

Request for Proposal

**Selection of Service Provider for Development &
Implementation of the Application Portal and Operation
of AMA SASANA initiative of Government of Odisha**

RFP No.: OCAC-SEGP-MISC-0028-2024-25005

Vol-I

Instructions to Bidder



ODISHA COMPUTER APPLICATION CENTRE

[TECHNICAL DIRECTORATE OF E&IT DEPARTMENT, GOVERNMENT OF ODISHA]

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Table of Contents

1	Glossary of Terms	5
2	Fact Sheet	6
3	Request for proposal	7
4	Structure of the RFP	8
4.1	Volume-I [Instructions to Bidder]	8
4.2	Volume-II [Terms of Reference]	8
5	Background Information.....	9
5.1	Basic Information	9
5.2	About OCAC	9
5.3	Project Background.....	9
6	Instruction to the Bidders.....	10
6.1	General.....	10
6.2	Compliant Proposals / Completeness of Response.....	10
6.3	Pre-Bid Meeting and Clarifications.....	10
6.3.1	Pre-Bid conference	10
6.3.2	Responses to Pre-Bid Queries and Issue of Corrigendum.....	11
6.4	Key Requirements of the Bid	12
6.4.1	Right to Terminate the Process	12
6.4.2	RFP Document Fees	12
6.4.3	Earnest Money Deposit	12
6.5	Submission of proposal.....	13
6.5.1	Instruction to Bidders for Online Bid Submission	13
6.5.2	Guidelines for Registration	13
6.5.3	Searching for Tender/RFP Documents	14
6.5.4	Preparation of Bids	14
6.5.5	Submission of Bids	15
6.5.6	Clarifications on using e-Nivida Portal.....	16
6.5.7	Tender Validity.....	16

6.5.8	Submission and Opening of Proposals	16
6.5.9	Late Bids.....	17
6.5.10	Proposal Preparation Costs	17
6.5.11	Language	18
6.5.12	Acceptance and Rejection of Bids	18
6.6	Evaluation Process	18
7	Criteria for Evaluation.....	19
7.1	Pre-Qualification Criteria	19
7.2	Technical Evaluation Scoring Matrix.....	22
7.3	Evaluation of Commercial Bids	25
7.4	Final Evaluation of Bids.....	26
8	Appointment of Service provider	26
8.1	Award Criteria	26
8.2	Right to Accept Any Proposal and To Reject Any or All Proposal(s)	26
8.3	Purchaser’s Procurement Rights	26
8.4	Notification of Award	27
8.5	Contract Finalization and Award	27
8.6	Performance Guarantee	28
8.7	Failure to Agree with the Terms and Conditions of the RFP	28
8.8	Termination for Default.....	28
8.8.1	Termination for Insolvency.....	29
8.8.2	Termination for Convenience.....	29
8.8.3	Consequences of Termination.....	29
8.8.4	Expiration of Contract.....	30
9	Formats for Response.....	31
9.1	Pre-Qualification Bid Formats.....	31
	FORM PQ-1: Cover Letter	31
	FORM PQ-2: Bidder’s Organization (General Details)	32
	FORM PQ-3: Acceptance of Terms and Conditions.....	33
	FORM PQ-4: Project Citation Format	34

FORM PQ-5: Bank Guarantee Template.....	35
FORM PQ-6: Manufacturer’s Authorization Form (MAF)	37
FORM PQ-7: Format for Non-blacklisting Declaration	38
9.2 Technical Bid Formats.....	39
FORM TECH-1: Description of Proposed Solution.....	39
FORM TECH-2: Description of Proposed Approach & Methodology	40
FORM TECH-3: Detailed Work Plan	41
FORM TECH-4: Team Composition, Assignment and Experts’ Inputs.....	42
9.3 Financial Bid	43
FORM FIN-1: Financial Bid Covering Letter	43
FORM FIN-2: Financial Bid	44

1 Glossary of Terms

CIDR	Central Identities Data Repository
CCE	Call Centre Executive
DPI	Dots per inch
CM	Hon’ble Chief Minister
DSC	Digital Signature Certificate
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
GST	Goods and Services Tax
ACD	Auto Call Dialler
ICT	Information and Communication Technology
IT	Information Technology
ITES	Information Technology Enabled Services
KYR	Know Your Resident
NMS	Network Management System
Nos	Numbers
OCAC	Odisha Computer Application Center
OSD	Original Software Developer
PBG	Performance Bank Guarantee
PMU	Project Management Unit
PSU	Public Sector Undertaking
QCBS	Quality & Cost Based Selection
RFP	Request for Proposal
SSP	Software Solution Provider
SP	Service Provider

2 Fact Sheet

Sl#	Item	Description
a)	Project Title	Selection of Service Provider for Development & Implementation of the Application Portal and Operation of AMA SASANA initiative of Government of Odisha
b)	Name of Purchaser	Odisha Computer Application Center (OCAC)
c)	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar RRL Post Office, Bhubaneswar Odisha - 751013 gm_ocac@ocac.in
d)	RFP Document Fees	NA
e)	Submission of proposal	The proposals must be submitted online in the portal <u>enivida.odisha.gov.in</u> . Submission of proposals in other forms or portal shall not be considered. For details on submission of proposal in e-Nivida portal. For details, please refer to Clause No. 6.5 of this document.
f)	Earnest Money Deposit	Rs. 70,00,000/- (Seventy lakhs). For details, please refer to Clause No. 6.4.3 of this document.
g)	Selection Method	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation)
h)	RFP Reference	RFP No.: OCAC-SEGP-MISC-0028-2024-25005
i)	Date of Publication	15.01.2025
j)	Submission of pre-bid queries by bidders	20.01.2025 by 3:00 PM. For details, please refer to Clause No. 6.3 of this document.
k)	Pre-bid meeting	21.01.2025 at 12:00 PM. For details, please refer to Clause No. 6.3 of this document.
l)	Last date and time for receipt of proposals from Bidders	31.01.2025 by 4:00 PM

Sl#	Item	Description
m)	Schedule for opening of bids	31.01.2025 at 4:30 PM
n)	Date and time for Technical Presentation	To be notified later via email
o)	Date and time for opening of Commercial Bids	To be notified later via email
p)	Bid Validity Period	180 days
q)	Project Term	2 months development & implementation and 5 years of operation and maintenance

3 Request for proposal

Sealed proposals are invited from eligible, reputed, qualified agencies for selection of Service Provider for Development & Implementation of the Application Portal and Operation of AMA SASANA initiative of Government of Odisha for a period of Five (5) years. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

4 Structure of the RFP

This RFP document for Selection of Service Provider Development & Implementation of the Application Portal and Operation of AMA SASANA initiative of Government of Odisha comprises following parts

4.1 Volume-I [Instructions to Bidder]

The contents of this volume broadly cover following areas:

- a) Project Background
- b) Instruction to Bidders
- c) Criteria for evaluation
- d) Appointment of Service Provider
- e) Formats for Pre-Qualification, Technical and Financial Bid response

4.2 Volume-II [Terms of Reference]

The contents of this volume broadly cover following areas:

- a) About the project and its objectives
- b) Scope of work
- c) Functional Requirements
- d) Project Schedule
- e) Payment Terms and Schedule
- f) Service level Agreement for Service Provider
- g) Timeline of Project implementation
- h) Bill of Material and Quantity

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 Service Provider for this project.

5 Background Information

5.1 Basic Information

OCAC, the Technical Directorate of E&IT Department, Government of Odisha invites responses (“Tenders”) to this Request for Proposals (“RFP”) from Software Service Provider firms (“Bidders”) for Implementation of AMA SASANA for Government of Odisha and its operation for 5 years, as described in the Vol-II “Terms of Reference” of this RFP.

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.

5.2 About OCAC

The Department of Electronics & Information Technology is the Nodal Department for Government of Odisha in the matters of IT, ITES and Communication. The department plays a vital role in formulating and implementing policy matters in Information Technology, ITES, Electronics and Telecom; promotion of Odisha as an ultimate ICT destination for investment and facilitating ICT industries; assisting other department for effective e-Governance and capacity building; Promotion of ICT based education in the State.

Odisha Computer Application Centre (OCAC), the Technical Directorate of Electronics and Information Technology Department, Government of Odisha, has evolved through years as a centre of excellence in IT solutions and e-Governance. It has contributed significantly to the steady growth of IT in the state. It helps IT to reach the common citizen so as to narrow down the Digital Divide and widespread applications of IT in establishing a system where the citizens are receiving good governance in addition to ensuring speed of decisions from a transparent Government through an effective e-Governance System.

5.3 Project Background

The proposed initiative aligns with the Odisha Government's goal of improving public service delivery by harnessing the power of citizen feedback. Through an omnichannel and efficient feedback management platform, the government can enhance citizen engagement, improve service quality, and foster transparency and accountability. Data-driven decision-making will allow for continual improvement in public services, ensuring they evolve to meet the needs of all citizens, especially those in underserved or vulnerable communities.

6 Instruction to the Bidders

6.1 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.

6.2 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.

6.3 Pre-Bid Meeting and Clarifications

6.3.1 Pre-Bid conference

- a) OCAC will hold a pre-bid meeting with the prospective bidders as per the schedule in the fact sheet, in Physical mode at Conference Hall of OCAC.

- b) Link will be provided to the interested bidders on request through email to gm_ocac@ocac.in (with a copy to kalpana.biswal@ocac.in, chandan.pradhan@semt.gov.in and avijit.puhan@semt.gov.in) as per the schedule in the fact sheet.
- c) **The representatives of Bidders (restricted to one person) may attend the pre-bid meeting.**
- d) The Bidders should submit their queries by email in below specified format (in MS-Excel only) by the schedule as mentioned in this RFP, prior to attending the pre-bid meeting.

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

- e) 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.

6.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal officer notified by 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 corrigenda and/or addenda.
- c) The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on www.ocac.in, www.odisha.gov.in and enivida.odisha.gov.in
- d) Any such corrigenda and/or addenda shall be deemed to be incorporated into 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.

6.4 Key Requirements of the Bid

6.4.1 Right to Terminate the Process

- a) OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitment, 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.

6.4.2 RFP Document Fees

Nil

6.4.3 Earnest Money Deposit

- a) Bidders shall submit, along with their Bids, an EMD of **Rs. 70,00,000/- (Rupees Seventy 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 90 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:
 - Bank A/c No.: 149311100000195
 - Payee Name: OCAC Training
 - Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar
 - Account Type: Current
 - 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:

- If a Bidder withdraws the Proposal or increases the quoted prices after opening of the Proposal and during the Bid validity period or its extended period, if any.
- In case, the successful Bidder fails to sign the agreement in accordance with Terms and Conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish Performance Bank Guarantee in accordance with the Terms and Conditions (including timelines for furnishing Performance Bank Guarantee)
- During the Bid process, if a Bidder indulges in any act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- If a Bidder has been found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.
- If a Bidder’s proposal contains deviations, conditional offers and partial offers.

6.5 Submission of proposal

6.5.1 Instruction to Bidders for Online Bid Submission

e-Nivida is a complete process of e-Tendering, from publishing of tenders/RFPs 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>

6.5.2 Guidelines for Registration

- a) Bidders are required to enroll themselves on the e-Nivida Portal <https://enivida.odisha.gov.in> or click on the link “Bidder Enrolment” available on the home page **by paying Registration Fees of Rs.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.

6.5.3 Searching for Tender/RFP Documents

- a) There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders/RFPs by several parameters.
- b) Once the bidders have selected the tenders they are interested in, then they can pay the Tender fee (NA) and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card. Then they may download the required documents / tender schedules, Bid documents etc. Once they pay the required 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.

6.5.4 Preparation of Bids

- a) Bidder should take into account any corrigendum published on the RFP document before submitting their bids.
- b) Bidder should go through the RFP advertisement and the RFP document carefully to understand the documents required to be submitted as part of the bid.
- c) Bidder, in advance, should prepare the bid documents to be submitted as indicated in the RFP 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.
- f) Bidder should click “New” to upload new documents.

6.5.5 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 and 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 and a bid summary will be displayed with the unique id and date and 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.

6.5.6 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. e-Nivida Helpdesk can be contacted (as given below) for any query related to RFP.

Phone No.: 011-49606060

Email id: odishaenivida@gmail.com

6.5.7 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, if felt necessary.

6.5.8 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 (Cover-1)
 - Commercial Proposal (Cover-2)
- 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 (as per the schedule in the fact sheet) will be opened (as per the schedule in the fact sheet) by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

6.5.9 Late Bids

- a) The eNivida portal does not allow submission of bids after due date and time. Hence, the bidders are advised to submit their bids much before the prescribed date and time.
- b) The bids submitted by any other means like physical submission / telex / telegram / fax / e-mail etc. except online in eNivida Portal shall not be considered. No correspondence will be entertained on this matter.
- c) OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities and need vis-à-vis urgent commitments.

6.5.10 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.

6.5.11 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.

6.5.12 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.

6.6 Evaluation Process

- a) 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.
- b) 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.
- c) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- d) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- e) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- f) 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
 - 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

g) 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 the Committee according to the evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

7 Criteria for Evaluation

The overall objective of the evaluation process is to select the capable and qualified Service provider. All bids will primarily be evaluated on the basis of Prequalification and Technical Bid Criteria.

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 level of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will not be opened in the portal.

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

7.1 Pre-Qualification Criteria

Sl#	Basic Requirement	Specific Requirement	Documents required
a)	Legal Entity	Bidder should be a company registered under the provisions of the Indian Companies Act, 1956/2013 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008 or The Indian Partnership Act, 1932	<ul style="list-style-type: none"> – Copy of Certificate of Incorporation OR Copy of LLP firm – registration certificate as applicable – Copy of Goods and Services Tax (GST) certificate with GST registration number (GSTIN) – Copy of PAN Card

Sl#	Basic Requirement	Specific Requirement	Documents required
		<p>The Bidder should be in operation for the last 10 years as on 31st August 2024 in India.</p> <p>Bidder should be registered with the GST</p>	
b)	Consortium bidding / Sub-contracting	<p>Consortium of any kind is not allowed.</p> <p>However, the bid should comply with State ICT Policy 2022, Clause 8.18</p>	– Self Declaration
c)	Sales Turnover	<p>The Bidder must have minimum average annual turnover of INR 150 Cr (Rupees one hundred fifty Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024.</p> <p>The bidder should have been profitable and Positive Net worth for all these three financial years.</p>	<p>– Statement to that effect should be certified by Chartered Accountant.</p> <p>– Net worth declaration/ certificate from CA.</p> <p>– Copies of audited balance sheets, profit & Loss Accounts and Annual Reports of last 3 financial years (up to 31-March 2024) should be enclosed.</p>
d)	Manpower	The Bidder should have technically qualified workforce of at least 200 having minimum qualification of B.E/B. Tech/MCA or higher as on 31-12-2024 on its payroll.	Certificate from HR/ Director Head (in Company letter head) showing the details of resources with qualification with latest PF copy.
e)	Certifications	<p>– The bidder must have following certifications (with validity):</p> <p>– CMMI DEV - Level 5 (from CMMi Institute) published in CMMi website</p>	Copy of a Valid Certificate

Sl#	Basic Requirement	Specific Requirement	Documents required
		<ul style="list-style-type: none"> – ISO 27001 – ISO 20000 – ISO 9001:2008 	
f)	Technical Capability	<p>The Bidder should have successfully completed at least following IT/ITES Projects for any Government Department / Government Agency / PSU in India during last 10 years as on bid submission date and value specified below:</p> <ul style="list-style-type: none"> – 1 project not less than 25 Cr. OR – 2 projects not less than 20 Cr. each OR – 3 projects not less than 15 Cr. Each 	<p>Work Order + Project completion / Go-live certificate.</p> <p>OR</p> <p>In case of NDA signed with the client, Certificate from Chartered Accountant should be submitted</p>
g)	Similar relevant Experience	<p>The Bidder should have successfully implemented at least one solution including Contact Centre and Feedback management Application with Analytics for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body with minimum order value of ₹15 crore.</p>	<p>Work Order + Project completion / Go-live certificate/ Phase completion certificate from client.</p>
h)	Blacklisting	<p>The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices nor should have been blacklisted by any Govt. or Govt. undertaking organization at the time of submission of the bid.</p>	<p>Self-declaration in this regard by the authorized signatory of the bidder on the company letterhead (as per template provided in this RFP document)</p>

Sl#	Basic Requirement	Specific Requirement	Documents required
i)	Local Presence	The Bidder should have presence in Odisha and this should be an existing set up established or agree to setup local office within one month from award of contract.	Address proof of local office OR Self-declaration for setting up office in letter-head of bidder only towards compliance of the same within one month of award of contract.
j)	Power of Attorney for Authorized Signatory	The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder.	Power of Attorney document
k)	RFP Document Fees	Nil	NA
l)	Earnest Money Deposit	Rs. 70,00,000/- (Rupees Seventy lakhs). Details under Clause 6.4.3.	UTR No. in case of RTGS/NEFT Or Scanned copy of the Draft or BG (original should be submitted within 48 hours of bid opening)
m)	Original Equipment Manufacturer Authorization Form	The bidder should submit an OEM MAF as part of bid submission	Original Equipment Manufacturer (OEM) Authorization Form in OEM Letter Head as per the template in this tender.

7.2 Technical Evaluation Scoring Matrix

Technical proposal of those bidders will be opened and evaluated, who qualify the Pre-Qualification criteria. The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve more than **70% marks** in the technical evaluation would be eligible for the next stage, i.e. Commercial Bid opening.

The Evaluation Committee will evaluate the Technical Proposals based on technical evaluation criterion as provided below:

Organization Profile & Resource Strength	20
e-Governance Strength	45
Approach & Methodology	35

Sl#	Evaluation Criterion	Max Score	Documents Required
a)	Organization Profile & Resource Strength		
i)	<p>Average sales turnover of the Bidder from IT/ ITeS project for the preceding 3 financial years ending on 31st March 2024.</p> <p>– ≥ 150 Cr: 5 Marks</p> <p><i>[Additional 1 mark for each additional 10 crore subject to maximum 10 marks]</i></p>	10	<p>– Copy of audited Profit & Loss Statement</p> <p>OR</p> <p>– Certificate from the Statutory Auditor</p>
ii)	<p>The Bidder must have at least 200 full time technical resources in its payroll as on date of submission of bid.</p> <p>– ≥ 200 Resources: 2 Mark</p> <p><i>[Additional 1 mark for each additional 50 resources subject to maximum 10 marks]</i></p>	10	Copy of the latest EPF deposit challan or declaration from HR
b)	General e-Governance Experience		
i)	<p>The bidder should have experience in implementation of software development projects for any Government Department / Government Agency / PSU in India during last 10 years as on bid Submission date with minimum order value of 10 CR.</p> <p>Each Project 5 marks max up to 15 mark</p>	15	Work Order + Project completion / Go-live certificate.
ii)	<p>The bidder should have experience in implementation of e-Governance application <u>with minimum user base of 5000 or more</u> during last 10 years as on bid Submission date for any Government Department / Government Agency / PSU in India</p>	10	Work Order + Project completion / Go-live certificate

Sl#	Evaluation Criterion	Max Score	Documents Required
	[Each project will be awarded 5 mark max up to 10 marks]		
iii)	<p>The bidder should have experience in project involving <u>cutting edge technology / data analytics / AI ML</u> during last 5 years for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body.</p> <p>[Each project will be awarded 5 marks Max up to 10 Marks]</p>	10	<p>Work Order + Project completion / Go-live certificate.</p> <p>(The bidder should provide the relevant portion of scope where cutting edge technology / data analytics / AI ML has been used</p>
iv)	<p>The bidder should have implemented similar solution including Contact Centre and Feedback management Application with Analytics for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body with Minimum order value of 10 cr.</p> <p>Each project 5 marks up to 10 marks.</p>	10	Work Order + Project completion / Go-live certificate/ App Store Info
c)	Approach & Methodology		
i)	Proposed Solution and its components with Proof of Concept.	15	Evaluation based on Technical Proposal submitted, Presentation & Demonstration by the Bidder
ii)	<p>Approach and Methodology</p> <ul style="list-style-type: none"> – Understanding of the objectives of the assignment – 8 marks – Completeness and responsiveness –4 marks 	20	Quality of Technical Proposal and Presentation

Sl#	Evaluation Criterion	Max Score	Documents Required
	<ul style="list-style-type: none"> – Risk management and mitigation plan – 2 marks – Staff engagement plan – 3 marks – Detailed Work Plan with activities – 3 marks 		

- a) All the bidders who secure a Technical Score of more than **70%** will be declared as technically qualified.
- b) The bidder with highest technical bid (H1) will be awarded 100% score.
- c) Technical Scores for other than H1 bidders will be evaluated using the following formula:

$$T_n = \left\{ \frac{\text{Technical Bid score of the Bidder}}{\text{Highest technical evaluation marks}} \times 100 \right\} \% \text{ (Adjusted to two decimal places)}$$

- d) The commercial bids of only the technically qualified bidders will be opened for further processing.

7.3 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:
$$F_n = \{(\text{Financial Bid of L1} / \text{Financial Bid of Bidder}) * 100\} \%$$

Note:

- Bidder to upload the PDF copy of the commercial bid in e-Nivida Portal.

7.4 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:

$$B_n = 70\% * T_n + 30\% * F_n$$

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

8 Appointment of Service provider

8.1 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.

8.2 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.

8.3 Purchaser’s Procurement Rights

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

- a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- b) Change any of the scheduled dates stated in this tender.
- c) Reject proposals that fail to meet the tender requirements.
- d) Exclude any of the module(s)
- e) Remove any of the items at the time of placement of order.
- f) Increase or decrease no. of resources supplied under this project.
- g) Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- h) Make typographical correction or correct computational errors to proposals
- i) Request bidders to clarify their proposal
- j) OCAC may 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.

8.4 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.

8.5 Contract Finalization and Award

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

8.6 Performance Guarantee

- a) Selected bidder shall submit a Performance Bank Guarantee (PBG), by way of irrevocable and unconditional Bank Guarantee, within 15 days from the date of notification of award to OCAC.
- b) PBG would be 10% of the total Project cost excluding taxes and valid for 66 months from the date of submission of PBG.
- c) 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.
- d) 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.
- e) 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.

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

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

8.8 Termination for Default

- a) OCAC may, without prejudice to any other remedy for breach of Contract, by Notice of default sent to the Service Provider (SP), terminate the Contract in whole or in part:
 - if the SP fails to deliver any or all of the Goods or Related Services within the period specified in the Contract, or within any extension thereof granted by the Client or
 - if the SP, in the judgment of the Client has engaged in corrupt, fraudulent, collusive or coercive practices, in competing for or in executing the Contract; or
 - Any representation made by the bidder in the proposal is found to be false or misleading
 - If the SP commits any breach of the Contract and fails to remedy or rectify the

same within the period of two weeks (or such longer period as the Client in its absolute discretion decide) provided in a notice in this behalf from the Client.

- b) In the event the Client terminates the Contract in whole or in part, pursuant to Clause 8.8.a. (i) the Client may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not performed, and the SP shall be liable to the Client for any additional costs for such similar Goods or Related Services. However, the SP shall continue performance of the Contract to the extent not terminated.

8.8.1 Termination for Insolvency

OCAC may at any time terminate the Contract by giving Notice to the SP if the SP becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the SP, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the OCAC.

8.8.2 Termination for Convenience

OCAC by 30 days of written notice sent to the SP, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for OCAC's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective.

8.8.3 Consequences of Termination

- a) Upon Termination of the Contract, the SP shall:
- Prepare and present a detailed exit plan within five calendar days of termination notice receipt to the client.
 - OCAC and its designated team will review the Exit plan. If approved, SP shall start working on the same immediately. If the plan is rejected, SP shall prepare alternate plan within two calendar days. If the second plan is also rejected, the client or the authorized person will provide a plan for SP and it should be adhered by in totality.
 - The Exit Plan should cover at least the following :-
 - Execute all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties in respect of all equipment;
 - Handover all developed codes, related documentation and other Configurable items, if any in his possession;

- Handover the list of all IT Assets, passwords to OCAC.
- b) The SP and OCAC (or the authorized person) will sign a completion certificate at the end of successful completion (all points tracked to closure) of the Exit Plan.

Note:

Definitions: OCAC/ E&IT Department policy requires that SP as well as its Consultants observe the highest standard of ethics during the execution of the Contract. In pursuance of this policy, for the purpose of this provision, the terms set forth below as follows:

- (i) “Corrupt practice” means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;
- (ii) “Fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;
- (iii) “Collusive practices” means a scheme or arrangement between two or more consultants, with or without the knowledge of the Employer, designed to establish prices at artificial, noncompetitive levels;
- (iv) “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract.

8.8.4 Expiration of Contract

Unless terminated earlier pursuant above, this Contract shall expire at the end of such time period after the Effective Date as specified in the Tender Documents or subsequently amended in the Contract Document.

9 Formats for Response

9.1 Pre-Qualification Bid Formats

FORM PQ-1: Cover Letter

(To be submitted on the Letterhead of Bidder)

To

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

Sub: RFP for Selection of Service Provider for Development & Implementation of the Application Portal and Operation of AMA SASANA initiative of Government of Odisha

Madam/Sir,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your RFP No: OCAC-SEGP-MISC-0028-2024-25005. We hereby submit our proposal which includes the pre-qualification proposal, technical proposal and commercial proposal, sealed under separate envelopes. Our proposal will be valid for acceptance up to **180 Days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in our proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

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

I understand you are not bound to accept any proposal you receive.

Yours faithfully,
(Authorized Signatory)
Name, Designation & Contact No. and Seal

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

(To be submitted on the Letterhead of Bidder)

Sl#	Information	Details
a)	Name of Bidder	
b)	Registered Address of Bidder	
c)	Address for Communication	
d)	Address of local office in Odisha. If bidder has no local office at the time of bid submission, an undertaking has to be furnished on bidder's letter head on setting up an office within 3 months from issuance of work order.	
e)	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP	
f)	Mobile no. of contact person:	
g)	E-mail address of contact person:	
h)	GST Number of the Firm	
i)	PAN No. of the firm	
j)	Average turnover from IT/ITES during last 3 FY ending on 31.03.2024	

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

FORM PQ-3: Acceptance of Terms and Conditions

(To be submitted on the Letterhead of Bidder)

To

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

Sub: RFP for Selection of Service Provider for Development & Implementation of the Application Portal and Operation of AMA SASANA initiative of Government of Odisha

Madam/Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No: OCAC-SEGP-MISC-0028-2024-25005 regarding RFP for “Selection of Service Provider for Development & Implementation of the Application Portal and Operation of AMA SASANA initiative of Government of Odisha”.

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

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

FORM PQ-4: Project Citation Format

a)	Project Name:	
b)	Value of Contract/ Work Order (In INR):	
c)	Name of the Client:	
d)	Project Location:	
e)	Contact person of the client with address, phone and e-mail:	
f)	Project Duration:	
g)	Start Date (month/year): Completion Date (month/year):	
h)	Status of assignment: Completed / Ongoing (if it is on-going, level of completion)	
i)	Narrative description of the project with scope:	
j)	List of Services provided by your firm/company:	

FORM PQ-5: Bank Guarantee Template

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

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP No: OCAC-SEGP-MISC-0028-2024-25005 for Selection of Service Provider for Development & Implementation of the Application Portal and Operation of AMA SASANA initiative of Government of 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 OCAC (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> 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:

- a) If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
- b) If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - i) Withdraws his participation from the bid during the period of validity of bid document; or
 - ii) Fails or refuses to participate in the subsequent Tender process after having been short listed.

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:

- a) Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- b) This Bank Guarantee shall be valid up to <<insert date>>)
- c) It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

FORM PQ-6: Manufacturer’s Authorization Form (MAF)

(To be submitted on the Letterhead of Bidder)

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

Sub: Issue of the Manufacturer’s Authorization Form (MAF) for Selection of Service Provider for Development & Implementation of the Application Portal and Operation of AMA SASANA initiative of Government of Odisha

Ref: RFP No: OCAC-SEGP-MISC-0028-2024-25005

Madam/Sir,

We {name and address of the OEM} who are established and reputed original equipment manufacturers (OEMs) having offices at {addresses of office location} do hereby authorize <<Name of the Firm/Company/Organization>> who is our {Distributor/ Channel Partner/ Retailer/ Others <please specify>} to bid, negotiate and conclude the contract with you against the aforementioned reference for the following Hardware/Software manufactured by us: -

{OEM will mention the details of all the proposed product(s) with their make/ model.}

We undertake to provide OEM Support / Warranty for the offered Hardware/Software, as mentioned above, for <please specify as per Tender requirements> Years.

We hereby confirm that the offered Hardware/Software is not declared as End-of-Service/ Support on the date of bid submission and comply with the technical specifications mentioned in this Tender.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

FORM PQ-7: Format for Non-blacklisting Declaration

(To be submitted on the Letterhead of Bidder)

To

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

Sub: Non-Blacklisting declaration in connection with RFP No: <<.....>>, <<date>>

Madam/Sir,

In response to the RFP titled “Selection of Service Provider for Development & Implementation of the Application Portal and Operation of AMA SASANA initiative of Government of Odisha (bid reference no OCAC-SEGP-MISC-0028-2024-25005” as an owner/ partner/ Director of (organisation name)_____ I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

Yours faithfully,

(Authorized Signatory)

Name, Designation & Contact No.

Seal

9.2 Technical Bid Formats

FORM TECH-1: Description of Proposed Solution

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

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

- a) Functional Architecture*
- b) Technical Architecture*
- c) Network Architecture*
- d) Deployment Architecture*
- e) Security Architecture*

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

FORM TECH-2: Description of Proposed Approach & Methodology

Bidder is free to propose any type of approach for Development & Implementation of the Application Portal and Operation of AMA SASANA initiative of Government of Odisha.

FORM TECH-3: Detailed Work Plan

[with Activities, Duration, Sequencing, Interrelations, Milestones and Dependencies]

SL#	Deliverable/ Activity*	Months							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									
n)									
o)									
p)									
q)									
r)									
s)									

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

No.	Name	Expert's Input (in person/month) per Deliverable (listed in TECH-3)								Total Time-input (in Months)		
		Position	Home/ Field	D-1	D-2	D-3	D-4	D-n	Onsite	Offsite	Total
KEY EXPERTS												
K-1			Onsite									
			Offsite									
K-2			Onsite									
			Offsite									
K-3			Onsite									
			Offsite									
K-4			Onsite									
			Offsite									
K-5			Onsite									
			Offsite									
NON-KEY EXPERTS (Bidder to determine no. of Non-Key Experts as per its proposed work plan)												
N-1			Onsite									
			Offsite									
N-2			Onsite									
			Offsite									
N-n			Onsite									
			Offsite									
Sub-Total												

9.3 Financial Bid

FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder)

To

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

Sub: RFP for Selection of Service Provider for Development & Implementation of the Application Portal and Operation of AMA SASANA initiative of Government of Odisha

Madam/Sir,

I /We, the undersigned, offer to provide the service for Development & Implementation of the Application Portal and Operation of AMA SASANA initiative of Government of Odisha as per RFP No: OCAC-SEGP-MISC-0028-2024-25005 and our Pre-Qualification, Technical and Financial Proposals. Our attached Financial Proposal is exclusive of all applicable taxes and duties.

a) BID PRICE

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

b) 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.

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

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

Yours faithfully,

(Authorized Signatory)

Name, Designation & Contact No. and Seal

FORM FIN-2: Financial Bid

F2.1 Cost Summary

Sl#	Category	Module/Item	Unit	Qty	Unit Rate (Excluding GST)	Total Amount INR (Excluding GST)
1.	Application Design, Development, Integration and Implementation for AMA SASANA (Sub-total of F2.2)	Web application with Dashboard as per the scope of work mentioned in Volume-II of the RFP	Lump- sum	1		
2.	Mobile App	GIS based Mobile app for uploading of field visit reports by senior officials of Government of Odisha	Lumpsum	1		
3.	10-seater Contact Centre Setup Cost including 3-year support and AMC (Sub-total of F2.3)	Call Centre setup cost including all S/W, H/W and accessories	Lump- sum	1		
4.	One time cost for civil work for setting up call center at Bhubaneswar convenient to bidder (Sub-total of F2.4)	Room furnishing, furniture etc.	Lumpsum	1		

5.	Rent & electricity charges	Rent and electricity charges	month	60		
6.	Additional 2 years cost for 10-seater Call Centre Setup Cost after completion of initial 3 years	AMC cost of all hardware and software mentioned at SL#3	Year	2		
7.	Contact Centre Resource Cost	2 Floor Managers	Man month	120		
		24 Call Centre Executives (includes buffer)	Man month	1440		
8.	TSU Cost	1 Project Manager	Man month	60		
		2 MIS Executives	Man month	120		
		1 Business Analyst	Man month	60		
9.	MIS and Data Analytics	9.1 Comprising activities such as Social Media Listening, Social Media Sentiment Tracking, voice analysis, trend analysis, heat maps, performance matrices etc. (including usage of third party tools required for the above activities	Year	5		

		9.2 Data Scientist	Man month	60		
		9.3 Data Compliance Manager	Man month	60		
		9.4 Data Visualization Manager	Man month	60		
10.	Operation and Maintenance cost of AMA SASANA Application	Application Support & Software Maintenance including mobile app	year	5		
11.	EV SSL certificate	SSL certificate	Year	5		
12.	Security Audit (2 nos per year)	Third Party Security Audit	No	10		
13.	Change Request	Blended Technical Resource cost	Man month	20		
14.	Third Party Tools	Any Third Party Tool Required	Year	5		
15.	Any other cost	bidder to specify the item head				
Total=						
In Words						

Above rate/cost is inclusive of all taxes. (GST)

F2.2 Application Design, Development, Integration and Implementation for AMA SASANA

SL#	Item Description	Cost in INR Excluding GST
	Bidder to fill up Name of Modules	
	Sub-Total	

F2.3 Call Centre Setup (IT Infrastructure)

SL#	Item Description	Unit	Unit Cost	Total Cost in INR Excluding GST
	Bidder to provide item details			
	Sub-Total			

F2.4 Call Centre Setup (Civil Infrastructure)

SL#	Item Description	Unit	Unit Cost	Total Cost in INR Excluding GST
	Bidder to provide item details			
	Sub-Total			

F2.5 Third Party Tools

SL#	Item Description	Unit	Unit Cost	Total Cost in INR Excluding GST
	Bidder to provide item details (Subscription and license cost should be filled in separate row)			
	Sub-Total			

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal