

**REQUEST FOR PROPOSAL
(RFP)**

FOR SELECTION OF SERVICE PROVIDER

**DESIGN, DEVELOPMENT, IMPLEMENTATION & MAINTENANCE OF
MATSYA ODISHA WEB PORTAL & MOBILE APPLICATION**

ODISHA COMPUTER APPLICATION CENTRE



TECHNICAL DIRECTORATE OF E&IT DEPARTMENT, GOVT. OF ODISHA,
OCAC BUILDING, ACHARYA VIHAR SQUARE, BHUBANESWAR,
ODISHA, INDIA – 751013

Website: www.ocac.in, Phone: 0674-2567295/2567283
Fax: 0674-2567842

RFP No.: OCAC-SEGP-SPD-0052-2023-23104

(RFP RESPONSE TO BE SUBMITTED IN e-TENDER MODE ONLY THROUGH e-Nivida
PORTAL

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

DISCLAIMER

OCAC on behalf of the Directorate of Fisheries, Odisha, Cuttack is procuring services related to Selection of Service Provider for Design, Development & Implementation of Fisheries Database- Matsya Odisha (Web & Mobile Application) for its Fishers. OCAC is the Tender inviting authority for this tender.

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

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

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

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

INSTRUCTION TO BIDDERS FOR ONLINE BID SUBMISSION

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

Bidder Enrolment can be done using “Bidder Enrolment”.

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

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

Guidelines for Registration:

1. Bidders are required to enroll themselves on the e-Nivida Portal <https://enivida.odisha.gov.in> or click on the link “Bidder Enrollment” available on the home page of e-tender Portal by paying the Registration fee as per actual.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g., Sify/TCS /n-Code/e-Mudhra etc.), with their profile.
5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID password and the password of the DSC / e-Token.
7. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
8. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id odishaenivida@gmail.com, for activation of the account.

Searching for Tender Documents

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

Preparation of Bids

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

Submission of Bids

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
3. Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.

4. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow 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.
6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
9. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

For Any Clarification in Using e-Nivida Portal:

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

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

Phone No: 011-49606060

Mail id: odishaenivida@gmail.com / enividahelpdesk@gmail.com /
eprocurement@railtelindia.com

GLOSSARY OF ACRONYMS

CMMI	Capability Maturity Model Integration
CMS	Content Management System
CV	Curriculum Vitae
DFD	Data Flow Diagrams
DMS	Data Management System
EMD	Earnest Money Deposit
ER	Entity Relationship
FRS	Functional Requirement Specifications
G2B	Government to Business
G2C	Government to Citizens
GST	Goods and Service Tax
LoI	Letter Of Intent
MIS	Management Information System
MSA	Master Services Agreement
MIS	Management Information System
API	Application Program Interface
CERT-In	Computer Emergency Response Team
CM	Change Management
CPU	Central Processing Unit
DB	Database
DC	Data Centre
DMS	Document Management System
DPR	Detailed Project Report
DSC	Digital Signature Certificate
FRS	Functional Requirement Specifications

GIGW	Guidelines for Indian Government Websites
GoI	Government of India
HTTPS	Hypertext Transfer Protocol Secure
ICT	Information & Communication Technology
ISO	International Organization for Standardization
ITIL	Information Technology Infrastructure Library
Meity	Ministry of Electronics and Information Technology
MIS	Management Information System
OTP	One Time Password
OWASP	Open Web Application Security Project
PDF	Portable Document Format
PIN	Personal Identification Number
PKCS	Public Key Cryptography Standards
QCBS	Quality cum Cost Based System
RAM	Random Access Memory
RFP	Request For Proposal
SeMT	State e-Mission Team
SLA	Service Level Agreement
SMS	Short Message Service
SOAP	Simple Object Access Protocol
SRS	System Requirement Specification
SSL	Secure Sockets Layer
TAT	Turn Around Time
UID	Unique Identity
XML	Extensible Markup Language

DEO	Data Entry Operator
DIPP	Department of Industrial Policy & Promotion
DMS	Document Management System
DPR	Detailed Project Report
DSC	Digital Signature Certificate
ECM	Enterprise Content Management
EITM	Enterprise Information Technology Management
EoDB	Ease of Doing Business
ESB	Enterprise Service Bus
FRS	Functional Requirement Specifications
GIGW	Guidelines for Indian Government Websites
GoI	Government of India
GPR	Government Process Re-Engineering
HTTPS	Hypertext Transfer Protocol Secure
ICT	Information & Communication Technology
IFEG	Interoperability Framework for e-Governance
IPR	Intellectual Property Rights
IS	Information Systems
ISIS	Image and Scanner Interface Specification
ISO	International Organization for Standardization
ITIL	Information Technology Infrastructure Library
KPA	Key Process Area
KVM	Key Board Video Monitor
MDDS	Meta Data and Data Standards
Meity	Ministry of Electronics and Information Technology

MIS	Management Information System
MOM	Message Oriented Middleware
MSME	Medium and Small Industries
MVC	Model View Controller
MWBP	Mobile Web Best Practices
NeGP	National e-Governance Plan
NVA	Non-Value Adding
OBC	Other Backward Classes
ODMA	Open Document Management API
OIFA	Odisha Industries Facilitation Act
ORTPS	Odisha Right to Public Service
OSGI	Open Service Gateway Initiative
OSWAS	Odisha Secretariat Workflow Automation System
OSWAN	Odisha State Wide Area Network
OTP	One Time Password
OWASP	Open Web Application Security Project
PDF	Portable Document Format
PIN	Personal Identification Number
PKCS	Public Key Cryptography Standards
QCBS	Quality cum Cost Based System
RAM	Random Access Memory
RBAC	Role Based Access Control

TENDER REFERENCE

Date	8.11.2023
Tender Reference Number	OCAC-XXXX-XXXX-XXXX
Title	RFP for Selection of Service Provider for Creation of Fisheries Database- Matsya Odisha Web Portal & Mobile Application

TENDER SCHEDULE

S1 No.	Event	Date & Time Venue / Address
1.	Date of Publication	8.11.2023 (www.ocac.in , www.odisha.gov.in & https://enivida.odisha.gov.in)
2.	Last Date of submission of Pre- bid queries	14.11.2023 by 2 PM
3.	Pre-bid meeting	16.11.2023 at 4.00 PM through Virtual Meeting on MS Teams Platform
4.	Issue of Corrigendum if any	21.11.2023 (www.ocac.in & www.odisha.gov.in)
5.	Last date for submission of bids	30.11.2023 by 12 Noon
6.	Opening of Pre-Qualification-cum-Technical Bids	30.11.2023, 4.00 PM
7.	Technical Presentation	Will be communicated later (Through VC using MS Teams)
8.	Opening of Financial Bids of technically qualified bidders	Will be communicated later

FACT SHEET: This fact sheet comprising of important factual data on the tender is for quick reference of the bidder.

Clause Reference	Topic
Prebid	A Pre-Bid meeting will be held on 16.11.2023 at 4.00 PM in virtual mode using MS Teams Platform. All the queries should be received on or before 14.11.2023 by 2 PM through e-mail (gm_ocac@ocac.in) to General Manager (Admin) with a copy to manas.pati@ocac.in & soumya.biswal@semt.gov.in
Document Fee	RFP Document can be Downloaded from www.odisha.gov.in https://enivida.odisha.gov.in , or www.ocac.in . The bidders are required to submit the document Fee of ₹11,200/- (including GST of 12%) Online through e-Payment gateway of e-Nivida
EMD	Bid Security Declaration needs to be submitted as per the format provided in this RFP Document
Language of bid	The Proposal should be filled in by the Bidder in English language only.
Bid Price	The bidder should quote price in Indian Rupees only. The offered price must be exclusive of taxes and duties. The taxes as appropriate & applicable would be paid at the prevalent rates.
Submission details	The proposal submission address is: General Manager (Admin) Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 Tel: 0674-2567280/ 2567064/ 2567295 Fax: +91-674-2567842 Email: gm_ocac@ocac.in <i>Proposals must be submitted on or before 30.11.2023 by 12 Noon</i>

Selection Methodology	<p>Bidders will be selected through Quality & Cost Based Selection (QCBS 70:30) method.</p> <p>Technical bid of those bidders who qualify in General Bid (Pre-qualification) shall be opened. Financial bid of those bidders who qualify in Technical Bid by scoring 70% or above shall be opened. Consortium not allowed.</p>
Bid validity	Proposals/Bids must remain valid 180 days from the date of opening of financial bid.
Project Period	<p>Total project period is 5 years and 6 months (5 years after Go-live). Software firm must complete development of the application within 24 weeks from receiving the work order. Post implementation application support operation & maintenance etc. Must be provided for a period of 60 months after Go-Live. The service provider must handover all deliverables to the OCAC/ Directorate of Fisheries within stipulated time.</p>

1. Request for Proposal (RFP)

This RFP document is for “Selection of Service Provider for Selection of Service Provider for Creation of Fisheries Database- Matsya Odisha Web Portal & Mobile Application Portal (Web and Mobile) for Fishers, Govt. of Odisha”.

The purpose of this RFP is to solicit proposals from the bidders for selection of Service Provider for the said project through a competitive bidding process. The Service Provider will be responsible for the design, implementation and operations and maintenance of the project. The RFP intends to bring out the details with respect to scope of services that are deemed necessary to share with the interested bidders.

1.1. **Structure of the RFP**

- Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
 - i) General instructions for bidding process
 - ii) Bid evaluation process including the parameters for Pre-qualification, Technical Evaluation and Commercial Evaluation for determining bidder's suitability as the Service Provider
 - iii) Financial bid and other formats
- Functional Requirements of the project. The contents of the document broadly cover the following areas:
 - i) About the project and its objectives
 - ii) Scope of work
 - iii) Functional Requirements
 - iv) Project Schedule
 - v) Service levels for the implementation partner
 - vi) Timeline of Project implementation

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

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP document. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

2. **Background Information:**

2.1. **Basic Information**

OCAC on behalf of Directorate of Fisheries, Odisha, Cuttack invites responses ("Tenders") to this Request for Proposal ("RFP") from Software Development/System Implementer firms ("Bidders") for **"Selection of Service Provider for Selection of Service Provider for Creation of Fisheries Database- Matsya Odisha Web Portal & Mobile Application Portal (Web and Mobile) for Fishers, Govt. of Odisha"**. Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late will not be considered in this procurement process.

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

2.2. Project Background

The Government wants to have a robust and verified database of all the Fishermen and personnel dependent on various fisheries activities in the state. The aim of the database is to create a single, verified source of truth for all fishery related data in the state that can be utilized by multiple departments and other ecosystem players such as banks, Insurance Agencies, Buyers etc. in a consented manner. This will ensure consistency in records across all the systems that have access to accurate, verified and updated fisheries data. The database also aims to provide support to the government to introduce data backed policies, design new government schemes, identify and target beneficiaries for existing schemes, and facilitate timely and targeted distribution of subsidies and government support in the fisheries sector. Following are some of the key objectives served through the Matsya Odisha Database:

Unified database for scheme delivery in Fisheries Sector

Data backed policy formulation and decision making due to availability of consolidated and verified fishermen level information at the state level

Reduction in time, cost and error to estimate the number of target beneficiaries for a scheme

Centralized mechanism to check eligibility for a particular scheme/services to ease fishermen authentication with reduced documentation to prevent any leakages in the system

Centralized advisory information to Fishers from services such as Ama Krushi

Thus, the overall objective of the current assignment is to undertake the development and maintenance of a sophisticated web portal and mobile application for registration, data update, and data verification of Fishers and other key persons engaged in the Fisheries sector in the state of Odisha.

2.3. About the Department

2.3.1. Directorate of Fisheries, Odisha, Cuttack

The plan, programme and policies of Fishery Sector are carried out through the Directorate of Fisheries, Odisha. The Directorate of Fisheries, Odisha was created in the year 1956 to look after all-round development of Fishery activities in the State. It is basically a service sector and extension oriented technical Department, which promotes scientific aquaculture in the state and look after the welfare of Fisher folk.

The aims & objectives of the department are as below:-

- To double the fish production of the State in the coming five years
- Tripling the export of marine, brackish & fresh water fin and shellfishes & other aquatic species from Odisha within five years
- Generating employment & higher income in the fisheries sector
- Improving the socio-economic conditions of traditional fisher folk & fish farmers
- Increasing the per capita availability & consumption of fish to about (ICMR recommendation) 11 kg per annum as against State average of 14.42 Kg/annum at present
- To acquire self-sufficiency in Inland Sector
- Conservation of aquatic resources & generic diversity.

Our Mandate

- Optimum utilization of Inland Water Resources for Pisciculture
- Maximizing Utilization of Brackish Water Resources
- Harnessing Marine Resources in greater proportion keeping in mind the environmental issues
- Adapting scientific Technology for enhancing productivity with greater emphasis to private entrepreneurs
- Improving Professionalism through training/ counselling of major stakeholders involved in Fisheries Sector
- Forming Cooperative's and SHGs for community participation and expanding market potential
- Dissemination of new technology through its extension machinery
- Providing livelihood support to unemployed youths through Self Employment Programme

3. Instruction to Bidders

3.1. General

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

- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the OCAC. Any notification of preferred bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the OCAC.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

3.2. Compliant Proposals/ Completeness of Response

- a) 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.
- b) Failure to comply with the requirements set out in this RFP may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP;
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - iii. Comply with all requirements as set out within this RFP.

3.3. Pre-Bid Meeting & Clarifications

- a) OCAC shall hold a pre-bid meeting with the prospective bidders on 16.11.2023 at 4.00 PM through VC using MS Teams Platform.
- b) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email to gm_ocac@ocac.in with a copy to manas.pati@ocac.in & soumya.biswal@semt.gov.in on or before 14.11.2023, 2 PM.

- c) The queries should necessarily be submitted in the following format (Soft copy in .doc or .xls file to be attached):

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

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

3.4. Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal Officer notified by the OCAC will endeavor to provide timely response to all queries. However, OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the bidders.
- b) At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on www.ocac.in and www.odisha.gov.in
- d) Any such corrigendum shall be deemed to be incorporated into this TOR.
- e) In order to provide prospective bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

3.5. Key Requirements of the Bid

3.5.1. Right to Terminate the Process

- a) 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.
- b) 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.

3.5.2. RFP Document & Processing Fee

The RFP document can be downloaded from **www.odisha.gov.in**, **<https://enivida.odisha.gov.in>**, or **www.ocac.in**. The bidders are required to submit the Document Fee of Rs. 11,200 (including GST of 12%) & Tender Processing fee of Rs. 5900/- (including GST of 18%) online through e-Nivida portal. Proposals received without or with inadequate document and bid processing fee shall be rejected.

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

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

3.5.3. Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, EMD of ₹10,00,000/- (Ten lakhs only) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favor of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 180 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.
- b) The EMD may also be paid through electronic mode to the following financial:

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

- c) EMD of all unsuccessful bidders would be refunded by OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e) The EMD may be forfeited:
- f) if a bidder withdraws its bid during the period of bid validity.
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
 - If found to have a record of poor performance such as having abandoned work, having been black listed, having inordinately delayed completion and having faced Commercial failures etc.
 - The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.

3.6. Submission of Proposals

- The bidders should submit their responses as per the format given in this RFP in the following manner
 - a) Response to Pre-Qualification Criterion - first cover
 - b) Technical Proposal - second cover
 - c) Financial Proposal - third cover
- The Response to Pre-Qualification criterion, Technical Proposal and Financial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.
- Please note that the prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the financial proposal.
- All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers.
- The proposal/ bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.

- All pages of the bid shall be initialed and stamped by the authorized person or persons who sign the bid.
- In case of any discrepancy observed by OCAC in the contents of the uploaded bid documents due to improper scanning or not in readable format or verification of authenticity of the scanned documents, OCAC may ask the bidder, for submission of hardcopy of such documents to OCAC.

3.7. Preparation of Proposal

3.7.1. Proposal Preparation Costs

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

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

3.7.2. Language

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

3.7.3. Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted in electronic mode through e-Nivida Portal <https://enivida.odisha.gov.in/> by 30.11.2023, 12 Noon

3.7.4. Late Bids

- a) Bidder needs to submit the bids in electronic mode only, hence the date & time of submission of bids will be in sync with the date & time of the server of the e-Nivida portal. Bidder need to plan well in advance to submit the bids in due time.
- b) The bids submitted physically or by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c) OCAC shall not be responsible for non-submission/delay in submission of bids due to any technical glitches in the e-Nivida portal. It is the responsibility of the bidder to ensure submission of bid much prior to the deadline and report the issues (If any) in the help desk for resolution, so as to avoid last minute rush.
- d) OCAC reserves the right to modify and amend any of the above-stipulated condition /criterion depending upon project priorities vis-à-vis urgent commitments.

3.8. Evaluation Process

- a) OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- b) The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence, may lead to rejection of the bid.
- c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required. The bidders shall submit their clarification, if any, through e-Nivida portal.

- e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP

3.9. Tender Opening

The Proposals submitted up to 30.11.2023 by 12 Noon will be opened on 30.11.2023, 4.00 PM in e-Nivida portal by Proposal Evaluation Committee. The representatives of the bidders, who to be present at the time of opening, shall submit their email request to gm_ocac@ocac.in with a copy to manas.pati@ocac.in & soumya.biswal@semt.gov.in enclosing the identity card or a letter of authority from the tendering firms.

3.10. Tender Validity

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

3.11. Deviations

The Bidder may provide deviation to the contents of the RFP Ref no- OCAC-SEGP-SPD-0052-2023-23104 document in the format prescribed format in this RFP.

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

The Bidders would be informed in writing on the committee’s decision on the deviation, prior to the announcement of technical scores. The Bidders would not be allowed to withdraw the deviations at this stage; the Bidder would not be allowed that to withdraw the deviations submitted without the prior consent of the Purchaser.

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

3.12. Tender Evaluation

- a) Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive if Proposals:
 - i. Are not submitted as specified in the RFP document
 - ii. Are found with suppression of details with incomplete information, subjective, conditional offers and partial offers submitted
 - iii. Submitted without the documents requested in the checklist
 - iv. With lesser validity period

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

3.13. Evaluation Criteria

- a) Bidders will be selected through Quality cum Cost Based Selection (QCBS 70:30) method i.e. the bidder who will secure the highest Composite Score in the Technical and Financial evaluation will be awarded the work.
- b) All bids will primarily be evaluated on the basis of Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the Proposals for only those, who qualify all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Document.
- c) In order to reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the Proposals on the basis of information provided by the bidder, taking into account the following factors:
 - i. Overall completeness and compliance with the requirement
 - ii. Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP document
 - iii. Any other relevant factors, if any, listed in RFP document or the OCAC deems necessary or prudent to take into consideration

In order to facilitate the proposal evaluation, the Pre-qualification criteria and technical criteria laid down along with the assigned weights have been presented in subsequent sections. The marking scheme presented here is an indication of the relative importance of the evaluation criteria.

Technical Bids of only the successful pre-qualifiers will be opened for evaluation and bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence disqualified from being considered for financial evaluation.

3.14. Prequalification Criteria (General Bid)

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

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be Submitted
1	Legal Entity	The Organization must be registered as a Company /LLP under the Companies Act 1956 and must have been in operation on the field of software development for a period of at least 7 (Seven) years as of March 31, 2023	Certificate of Incorporation and Copy of the work order/completion certificate as documentary proof of 7 years in S/W development.
		The company should be registered with the GST & Income Tax	GST Registration Certificate & PAN
2	Business Experience	Bidder should be in operation for at least Seven (7) financial years as on 31st March 2023.	Copy of the work order/completion certificate as documentary proof of 7 years in operation
3	Sales Turnover of Implementing Agency	The bidder must have average Annual Turnover generated only from Software development and implementation during the last three financial years ending on 31.03.2023 should be at least 25 Crores. (Revenue generated from H/W sales and Single order of call center services will not be considered)	Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate The document submitted must clearly indicate the turnover from software development & implementation. CA certificate to this essential. If the last financial year 2022-23 not audited, then bidder can submit provisional balance

			sheet and profit & loss statement approved by Statutory Auditor / Chartered Accountant.
4	Net Worth	The company must be profit making & having positive net worth of 3 years in the last three financial years ending at 31/03/2023	Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate. If the last financial year 2022-23 not audited, then bidder can submit provisional balance sheet and profit & loss statement approved by Statutory Auditor / Chartered Accountant.
5	Certification	The bidder must have valid CMMi Level 5 Certificate (The authenticity of the certificate will verify from https://www.cmmiinstitute.com/) & ISO Certificate as on date of submission of this RFP.	Copy of valid CMMi & ISO Certificate
6	EMD & Document Fee	EMD of ₹10,00,000/- (Ten lakhs) Tender fee of ₹11,200 inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only).	Bidders shall submit, along with their Bids, EMD of ₹10,00,000/- (Ten lakhs) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP issued by any scheduled bank in favor of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 180 days from the due date of the tender /RFP.

			<p>The EMD should be submitted in the General Bid. The EMD may also be paid through electronic mode to the following financial Bank A/c No.: 149311100000195 Payee Name: Odisha Computer Application Centre Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar Account Type: Savings IFSC: UBIN0814938</p> <p>RFP Document can be Downloaded from www.odisha.gov.in https://enivida.odisha.gov.in, or www.ocac.in. The bidders are required to submit the document Fee of ₹11,200/- (including GST of 12%) Online through e-Payment gateway of e-Nivida</p>
7	Manpower Strength	The Bidder should have at least 100 technically qualified professionals having minimum qualification of B.E/MCA or equivalent or higher on its payroll.	Certificate from Director / HR Head & PF copy showing the details of Manpower.
8	Technical Capability	The bidder must have developed and implemented at least one e-Governance G2B or G2C project in India with minimum order value of ₹ 4 Cr or two projects with minimum order value of ₹ 3 Crore each or three projects with minimum order value of ₹ 2 Crores each in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date.	Work Order + On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)
9	Consortium	Consortium bidding/ sub-contracting is not allowed	Self-Declaration

10	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
11	Existence in Odisha	The bidder should have a Centre operational in Odisha or shall furnish an undertaking to open an operation Centre within 30 days from award of the project.	Trade License/ Leased Agreement etc. / Declaration by the board of director/MD/CEO of the organization in the letter head

3.15. Contents of Technical Bid

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

3.16. Technical Evaluation

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence shall be debarred from being considered for financial evaluation.

Distribution of Marks:

Financial, Resource Strength	20 Marks
Project experience and expertise	50 Marks
Approach & Methodology	30 Marks

70 is the cut-off marks to open the financial bid

3.16.1. Financial & Resource Strength: 20

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 7 years in software development and implementation business as of 31/03/2023.	Copy of the work order/completion certificate as documentary proof	Software development experience of the bidder in years: ≥7 years: 2 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 2023 from Software development implementation and its support Services	Audited Balance Sheet and Statutory Auditor's Certificate If the last financial year 2022-23 not audited, then bidder can submit provisional balance sheet and profit & loss statement approved by Statutory Auditor / Chartered Accountant.	>= 25 Cr: 3 marks 1 mark for additional for 2 Cr Max up to 5 marks.	05
3	The firm/ company should have IT professional with minimum qualification of B.E/ B.Tech/ MCA or higher.	Letter from Director or HR Head. The bidder needs to produce the latest EPF return challan.	Minimum 100: 3 Marks Beyond 100 professionals, 1 mark for each 25 professionals maximum 5 marks	05

4	Quality Certification	Relevant copy of certificate highlighting validity	The bidder must have valid CMMi Level 5 & ISO Certificates on date of submission of this RFP. CMMi Level 5: 2 Mark ISO 27001: 1Mark ISO 9001: 1 Mark ISO 20000: 1 Mark	05
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3.16.2. Project experience and expertise: 50

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
1	The firm/ company should have developed and implemented E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India in last 7 years as on 31.03.2023.	Work Order + On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)	Total value of all projects having each project of minimum value of ₹4 Cr For each ₹4 Cr: 4 Mark Subject to maximum 20 marks.	20
2	The firm/ company should have experience of implemented E-Governance Projects in any Department of State/Central Government / PSU/Govt. Autonomous body in Odisha with minimum order value 3 Cr.	Work Order+ On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)	2.5 marks for each project subject to maximum 10 marks.	10
3	The firm/ company should have developed and implemented Mobile application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Work Order + On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)	2.5 marks for each project subject to maximum 5 marks.	05
4	The firm/ company should have provided technical resource deployment (40 resource Minimum) for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Work Order+ On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)	2.5 marks for each project subject to maximum 5 marks.	05

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
5	The firm/ company should have developed and implemented a project having API integration with any third party system for any Department in State/ Central Government/Govt. PSU in India.	Work order and + Completion Certificates/ Phase Completion Certificate from the client.	2.5 marks for each project subject to maximum 5 marks.	05
6	The firm/ company should have developed and implemented a project having BI Tools for Dashboard and data Visualization for any Department in State/ Central Government/Govt. PSU in India.	Work order and + Completion Certificates/ Phase Completion Certificate from the client.	2.5 marks for each project subject to maximum 5 marks.	05

3.16.3. Approach & Methodology: 30

Sl#	Criteria	Documentary Evidence	Max. Marks
1	Work plan, approach & methodology for completing the work. Technologies used, Risks and Mitigation Plan Data Migration Plan Training Methodology and plan time frame. Operation and maintenance road map. Clear and unambiguous narration of exit Management activities of the bidder. Post Implementation plan and methodology. Challenges likely to be encountered Client references:	Technical Presentation	30

3.17. Technical Evaluation Formula

- a) All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified
- b) The bidder with highest technical bid (H1) will be awarded 100% score
- c) Technical scores of other than H1 bidders will be evaluated using the following formula
- d) Technical Score of a Bidder = $\{(\text{Technical Bid score of the Bidder} / \text{Technical Bid Score of H1}) \times 100\} \%$ (Adjusted up to two decimal places)
- e) The Commercial bids of only the technically qualified Bidders will be opened for further processing.

3.18. Financial bid Evaluation Formula

- a) The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives
- b) The bidder with lowest financial bid (L1) will be awarded 100% score.
- c) Financial Scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a Bidder =

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

(Adjusted to two decimal places)

- d) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- e) The bid price will be including of all taxes and levies and shall be in Indian Rupees.
- f) Any conditional bid would be rejected
- g) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

3.19. Combined Evaluation of Technical & Financial Bids

- a) The technical and financial scores secured by each bidder will be added using weight age of 70% of Technical Score (T) and 30% of Financial Score (F) respectively to compute a Composite Bid Score.
- b) Authority reserves right to reject financial Bids that are less than 20% of the average bid price (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) will be disqualified.
- c) The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.

- d) In the event the bid composite bid scores are “tied”, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.
- e) Composite score of the Bidders for the bid shall be worked out as under:

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

1

4. Appointment of Service Provider

4.1. Award Criteria

OCAC will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

4.2. Right to Accept Any Proposal & Reject Any / All Proposal(s)

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

4.3. Purchaser’s Procurement Rights

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

- a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- b) Change any of the scheduled dates stated in this tender.
- c) Reject proposals that fail to meet the tender requirements.

- d) Exclude any of the module(s)
- e) Remove any of the items at the time of placement of order.
- f) Increase or decrease no. of resources supplied under this project.
- g) Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- h) Make typographical correction or correct computational errors to proposals
- i) Request bidders to clarify their proposal.

4.4. Notification of Award

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

4.5. Contract Finalization and Award

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

4.6. Performance Guarantee

- a) The selected bidder will submit a Performance Guarantee, within 15 days from the date of notification of award.
- b) Performance Guarantee (PBG) would be 10% of the total cost of ownership i.e., total order value excluding taxes.
- c) Validity of each PBG should be 5 year & 8 months (68 months).

- d) The selected bidder shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the service during the work order period.
- e) In case the selected bidder fails to submit PBG within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or initiate action as per Bid security declaration, after giving prior written notice to rectify the same.
- f) OCAC shall invoke the PBG in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

4.7. Signing of Contract

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

4.8. Failure to Agree with the Terms and Conditions of the RFP

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

5. Terms of Reference

5.1. Scope of Work:

The objective of the current assignment is to undertake the development and maintenance of a sophisticated web portal and mobile application for registration, data update, and data verification of fishers and other key personas engaged in the Fisheries sector in the state of Odisha.

The indicative scope of work of the bidder will be as follows:-

- a) Detailed System Study, Requirement Analysis, System Requirement Specification for the proposed application
- b) Design and development of the solution
- c) Testing
- d) Configuration, installation and hosting of the developed application in High Availability mode at Odisha State Data Centre
- e) SSL Certification as per requirement & Cyber Security Audit of the application
- f) Training to Department users
- g) Integration with existing 3rd party Applications and to meet future need as per new scope additions
- h) Post Implementation Support such as Application Maintenance, Application Support, System Support, Operation Support for the Portal for a period of 5 years.

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

5.2. Requirement Study

The Service Provider shall perform the detailed assessment of the solution requirements as mentioned in this section. Based on the understanding and its own individual assessment, the Service Provider shall develop & finalize the Functional Requirements Specifications (FRS) and the System Requirement Specifications (SRS) in consultation with the Department/OCAC. While doing so, Service Provider is at least expected to do the following: -

- a) The Service Provider or shall liaise with the Directorate of Fisheries officials, Govt. of Odisha.
- b) The Service Provider shall consult with the domain experts and translate all the requirements mentioned in the document into System Requirements
- c) The Service Provider shall follow standardized template for requirements capturing
- d) The Service Provider must maintain traceability matrix from SRS stage for the entire implementation

5.3. Design

- a) After completion of system study, Service Provider shall design the solution architecture and specifications for meeting the requirements mentioned as part of this document. The Service Provider shall be entirely responsible for the design and architecture of the system implemented to satisfy all requirements as described in this document including suggestion on sizing of the required hardware.
- b) Service Provider shall be responsible for the preparation of System Requirement Specification (SRS) document covering all the modules & features planned to be covered as specified based on the outcome of detailed System Study and refined/improvised FRS.
- c) Service Provider shall demonstrate the FRS/SRS including screen templates, reporting requirements, process flow, and new features suggested for review and shall incorporate all the suggestions/modifications for approval by OCAC/Department.
- d) Service Provider is required to update the SRS documents as and when any enhancement/ modifications is made into the module/ system till the duration of contract.

5.4. Development

The Service Provider shall identify, design and develop the Matsya Odisha Web Portal and Mobile Application with components/functionalities to address the requirements of Directorate of Fisheries, Govt. of Odisha including but not limited to the approved SRS/FRS, Solution Architecture & Standards as specified in this RFP document. The Service Provider shall supply the following documents along with the developed components:

- a) Business process guides
- b) Data model descriptions
- c) Sample reports
- d) Frequently asked question (FAQ) guides
- e) Any other documentation required for usage of implemented solution

5.5. Integration

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

5.6. Testing

- a) The Service Provider shall design the testing strategy including test cases and conduct testing of various components of the solution developed. The solution testing shall at least include Unit Testing, System Integration Testing, Performance Testing, and User Acceptance Testing (UAT).
- b) The Service Provider shall perform the testing of the solution based on the test plan, document the results, fix the bugs found during the testing and take remedial action based on outcome of the tests.
- c) The Service Provider shall ensure that each module & features developed under this RFP is tested as per the latest version of the IEEE 730 (Software Quality Assurance Processes) standards and shall comply with GIGW guideline
- d) Service Provider must ensure deployment of necessary resources, tools and related logistics during the testing phases.

5.7. Security Audit

- a. The Service Provider needs to ensure that the solution is in compliance with the CERT-In Security Policy and Guidelines.
- b. The Service Provider shall appoint CERT-In empaneled auditor who shall be responsible for performing the Security Audit of the solution.
- c. The cost of audit & rectification of non-compliances shall be borne by the Service Provider.
- d. Carryout security audit before Go-live of application and obtain the safe-to-host certification
- e. Carryout the periodic audit & certification as and when it is required as per the OSDC policy.
- f. The audit shall be performed at least on the below mentioned aspects.
 - Functional Testing
 - Accessibility Testing
 - Application Security Audit
 - Vulnerability Testing

5.8. SSL Certification

The Service Provider shall carry out SSL certification, as per requirement.

- a) Secure connection between Client and Server through Secure protocol HTTPS
- b) Encryption of Data during transmission from server to browser and vice versa
- c) Encryption key assigned to it by Certification Authority (CA) in form of a Certificate.
- d) SSL Security in the application server

5.9. Deployment & Configuration

- a) The solution is proposed to be hosted in OSDC.
- b) Service Provider shall deploy the new application/portal over the hardware infrastructure provided by the OSDC.
- c) The Service Provider shall be responsible for the end-to-end management of hosting and deployment of the application.

- d) The Service Provider will be responsible for configuration, installation and hosting of the application in High Availability mode at OSDC and as per policy of OSDC.
- e) Post award of contract, the Service Provider will be expected to furnish detailed hardware & software sizing including server, storage, security devices and related system software required for operationalization of the solution. Based on sizing submitted by the Service Provider, the required hardware & software will be provided by OSDC.
- f) The Service Provider shall carry out necessary installation, configuration, maintenance & support for the Application production environment and the supplied software(s) to ensure that the services are made accessible to the users.
- g) The Service Provider will be required to develop the solution in their own test environment.

5.10. UAT and Go Live

- a) After completion of the development work for application, the Directorate of Fisheries /OCAC will conduct the reviews of development work performed by the Service Provider as UAT. OCAC/Directorate of Fisheries may constitute a UAT committee for this purpose.

b) The Service Provider shall be responsible for:

- Preparation and submission of test strategy, test cases and test results
- Demonstration of module-wise functionalities/ features before the Directorate of Fisheries/OCAC in staging environment
- Support the Directorate of Fisheries/OCAC and its designated authority for conducting the testing and provide access of the systems as required by them.
- Rectification in the new application for any issues/ bugs/ and improvements/ Enhancements / upgradations suggested Departments (if any) during the UAT without any additional cost.
- It would be Service Provider's responsibility to ensure that all issues raised during UAT are closed and signed-off from respective authority

- c) After incorporation of the suggestions made during the UAT phase, the Service Provider shall host the application in the production environment and Go-live of the system will be declared.
- d) After the Go-live, the application will be rolled-out for Operation and Maintenance.

5.11. Training & Handholding Support

- a) The Service Provider` is required to undertake training for a batch size of 30 people (approx.) in the technical and process aspects of the application.
- b) The schedule / training calendar and the training material for imparting training shall be developed by the Service Provider in consultation with the Directorate. It is also proposed that the training contents / User Manuals be made available to Users in downloadable (PDF) format so that the Users may refer/download it for their own personal reference as and when needed
- c) The Service provider shall also provide hand-holding support to Department users as and when required during the contract period.

5.12. Technology Components

The development of application should be done preferably using open-source platform. The bidder is free to use the software available with OSDC like application server, any third-party software etc. as per requirement of their proposed solution. If the bidder is adopting and implementing any proprietary software, adequate license must be procured in the name of the Directorate and the cost towards the same will be borne by the bidder. However, the bidder shall use only the Enterprise version of the Database software and procure the same in the name of Directorate of Fisheries, Odisha, Cuttack as per its quoted price.

5.13. Operation and Maintenance

5.13.1. 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 the Directorate team. Key activities to be performed by Service Provider in the application support phase are as follows:

- a) Enhancement of 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 Service Provider ensuring the SLA requirements are met at no additional cost.

5.13.2. Software Maintenance

- a) The Service Provider shall provide unlimited support through Telephone/Email/Video Conferencing/ Installation Visit as required.
- 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 no additional cost during the support phase.
- c) Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the Service Provider to ensure that the changes implemented in the system meets the specified requirements and doesn't impact 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 re-configuration of the system in the event of any hardware/network/ software failures or replacement, 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.

5.14. Project Team Structure

The Service Provider shall allocate resources having specialized skills, education and relevant experience for successfully implementing the project within time while meeting the scope and quality. The skills required for the Operations and Maintenance phase would be different. Continuity of these resources in both the phases shall play a key role in meeting the project objectives.

In the above context, the Service Provider is instructed to propose a Team for Implementation Phase and Operations and Maintenance phase.

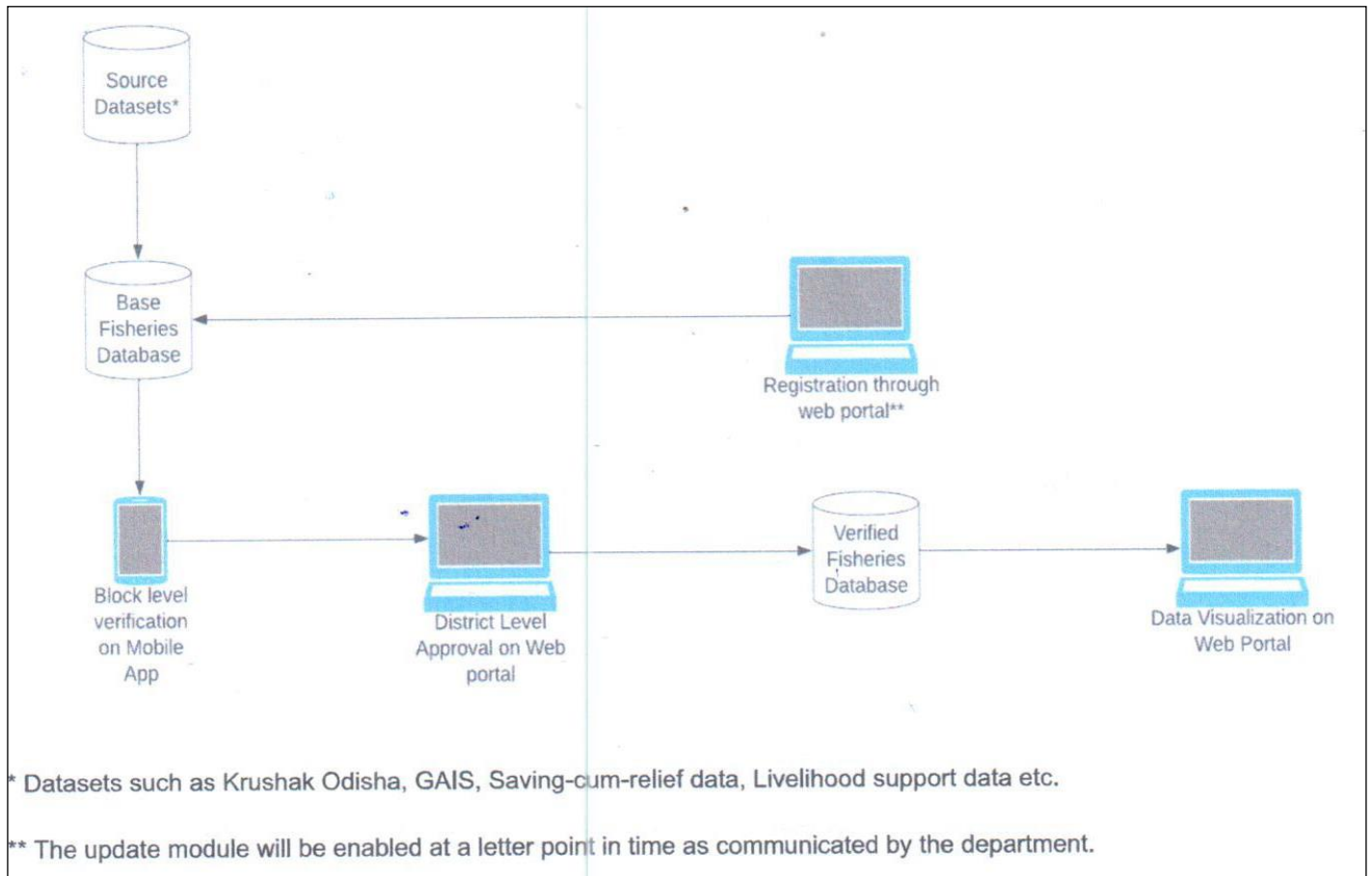
- a) The Service Provider shall form a team for his project and identify a Single Point of Contact (SPOC) to resolve and attend to all the issues raised by the User Department during Implementation Phase and Operation & Maintenance phase as and when required.
- b) The Service Provider would maintain the continuity of the SPOC, however, in case of replacement of any team member, it would be the responsibility of Service Provider to inform the User Department/OCAC in advance and propose a replacement member who shall be equally qualified having similar experience.
- c) The escalation process and matrix will be finalized during approval of Project inception report and communication strategy. The Service Provider will adhere to this escalation process during the Operation support.

6. Functional Requirement

The Government wants to have a robust and verified database of all the Fishers and personnel dependent on various fisheries activities in the state. The aim of the database is to create a single, verified source of truth for all the fishery related data in the state that can be utilized by multiple departments and other ecosystem players such as Banks, Insurance Agencies, Buyers etc. in a consolidated manner. This will ensure consistency in records across all databases such as Krushak Odisha, GAIS, Real Craft etc. The goal is to ensure that all the systems have access to accurate, verified, and updated fisheries data. The database also aims to provide support to the government to introduce data backed policies, design new government schemes, identify and target beneficiaries for existing schemes, and facilitate the timely and targeted distribution of subsidies and government support in the fisheries sector. Following are some of the key objectives being served through the Matsya Odisha Database: -

- a) Unified Database for scheme delivery in the fisheries sector
- b) Data backed policy formulation and decision making due to availability of consolidated and verified fisher level information at the state level
- c) Reduction in time, cost and error to estimate the number of target beneficiaries for a scheme
- d) Centralized mechanism to check eligibility for a particular scheme/service to ease Fisher authentication with reduced documentation to prevent any leakages in the system
- e) Centralized advisory information to fishers from services such as Ama Krushi

6.1 Workflow of Registration in Matsya Odisha Database



- The base fisheries database which is the database of unverified profiles will get its data from either ingestion from source datasets or from new registrations done through the web portal.
- This base fisheries database will act as the source database for the verification module for block level verification
- Block Officers will do verification for relevant profiles of their block on a mobile application
- The verified profiles will then move to the respective district level officers for approval. The district level officers will approve the profiles through a web portal
- This web portal will be the same as the registration portal but will have an approval module only visible to district officials.
- The verified profiles will make the verified Matsya Odisha Database.

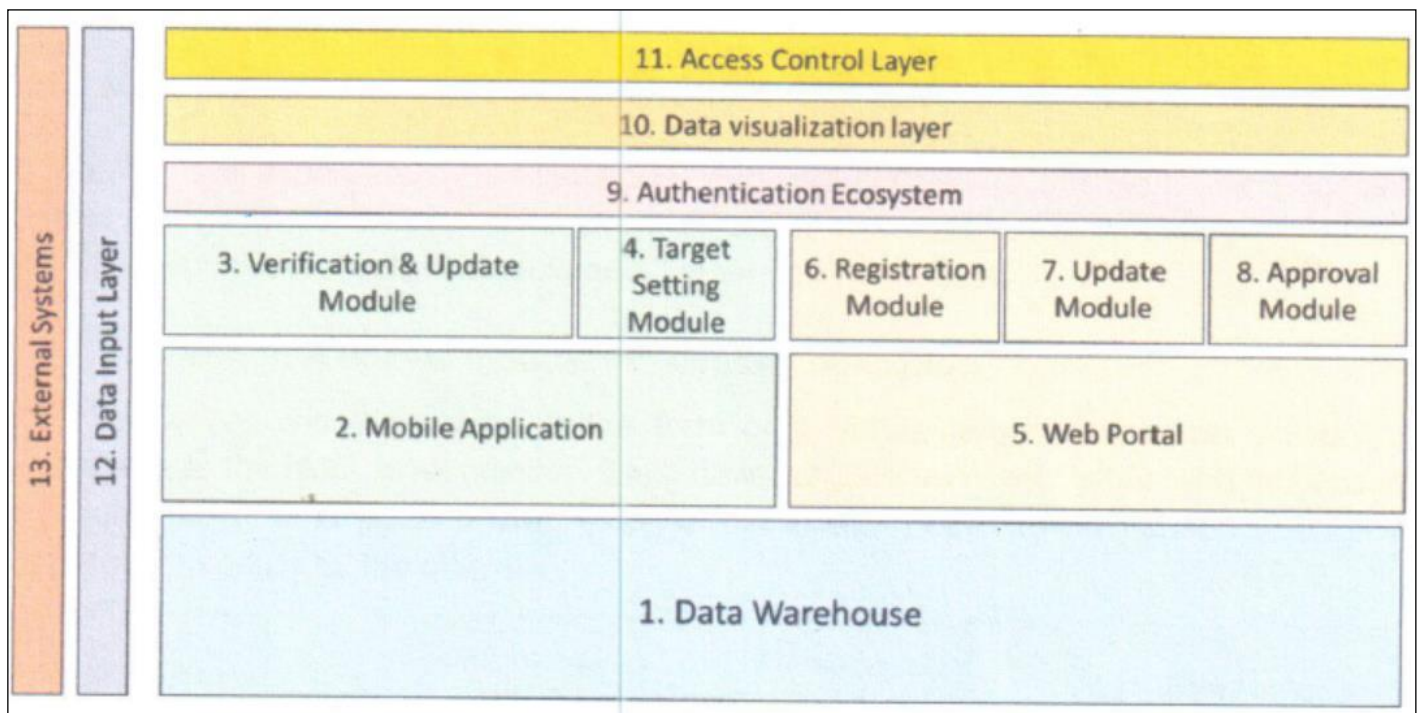
- The officials will be able to visualize the data from the verified database on the web portal itself.

6.2 Design: -

The web portal and mobile application should have a scalable, modular and configurable architecture and should be user friendly to ensure quick ease of use, quick uptake, sustainability and re-usability over a long period of time. The following design principles will guide the creation of the technical system: -

- Creation of Modular, reusable, scalable, extensible & deployable technology products using open-source tools: -
 - a. Modular- Can be configured by writing together multiple open-source tools
 - b. Reusable- Can be reused with minimal efforts for similar use cases
 - c. Scalable- Can work well as number of end users begin to rapidly scale
 - d. Extensible- Feature additions can be made on the products with ease
- To leverage and integrate with the existing government systems such as Krushak Odisha, Decision Support System etc.

- **High-Level Design**



The technology architecture is a micro-service architecture and consists of different configurable and modular technology components that are wired together to power the mobile application and web portal. The description of each of these components is presented below.

The selected vendor is required to at every point in time maintain the architecture as shown above. If the selected vendor deems any change in the

afore-mentioned architecture, the selected vendor will have to present the logic for such change before the steering committee, and only after the due approval, can such a change be made.

6.3 Components: -

6.3.1 Data Warehouse

The data warehouse will consist of databases which will store all the relevant information pertaining to the fisheries and other personas registered in the Matsya Odisha database. These databases will be the single source of truth for any information pertaining to the fishery data in the state. Each database will comprise tables and masters. The system will be horizontally scalable i.e. for every 1100 API call/second, the central database layer can be replicated. The data warehouse will maintain master data for all components such as Demographic details, Residential Address details, Bank details, fishing/agriculture details etc. These masters can be managed from the front-end and can be edited by admin users.

There are three sub-components in the data warehouse: -

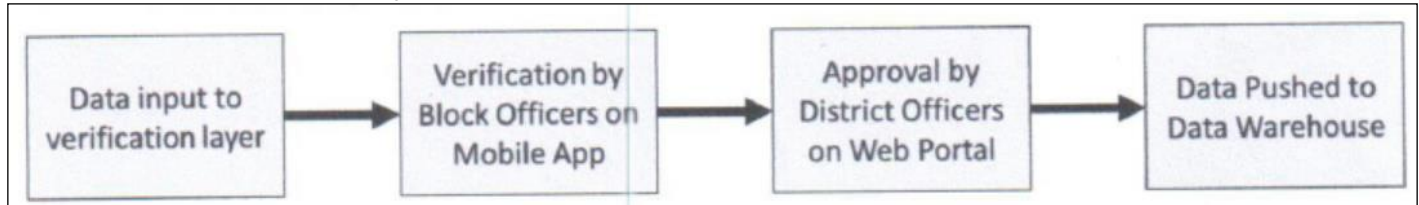
- API Layer- The databases will be connected to different technology systems through an API based system.
- Logging & Monitoring- The system should have provision for logging and monitoring the system performance.
- Point-in-Time Recovery (PITR)- For data protection and quick recovery of data in the event of a disaster, a PITR provision should be incorporated in the system.

6.3.2 Mobile Application for Matsya Odisha

A mobile application should be developed which will only be accessible to the block level, district level and state level department officials. The mobile application will consist of verification module, update module and Target setting module.

6.3.3 Verification & Update Module for Mobile Application

The verification module will be in the form of a mobile application which will only be accessible to the Block Level Officials. Each newly registered fishery, fisher who has updated the data, fisher data pushed from external databases needs to be verified through the verification module by the officials.



Each new registration/update/new record pushed from the external database will first go to the block level officer to which the individual is mapped.

Once verified, the request will then go to the District Level Officer mapped to that Block level officer for approval. Once it is approved by the District Level Officer on the web portal, the approved and verified data will be pushed to the data warehouse.

The data forms should be modular and configurable in nature. The active data fields can be managed from the front-end and can be edited by admin users. These forms should be accessible offline where the user can load the form, record, and submit data without internet access and the submitted data gets auto-synced to the online data server whenever the mobile device gets access to the internet connection. Some data fields will be dependent fields on other data fields.

The fisher details to be verified in that block will be available village-wise for the block official once he/she logs in the mobile application. The mobile application for verification module can be modelled upon the existing applications being used by other Govt. departments in Odisha such as verification module of the Agri extension application.

The block level official using the mobile application for verification should also have an update module to update the data entered by a citizen/pushed by an external database. This is to ensure that only verified and correct data is pushed into the database. The data fields in the update module should be the same as that given in the new registration module. Some of the data fields will be dependent on the inputs given in the previous data fields.

6.3.4 Target Setting Module for Mobile Application

The mobile application should also have a target setting module. The targets should progressively change as per the new registrations/data ingestions corresponding to that block user. This will help the block official focus on the pending registrations which need to be verified and also help in review and monitoring purposes.

6.3.5 Web Portal for Matsya Odisha

A web portal should be developed which will be both citizen facing as well as department facing. The web portal will contain modules for new registrations by citizens, updates to existing profiles by citizens and an approval module for approval of profiles by District Level department officials.

6.3.6 Registration Module for Web Portal

This module will be a citizen facing web portal. This will be the primary source of data input for the verification module. New fishers who are registering in the database will be able to input the data using the portal, with an anticipated field count of 54. The access to this module will be given through a basic login using Aadhar number. Aadhar will be the unique identifier for all the individual fishers and will be mandatory for registration on the portal.

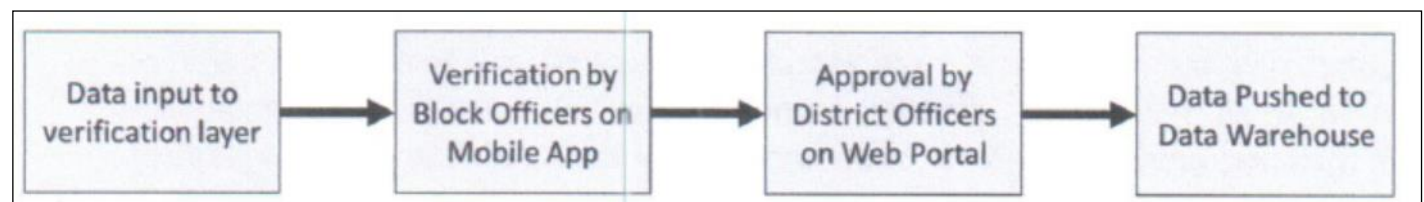
Each data will have in-built validations to reduce the deviations from the required data. The registration form will be progressive in nature which means some of the data fields will be dependent on earlier chosen data fields. Some of the data fields will have only one entry allowed against them while some data-fields will have multiple entries allowed. The structure of the database should be such that all the entries are stored against that user and the architecture of the database should be such that these entries can be filtered for data analysis.

6.3.7 Update Module for Web Portal

The update module will be used by registered fishers who are already registered and verified on the database but want to update their profile details. The module will have the same data fields such as the registration module, but when a registered & verified user comes and logs in to the portal, the data should be pre-filled as per the last verification. For some data fields, the update would be self-reported, while for some of the data fields the update has to be verified through the verification module. These data fields will be communicated by the department subsequently.

6.3.8 Approval Module for Web Portal

The approval module will be a feature of the web portal which will only be accessible to the district level officials.



Verified profiles from all the blocks mapped to the district level officer will show in the approval module of the officer. The district level officer would be allowed to approve or reject a verified fisher profile. Once the profile is approved by the District Level Officer on the web portal, the approved and verified data will be pushed to the data warehouse.

6.3.9 Authentication Layer

The Matsya Odisha Database will be linked to an authentication ecosystem, to ensure the authenticity of data being stored in the database. This ecosystem comprises the following four sub-components: -

- **Aadhar Authentication:** Each fisher is uniquely identified through a valid Aadhar number. To be able to check whether an Aadhar number entered by the officer/fisher is valid or not, it is important to undertake demographic authentication of the Aadhar number and fisher's name. The selected vendor will be required to liaise for and integrate the Matsya Odisha Database with Aadhar Authentication API, as the state's AUA may provide, for real-time Aadhar Authentication. If required, the department may specify the integration for Aadhar e-KYC as well.
- **Mobile Verification:** - The mobile number of each fisher is critical to establish the future communication channels and send out customized advisory. For this, it is imperative that all the recorded mobile numbers be verified. To enable this, the selected vendor will be required to integrate the Matsya Odisha Database with OTP based mobile verification, and other mobile verification mechanisms, as may be required.
- **Bank Account Verification:** - To establish any financial communication with the fishers, it is important to store their correct financial address i.e. bank details. To ensure the correctness of stored bank details, it is important to get them verified. To enable this, the selected vendor will be required to integrate the Matsya Odisha Database with PFMS (Public Financial Management System), NPCI (National Payments Corporation of India), or any other entity as may be required. This will ensure that the release of subsidy through DBT mode through any of the recognized banking institutions will be seamless and the subsidy will reach authentic and verified beneficiaries.

6.3.10 Data Visualization Layer

The vendor will be required to visualize all the data collected in the various modules in Matsya Odisha Database. The reports will show aggregated data at different geographic levels such as District, Block, GP and the village for effective monitoring. The reports will be available on both the web portal of Matsya Odisha as well as the existing DSS system. The indicative types of data reports and dashboards are as follows: -

- **Registration & Update Report:** Multiple reports for department officials to monitor the real-time status of registrations. The dashboard will show the real time status of registrations and updates to the concerned officials. KPIs such as # of new registrations, # of updates, # of verifications done, # of verifications pending, # of profiles approved etc. will be showcased in this report for each primary user. The concerned department officials will be able to view the progress at a district, block, GP, or village level using cascaded filters. The dashboard should consist of relevant pie charts, bar graphs and other statistical graphs for analyzing progress.
- **User Mapping Report:** The department officials should be able to view the mapping of users for their respective blocks. Each village/block from the geographical master will be mapped to an individual department user, and a detailed report to showcase this mapping in real-time should be available for the department officials. The concerned department officials will be able to view the user mapping at a district, block, or GP or village level using cascading filters.
- **Analytics Dashboard:** This dashboard will create a summary of different profiles existing in the verified databases as communicated by the department. For example, Number of female fisheries registered across Districts, Category-Wise, Fishery-Type-Wise summary of fisheries across districts etc. This dashboard should be dynamic and configurable so that the visualized profiles can be changed by the department as per the relevance and necessity of the situation.
- **Beneficiary-Type wise report:** This report will be a subset of the verified database. It will have a feature to filter the complete database using the tags provided by the directorate. The tentative tags that need to be incorporated are as follows: -
 - Students eligible for Scholarship
 - Fishermen in the olive Ridley turtle ban area
 - Primary fishery co-operative societies
 - WSHG and its members

This type of filters will help the department to use the database for direct payments to these target groups under different schemes. There should be provision to download details of the target dataset in formats required by the bank for release of benefits.

- **For more complex reporting, involvement of analytical tool shall help the departmental authorities to take necessary decisions at the right time. The major usage of the analytical tool is to generate various customized reports by churning the data available in the databases and representing the data in the form of a dashboard.**

6.3.11 Access Control Layer

Authentication & authorization of users will be controlled through a centralized access control layer (ACL). The access control layer comprises of the following components: -

- Users
- Roles
- Permissions

Each user is mapped to a role, and each role is given access to a set of permissions based on the geographical entity mapping of that particular user. Each user has access to sections and data that is only relevant to that user.

6.3.11 Data Input Layer

A data input layer of Matsya Odisha will connect the system to other external systems through one of the following means: -

- API
- CSV
- Excel
- XML

The medium between the external data source and the system's database will be a middleware ETL layer using Talend & Apache Airflow.

6.3.12 External Systems' Integration

The database needs to be integrated with other existing tech systems in the state for ensuring consistency in data and to better leverage the data collected in the database for efficient scheme and service delivery. The indicative list of external integrations to be carried out are as follows: -

- **Krushak Odisha Database**

The Krushak Odisha Database Krushak Odisha is an authentic database of approx.. 75 Lakh individual farmers including small, marginal, and landless cultivators and agricultural laborer's in the state of Odisha. The information of farmers in the database such as demographic details, residential details, land details and other agricultural details have been captured. The data of new fishers getting registered either on Krushak Odisha or Matsya Odisha or the relevant updates should flow from one data system to another. The vendor should devise a logic for the same and undertake integrations through APIs.

- **Decision Support System**

The decision support system synthesizes various data points collected through direct reporting done by the department officials. These data points are being used to drive interventions that make the delivery of schemes and services offered by the department to the beneficiaries more effective, API integration is required to visualize different reports and dashboards on DSS that will be developed using the data collected. There should also be provision of API integration of data to flow from Matsya Odisha to DSS so that benefits can be provided to registered beneficiaries through DSS. This will apply to all existing and future schemes that might get added on DSS.

- **Go-SUGAM**

GO-SUGAM portal is a unified scheme and service delivery portal of the Fisheries and Animal Resource Department as well as the Department of Agriculture and Farmers' Empowerment. API Integration may be required to identify eligibility of scheme applicants in GO-SUGAM and also to fetch some basic applicant information while applying to schemes.

- **FARMS Portal**

Fisheries and Animal Resources Mapping System (FARMS) portal is the portal used by the department to map GIS tagged images against the ongoing projects going in the state. API integrations will be required to tag the images and projects registered in the FARMS portal to the relevant profiles in the Matsya Odisha so as to make a comprehensive database of all such completed projects.

- **Ama Krushi**

Ama Krushi is a free agricultural advisory service being run by the department. API integrations with Matsya Odisha will be required to provide the relevant advisory services to the registered fishers based on the type of fishery, geographical locations, seasons etc.

- **Pradhan Mantri Matsya Sampada Yojana (PMMSY)**

PMMSY is an umbrella scheme with multiple components for the fisheries sector by the Dept. of Fisheries, Govt. of India. The data of fishers availing subsidy under this scheme is maintained digitally in an MIS by the Dept. of Fisheries, Govt. of India. This needs to be integrated with Matsya Odisha Database to keep track of the beneficiaries who have availed subsidy through PMMSY.

- **NFDB-GAIS Database**

The group accident insurance scheme (GAIS) data is being collected through digital portals by National Fisheries Development Board (NFDB) under department of fisheries, Govt. of India. This database needs to be integrated through digital portals by National Fisheries Development Board (NFDB) under Dept. of Fisheries, Govt. of India. This database needs to be integrated through APIs with Matsya Odisha to keep track of registered Fishers and their insurance status.

- **Coastal Aquaculture Authority**

The coastal aquaculture authority is an authority that is doing registration of shrimp farms on the recommendations of the State and District Level Committees constituted for this purpose. This database needs to be integrated with Matsya Odisha to keep track of Fishers registered under CAA.

6.4 Technology Development Guidelines: -

The selected vendor will need to ensure the following development guidelines at all points in time

6.4.1 Open Source' Development

The implementation agency will be recommended to use libraries available on open source to build different components of the system to ensure sustainability and re-usability of technology over the long term

6.4.2 Configurability

Each technology element mentioned above will be developed in such a manner that it can be seamlessly configured by the Government department tech team. If this requires a content management system, then the same can be developed after approval from the Steering Committee.

6.4.3 Deployments

All deployments to be containerized and the stack needs to be horizontally scalable. Orchestration to be done through Docker.

- The staging environment will replicate the entire system as is and will be used for future development and testing
- Auto scaling based on CPU/RAM usage for all services (read as Micro-services)
- Databases
 - Periodic database backups (preferably every 2 days)
 - CI/CD needs to be set up for the entire system with auto testing and to build docker images every time code is pushed to master.
- A suite of load tests that could run to monitor the speed and status of all API on a dashboard. (Data could be saved in a database to see historical trends)

6.4.4 Performance

The performance parameters would be of two types: -

- Latency of the APIs- All APIs need to have a latency of less than 200 Ms. The system should be load tested for 5x the expected load for this calculation.
- Performance of Database- The database cluster should be indexed in a manner such that all calls to APIs should take less than 1 Ms

6.5 Resource Deployment: -

The bidders have to furnish resumes of key personnel both to be engaged during implementation, operation & maintenance phase. On successful pilot implementation of the system, User Acceptance Test (UAT) will be performed. The following resources would be deployed at the state level for the proposed project: -

- a) App Developers
- b) Web Developers
- c) Product Manager
- d) System Analysis

6.6 Hand-holding Support: -

- The vendor shall also provide hand-holding support to department/OCAC personnel for a period of Five Year from the data of Go-Live
- These personnel must be clearly identified exclusively for this role
- The vendor shall provide at least two people for hand-holding support at the department/OCAC.

6.7 Technical Support Unit: -

- The Technical Support Unit (TSU) shall work onsite at the Directorate under the supervision of Directorate of Fisheries
- Co-ordinate with the department for project implementation
- Address the application related functional queries raised by officials of the Department'
- Coordinate with the software team for all types of issue management/redressal in relation to the application software, MIS reports etc.
- Providing assistance and technical support to end users for efficient use of the system
- Provide training to departmental users
- The team shall furnish periodic reports on the number of issues received vis-à-vis resolved related to software.

The vendor shall allocate resources having specialized skills, education and relevant experience for successfully implementing the project within time while meeting the scope and quality. The skills required for the Operations and Maintenance phase would be different.

6.8 Development Phasing: -

The development of the portal & app will be done in one go but the Go-Live of different modules will be done in phases as communicated by the department. The tentative phasing is as follows: -

#	Activity	System	Phase	Details
1)	Creation of Verification/Update Module	Mobile App	Phase-1	The department official facing mobile application for verification is required in phase-1
2)	Creation of Access Control Layer	Mobile App, Web Portal	Phase-1	Access Control layer for verification module is required
3)	Creation of Data Visualization Layer	Web Portal	Phase-1	Data Visualization layer for Data Warehouse is required
4)	API Integration with External Systems	Mobile App, Web Portal	Phase-1	API Integration with Krushak Odisha and DSS required for seamless data flow
5)	Authentication ecosystem enablement	Mobile App, Web Portal	Phase-1	Authentication ecosystem at least for Aadhar and Bank Account needs to be enabled
6)	Data cleaning and 1 time data ingestion into verification module	Mobile App	Phase-1	Data to be ingested in verification module once all above developments are complete
7)	Approval Module Enablement	Web Portal	Phase-1	Approval modules for District Level officials enabled
8)	Registration Module Enablement	Web Portal	Phase-2	Once a substantial amount (70% +) of verifications for the ingested data is completed, the new registration part of the registration/update module needs to be made live
9)	Update Module Enablement	Web Portal	Phase-3	The update part of the registrations/update module needs to be made live post confirmation by dept.

This will ensure that the first priority is given to the verification of fishers from the ingested data and then subsequently new registrations and updates will be opened up in phases. This will also ensure that the load testing of the system capacity is being done on ingested data opening it up for citizens.

6.9 Development Milestones: -

The following section indicates the development milestones: -

SN	Activity	Timelines
1)	System Study	T+6 Weeks
2)	Design & Development of Mobile App & Web Portal	T+16 Weeks
3)	User Acceptance Testing (UAT)	T+20 Weeks
4)	Security Audit & Go-Live	T+26 Weeks
5)	Maintenance & Operations	Five years from the Date of Go-Live
*T= Date of Letter of Intent/Work Order		

6.10 Features for User Interface

System shall provide User interface with the following features:

- a) Unified, easy, flexible and user-friendly interface
- b) Homogenous screen layout, menu operations and access methods across all modules
- c) GUI suitable for non-technical users and IT experts
- d) Validation Check pop up messages and user alerts
- e) Confirmation / warning windows for delete, changes etc.
- f) Consistent screen layouts and access methods across all modules for same look and behavior.

6.11 Other features

- a) **Audit Trail Management:** To enhance the transparency and accountability, the system shall include an audit trail management system to capture all the process life cycles in detail. Key features include:
 - b) **Security:** Support for SSL, User Authorization, Automatic timeout for user, Configurable password policies, permissible log-in attempts, Data Updation/deletion/creation only through application layer etc.
 - c) **SMS/Email alert/notification** in different stages of application / verification /approval / sanction / rejection

- d) **Bilingual interface:** The system should provide bilingual interface/labels in languages of English and Odia.
- e) **Compatibility:** The system should run on all latest browsers and web responsive & Viewable from the Mobile compliant browsers.
- f) **Help-Section:** For Tutorial Videos, Instructional Manual and other training material
- g) Section for publishing FAQs
- h) The solution architecture should be platform, database and vendor independent.

6.12 General

6.12.1 Adherence to Standards

The system shall comply with relevant defined industry standards (their latest versions as on date) wherever applicable as prescribed by various rules under I.T. Act, 2000 (as amended from time to time). This will apply to all the aspects of solution including but not limited to its design, development, security, installation, testing, integrity & confidentiality. The suggested architecture must be scalable and flexible for modular expansion. It should ensure ease of integration with software / applications developed using common industry standards since the solution may be linked and connected to other sources (websites, contents, portals, systems of other user departments etc.) as well as there may be loose/tight integration with backend system of other departments depending on individual service processes. The solution architecture should thus have provision to cater to the evolving requirements of Directorate of Fisheries/OCAC.

6.12.2 Security, Integrity & Confidentiality

- a) **Web Services Security:** System shall comply to all the Web services including routing, management, publication, and discovery should be carried out in a secure manner. Those who are using the Web services should be able to utilize security services such as authentication, authorization, encryption and auditing. Encryption of data shall take place at client level itself. Application server shall provide SSL security.
- b) **Data Integrity and Confidentiality:** Data integrity techniques need to be deployed to ensure that information has not been altered, or modified during transmission without detection. Similarly, Data confidentiality features are also to be applied to ensure that the data is only accessible by the intended parties.

- c) **Transactions and Communications:** With respect to the Data Transactions and Communications, system needs to ensure that the business process is done properly and the flow of operations is executed in correct manner.
- d) **Database Controls:** The database controls for online transaction processing systems like access to database directly, access to database through application, access to log files, access by the remote terminals, DBA controls, backup policy and backup procedures.

6.12.3. Change Request Management

- a) Change requests beyond the scope of work will be incorporated in the application after obtaining due approval from the Directorate of Fisheries /OCAC. Payments to such assignment will be as per the man month rate provided in financial bid format and same would be mutually agreed upon post discussion between the bidder and OCAC/user departments.
- b) Payment for the Change Request will be considered when such a requirement arises in the project.
- c) The bidder has to quote man-month rate for this purpose initially, however, and payment will be made as per actual man month consumed after completion of work of respective enhancement.

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

- a) Functional changes in the application
- b) Development of new module/sub-module/Form/Report in the developed system
- c) Changes in the workflow or core application framework
- d) Integration with any new system

The procedure for executing the change request is as follows: -

- a) **Analysis:** System Implementer will analyze the changes suggested and submit an effort estimation/cost including timeline to OCAC
- b) **Approval:** OCAC & Directorate of Fisheries Officials shall do the due diligence and provide approval on the effort and timeline suggested.

c) **Incorporation:** After receiving the approval, System Implementer team will incorporate the changes in the application as per the quoted rate for change request and raise the claim accordingly.

6.12.4 Intellectual Property Rights

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

6.12.5 Exit Plan

The selected firm will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to OCAC Department team at least 4 months before project closure. The resource persons of User Department/OCAC will work closely with Service Provider at test, staging and production environment during knowledge transfer phase. All knowledge transfer should be documented and possibly recorded. The Service Provider will ensure capacity building of the resource persons of User Department on maintenance of software.

6.12.6 Functional Requirements Review

The system developed by Service Provider shall be reviewed and verified against the Functional Requirements signed-off between OCAC/Directorate & the Service Provider. Any gaps, identified as a severe or critical in nature, shall be addressed by Service Provider immediately prior to Go-live of the system. One of the key inputs for this testing shall be the traceability matrix to be developed by the Service Provider for the system. Apart from Traceability Matrix, Service Provider may develop its own testing plans for validation of compliance of system against the defined requirements. The acceptance testing w.r.t the functional requirements shall be performed by the Service Provider as well as Directorate of Fisheries/OCAC for User Acceptance Testing.

6.12.7 Performance

Performance is another key requirement for the system and Service Provider shall review the performance of the deployed solution against certain key parameters defined in SLA described in this RFP and/or in the agreement between Directorate of Fisheries/OCAC and the SI. Such parameters include request- response time, work-flow processing time, concurrent sessions supported by the system, Time for recovery from failure, Disaster Recovery drill, (if required) etc. The performance review also includes verification of scalability provisioned in the system for catering to the requirements of application volume growth in future.

6.12.8. Availability

The system should be designed to remove all single point failures. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. The Service Provider shall perform various tests including server, and security tests to verify the availability of the services in case of component/location failures. The Service Provider shall also verify the availability of services to all the users in the defined locations.

6.12.9 Manageability Review

The Service Provider shall verify the manageability of the system and its supporting infrastructure deployed. The manageability requirements such as remote monitoring, administration, configuration, inventory management, fault identification etc. shall have to be tested out.

6.12.10 Data Quality

The Service Provider shall perform the Data Quality Assessment for the Data digitized/ migrated by Service Provider to the system. The errors/gaps identified during the Data Quality Assessment shall be addressed by Service Provider before moving the data into production environment.

6.12.11 Expected Project Timeline & Deliverables

Sl. #	Activity	Tentative Deliverables	Timeline	Payment Terms
1.	Mobilization of Team and System Study	<ul style="list-style-type: none"> - Detailed Team Structure with team members - Point of Contact - FSR/SRS Document - Screen Prototypes 	T+6 Weeks	25% of the Design & Development Charges
2.	Design & Development of Mobile App & Web Portal	<ul style="list-style-type: none"> - Load Testing report - Hosting in staging environment - Operation Manual - FAQs 	T+16 Weeks	35% of the Design & Development Charges
3.	UAT & Training	<ul style="list-style-type: none"> - Test Cases - UAT certificate - Training to users and training completion report. - Movement of application from Staging to Production environment 	T+ 20 Weeks	25% of Design & Development the Charges

4.	Security Audit & Go-Live	<ul style="list-style-type: none"> - Auditor's vulnerability report - Fixing of vulnerabilities found during security audit - Safe to Host to be issued by auditor 	T+26 Weeks	15% of Design & Development Charges + Security Audit Charges
5.	Operation & Maintenance	<ul style="list-style-type: none"> - Issue Logs & Bug fixing report - Quarterly Activities report 	Five years from the date of Go live	Total AMC Charges (for 5 years) (divided equally into 20 installments (considering 4 quarters per year for 5 years))

*** T = Date of Letter of Intent /Work Order**

6.	SSL Certificate & Security Audit or any other certificate as requested by the department	<ul style="list-style-type: none"> • 100% payment on submission of Safe- To-Host Certificate and submission of Configuration Report. • 100% payment for SSL certificate to be done post implementation & successful UAT of the same.
7.	Data Visualization Tool	The payment terms for BI Tool Licenses shall be 100% yearly advance while that for implementation shall be 100% on Go-Live of the solution.
8.	Certifications	The payment for the certifications will be made on pro-rata basis i.e. as and when the need arises

9.	Change Request (CR)	The payment shall be made only after change request activities are complete in all respect based on the man months used for the Change Request and certification by the Department thereof.
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Note: All payments are subject to the application of necessary penalties as required under the SLA. It is clarified here that OCAC will pay in accordance with the Payment Terms and can also calculate a financial sum and debit the same against the terms of payment as defined in the Payment Terms as a result of the failure of the Service Provider to meet the Service Levels. Taxes will be paid extra as per the rate prevalent at the time of billing

6.13 Role and Responsibility of Different Stakeholders

6.13.1 Responsibility of Directorate of Fisheries

Directorate of Fisheries shall play an important role in the fruition of the envisioned system. The following are the roles and responsibilities: -

- a) Provide information on Business Process / Domain related issues to the SI.
- b) Provide and validate all required document & data
- c) Provide Guidance & Suggestion during the execution of the project.
- d) Review the deliverables (interim and final) submitted by the SI.
- e) Review and monitor the completeness of the solution with respect to requirements and performance/acceptance expectations from the solution.
- f) Approve the SRS, FRS
- g) User Acceptance Test Certificate after testing of the software
- h) Identify Officers for different training needs.

6.13.2 Responsibilities of OCAC

- a) OCAC will supervise and monitor project implementation, and coordinate with User Department & Service Provider to facilitate smooth implementation of the project, and, for meeting the administrative requirements pertaining to the project.
- b) Monitor the Project Implementation in terms of managing the project timelines, quality of deliverables.
- c) Monitoring key metrics and SLA compliance by Service Provider as per RFP terms
- d) Reviewing and approving/organizing approvals for all the deliverables such as

- e) SRS, Design Documents etc. submitted by the Service Provider within a defined timeline throughout the implementation phase in consultation with Department
- f) Reviewing the UAT readiness & overseeing the UAT and the results thereof
- g) Overseeing the progress of user training and coordinate signoff activities
- h) Supervise the activities needed for stabilizing the system and tuning the system for meeting the performance expectations during the early phase of O&M post-go live.
- i) Review and provide recommendations on the change requests identified by the Service Provider and assist Department in approving/modifying/rejecting such requests

6.13.3 Responsibilities of Service Provider

- a) Prepare and submit the Project plan comprising all the components of deliverables, for implementation of the project.
- b) Prepare the project reporting formats to report the progress of the project to OCAC for approval
- c) Participate in project review sessions in regards to the progress of the project
- d) Adhere to the directions of OCAC as and when provided.
- e) Prepare and deliver for approval all the deliverables such as SRS, FRS, Design Documents etc. within a defined timeline.
- f) Develop/Install/configure/deploy all the components of system and get approval from OCAC.
- g) Provide detailed training plan to OCAC and train the personnel identified by the Department and report the results
- h) Provide support for entire duration of the project.

6.14 Project Documentation

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

- a) Project Inception report
- b) Latest version of Source Code
- c) System Requirement Study Documents
- d) High Level Design (HLD) / Low Level Design (LLD) documents including: -
 - i. Application component design including component deployment views, control flows, etc.
 - ii. Application flows and logic
 - iii. Issue Logs
 - iv. User Manual
 - v. Application Installation & Configuration Manual
 - vi. Report of Security Audit & Safe-to-Host Certificate

6.15 Performance Requirements – Service Levels (SLAs)

Service Provider shall agree to the following service level agreement (SLA) parameters while providing services to OCAC/Directorate. These SLAs shall be tracked on the basis of timeline and are envisaged to have penalty and/or liquidation damage clauses on non-adherence to any of them. The SLA parameters are divided into 2 (two) types:

-

6.15.1 During Implementation

S1#	Project Component	Penalty Parameters	Time Line
1)	Mobilization of Team and System Study	0.5% of the application development cost per week for each week of delay up to 2 weeks. After that 1% of the application development cost per week	T+06 Weeks
2)	Design & Development of Mobile App & Web Portal	Delay beyond 5 weeks from the date of approval of SRS will attract 1% of penalty on the application development cost per week	T+16 Weeks
3)	UAT & Training	0.5% of the application development cost per week for each week of delay	T+20 Weeks
4)	Security Audit & Go-Live	0.5% of the application development cost per week for each week of delay	T+26 Weeks

- a) Maximum penalty capping is 10%.
- b) In case there is a delay of 200% with respect to the given timeline or non-satisfactory performance of the bidder, the authority reserves right to take action against the bidder as deemed proper (such as cancellation of order, increase of penalty percentage etc.
- c) Penalty will not be applicable if the delay is not attributable to the SI. However, in such cases Service Provider has to communicate in writing the reason of delay. The decision of the Purchaser in this regard shall be final.

6.15.2 Operation & Maintenance Phase

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
		>=90% but <95%	1.0% of Quarterly billed value
		<90%	2.0 % of Quarterly billed value

- 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 the 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.

6.15.3 Resolution Time

Measurement	Reporting Period	Target	Penalty
Critical Severity – within 2 hours	Monthly	100% of resolution within schedule	Nil
Moderate Severity – within 6 hours		>= 95% of issues to be resolved within the schedule	0.01% of O&M cost for that qtr. per each incident
Minor Severity – within 12 hours		<95% of the issues to be resolved within the schedule	Penalty of 0.05% of O&M cost for that Qtr. per each incident
Monitored through Monthly Incident report			
Incident Level	Description		
Critical	Critical bugs / issues – Bugs / issues on web portal/application affecting most of the intended users Showstoppers involving major functional failure in the application such as unable to login, system completely down, unable to save due to error etc.		
Moderate	Affecting large numbers of users or some key users. No workaround available / moderate functional restrictions in the application		
Minor	Only for Bug fixing		

If penalty reaches above 10% in any quarter, it may be treated as unsatisfactory performance by SI. The purchaser has the right to terminate the contract in such case or case of any additional delays.

6.15.4 Reporting Procedures

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

6.15.5 Definitions & Interpretations

- a) "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity. The scheduled maintenance time would not be during Working Hour timeframe. Further, scheduled maintenance time is planned downtime with the prior permission.
- b) "Scheduled operation time" means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the applications within the Primary DC & DR will be 12 hrs. X 7 days X 12 months.
- c) "System downtime" means accumulated time during which the System is totally inoperable within the Scheduled Operation Time.
- d) "Availability" means the time for which the services and facilities are available for conducting operations including application and associated infrastructure. Availability is defined as: $\{(Scheduled\ Operation\ Time - System\ Downtime) / (Scheduled\ Operation\ Time)\} 100\%$
- e) "Incident" refers to any event / abnormalities that may lead to disruption in normal operations of System or Application services.
- f) The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements.
- g) Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An "Availability and Performance Report" will be provided by the Service Provider on monthly basis in the suggested format for review. The monthly Availability and Performance Report shall be containing the summary of all incidents reported and associated Service Provider performance measurement for that period. The monthly availability and performance report will be deemed to be accepted by the Purchaser.
- h) The Service Provider is expected to provide the required service levels. In case the service levels cannot be achieved at service levels defined above, it shall result in a breach of contract and invoke the penalty clause. Payments to the Service Provider are linked to the compliance with the SLA metrics laid down in the tables above.

6.15.6 Service Level Change Controls

a) General

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

- A process for negotiating changes to the Service Levels
- An issue management process for documenting and resolving particularly difficult issues.

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

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

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

7. Formats for Submission of Proposal

7.1 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 Design, Development, Implementation & Maintenance of **Matsya Odisha Web Portal & Mobile Application**.

Sir,

In response to the RFP No.: _____ for RFP titled “Selection of Service Provider for Design, Development, Implementation & Maintenance of Matsya Odisha Web Portal & Mobile Application”, I/We, irrevocably declare as under:

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

I/We hereby accept that I/We may be disqualified from bidding for any contract

with you for a period of _____ years from the date of disqualification as may be notified by you (without prejudice to FACT's rights to claim damages or any other legal recourse) if,

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

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.

(Note: In case of a Joint Venture, the Bid Security Declaration must be in the name of all partners to the Joint Venture that submits the bid)

7.2. 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 Selection of Service Provider for Design, Development, Implementation & Maintenance of **Matsya Odisha Web Portal & Mobile Application**

Sir,

With respect to the subject RFP; I. as an owner/ partner/ Director of (organization name), hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

7.3. Bidder's Authorization Certificate

(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 Design, Development, Implementation & Maintenance of **Matsya Odisha Web Portal & Mobile Application**

Sir,

With reference to the subject RFP Ref. No.: OCAC-SEGP-SPD-0052-2023-23104, Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is and Email id is . For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Signature Verified Signature by

(Authorized Signatory)

Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

7.4. Acceptance of Terms & Conditions

(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: Sub: Selection of Service Provider for Design, Development, Implementation & Maintenance of **Matsya Odisha Web Portal & Mobile Application**

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP Document vide Ref. No.: OCAC-SEGP-SPD-0052-2023-23104 regarding "Selection of Service Provider for Design, Development, Implementation & Maintenance of **Matsya Odisha Web Portal & Mobile Application**, Govt. of Odisha - with Support for Five (5) Years"

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

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

7.5. Technical Bid Cover Letter

(Company letter head)

To

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

Sub: Selection of Service Provider for Design, Development, Implementation & Maintenance of **Matsya Odisha Web Portal & Mobile Application**

Sir,

We, the undersigned, offer to provide solution to OCAC for “Design, Development, Implementation & Maintenance of Matsya Odisha Web Portal & Mobile Application, Govt. of Odisha”, in response to the RFP Ref. No.: OCAC-SEGP-SPD-0052-2023-23104 . We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the financial bid sealed in a separate envelope.

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

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

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

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

Thanking you,

Seal:

Signature

Date:

(Authorized Signatory)

Place:

Name of the Bidder:

7.6 Project Citation Format

Relevant IT / e-Gov Project Experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Date of award and date of completion	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months start date, completion date, current status)	
Other relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

7.7. Proposed Solution

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

- a) Solution Proposed
- b) Understanding of the project (how the solution proposed is relevant to the understanding)
- c) Technical Approach and Methodology

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

7.8 Financial Bid Letter

(Company letter head)

To

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

Sub- Selection of Service Provider for Design, Development, Implementation & Maintenance of Matsya Web Portal and Mobile Application

Sir,

We, the undersigned, offer to provide the service for Design, Development, Implementation & Maintenance of Matsya Web Portal & Mobile Application as per RFP Ref. No.: OCAC-SEGP-SPD-0052-2023-23104 and our Proposal (Technical and Financial Proposals).

PRICE AND VALIDITY

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

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

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

1) UNIT RATES

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

2) TENDER PRICING

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

3) QUALIFYING DATA

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

4) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Financial bid attached with our Tender as part of the Tender.

5) PERFORMANCE BANK GUARANTEE

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

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

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

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

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

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

7.9 Commercial Bid Format

7.9.1 Cost Summary

SI#	Cost Heads	Cost (in INR)
1.	Design & Development of Web Portal & Mobile Application	
2.	Certification	
3.	Data Visualization Tool	
4.	Operations & Maintenance (O&M)	
5.	Change Request (CR)	
Grand Total (Excl. GST)		
GST (@18%)		
Grand Total (Incl. GST)		

7.9.2 Design & Development of Web Portal & Mobile Application

Sl#	Category	Module/Item	Unit	Rate	Qty	Cost
1	[Study, Design, Development, Testing, Implementation, Training & Maintenance]	Mera Matsya Web Portal	Lump-sum		1	
		Mera Matsya Mobile Application (Android & i-OS)	Lump-sum		1	
2	Integration with other applications		Lump Sump		10	
3	Hand-Holding Charges (2 Resources for 5 Years)		Month		120	
Total						

7.9.3 Certifications

Sl#	Category	Module/Item	Unit	Rate	Qty	Cost
1	Security Audit (2 times a year)	Third Party Security Audit	Lump Sump		10	
2	SSL Certificate as per requirement		Year		5	
Total						

7.9.4 Data Visualization Tool

Sl#	Category	Module/Item	Unit	Rate	Qty	Cost
1	BI Tool Licenses	-	Year		5	
2	BI Tool Implementation Cost (one time)				1	
Total						

7.9.5 Operations & Maintenance (Offsite O&M)

Sl#	Category	Module/Item	Unit	Rate	Qty	Cost
1	Operation & Maintenance	-	Year		5	
Total						

7.9.6 Change Request (CR)

Sl#	Category	Module/Item	Unit	Rate	Qty	Cost
1	Change Request	-	Man-month		10	
Total						

7.10. Performance Security

To

The General Manager (Admin)

Odisha Computer Application Centre

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

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

Sub: RFP Ref. No.: OCAC-SEGP-SPD-0052-2023-23104

Whereas, <<name of the supplier and address>> (hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide services for “Design, Development, Implementation & Maintenance of Matsya Web Portal & Mobile Application for Directorate of Fisheries, Govt. of Odisha, (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the agreement that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the agreement;

And whereas we, <Name of Bank> a banking company incorporated and having its head/registered office at <Address of Registered Office> and having one of its office at<Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of <<Cost of Service>> in (words) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the agreement and without cavil or argument, any sum or sums within the limits of <<Cost of Service>> (in Words) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

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

We further agree that no change or addition to or other modification of the terms of the agreement to be performed there under or of any of the agreement documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification. This Guarantee shall be valid until <<<insert date>>

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

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i. Our liability under this bank guarantee shall not exceed <<amount>> (Amt. in words).
- ii. This bank guarantee shall be valid up to <<insert date>>.
- iii. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert date>> failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank) Seal:

Date:

7.11. Statement of Deviation

(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 Design, Development, Implementation & Maintenance of Matsya Web Portal and Mobile Application for Directorate of Fisheries, Govt. of Odisha – *Statement of Deviation*

Sir,

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

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

A. On the Terms of Reference/Scope of Work

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

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

B. Any other areas

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder: