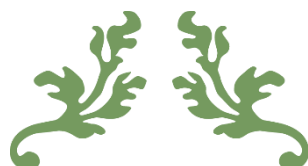


REQUEST FOR PROPOSAL



SELECTION OF CONSULTING AGENCY FOR PROVIDING PROJECT MANAGEMENT UNIT (PMU) SUPPORT SERVICES TO OCAC UNDER STRENGTHENING STATISTICAL SYSTEM IN ODISHA [SUPPORTED BY WORLD BANK]

RFP No. OCAC-SEGP-MISC-0014-2022-24033



ODISHA COMPUTER APPLICATION CENTRE

[Technical Directorate of E & I.T. Department, Government of Odisha]

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

EPBX: 674-2567280/2567064/2567295/2567283

Fax: +91-674-2567842

E-mail ID: contact@ocac.in, Website: www.ocac.in

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1. Background

OCAC, the Technical Directorate of E&IT Department, Government of Odisha invites responses ("Tenders") to this Request for Proposal ("RFP") from Software Development / System Integration firms ("Bidders") for **"Selection of Consulting Agency for providing Project Management Unit (PMU) Support Services to OCAC Under Strengthening Statistical System in Odisha [Supported by World Bank]" as described in this RFP, "Terms of Reference"**.

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

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 in the RFP and accepted by the Tender Accepting Authority.

It has been decided to float tender to select an agency to provide PMU support service to OCAC.

2. Factsheet

#	Item	Description
a)	Project Title	Selection of Consulting Agency for providing Project Management Unit (PMU) Support Services to OCAC Under Strengthening Statistical System in Odisha.
b)	Name of Purchaser	Odisha Computer Application Centre (OCAC)
c)	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar RRL Post Office, Bhubaneswar, Odisha - 751013 <u>gm_ocac@ocac.in</u>
d)	RFP Document Fees	₹ 11,200/- inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only) Non-refundable.
e)	e-Nivida Registration Fees	₹ 2,500/- plus Applicable GST

#	Item	Description
f)	Earnest Money Deposit	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 favour 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. The EMD may also 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
g)	Selection Method	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation)
h)	Bid publication date	27/02/2024
i)	Last date for submission of queries by Bidders	01/03/2024 by 03:00 PM
j)	Pre-bid Meeting	06/03/2024 at 04:00 PM
k)	Pre-bid clarifications by OCAC (if any)	12/03/2024 by 05:00 PM
l)	Last date and time for receipt of proposals from Bidders	22/03/2024 by 02:00 PM
m)	Date and time for opening of Pre-Qualification-cum-Technical Proposals	22/03/2024 at 04:00 PM
n)	Date and time for Technical Presentation	Will be communicated later
o)	Date and time for opening of Commercial Bids	Will be communicated later
p)	Bid Validity Period	180 Days
q)	Project Term	3.5 years

3. Project Background

Directorate of Economics & Statistics plays a vital role in the State Statistical System of Odisha. It collects official statistics, conduct large scale socio-economic census and surveys. Some Development Departments like Agriculture and Farmers Empowerment, Health, and Family Welfare, Panchayati Raj and Drinking Water, Animal Resources and Fisheries, Finance Department,

Commerce and Transport Department have fairly good Statistical Cells. Many departments do not have Statistical Cells and manage their work on ad hoc basis. Nevertheless, the State Statistical System is not able to meet the requirement of disaggregated statistical data and estimates for evidence based decentralized planning and prioritizing resource allocation. Even though the State has made an effort since 1980 to formulate district plan, it is far from reality as on date. The state needs to have a better statistical system for producing real time data up to the lowest level of administrative units like District, Block, Urban Local Bodies, Gram Panchayat and Villages depending upon the requirement of planning process.

The state of Odisha is also committed for implementation of Sustainable Development Goal. The efficient implementation of SDG requires quality statistical estimates of nearly 369 indicators on a regular basis. The lack of data on indicators of SDG is a great challenge and also bottlenecks for effective implementation of Sustainable Development Goals in the state of Odisha.

In this background the Directorate of Economics & Statistics which is the main pillar of statistical system of the state along with the statistical wings in different Departments needs to be strengthened and modernized to meet the challenges of time.

4. Objectives of the PMU

The broad objectives of the PMU are outlined as follows:

1. Primary Objectives (Digital Transformation of DES):

- a. **IT Strategy:** As-Is and Requirement Analysis (FRS) for OISS platform.
- b. **Transaction Advisory:** RFPs for Software, hardware, and DES digitization.
- c. Design, Development, Maintenance of CAPI, and CATI enabled Digital Survey Platform with survey management and monitoring portal and mobile app.
- d. Setting up of Geographical Information System (GIS) System
- e. Setting up of Interactive Voice Response System (IVRS) System
- f. Implementation support and Project Monitoring.

2. Secondary Objectives:

- a. Enhancing Data Quality
- b. Activities under Filling Data Gaps

- c. Strengthening user engagement and capacity building
- d. Building Institutional Capacity
- e. Preparation of RFP for setting up of the Project Management Unit (PMU) for DES
- f. Overall Program Management

5. Instruction to the Bidders

5.1. General

- a. While efforts have been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet requirements. Also, bidders may wish to consult their own legal advisers in relation 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 OCAC. Any notification of preferred Bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of OCAC.
- d. This RFP supersedes and replaces any previous public documentation and communications, and Bidders should place no reliance and dependence on such communications.

5.2. Compliant Proposals / 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 of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - Include all documentation specified in this RFP.
 - Follow the format of this RFP and respond to each element in the order as set out in this RFP.
 - Comply with all requirements as set out within this RFP.

5.3. Pre-Bid Meeting and Clarifications

5.3.1. Pre-Bid conference

- a. OCAC shall hold a pre-bid meeting with the prospective bidders on **06/03/2024, 4:00 PM**
- b. Link will be provided to the interested bidders on request through email to **gm_ocac@ocac.in** (with a copy to **debashis.pujari@odisha.gov.in** and **manas.pati@odisha.gov.in**) by **01/03/2024, 3:00 PM**

- c. The representatives of Bidders (restricted to one person) may attend the Pre-bid meeting.
- d. The Bidders should submit their queries in writing in below specified format (**in MS-Excel only**) by the schedule as mentioned in this RFP, prior to attending the pre-bid meeting.
- e. During the meeting the representatives of the bidders should only ask showstopper queries and relevant queries which seem to be an obstacle for them to participate in the tender. All other queries will be answered and published as response sheet.

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

- f. OCAC shall not be responsible for any Bidders' queries received by it in any other format. Any requests for clarifications post the indicated date and time mentioned will not be entertained by OCAC.

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

- a. The Nodal officer notified by OCAC shall endeavour to provide timely response to all queries. However, OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the Bidders.
- 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 corrigenda and/or addenda.
- c. The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on www.ocac.in or www.odisha.gov.in
- d. Any such corrigenda and/or addenda shall be deemed to be incorporated in this RFP.
- e. In order to provide prospective Bidders reasonable time for taking the corrigenda and/or addenda into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

5.4. Key Requirements of the Bid

5.4.1. 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.

5.4.2. RFP Document Fees

The bidder must furnish along with its bid required bid processing fee amounting to **₹ 11,200/-** inclusive of GST @ 12% in shape of DD in favour of Odisha Computer Application Centre (OCAC),

drawn in any scheduled commercial bank and payable at Bhubaneswar failing which the bid will be rejected. The fee may also be paid through electronic mode to the following account:

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

Also, the fees may be paid online on e-Nivida portal through e-Payment Gateway.

5.4.3. Earnest Money Deposit

- a. 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. The EMD should be submitted in the General Bid.
- b. The EMD may also 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.
- d. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- e. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- f. The EMD may be forfeited:
 - i. if a bidder withdraws its bid during the period of bid validity.
 - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
 - iii. 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.
 - iv. 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.
 - v. A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

5.5. Submission of proposal

5.5.1. Instruction to Bidders for Online Bid Submission

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

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

5.5.2. Guidelines for Registration

- a. Bidders are required to enroll themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link "Bidder Enrolment" available on the home page by paying Registration Fees of R 2,500/- + Applicable GST.
- b. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c. 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.
- d. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS / nCode/ eMudhra etc.), with their profile.
- e. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- f. 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.
- g. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
- h. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id odishaenivida@gmail.com for activation of the account.

5.5.3. Searching for Tender Documents

- a. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
- b. Once the bidders have selected the tenders they are interested in, then they can pay the Tender fee and processing fee (NON-REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fees, tenders will be moved to the respective 'requested' Tab. This would enable the e-Tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

5.5.4. Preparation of Bids

- a. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b. Please go through the tender advertisement and the tender document carefully to understand

the documents required to be submitted as part of the bid.

- c. Bidder, in advance, should get ready with the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.
- d. 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.
- e. These documents may be directly submitted from the "My Documents" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

5.5.5. Submission of Bids

- a. 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.
- b. 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.
- c. 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.
- d. 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.
- e. 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.
- f. 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.
- g. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
- h. 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.

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

5.5.6. Clarifications on using e-Nivida Portal

- a. 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.
- b. 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

Email id: odishaenivida@gmail.com

5.5.7. Tender Validity

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

5.5.8. Submission and Opening of Proposals

- a. The bidders should submit their responses as per format given in this RFP in the following manner:
 - Response to Pre-Qualification Criteria
 - Technical Proposal
 - Commercial Proposal
- b. Please Note that Prices should not be indicated in the Pre-Qualification Response or Technical Proposal but should only be indicated in the Commercial Proposal.
- c. The Response to Pre-Qualification criteria, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.

The Proposals submitted up to **22/03/2024, 2:00 PM** will be opened on **22/03/2024, 4:00 PM** by Proposal Evaluation Committee.

5.5.9. Late Bids

- a. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b. The bids submitted in hard copy or by post/e-mail etc. shall not be considered and no correspondence will be entertained on this matter.
- c. OCAC reserves the right to modify and amend any of the above-stipulated condition/criteria

depending upon project priorities vis-à-vis urgent commitments.

5.5.10. 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 or discussions or presentations, preparation of Proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

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

5.5.11. Language

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

5.5.12. Acceptance and Rejection of Bids

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

5.6. 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 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 Proposal Evaluation Committee in 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.
- 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.
- g. Initial bid scrutiny will be held, and incomplete details as given below will be treated as nonresponsive if proposals are:
 - Not submitted as specified in the RFP document

- Received without the Letter of Authorization (Power of Attorney)
- Found with suppression of details
- Found with incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested in checklist
- Submitted with lesser validity period

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

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

6. Evaluation Criteria

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

The Pre-Qualification proposal will be evaluated as per criteria mentioned below and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will not be opened in the portal.

The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least **70 marks** in the Technical Evaluation would be eligible for the next stage, i.e. Commercial Bid opening.

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

6.1. Pre-qualification Criteria

Before opening and evaluation of the technical proposals, bidder's eligibility would be evaluated to assess their compliance to the following pre-qualification criteria. Bidders failing to meet these criteria or not submitting requisite proof for supporting pre-qualification criteria are liable to be rejected at the preliminary level. The bidder shall fulfil all the following Pre-Qualification criteria independently, as on date of submission of bid.

Sl. No.	Basic Requirement	Eligibility Criteria	Documents to be submitted
1.	Legal Entity	The Bidder should be a registered company in India under the Companies Act, 1956 / 2013 or LLP	Copy of Certificate of Incorporation/ Registration/Partnership deed

Sl. No.	Basic Requirement	Eligibility Criteria	Documents to be submitted
		Act 2008 and subsequent amendments. The bidder must be in consultancy business and operational for at least 15 years, as on the date of submission of the bid.	<p>Copy of PAN Card</p> <p>Copy of GST Registration</p>
2.	Turnover	The Average Annual Turnover of the bidder from Consultancy services from last three financial years 2020-21, 2021-22 & 2022-23 shall be minimum of R 30 Crores (Indian Rupees Thirty Crores).	<ul style="list-style-type: none"> Audited financial statements (Profit and Loss and Balance Sheet) should be submitted as support. The financial capacity of bidder or its Parent/ Holding/ Associate entity shall be considered. CA's certificate clearly specifying the average annual turnover for the specified years.
3.	Net worth	The bidder should have positive net worth as on March 31, 2023.	Net worth certificates from Chartered Accountant.
4.	Consultancy Experience	The bidder must have completed at least one Consulting project on automation relating to statistical projects for any State Govt./ Central Govt. agencies with order value minimum of R 3 Cr. in last 5 years from the date of submission.	Copy of Work order/LOI/LOA/ Contract Agreement document/ Purchase Order/ Completion Certificate
5.	Resource Strength	The bidder must have at least 50 employees working in consulting out of which at least 5 resources with statistical analysis background	Self-declaration on the letter head of the company by the HR.

Sl. No.	Basic Requirement	Eligibility Criteria	Documents to be submitted
		on the payroll of the company as on date of publishing this RFP.	
6.	Blacklisting	The Bidder should not continue to be barred or blacklisted by any Centre/State Government or PSU (State/Centre) at the time of submission of bid.	A self-certified letter signed by the Authorized Signatory of the Bidder as per RFP.
7.	Authorized Representative from Bidder	A power of attorney / board resolution in the name of the person signing the bid.	Original Power of attorney on legal paper / Board resolution copy
8.	Certifications	The bidder must have ISO 9001:2015 and ISO 20000. All the certificates should be valid at the time of submission of bid.	Attach copy of the valid Certificates

6.2. Technical Evaluation Criteria

Sl No	Description	Maximum Points	Supporting Documents
1.	Program Management Experience: The bidder must have the experience of engaging a Program Management Unit with contract value exceeding R 3 Cr. for any State/Central Government/PSU during last 5 years as on 31 st March 2023. <i>[Each project will be awarded 4 marks max up to 20 marks]</i>	20 Marks	Supporting documents like LOA / PO / WO / Agreement Copy for such projects with relevant pages highlighting the scope of work, duration etc. should be submitted along with project citations.
2.	Advisory and Consulting Experience in Statistical & Data Analytics	20 Marks	Supporting documents like LOA/PO/WO/Agreement Copy for such projects with

SI No	Description	Maximum Points	Supporting Documents
	<p>The bidder must have the experience of Statistical or Data Analysis experience with any advisory or consultancy related project with Central Govt. or its agencies/State Govt. or its agencies/ULB or its agencies/ international donor agencies in India</p> <p><i>[Each project will be awarded 4 marks max up to 20 marks]</i></p>		relevant pages highlighting the scope of work, duration etc. should be submitted along with project citations
3.	<p>Quality Certification</p> <ul style="list-style-type: none"> - ISO 27001 = 3 Marks - ISO 20000 = 2 Marks 	5 Marks	Valid certificate copy
4.	<p>The bidder must have successfully provided ONE consulting services to any Department of Government of Odisha preferably be in the area of Project Management with minimum value of at least R 1 Crore.</p> <p><i>[Each project will be awarded 5 marks max up to 10 marks]</i></p>	10 Marks	Supporting documents like LOA / PO / WO / Agreement Copy for such projects with relevant pages highlighting the scope of work, duration etc. should be submitted along with project citations.
5.	<p>Experience of bidder handling Multilateral /Bi-Lateral/International funding Agencies (such as World Bank, ADB, IMF, United Nations, BMGF, DFID, DFAT, etc.) funded Project</p> <p>Experience of bidder in providing consultancy services for Multilateral / Bi-Lateral / International funding Agencies (such as World Bank, ADB, IMF, United Nations, BMGF, DFID, DFAT, etc.) funded Project during last 5 years as on 31.12.2023.</p>	15 Marks	Work order copy/Client certificate indicating Project detail

SI No	Description	Maximum Points	Supporting Documents
	<i>[Each project will be awarded 5 marks max up to 15 marks]</i>		
6.	Approach and Methodology: <ul style="list-style-type: none"> Understanding of the Project Requirements – maximum 10 Marks. Adequacy of the proposed work plan – maximum 5 Marks Proposed Approach and Methodology –maximum 5 Marks. Competency of resource person to be engaged – maximum 10 Marks <i>[Proposed resource persons should be present during the presentation]</i>	30 Marks	Approach and methodology shall be submitted along with technical proposal.

- All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.**
- The bidder with highest technical bid (H1) will be awarded 100% score.
- Technical Scores for other than H1 bidders will be evaluated using the following formula:
- $T_n = \{(\text{Technical Bid score of the Bidder} / \text{Highest technical evaluation marks} * 100) \% \}$ (Adjusted to two decimal places)
- The commercial bids of only the technically qualified bidders will be opened for further processing.
- The CVs proposed by the bidder for evaluation should be deployed. **There is no change in the resources during the initial 6 months.** However, replacement is allowed in case of resignation or medical exigencies of personnel subject to furnishing of appropriate relieving certificate.

Note: For project experience supporting documents like Letter of Award / Intent (LOA/OI) or Purchase Order (PO) or Work Order (WO) or Agreement Copy or Client Completion certificate must be submitted along with project citations. Project experience of Bidding entity, its Parent Entity or its controlled firm shall be considered.

The number of points to be assigned to each of the experts shall be determined as per the following table:

#	Position*	Location	Qualification and Experience	Deliverables
1	Data Management-Cum-Quality Expert	Bhubaneswar	M.Sc./M. Tech in Computer Science/Information Technology or MCA/BE/B.Tech. Minimum experience of 10 Years in handling data management, IT project management and quality related projects	Deliverables: Develop and implement procedures for effective data management. Oversee and manage staff members in the daily use of data systems. Guarantee adherence to legal and Government regulations. Continually develop data management strategies.
2	Procurement-Cum-Contract Management Expert	Bhubaneswar	Master's degree in business administration (MBA(Finance))/CA with valid registration at ICAI. Minimum 10 years of experience in procurement and contract management related field Proficiency in Microsoft Office and with business application software, any Government eTendering portal/GeM. Knowledge of guidelines such as GFR, CVC, Model RFP of MeitY, procurement rules etc.	Deliverables: Preparation of RFP, RFQ, Contract Management. Liaising with internal project teams and maintaining strong supplier relations. Preparing and issuing purchase orders and agreements. Draft, evaluate, negotiate, and execute contracts.
3	Sr Consultant cum Project Leader	Bhubaneswar	MSc / MTech in Computer Science or Information Technology or MCA/BE/B.Tech. Minimum 10 Years of experience IT Consulting	Deliverables: The Team Lead will be responsible for developing project work plans and budgets in consultation with the User departments and the team.

#	Position*	Location	Qualification and Experience	Deliverables
			of similar nature of project. Experience in Statistical Strengthening Project is an added advantage.	<p>monitor day-to-day implementation of the project vis-a-vis the work plan and work to solve any obstacles or bottlenecks. This involves coordinating closely with all stakeholders.</p> <p>will be responsible for supervision of the key ICT interventions under the project including supervising (a) the development and implementation of CAPI system, (b) creation of state data warehouse and (c) Creation of a data dissemination portal and other IT interventions envisaged under the project.</p>
4.	Sectoral Expert-Statistician	Bhubaneswar	<p>Master's in statistics or equivalent from recognised Institution. PhD in Statistics will be an added advantage.</p> <p>Minimum 15 years of experience working in the field of statistics, or in a similar role and understanding State and Central Statistical system.</p>	<p>Creating and maintaining databases using statistical software programs, such as SPSS/SAS or Stata etc.</p> <p>Analysing data using statistical techniques, formulas, and calculations.</p> <p>Performing statistical tests to determine the reliability and soundness of results.</p>

**The list of Resources is indicative in nature. OCAC may ask for any changes (increase or decrease in any of the positions or deployment/ engagement period) in the requirement structure depending upon the need and desired of the Authority.*

6.3. Evaluation of Commercial Bids

- a. The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks in Technical Evaluation) will be opened on the prescribed date in the presence of bidder representatives.
- b. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- c. Any conditional bid would be rejected.
- d. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of error, its bid will be rejected".
- e. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- f. In the event that there are 2 or more bidders having the same value in commercial bid, the bidder securing highest technical score will be adjudicated as "Best responsive bid" for award of the Project.
- g. The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial score for other bidders will be evaluated using the following formula:

$$Fn = \{(Financial\ Bid\ of\ L1 / Financial\ Bid\ of\ Bidder) * 100\} \%$$

6.4. Final Evaluation of Bids

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

$$Bn = 70\% * Tn + 30\% * Fn$$

- b. The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.
- c. In case of a tie between bidders, the bidder with the highest Technical Scores will be considered.

7. Scope of Work

A Detailed Project Report (DPR) for this project has already been prepared and approved by the government. OCAC is looking to hire a consultancy firm to manage the bid process for selection of a system integrator and monitor the progress of the work to be done by incumbent System Integrator. The broad scope of work is given below:

- **Visioning:** It will be essential to draw up a vision by involving all key stakeholders. Identification of key departments in consultation with DE&S and chalking out their level of involvement would

be a pre-requisite at this stage. Current functional constraints in achieving efficiencies, similar initiatives in other States and best practices from industry should be enumerated to the stakeholder group with active facilitation for drawing up the vision statement.

- **Analysis of Business Processes:** Given the specific nature of this engagement, it would be necessary to study the business process and their interactions. Improvements resulting from introduction of ICT should be duly recognized to draw up a set of new processes. The draft operational procedure would need to be defined as a result of this exercise. This exercise should span the entire scope of operations, even if phased/partial implementation is envisaged.
- **Assessment of Current Status of IT:** Critical evaluation of existing applications and IT infrastructure and the gaps in supporting the future vision should be assessed. Given this requirement, it would be necessary to involve Departments where such applications are in reasonable use. In case multiple applications are in use, a comprehensive criterion for qualifying such applications would need to be defined along with a functional gap assessment so that the same could be considered for reengineering, especially where investments have already been made by the state in getting these developed through NIC or a third-party vendor.
- **Electronic Forms & Data Standards:** Consistent with the proposed method of operation, all forms should be changed and optimized for electronic use, where applicable. In addition, a strategy for data interchange across departments would need to be evolved, so that there is no need for any repeated manual data entry.
- **Enabling Provisions:** The relevant procedures, Circulars, rules, guidelines, Orders, Acts etc, should be examined. Specific recommendations to be made by the agency to ensure that the new process could be adopted without any problems.
- **Formulation of Requirements:** The department will provide the base set of process and high-level requirements. Based on the proposed set of processes and high-level requirements, a comprehensive set of functional and non-functional requirements should be documented. Such requirements should be holistic, end-to-end and cover macro and micro level functions including MIS, data archival and analysis that would be necessary both at operational level and policy decisions.
- **Solution Architecture:** Based on the revised process structure, the selected bidder should create an open-ended architecture for back-office functions that can be adopted uniformly across all the Departments in the State. The architecture, while addressing the needs of DE & S in totality, should allow for easy evolution to allow interfacing of other functions, since both these modules generally impact all other areas. During Solution architecting feasibility of usage of off

the shelf Products as a whole or as base shall also be undertaken. The solution architecture should not be biased towards any technology/platform. It is very much possible that some of the other departments are already using an IT solution. The proposed architecture shall have provision of integration of such systems to the proposed Solution. Examination and adoption of some best practices to the extent possible is also envisaged to be part of this scope.

- **Data Migration Plan and Strategy:** There needs to be critical mass of data to enable operational effectiveness of the new solution. This may involve transfer of data both from current system that are in electronic form as well as paper documents. Additional effort may be required to map existing data items to possible new codifications schemes/structures that could be introduced as part of the new processes. The guidelines related to the migration of data, estimation of data volumes; formats/standards to be adopted for data elements (including digitization of documents, if applicable), data/document retention period and approach to be adopted in respect of data migration need be laid down by the selected bidder. Specifically, the selected bidder would need to provide mechanisms on co-existence of paper and electronic records including digital authentication mechanisms where necessary (depending on the approach that has been proposed). For any data entry work, the selected bidder should conduct a time and motion study for data entry and quality check for sample records. This would help the consultants, department, and the potential bidders in estimation of the time and effort.
- **As -Is Assessment**
 - Field-level study in the department for a sample office (available at district level)
 - Interaction with employees/officials and understanding the key issues faced currently in various roles/functions to be covered under the initiative.
 - Facilitate stakeholder consultation (to be organized by the Department) to obtain feedback on pain areas, areas for improvement, roles and responsibilities etc.
 - Analysis of data collected during field study and stakeholder consultation.
 - Defining project vision, objectives, expected outcomes.
 - Listing of the different services offered by the department, Assessment of the current level of performance of these services (in case it is manual, random sample should be taken for estimation of the current service levels)
 - Compilation of the ICT infrastructure in terms of networks, hardware, application etc. at various office locations, which are to be covered under this initiative.

- Identification of the processes behind the services, assessment of the bottlenecks in the processes, assessment of the performance of the processes
- Mapping of the Workflow (not IT enabled workflow) and the administrative processes for the services to be covered
- Study the Internal and external interfaces of the Department/Ministry E.g. – internal interfaces will include interactions with other departments, between other offices, between the different hierarchies of the government at center, state and district; external interfaces etc.
- Assessment of the organization structures and the Roles and responsibilities as related to delivering the services to the stake holders.
- Assessment of the current capacities in terms of the skills of the employees to deliver the services
- Assessment of the statutory requirements, provisions, legal framework, policies, rules and norms
- Assessment of the needs of policy makers for effective Interventions in the departments
- **National & International Best Practice Study:** As a part of the assignment, the consultant is required to study the best practices from strategy, process, people & technology perspective and prepare the report with recommendations to add value in the initiatives envisaged under the project. As a part of the assignment, the consultant shall undertake the following key activities:
 - Study the IT initiatives in same department in advanced States / Nations (cover at least 2 national / International)
 - The Best practices report shall contain those practices which have the potential of being incorporated in the proposed project.
- **To-Be Process & BPR:** As part of scope of work under this section, the consultant is required to list all the processes of the prioritized services and arrive at the most impacting and feasible (core & common) processes. The consultant is required to re-engineer these processes.

The size and nature of the process reengineering efforts must be balanced with the degree of feasibility of implementation of the outcome of such efforts. In addition to this, a required balance must be maintained between the efforts in the areas of process reengineering, technology and change management. However, if required, the consultant may recommend Organization redesign (restructure) to implement the outcome of BPR exercise.

The Process Redesign activity will take inputs from the As-is report, the benchmarking survey and the lessons learnt from the implementation of other eGovernance. Each process flow shall clearly identify the input, process, output, and control elements together with the success/ failure criteria for that particular process/ service. As a part of "Process Redesign", Consultant is required to undertake the following key tasks:

- Designing the process maps & process metrics
- Designing the service levels
- Designing the workflow
- Reengineering customer interface
- Designing optimum organization structure
- Recommending rules & procedures
- Reengineering application forms
- Designing interfaces with external entities and systems

The study by the Consultant in the area of BPR should be aligned with the spirit of rules and regulations framed by GOI & State governments.

- **Development of Technical Requirements and Solution Design:** It should be expected that the consultants design the Technical Solution on at least 2-3 different stacks covering various suite of products. This exercise should be done prior to the publishing of the SI RFP. The SI bidders should be provided to choose any of the options for their bids. This should be based on the exact requirements identified during this phase. It should be kept in mind that the end solution proposed by the SI Bidders is the responsibility of the consultants and hence it should not be left to any interpretation of the bidders. Hence the consultants should provide enough details in each of the areas of the Scope of work, which helps the bidders in right estimation of current and future demands.
 - **Software Development:** The Functional Requirement specification & Software requirements and Use case Analysis should be provided to estimate the effort. Sufficient details for each module and sub-module must be provided, so that there is no duplication of effort by the SI at a subsequent stage. These details can be categorized as mandatory and desirable.
 - **Hardware Requirement:** The Consultant should carry out an exercise to identify the hardware present in each of the office locations. The objective is to identify the existing

hardware which can be leveraged for the project. During this exercise, the specifications of the hardware should also be captured, so that the compatibility and end-of-life for the hardware can be forecasted and the correct estimation of the hardware can be made.

- **Data Centre Hardware, software, and database:** The consultant should identify the hardware and licenses availability with the State Data Centre / (existing data centre of the department) and plan the solution in a manner that the existing assets are optimally utilized. Hence the Consultants should prepare a gap assessment for the hardware /licensed software/database requirements and specified for various stacks.
- **Data Digitization:** The Consultants should identify the data which can be a) ported from the existing systems and b) records which needs to be scanned and digitally kept and c) data entry.
 - **Data ported from the existing system:** The Consultant should study the quality of the data existing in the current application. Secondly the technical feasibility of migration of the data needs to be carried.
 - **Records which need to be scanned:** The Consultants should identify the records which needs to be scanned, catalogued digitally for reference purposes.
 - **Data Entry:** The consultant needs to identify the records/files and the period for which the data entry has to be done. The consultant should also carry out a "time and motion study" for data entry of the existing records selected randomly. This can be done on *.rtf and *.docx file for understanding the effort involved in data entry. The consultant should also discuss and finalize the commitment of the resources to carry out the data quality check, post data entry.
- **Site Preparation:** The site preparation requirement should be assessed by the Consultant, and it should include amongst other things specifications for earthing and power back-up requirements. Consultants should carry out the cost-benefit analysis of procuring items like modular furniture, flooring, roof etc. by the SI versus procuring it separately.
- **Training:** The consultant should identify the training needs assessment of the users of the system. The consultant should recommend appropriate trainings for the various training groups. An assessment of the number of trainees and the training course for each one of them should be provided.
- **Networking:** The Consultant should carry out a technical feasibility study of the establishing/extending the SWAN network to the offices. The hardware and service

requirements at each of the location for connecting to the SWAN / any other network should be identified and provisioned in the Bill of Material. The existing contracts of the network services provider should be studied and gaps in hardware / responsibility should be identified and recommended the solution proposed by the consultant should adhere to the industry acceptable RFP information standards.

- **Assistance in Bid Process Management (Including RFP preparation)**

- **Preparation of RFP Document:** Consolidation of inputs and Preparation of RFP Documents. The components of the RFP Documents should be consistent with the outcomes of issues finalized in DPR. Consultant should facilitate the Department in obtaining necessary approvals to initiate the Bid process and engage a project implementation partner. This should be done as per the MeitY (Gov) Guidelines and Model RFP template.
- **Selection and scoring criteria:** Determination of qualification criteria, method of selection and scoring patterns for the prospective project implementation partner.
- **Preparation of Contract:** A draft contract agreement for the prospective project implementation partner should be prepared by the consultant and the same is to be vetted with the Department and with the Legal Department of the State Government, if necessary. This draft contract will form part of the RFP Document.
- **Bid Management Support:** Facilitation / support for release of tender, pre-bid meeting, proposal evaluation and finalization of implementation partner as part of the bid management. Consultant should work in tandem with the Department and the various committees that have been set up for this purpose.
- **Contracting:** Facilitation for contract finalization with the selected implementation partner.

- **Project Management and Change Management Support**

- **Steady State Operations:** It is essential to achieve steady state operation within an optimal timeframe and also facilitate the establishment of Helpdesk that would be needed to address various technical problems encountered by the Departmental users as well as external stakeholders.
- **Establish Measurement Framework:** Consultant shall arrive at a complete understanding with the Implementation Partner on the interpretation and approach to the measurement of the SLA at the initial stage itself.

- **Monitor Performance:** Consultant shall ensure measurement of the SLAs as per the agreed model and shall, at all times, ensure the reliability and accuracy of such measurements. Consultant shall ensure that the measurements are formally recorded in support of the award of incentives and/ or penalties to the Implementation Partner.
- **Recommend Payments:** Based on these measurements and conclusions drawn thereon, the Consultant shall recommend to the Department the payments to be made to the Implementation Partner.
- **Corrective Measures:** In case the performance parameters are not found to be conforming to the required levels, the Consultant shall proactively inform the Implementation Partner and suggest appropriate corrective measures and ensure that these are implemented.
- **Escalation:** Escalate project issues to the Implementation Partner and/or the Department to monitor resolution thereof in a timely and conducive manner.
- **Change Management:** Facilitate change management processes limited to items covered within the scope of the solution including validation to changes that may be implemented. In addition, oversee the version control of software and its controlled deployment in the production environment.
- **Oversight:** Monitor Implementation partner's engagement/ agreement/ contract with other third parties as may be reasonably required to meet with Performance obligations and SLA requirements.
- **Asset Control:** Facilitate transfer of IT and software assets to the Department as may be specified in the agreement with the Implementation Partner.
- **Audits, Assessments and Surveys:** Assist in annual audits and user surveys as may be reasonably aligned with the objectives of the Service Delivery needs of the Department. Also ensure that periodic assessments are done to ensure compliance to standards and guidelines, Security Requirements, Capacity Management, and such other planned tasks.
- **Exception Management:** Assist the Department to manage exceptional and contingency situations.
- **User Acceptance Testing (UAT):** The Acceptance Testing would be carried out in order to ensure that the application put in place by the Implementation Agency (IA) / System Integrator (SI) meets requirements, standards, specifications and performance as spelt out in the RFP and

fulfil the functional requirements of the department. The Consultant shall prepare the acceptance test plan.

The SI would be responsible for preparing detailed test cases for UAT and Functional Compliance Test. The Consultant shall verify these test cases and ensure that they cover all aspects of the application requirement. In case it identifies any shortcomings, it should immediately be brought to the notice of the SI and the department.

The Consultant shall use test cases to test and report functional, technical and operational compliance of the application. It shall execute the test cases to test and report whether the IT infrastructure and system software procured and set-up by the SI meets the standards and performance metrics as set out in the RFP for the IA/SI.

The Consultant should report whether the IT infrastructure (at Data Centre, DR, SWAN) and system software complies with applicable standards, best practices, requirements, and specification of the RFP for SI to meet the project and service objectives. The Consultant shall review the business continuity/ disaster recovery plans of the SI under typical user loads of volume and mix (involving 50% switchover to DR site and contingency plans).

As part of the IT infrastructure acceptance, the Consultant will also scrutinize configuration of implemented infrastructure against Bill of Material and certify compliance. It should be noted that while the primary responsibility of providing tools for testing rests with the SI and it is the responsibility of the Consultant to ensure that this should be a part of the RFP.

As part of this acceptance process, the Consultant shall also test the accurateness and usability of the SLA monitoring tools deployed by the SI. The objective of this exercise would be to verify whether the tools deployed provide an accurate, correct, measurable and verifiable estimation of the system performance, as per the Service Level Requirements listed in the RFP.

- **Performance Testing:** The SI will propose guidelines and standards, as per best known International standards that will be followed for the testing of the performance in relation to compliance with SLA metrics and compliance with all the technical and functional requirements of the RFP and the related agreement. These documents shall be reviewed by the Consultant and in case of any modification required the same shall be proposed by the Consultant.

The SI shall develop exhaustive test cases to test aspects of the application like security, infrastructure, etc for compliance with the RFP including test cases for performance and load testing. The Consultant shall verify these test cases and ensure that they cover all aspects of the

application. In case if it identifies any shortcomings, it shall immediately bring the same to the notice of the SI and the department.

The Consultant shall use the test cases to test and report whether the application/system performs optimally as per the Technology and Performance SLA criteria stated in the RFP. While the SI would be responsible for providing tools required to perform this audit yet in case the Consultant finds such tools to be insufficient in meeting its objectives it would be required to bring in customized tools from its own inventory. The tools which have been proposed by bidder in the technical criterion shall be used while performing this audit.

- **Security Audit:** The Consultant would be responsible for preparing a detailed audit plan consisting of test cases for performing Security & Implementation audit. These test cases shall be prepared in conjunction with the SI and shall cover all aspects of the system security.

The test cases shall ensure that all loopholes within the system are identified. The test cases shall cover all security related requirements suggested in the RFP as well as the prevailing best global standards.

Note: The Scope of the consultant is not limited to the above defined scope. OCAC may add, modify or remove any assignment as & when required.

8. Project Duration

The duration of engagement is 3 years. The duration may be extended for another period of Two year based on the performance.

9. Key Deliverables

- Project Inception Report and Project Deliverables Plan with timeline
- Development of statistical data dissemination policy; review, approval, and finalization of OISS FRS
- Development of Data Quality Assurance Framework based on NQAF and customization as per state need. Preparation, Publication and Bid Management of RFP for selection of agency for supply, installation and commissioning of hardware and OISS by OCAC in consultation with DES
- Preparation, Publication and Bid Management of RFP for selection of System Integrator for Development, Management and Maintenance of CAPI and CATI based Digital Statistical Survey Management System.

- Selection of SI and completion of development of CAPI based Digital Survey Solution.
- Preparation, Publication, Bid Management of RFP for selection of System Integrator for Development, Management and Maintenance of OISS Solution along with setting up of Data Warehouse and Data Analytics Software in consultation with DES.
- As-Is assessment, To-Be and BPR preparation. Identification of data gaps and improving user engagement
- Completion of Data Model, data ingestion workflows and Data Migration Plan
- Identification and Preparation of meta data sets for the state
- Completion of development of statistical portal
- Identification of data sets for preparation of digital district handbook
- Identification of one more scheme and its associate data for conducting CAPI based survey and submission pre-feasibility and readiness report for the survey
- Identification of data sets for preparation of digital district handbook
- Successful completion report of data collection survey of one scheme through CAPI mode
- Submission of Monthly and Quarterly project activity report comprises of work undertaken so far, risk and mitigation plan, any slippage of timeline etc.

The above deliverables and timelines are indicative in nature in order to assess the quantum of work, the selected agency must undertake other activities related to DES project as and when assigned by OCAC from time to time. The selected PMU agency shall submit the Inception Report with project deliverables and timeline in consultation with OCAC and DES.

10. Payment Milestone

S. No	Payment Criteria	Milestone (% of Total Cost calculated for 3 years as per Clause 20.9 of the RFP)
1	Onboarding of the Team and submission of inception report	2% of the total cost on submission of Inception Report
2	Preparation and submission AS-IS and FRS	2% of the total cost to be released on submission of the respective AS-IS and FRS document and shall be paid equally across the number of Solutions/Packages defined in the inception report and
3	Preparation and submission of the RFPs	3% of the total cost to be released on finalization of RFPs/ Packages and shall be paid equally across the number of

S. No	Payment Criteria	Milestone (% of Total Cost calculated for 3 years as per Clause 20.9 of the RFP)
		RFPs/Packages defined in the inception report
4	Bid Management, Vendor Selection and Contract Finalization and Agreement Sign off with Vendor	3% of the total cost to be released on issuance of LOI/LOA of the SI/Agency and shall be paid equally across the number of RFPs/ Packages defined in the inception report
5	Project Management and Monitoring Phase	Remaining 90% of the total cost to be paid monthly on pro-rata basis i.e. 2.5% per month based on Monthly Progress report Submission

Note: For SI. No 1,2,3,4 In case of any percentage is left out, the same shall be adjusted in monthly payment in SN 5.

11. Payment Terms

- The payment will be released based on the payment milestone.
- Total Cost shall be calculated for 3 years as per annual cost provided by the successful bidder in Clause 20.9 of the RFP
- Payment will be made within 30 days of submission of invoice along with monthly progress report/SLA report as applicable.
- All payments will be made subject to TDS (Tax deduction at Source) as per the income- Tax Act, 1961 and other taxes if any as per Government of India rules.
- All tax will be calculated on prevailing rates.
- Any payment-related issues shall be resolved by HoD of the department.
- TA / DA and expense for Onsite PMU resources related to travel outside Bhubaneswar for official purpose only, shall be reimbursed in such cases where arrangements are not being made. The eligible rate is as per equivalent class of officers of Govt. of Odisha

- To claim reimbursement, Onsite PMU resources needs to submit the Travel Expense Claim along with the relevant bills/ vouchers, boarding passes, tickets and hotel bills and approval from the authorized approving authority within two weeks from the date of return from the trip.
- Submission of hotel bills is mandatory with the Travel Expense Claim.
- For local travel during official visit within Bhubaneswar, Consultants will make their own arrangements

12. Service Level Agreement (SLA) and penalties on violation

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

SI No	Service Level	Expected Timeline	Penalties
		required criteria of RFP	

13. Other Conditions

- The service provider is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis.
- Time is the essence of the Project and hence the service provider may be asked to deploy additional resources to provide the Services in a workman like manner on a timely basis. OCAC will pay for these additional resources as per the contract rate.
- The service provider shall ensure that security measures, policies and procedures implemented are adequate to protect and maintain the confidentiality of the Confidential Information. Service provider also agrees and acknowledges that it shall adhere to reasonable security practices over all sensitive personal information of the said project as prescribed by various rules under I.T. Act, 2000 (as amended from time to time).

14. Performance Security

The OCAC will require the selected bidder to provide a Performance Security in the shape of BG or DD, within 15 days from the release of Work Order. The performance security would be 10% of the total project cost excluding taxes. The Performance Guarantee should be valid for a period of 41 months. In case the selected bidder fails to submit performance security within the time stipulated, the OCAC at its discretion may cancel the order placed on the selected bidder. OCAC shall invoke the performance security in case the selected Service Provider 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.

OCAC shall return the Performance Guarantee amount to the service provider in case it is submitted through Demand Draft to OCAC after completion of validity period without any interest.

15. Exit Plan

The selected consulting firm shall submit a detailed exit plan and initiate the knowledge transfer exercise at least 2 months before last date of contract.

16. Contents of Technical Proposal

The bidder must furnish relevant documents relating to approach & methodology and documentary evidence w.r.t experience and resource profile as per the format with conformity to the scope of work for evaluation.

17. Appointment of Consulting Agency

17.1. Award Criteria

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

17.2. Right to Accept Any Proposal and to Reject Any or All Proposal(s)

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

17.3. Purchaser's Procurement Rights

1. Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:
2. Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
3. Change any of the scheduled dates stated in this tender.
4. Reject proposals that fail to meet the tender requirements.
5. Exclude any of the module(s)
6. Remove any of the items at the time of placement of order.
7. Increase or decrease no. of resources supplied under this project.
8. 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.

9. Make typographical correction or correct computational errors to proposals.
10. Request bidders to clarify their proposal.
11. The Purchaser understands and appreciates that the proposal is for an integrated application and the change / addition / deletion as per above shall not result in change of the overall scope of the Project for which the RFP is sought. However, quantities depending on number of schools can be added / deleted based on actual situation on ground, as part of Change Management. Approved Scope should include total number of schools and users at the time of approval of SRS and commencement of Development/ Customization/ Integration phase.

17.4. Notification of Award

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

The notification of award will constitute formation of the Contract. Upon the successful bidder's furnishing of Performance Bank Guarantee (PBG), OCAC will notify each unsuccessful bidder and return their EMD.

17.5. Contract Finalization and Award

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

17.6. Performance Guarantee

1. Selected Service to provide a Performance Bank Guarantee (PBG), within 15 days from the date of notification of award to OCAC.
2. PBG would be 10% of the total Project cost and valid for 48 months.
3. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the service during the work order period.

4. In case the selected bidder fails to submit performance guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same.
5. OCAC shall invoke the performance guarantee 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.

17.7. Signing of Contract

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

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

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

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, OCAC will notify each unsuccessful bidder.

17.9. Conflict of Interest

The selected bidder will be barred from participating in any bid process for downstream activities falling within the Scope of Work/assisted by the selected bidder or its personnel, till the duration of their contract with OCAC in which the selected bidder is providing its services under this contract. The selected bidder would not be barred from executing existing projects for which it is already selected within the department.

17.10. Limitations of liability

The bidder's aggregate liability in connection with obligations undertaken as part of the RFP shall be limited to the 10% of the contracted value. Any penalty related to milestone should be capped at 5% of the total milestone value.

18. Formats

18.1. Performance Security Format

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 Consulting Agency for providing Project Management Unit (PMU) Support Services to OCAC Under Strengthening Statistical System in Odisha.

RFP Ref. No.:

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Ref. No. **XXXXXXXXXXXXXXXXXX**, for **Selection of Consulting Agency for providing Project Management Unit (PMU) Support Services to OCAC Under Strengthening Statistical System in Odisha.** (hereinafter called "the Bid") to OCAC. Know all Men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the Odisha Computer Application Centre (hereinafter called "the Purchaser") in the sum of **R 10,00,000/-** (Rupees Ten Lakhs only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>> The conditions of this obligation are:

1. If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender; or
2. If the Bidder have been notified of the acceptance of his tender by the Purchaser during the period of its validity: -
 - a. If the tenderer fails to furnish the Performance Security for the due performance of the contract; or
 - b. Fails or refuses to accept/execute the contract;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- ii. This Bank Guarantee shall be valid upto <<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:

18.2. CV Format

The standard World Bank format may be used; however, a sample format is given below for reference:

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

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

18.3. Bidder's Organisation (General Details)

(To be submitted on the Letterhead of the Bidder)

SL#	Information	Details
1.	Name of Bidder	
2.	Registered Address of Bidder	
3.	Address for Communication	
4.	Name, Designation and Address of the contact person to whom all references shall be made regarding this Tender	
5.	Telephone no. of contact person:	
6.	Mobile no. of contact person:	
7.	Fax no. of contact person:	
8.	E-mail address of contact person:	
9.	GST Number of the Firm	
10.	PAN No. of the firm	
11.	Address of local office in Odisha, if any	
12.	Name and contact details of the contact person in Bhubaneswar/Cuttack, if any	

18.4. Acceptance of Terms & Conditions

To

(Company letter head)

The General Manager (Admin)
Odisha Computer Application Centre
Bhubaneswar

Subject: RFP for Selection of Consultancy Firm for Consulting Agency for providing Project Management Unit (PMU) Support Services to OCAC Under Strengthening Statistical System in Odisha.

Ref: RFP Reference No

Madam,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP Document [No. XXXXXXXXXXXXXXXXXXXXX] regarding RFP for "Selection of Consulting Agency for providing Project Management Unit (PMU) Support Services to OCAC Under Strengthening Statistical System in Odisha".

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

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

18.5. Acceptance of the World Bank's Anticorruption Guidelines and Sanctions Framework

To

(Company letter head)

The General Manager (Admin)
Odisha Computer Application Centre
Bhubaneswar

Subject: RFP for Selection of Consultancy Firm for Consulting Agency for providing Project Management Unit (PMU) Support Services to OCAC Under Strengthening Statistical System in Odisha

Ref: RFP Reference No XXXXXXXXXXXXXXXXXXXXX

Madam,

We, M/s _____ acknowledge and agree to abide by the World Bank's policy regarding Fraud and Corruption (corrupt, fraudulent, collusive, coercive, and obstructive practices), as set out and defined in the World Bank's Anti-Corruption Guidelines in connection with the procurement and execution of the contract described above ("the Contract"), including any amendments thereto.

We declare and warrant that we are not subject to, and are not controlled by any entity or individual that is subject to, a temporary suspension, early temporary suspension, or debarment imposed by a member of the World Bank Group, including, inter alia, a cross-debarment imposed by the World Bank Group as agreed with other international financial institutions (including multilateral development banks), or through the application of a World Bank Group finding of non-responsibility on the basis of Fraud and Corruption in connection with World Bank Group corporate procurement.

We confirm our understanding of the consequences of not complying with the World Bank's Anti-Corruption Guidelines, which may include sanctions, pursuant to the Bank's Anti-Corruption Guidelines and in accordance with its prevailing sanctions policies and procedures as set forth in the Bank's Sanctions Framework. This may include a public declaration of ineligibility, either indefinitely or for a stated period of time, (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner; (ii) to be a nominated sub-contractor, sub-consultant, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project.

We understand that we may be declared ineligible as set out above upon:

- a. completion of World Bank Group sanctions proceedings according to its prevailing sanctions procedures.
- b. cross-debarment as agreed with other international financial institutions (including multilateral development banks);
- c. the application of a World Bank Group finding of non-responsibility on the basis of Fraud and Corruption in connection with World Bank Group corporate procurement; or
- d. temporary suspension or early temporary suspension in connection with an ongoing World Bank Group sanctions proceeding.]

We shall permit, and shall cause our sub-contractors, sub-consultants, agents (whether declared or not), personnel, consultants, service providers or suppliers, to permit the Bank to inspect all accounts, records, and other documents relating to the procurement process and/or Contract execution, and to have them audited by auditors appointed by the Bank.

We agree to preserve all accounts, records, and other documents (whether in hard copy or electronic format) related to the procurement and execution of the Contract.

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

18.6. Declaration for non-debarment

To

(Company letter head)

The General Manager (Admin)
Odisha Computer Application Centre
Bhubaneswar

Subject: RFP for Selection of Consultancy Firm for Consulting Agency for providing Project Management Unit (PMU) Support Services to OCAC Under Strengthening Statistical System in Odisha - Declaration for non-debarment

Ref: RFP Reference No

Madam,

This is to (hereby confirms that M/S -----(name of the firm) have not been sanctioned under the World Bank system of debarment and cross-debarment.

Should this declaration found to be false then Borrower has the right to declare the proposal /bid as non-responsive.

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

18.7. Bidder's Authorisation Certificate

(Company letter head)

To

The General Manager (Admin)
Odisha Computer Application Centre
Bhubaneswar

Subject: RFP for Selection of Consultancy Firm for Consulting Agency for providing Project Management Unit (PMU) Support Services to OCAC Under Strengthening Statistical System in Odisha – Bidder's authorization

Ref: RFP Ref No.

Madam,

<Name>, <Designation> is hereby authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing the above said bid. His contact mobile no is _____ and e-Mail id is _____. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

18.8. Project Citation Format

Similar 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 (if applicable)	
Project Details	
Description of the project	
Scope of services	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other relevant Information	
Copy of Work Order/ Contract/ relevant supporting documentation	

18.9. Financial Bid format

Fixed Resource Cost – A

Sl. No.	Resource category	Quantity	Person Month Rate (INR)	No. of Months to be deployed (filled by bidder as per the requirement)	Total Cost (excluding applicable Taxes)
		A	B	C	D = AxBxC
1.	Data Management-Cum-Quality Expert	1			
2.	Procurement-Cum-Contract Management Expert	1			
3.	Sr. Consultant-cum-Team Leader	1			
4.	Sectoral Expert-Statistician	1			
Total (INR) (excluding GST) in Figures					
Total (INR) (excluding GST) in Words					

Optional Resource Cost – B

Sl. No.	Resource category	Quantity	Person Month Rate (INR) Excluding applicable Taxes
1.	Sectoral Expert- Economist	1	
2.	Data Scientist	1	

Note: The cost of optional resources will not factor into QCBS calculation. Nevertheless, the optional resource cost will be taken into account when there is a specific need.

Instructions for filling the Financial Proposal:

- The above rates are excluding applicable Taxes.
- The above rates shall be considered for the entire duration of contract period of 3 years. The rates shall be increased by 5% year on year in case extension is approved for 2 more years after completion of the first 3 years.
- OCAC shall reserve the right to increase or decrease the resources as per requirements from time to time.
