to fix the problem	Problems with severity within 48 hours from the time of reporting.	Rs. 500/- per hour delay
d)	Resource Deployment	Start of service	As per project timeline	Rs. 200/- per day delay

In case, the delay is more than 24 weeks and the cause of delay is attributable to System Integrator, authority reserves right to increase the penalty value and/ or take appropriate action against the bidder such as cancellation of contract etc.

Application Availability:

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

Measurement	Reporting Period	Target	Penalty
Daily	Monthly	≥ 98%	Nil
		≥ 95% but <98%	0.5% of Quarterly billed value of Application Maintenance Support
		≥ 90% but <95%	1.0% of Quarterly billed value of Application Maintenance Support
		<90%	2.0 % of Quarterly billed value of Application Maintenance Support

a)   Performance of system refers to the proper and timely functioning of the system's functionalities. The application should be available and performing as per functionalities

b)   The non-availability for application service is measured on monthly basis and excluding the scheduled maintenance shutdown and incidents.

c)   Application availability and performance will be monitored and reports will be generated as per the monitoring system deployed at OSDC.

c.   Bill of Material & Quantity

Sl#	Category	Items	Qty
a)	Study, Design, Development / Customization, Testing, Deployment / Implementation	Application development as per requirement mentioned under clause no. 3 of this document.	6 months
b)	Operation & Maintenance of the application	Application Support, Software Maintenance, System Support, etc mentioned in this document.	1 Year
c)	Handholding support executive Deployment	Deployment of Manpower as specified	1 Year
d)	SSl certificate	As per the scope	2 years
e)	Cyber Security Audit	As per the scope	2 Nos

d. Payment Terms

Sl#	Category	Payment Terms	
a)	Design, Development and Implementation	− 20% payment of Application development on SRS Approval − 30% payment of Application development on completion of UAT. − 40% payment of Application development on receipt of security audit certificate and Go-Live Certificate. − Balance 10% of application development will be paid after 6 months of successful Go-Live of the application.	
b)	Operation & Maintenance	Application Support	100% cost of this item equally divided into 4 quarters
		Software Maintenance	
		System/Infra Support	
c)	Security Audit cost	100% payment on submission of Safe-To-Host Certificate	
d)	SSI certificate	100% payment on submission of configuration report	
e)	Integration with Other application	100 % payment after successfully integration and go live of each Integration, the payment will be made as per actual number of integrations.	
f)	Hand holding support cost	Monthly after receiving MPR	
g)	Additional Modules / Change Request	100% payment on Go-Live of the additional modules / change request upon approval	

11. Formats for Response

a. Pre-Qualification Bid Formats

FORM PQ-1: Cover Letter

(To be submitted on the Letterhead of Bidder)

To

The General Manager
(Admin), Odisha Computer
Application Centre,N-1/7-
D, Acharya Vihar

P.O. RRL, Bhubaneswar - 751013.

Subject: Selection of Service Provider for Development, Customization, Integration and Implementation of e Tour Guide for Handlooms, Textiles & Handicrafts Department, Government of Odisha

Ref: RFP Reference No: OCAC-SEGP-SPD-0045-2022-23009 dated 23.02.2023

Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. OCAC-SEGP-SPD-0045-2022-23009 dated 23.02.2023. We herebysubmit our proposal which includes the pre-qualification proposal, technical proposal and commercialproposal, sealed under separate envelopes. Our proposal will be valid for acceptance up to 180 Days and I confirm that this proposal will remain binding upon us and may be accepted by you at any timebefore this expiry date.

All the information and statements made in our proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I

undertake to negotiate on the basis of proposalsubmitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

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

I understand you are not bound to accept any proposal

you receive.Yours faithfully,

**Authorized Signatory with Date
and Seal:Name:**

Title:

Address of Bidder:

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

(To be submitted on the Letterhead of Bidder)

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

Authorized Signatory with Date

and Seal:Name:

Title:

Address of Bidder:

FORM PQ-3: Acceptance of Terms and Conditions

(To be submitted on the Letter head of Bidder)

To

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

Subject: Selection of Service Provider for Development, Customization, Integration and Implementation of e Tour Guide for Handlooms, Textiles & Handicrafts Department, Government of Odisha

Madam,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the OCAC-SEGP-SPD-0045-2022-23009 dated 23.02.2023. Regarding RFP for "RFP for Selection of Implementation Agency for Selection of Service Provider for Development, Customization, Integration and Implementation of e Tour Guide for Handlooms, Textiles & Handicrafts Department, Government of Odisha

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

Authorized Signatory with Date

and Seal:Name:

Title:

Address of Bidder:

FORM PQ-4: Bid-Security Declaration

(Company letter head)

To

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of E&IT Dept, Govt. of Odisha)

N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar – 751013

Sub: Selection of Service Provider for Development, Customization, Integration and Implementation of e Tour Guide for Handlooms, Textiles & Handicrafts Department, Government of Odisha

– Bid-Security Declaration

Madam,

In response to the OCAC-SEGP-SPD-0045-2022-23009 dated 23.02.2023for RFP titled "Selection of Service Provider for Development, Customization, Integration and Implementation of e Tour Guide for Handlooms, Textiles & Handicrafts Department, Government of Odisha", I/We, ………………………. irrevocably declare as under:

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

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

1.   I am /We are in a breach of any of the obligations under the bid conditions,

2.   I/We have withdrawn or unilaterally modified/amended/revised, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.

3.   On acceptance of our bid by FACT, I/we failed to deposit the prescribed Security Deposit or fails to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions and within the specified time.

Signature:

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

Dated on_____day of month, year.

FORM PQ-5: Self-Declaration:

Not Blacklisted(Company letter head)

To

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of E&IT Dept, Govt. of Odisha)

N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub: Selection of Service Provider for Development, Customization, Integration and Implementation of e Tour Guide for Handlooms, Textiles & Handicrafts Department, Government of Odisha – Self Declaration for not Blacklisted

Madam,

In response to the OCAC-SEGP-SPD-0045-2022-23009 dated 23.02.2023 for RFP titled "Selection of Service Provider for Development, Customization, Integration and Implementation of e Tour Guide for Handlooms, Textiles & Handicrafts Department, Government of Odisha", as an owner/ partner/ Director of (organization name)__I/ We hereby declare that presentlyour Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or hadwork withdrawn, by any State/ Central government/ PSU.

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

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

FORM PQ-6: Project Citation Format

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

b.   Technical Bid Formats

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

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

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

i.   Functional Architecture
ii.   Technical Architecture

iii.   Network Architecture
iv.   Deployment Architecture
v.   Security Architecture

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

FORM TECH-2: Description of Proposed Approach and Methodology

Bidder is free to propose any type of approach for implementation of Minor Irrigation AutomationSoftware.

FORM TECH-2: OEM Authorization letter.

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

FORM TECH-3: Detailed Work Plan with Activities, Duration, Sequencing, Interrelations,Milestones and Dependencies

SL#	Deliverable/ Activity*	Months							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									

g)													
h)													
i)													
j)													
k)													
l)													
m)													
n)													
o)													
p)													
q)													
r)													
s)													

FORM TECH-4: Team Composition, Assignment and Experts' Inputs

No.	Name	Expert's Input (in person/month) per Deliverable (listed in TECH-3)								Total Time-input (in Months)		
		Position	Home / Field	D-1	D-2	D-3	D-4	.....	D-n	Home	Field	Total
KEY EXPERTS												
K-1			*Home*									
			Field									
K-2			*Home*									
			Field									
			Home									

K-3			*Field*									64
K-4			*Home*									
			Field									
K-5			*Home*									
			Field									
NON-KEY EXPERTS (Bidder to determine no. of Non-Key Experts as per its proposed work plan)												
N-1			*Home*									
			Field									
N-2			*Home*									
			Field									
N-n			*Home*									
			Field									
Sub-Total												

c. **Financial Bid**

FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder)

To

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

Subject: Selection of Service Provider for Development, Customization, Integration and Implementation of e Tour Guide for Handlooms, Textiles & Handicrafts Department, Government of Odisha

Ref: RFP Reference No. OCAC-SEGP-SPD-0045-2022-23009 dated 23.02.2023.

Madam,

I /We, the undersigned, offer to provide the service for Selection of Service Provider for Development and Implementation of Minor irrigation Automation System in Odisha as per RFP No OCAC-SEGP-SPD-0045-2022-23009 dated 23.02.2023and our Pre-Qualification, Technical and Financial Proposals. Our attached Financial Proposal is inclusive of all applicable taxes and duties.

1.   BID PRICE

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

2.   PERFORMANCE BANK GUARANTEE

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

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

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

Yours faithfully,

Authorized Signatory with Date

and Seal: Name:Title:

Address of Bidder:

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

Development, Customization, Integration and Implementation of e Tour Guide for Handlooms, Textiles & Handicrafts Department, Government of Odisha

Sl#	Category	Module/Item	Unit	Qty	Unit Rate	Amount
A	Application Development	Web portal with User Management, Website design & QR based audio tour with Analytics Dashboard [Study, Design, Development, Testing, Implementation & Training]	Lump-sump	1		-
B	Mobile App (Android/IOS)	Study, Design, Development, Testing, Implementation & Training	Lump-sump	1		-
C	Operation & Maintenance	Application Support & Software Maintenance (for A & B)	Year	1		-
D	Hand holding support	One resource for 12 months	Month	12		-
E	Change Request	Average Resource Cost for blended Technical Resource	Man-month	10		-
F	Security Audit	Third Party Security Audit	Lump-sump	2		-
Sub Total						-
Tax (18%)						-
Grand Total (ROUNDED)						-

					68
(Total in Words) Rupees					

B. Provisional Cost for Preparation of Audio						
Sl#	**Item**	**Unit**	**Base Price**	**Taxes**	**Amount**	**Rounded to**
1	Audio recording	1 min Duration with 3 languages (Odia, English & Hindi)		-	-	-

C. Provisional Cost for SSL certificate						
Sl#	**Item**	**Unit**	**Base Price**	**Taxes**	**Amount**	
1	SSL certificate	Two-year Subscription		-	-	-

* Price of Items mentioned under B & C are referral and meant for future requirement (if any)
** In case the bidder has any difficulty during uploading of commercial bid in excel format in eNivida Portal, the bidder may furnish PDF copy of commercial bid in company letterhead

* Total Amount will be considered for commercial evaluation